



Atlantic Canada Water & Wastewater Association

A section of the American Water Works Association

# Go with the FLOW

Atlantic Canada Water and Wastewater Association Newsletter

www.acwwa.ca



## Fredericton's *Blissful* water treatment plant



Conference kitchen party pix 8/9

### INSIDE Issue No. 56 / Winter 2008/09

- Director's Report** . . . . . 2
- Chairman's Message** . . . . . 3
- Win a \$250 gift certificate!** . . . . . 5
- PEI Conference report** . . . . . 7
- Library of water and wastewater documents** . . 11
- New biosolids resource** . . . . . 12
- Water heros on WEF website** . . . . . 13
- NS groundwater information online** . . . . . 14
- Secret to employee productivity** . . . . . 14



Employee motivation technique 16

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# Thank you for your continued support

WOULD like to thank Don Degen, AWWA Vice-president, for attending and participating in our Annual Conference in PEI. Don led the Town Hall session and received good feedback from those in attendance. He was also impressed by the growth in our YP membership and the Sections training program.

I would also like to thank Gary Sullivan of AWWA for attending our Conference: For those of you who don't know Gary, he is ACWWA's main contact at AWWA and as such handles the Canadian issues. A few of his other responsibilities include, section bylaws, section assessments, membership issues, how-to guides, section database, Section Services web page, section bookstore and serves as the Staff Secretary for the Canadian Affairs Committee (CAC).

The AWWA revenue is less than projected as of September 2008. There are positive indications of improvements. As mentioned previously, the income from ACE08 was less than expected but membership is stronger than anticipated with a growth rate of nearly 5%. Other improvements in the revenues are increases sales in advertising sponsorships and publications. As a result, the net income is more than planned.

AWWA's Membership survey was launched in October. The first request went out to Individual Members and then to Utility and Service Providers. Our response rate to the individual member sur-

### Correction

It has been brought to our attention that several of our issues over the past year had incorrect contact information for Ian Paton, 2007-2008 ABEA President. Ian is with Atlantic Purification Systems Ltd., and can be reached at:  
Ph: 902-469-2806, ext 119  
Fax: 902-463-3529  
e-mail: ian.paton@aps.ns.ca  
The Editor apologizes for any confusion this may have caused. Comments or suggestions regarding Go With the Flow are always welcome, contact the editor, Darrell Fisher at dfisher@adi.ca

## Director's Report



Bruce Buchanan, P.Eng.

vey has been strong. Individual Membership survey closed with a 21.8% response rate (6,414 AWWA members). Utility and Service Provider Surveys closed with a 16% and 20% response rate respectively. Should you have questions, please contact Melanie Penoyar at mpenoyar@awwa.org.

By now you will have received a letter from ACWWA's Membership Committee celebrating Member Appreciation Week. We thank you for supporting ACWWA and AWWA with your membership, volunteering and supporting our Programs. We are very appreciative of your support and hope it continues.

AWWA has initiated a few Ad-Hoc committees to review several important issues in the Association. These include the Ad-Hoc Water Sector Workforce Sustainability Initiative with many water sector stakeholders coming together to: discuss the white paper; to identify a possible collaborative approach; define specific initiatives, programs and products; identify a series of additional research projects; discuss possible funding opportunities; and to begin preparation of Joint Policy Statement establishing sector wide support. The Section Relations Ad-Hoc was set up to review the current state of the relationships between AWWA and the sections and to make any recommendations for improvement. The Affiliation Agreements Ad-Hoc committee is reviewing the agreements in place (if any) between AWWA and the Sections and develop one that covers all Sections rather than individual Agreements for each Section.



**www.acwwa.ca**  
Be a water pro in the know

# ACWWA now a member of WEF

I AM very honoured indeed that my first opportunity to communicate with you in Go With the Flow is in the first edition of the newsletter of the Atlantic Canada Water and Wastewater Association. With the adoption of new section by-laws by the association membership at the recent AGM in Charlottetown we are now officially both a section of the American Water Works Association (AWWA) and a member association (MA) of the Water Environment Federation (WEF).

Our association with WEF began approximately seven years ago under the initiative of Past-Chair, and recent Fuller award nominee Gary Chew. We have been slowly strengthening our ties with WEF and the adoption of enabling by-laws is the last step we take to formalize our status as a WEF MA. The name change, while keeping the ACWWA acronym announces that we are the industry association home of both water and wastewater professionals in Atlantic Canada.

With the upcoming release of the CCME Municipal Wastewater Effluent Strategy, the next several years will

## Chairman's message

Reid Campbell, P.Eng.



be a challenging time in the wastewater business and it is the Board's goal that ACWWA will be there to provide the training and technical support needed for the wastewater business as we have on the drinking water side. The Board met recently in Amherst to plan the upcoming year and it is a priority to develop programs and services for WEF members as soon practical. We hope to have a full slate of WEF awards at the 2009 conference and Halifax and we are working closely with the Halifax conference committee to have a full slate of both water and wastewater technical papers at the Halifax conference.

Also included in the new by-laws was the adoption of a new governance model. I want to extend my thanks on behalf of the Association to Past-Chairs Graham Gagnon and Mark Butler for see-

ing this through. The new governance model is designed make Board members more accountable for section business while at the same time increasing opportunities for volunteers to work on clearly defined and focused tasks. The names of the new Board can be found in the masthead of the newsletter.

Before closing I must thank Darrel Fisher and his team for an excellent Charlottetown conference. The conference opened with an entertaining key note address by Dr. David Scott and closed with top notch edition of the PEI Kitchen Party. The event was made all the more memorable with Michael Pennergast and Friends attired in McLennan blue and a musical contribution by AWWA Vice President Don Degen and Gary Chew. The Monday evening hospitality event at the Dublin Pub, presented by ABEA was top notch and, if delegate response is an indication, will be a conference feature for years to come. Well done by all!!!

I look forward to working on your behalf for the upcoming year. Please get in touch if you have any questions or concerns.

## You can improve access to safe drinking water and sanitation facilities – right now!

**T**HE TERRAIN GROUP believes they can and are doing so by supporting Water For People. Water For People is a non-profit international development organization that helps people in developing countries improve their quality of life by supporting the development of locally sustainable drinking water resources, sanitation facilities, and health and hygiene education programs.

The management of Terrain Group recently made a generous donation of \$3,000 to Water For People on behalf of their employees. Terrain's donation will be eligible for the Rosenthal Million Dollar Challenge, where their donation will be matched dollar for dollar to help support the start up of the new country program in Rwanda. Terrain's gift will literally change the lives of people in developing countries.

It is the generous support of individu-



als, volunteers and corporations that makes Water For People's work possible. Thank you Terrain Group for your leadership and support of Water For People.



1 + 1 = 2<sup>0</sup>

Rosenthal Million Dollar Challenge

# Fredericton's *Blissful* water treat

**Kathy Edwards, City of Fredericton**

**T**HE City of Fredericton's Water Utility has been providing drinking water to its citizens for 125 years. The W. L. Barrett Water Treatment Plant has been in service throughout that time, originally as a surface water treatment facility and eventually converting to a manganese removal plant, treating groundwater from wells located in a nearby residential neighbourhood.

As the City continued to grow and develop, it was obvious that an additional water source was required to meet the demand. Exploration was undertaken to look for a new drinking water supply. The most promising production wells were located in a residential area on the east side of the downtown plat and a new well-field was developed in the Queen Square neighbourhood.

It was also determined that a new water treatment plant would be required to treat the water from the three new wells as well as for two future wells to be drilled. The new plant would be designed to match the water being produced at the existing plant so we could "blend" the water in the distribution system.

Finding a location for the new water treatment plant presented challenges in an established residential neighbourhood. There were a number of misconceptions of what sorts of activities occur at a water treatment plant, resulting in a number of residents not wanting the plant "in their backyard." Additionally this area of the City includes a heritage preservation district that has strict controls on the type of building that can be constructed.

The selected location on Waterloo Row was favoured, as it was on an established truck route and had good site lines for traffic coming in and out of the plant. The location would also provide a showcase setting for the centrepiece of the water utility. As a bonus, the selected site was formerly the home of a gas station allowing an opportunity to remediate a "brownfield".

Public meetings with local residents and the Heritage Preservation Review



John Bliss and Mayor Brad Woodside

Board resulted in an architectural design that is consistent with the historic homes of the neighbourhood.

A variety of local expertise was contracted to provide both the design aspects of the outside of the building as well as to incorporate all the equipment and functionality of a working water treatment facility. ADI Limited was contracted to provide architectural and engineering design as well as the technical concepts for the new plant. The principal contractor was Springhill Construction Ltd., of Fredericton. Key suppliers included Pureflow who provided the manganese removal filter vessels and media. Landscaping was provided by the City of Fredericton's Parks and Trees Division.

In 1883, the waterworks facility was constructed for \$6,694 and treated 1.8 million litres per day. At \$8.5 million, the new facility can treat over 23 million

litres per day.

It takes teamwork to provide clean drinking water, yet there are often key individuals that provide a backbone of support for service excellence. Individuals often provide years of dedicated service to a municipality and its residents, without public recognition. The City of Fredericton is no exception. Over the years, certain key individuals have been recognized as providing support and knowledge for the Utility to achieve success. When the time came to construct a new plant, City Council agreed that it was time to recognize two of those people who stand out as being instrumental in the growth and success of the Utility in Fredericton. The existing Water Treatment Plant on Smythe Street was formally named the William L. Barrett Water Treatment Plant on June 15, 2007.

On September 12, 2008, the new water treatment plant facility was formally named in recognition of another key player in the City of Fredericton's Water Utility. The new E. John Bliss Water Treatment Plant recognizes the contributions that John Bliss made over his career as City Engineer from 1979 to 1998. John was on the ACWWA Board of Directors from 1983 to 1988, and served as Chair from 1986-1987. John received

# ment plant



the Diplomat Award in 1991 and the Ira P. MacNab award in 1998.

It was under John Bliss's stewardship that the City installed manganese removal technology in the existing water treatment plant. Under John's leadership, water quality improvements were continued including breakpoint chlorination, back-flow prevention and the introduction of modern construction and maintenance processes.

Although there were countless supporters for the construction of the new Water Treatment Plant, the project itself was driven by two prominent individuals within the Utility. Utility Manager Andy Holyoke and Senior Water & Sewer Engineer Laurie Corbett worked hard and put in extra hours to see the project through the many obstacles to completion.

And completion is very near. At the time of writing, the new Water Treatment Plant is approaching treatment readiness. Finishing touches are being put on and the Water Treatment Plant staff are working hard to get final details worked out. The new plant is anticipated to be providing treated water to the citizens of Fredericton in January of 2009.

A celebration of the new plant with a commissioning ceremony is planned for spring of 2009.

## Win a gift certificate!

**Refer members to AWWA or WEF**



Refer a member to AWWA or WEF and your name will be entered in a draw to win a \$250.00 gift certificate to a store of your choice!

Atlantic Canada Water and Wastewater Association (ACWWA) is a section of the American Water Works Association (AWWA). ACWWA is comprised of over 430 water professionals from Atlantic Canada. AWWA is over 60,000 members strong with 43 sections in Canada, USA, Mexico and Puerto Rico.

Membership in ACWWA provides the training and information you need to keep you current in the fast changing water profession.

Founded in 1928, the Water Environment Federation (WEF) is a not-for-profit technical and educational organization with members from varied disciplines who work toward the WEF vision of preserving and enhancing the global water environment.

WEF's vision to "preserve and enhance the global water environment" is the basis for all WEF programs and activities.

**Contest Rules:**

Refer a member and have them fill out one of the application forms online at [www.acwwa.ca](http://www.acwwa.ca)

Have the new member send the completed application to Clara Shea.

The referring member will then have their name entered in to the draw.

**Contest Dates:**

December 1, 2009 – March 31, 2009.

Good luck!

## Thank you!

**T**HROUGH the support of the attendees of the ACWWA 2008 Charlottetown, over \$4,000 was raised for Water For People. Funds were raised through pledges collected by the ACWWA "Water Dogs" Relay Team, participation in the 5km Fun Run, Show of Hearts campaign at the Meet n' Greet, and proceeds of the Silent Auction. Congratulations to the "Water Dogs" for their 2nd place finish in the Corporate Team Relay at the Charlottetown Marathon.

Water For People thanks you for your strong support! Together we're creating tangible change, improving the lives of people who desperately need our help.



# Join us in Halifax!

## 2009 ACWWA Annual Conference

October 18 - 20, 2009 Halifax Marriott Harbourfront

[www.acwwa.ca](http://www.acwwa.ca)



# Call for Papers!

Embracing the new name and enhanced mandate of our association, Atlantic Canada Water and Wastewater Association Halifax 2009, to be held October 18-20 2009, is intended to present and discuss the latest development, strategies, techniques and applications of best practices in the WATER and WASTEWATER industry.

### Program Themes

The ACWWA Technical Papers Committee is encouraging the presentation of papers that cover the following theme areas:

- \* Asset Management & Infrastructure Renewal
- \* Advanced Water Quality Management
- \* Environmental Stewardship
- \* Reliable & Affordable Service
- \* Case Studies: Successful Infrastructure Projects
- \* Managing in the Changing Regulatory Environment

### Call for Papers

Authors are invited to present papers relevant to the conference themes, with topics reflecting a wide range of experiences from utilities, municipalities, consultants,

You are invited to submit an extended one page abstract. Please headline your text with the following information:

- Topic
- Title of Presentation
- Author's name and affiliations
- Contact information including name, email, postal address and telephone

### Please submit your abstract to:

Margaret Walsh, PhD., P.Eng.  
 Chair, ACWWA Technical Papers Committee  
 Department of Civil and Resource Engineering  
 Dalhousie University  
[mwalsh2@dal.ca](mailto:mwalsh2@dal.ca)

**Abstracts must be received by February 6, 2009.**

*We look forward to your participation in the conference with an opportunity to further your career, help your peers and contribute to the knowledge base of our industry!*



## 61st ACWWA Conference / Charlottetown, PEI October 19 – 21, 2008



# Annual Conference a success

**B**ASED on comments heard during the 2008 ACWWA Conference, the Committee has deemed it a success.

Registration on Sunday was brisk while approximately 40 participants were on the course and others were on a tour. The Meet and Greet in the evening was very well attended. Delegates and companions had the opportunity to socialize, have a few drinks and enjoy the appetizers. The Young Professionals' group also had the opportunity to socialize at a dinner held at the Gahan House.

A great way to start Monday morning was to participate in the Water For People 5-km Fun Run/Walk. The air was cool and the sights and sounds of nature while walking along the Boardwalk was a great start to the day.

After the opening ceremony, **Dr. David Scott** treated delegates and companions to an informative and entertaining presentation. Dr. Scott talked about achieving excellence both as an individual and as a team member. Sessions followed for the delegates while companions participated in a Latin dancing class before heading to Mavors for lunch and a tour of the art gallery.

The beautiful music of the Singing Strings played during Monday night's banquet. Awards were handed out to **Gary Chew** (George Warren Fuller Award), **Reid Campbell** (Ira P. MacNab Award), and **Willard D'Eon** (AWWA Life Member Award). Recognition was also given to **Ron Patterson** and **Andy Holyoke** for service to the water industry in Atlantic Canada. Afterwards, delegates and companions took a stroll to Old Dublin Pub where live entertainment provided by Dino Dunsford and Friends set a great tone for ABEA's hospitality night. Rumour has it that people had an excellent time and many stayed



until the wee hours of the morning.

The Awards Breakfast provided an early start to Tuesday morning. Congratulations are extended to the recipients of Operator of the Year (**Roland Ford** – PEI, **Regis Caron** – NB, and **Mervin Smith** – NS), Volunteer of the Year (**Jamie Hannam**) and Project of the Year (**City of Moncton and City of Summerside**) awards. Morning sessions were scheduled for the delegates and the companions went to the Culinary Institute for a demonstration and lunch. After a boxed lunch, delegates had the opportunity to visit over 40 booths at the Trade Show. Many delegates participated in the trivia contest and **Dawn MacNeill** was the winner of the \$1000 Home Hardware gift certificate. The Young Professionals also had a trivia contest during the conference and the winners were **Kelly Brown** (Apple i-Touch) and **Nicole O'Brien** (Apple Shuffle).

**Tony Whelan** moderated the Top Ops competition as teams from Fredericton, Halifax, Moncton and Nova Scotia competed. Fredericton won the competition.

The traditional Down East feast was a great way to wind down (or, for some, wind up) at a conference. After a feed of lobster or beef, Michael Pendergast and Friends kept the audience entertained. Some delegates even got to try a bit of step dancing. For those who stayed a bit late, they had the added pleasure of hearing **Don Degen** and **Gary Chew** perform on stage. A good time was had by all!!!

The Committee would like to thank everyone for attending and making the conference a success. The winner of the Early Bird draw (two nights accom-



## Award Winners

**Top left (l-r):** Mike Richard, City of Moncton, accepting Project of the Year, NS Operator of the Year Mervin Smith, Volunteer of the Year Jamie Hannam, AWWA Vice President Don Degan, NB Operator of the Year Regis Caron, Frank Murphy and Phil Hardy, City of Summerside, accepting Project of the Year.

**Top:** Reid Campbell, Ira P. MacNab Award  
**Centre top:** Willard D'Eon, AWWA Life Award;

**Centre bottom:** Gary Chew, George Warren Fuller Award

**Bottom:** Top Ops winners, Fredericton, (l-r) Marc Colwell, Scott Grasman Keith Holloway

modation at the Delta) was **Gilles Bertrand**. A special thanks to those who participated in the Water For People silent auction that was ongoing during the conference. Approximately \$1,800 was raised for this great organization.

61st ACWWA Conference



# Kitchen party



# Trade show





Charlottetown, PEI October 19 - 21, 2008

# 2008

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# Meet & Greet



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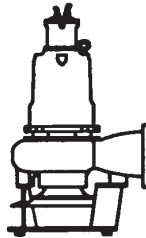
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## Library of Water and Wastewater Documents

**H**ERE is a list of water and wastewater documents assembled by ACWWA that are available for review by AWWA members. The documents can be borrowed from the section for a period not exceeding three weeks.

Please fax or email the office to request a loan of any current titles in the ACWWA Library. Please provide the title of the document, along with your membership number, and mailing address.

All items borrowed from the Library are to be returned to the office within three weeks.

1. Good Practices for Preventing Microbiological Contamination of Water Mains
  2. Chlorine Safety Pocket Guide
  3. Plain Talk about Drinking Water
  4. Water Distribution Operator Training Handbook
  5. Water Treatment Operator Handbook
  6. Avoiding Rate Shock: Making the Case for Water Rates
  7. Operator Certification Study Guide: A Guide to Preparing for Water Treatment and Distribution Operator Certification Exams
  8. Performance Benchmarking for Water Utilities
  9. Water Quality: Principles and Practices of Water Supply Operators
  10. Water Sources: Principles and Practices of Water Supply Operators
  11. Recommended Practice and Backflow Prevention and Cross Connection Control
  12. Basic Science Concepts and Applications for Wastewater Student Workbook
  13. Water Treatment Student Handbook
  14. Water Transmission and Distribution: Principles and Practices of Water Supply Operators
  15. Basic Science Concepts and Applications
  16. Water Quality Student Workbook
  17. Basic Microbiology for Drinking Water Personnel
  18. Air-Release, Air/Vacuum & Combination Air Valves – M51
  19. The Site Calculations Pocket Reference
  20. AWWA Waste Water Operator Field Guide
  21. Basic Chemistry for Water and Wastewater Operators
  22. Principles and Practices of Water Supply Operations- Water Treatment
  23. Basic Science Concepts and Applications for Wastewater
  24. AWWA Water Operator Field Guide
  25. Water Treatment Plant Operation Volume I
  26. Water Treatment Plant Operation Volume II
  27. Water Distribution System Operation and Maintenance
  28. Operation of Wastewater Treatment Plants Volume I
  29. Operation of Wastewater Treatment Plants Volume II
  30. O&M Wastewater Collection Volume I
  31. O&M Wastewater Collection Volume II
  32. Installation, Field Testing, and Maintenance of Fire Hydrants M17
  33. Distribution Valves: M44
  34. Math for Water Treatment Operators
  35. Math for Distribution System Operators
  36. Wastewater Operators Guide to Preparing for the Certification Examination
  37. The Story of Drinking Water
  38. Groundwater Manual of Water Supply Practices M21
  39. Water Chlorination/Chloramination Practices and Principles M20
  40. Safety Practices for Water Utilities Manual of Water Supply Practices M3
  41. Small Water System Operation and Maintenance
  42. ANSI/AWWA Standards for Small Water Systems
  43. Water and Wastewater Calculations Manual
  44. Water Quality Complaint Investigator's Field Guide
  45. Splash Activity Book
  46. Give Water a Hand Action Guide-A Youth Program for Environmental Action
- DVDs
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  3. Satellite Teleconference – Innovative Operator Tools – Scadia, AMR & GIS
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  6. Safety First – The Safety of Water Treatment Chemicals
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# New global biosolids resource unveiled

**T**HE Greater Moncton Sewerage Commission (GMSC) in partnership with United Nations-HABITAT recently launched a new publication entitled “Global Atlas of Excreta, Wastewater Sludge, and Biosolids Management: Moving Forward the Sustainable and Welcome Uses of a Global Resource”.

To put the spotlight on sanitation, the United Nations General Assembly declared 2008 the International Year of Sanitation. The goal is to raise awareness and to accelerate progress towards the Millennium Development Goal (MDG) target to reduce by half the proportion of the 2.6 billion people without access to basic sanitation by 2015.

In order to advance the environmental agenda locally and globally, and in recognition of the fact that 2008 is the International Year of Sanitation, the GMSC in cooperation with UN-HABITAT created the Atlas, which was officially launched on September 8, 2008 at the IWA – World Water Congress in Vienna, Austria.

More recently, this UN-HABITAT publication was released locally at a news conference in Moncton on September 23, 2008.

“It is my belief that this Atlas will make a major contribution in global efforts to treat wastewater and to manage the Sustainable Beneficial Uses of a Global Resource” said Dr. Graham Alabaster, Chief of the Water Sanitation and Infrastructure Branch of UN-HABITAT.



“The Atlas presents a clean picture of what’s happening with wastewater sludge and biosolids management in countries all around the world and we are very pleased to have participated in a leadership role to Move Forward the Global Environmental Agenda with this publication”, said Ronald J. LeBlanc, Chairman, of the GMSC.

The Atlas runs to 608 pages and chronicles excreta, wastewater sludge and biosolids management practices in 37 countries and regions throughout the world with reports on sanitation in 58 jurisdictions. They range from developing countries, with substantial portions of the population without access to mod-

ern plumbing or flush toilets, to developed countries with sophisticated treatment systems.

The idea for the creation of this Atlas originated at the global environmental IWA Biosolids Conference, Moving Forward Wastewater Biosolids Sustainability: Technical, Managerial, and Public Synergy” hosted by the GMSC in Moncton, in June 2007.

This International Conference was held jointly with the “4th Canadian Organic Residuals and Biosolids Management Conference” which was hosted and supported by ACWWA amongst other member associations.

The preparation of this Atlas is the result of the dedicated efforts of a wide range of stakeholders from all regions of the globe. Their knowledge and expertise has been essential to the successful publication of this Atlas. Prepared by some of the world leading experts, the Atlas provides key insights and new thinking to mark the 2008 International Year of Sanitation.

The publication including a CD version of the publication will be made available by the UN-HABITAT.

Submitted by:  
Roland P. Richard, P.Eng.  
Manager of Special Projects  
Greater Moncton Sewerage Commission

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# New “Water Hero” Feature Launched on Water Environment Federation’s Website

ALEXANDRIA, VA. -

**T**HE Water Environment Federation (WEF) has launched the “Water Hero” section on its newly designed website. The first featured Water Hero is Dale Richwine, Vice President at MWH in Portland, Oregon. Richwine initiated the “Silent Heroes Program” at the Pacific Northwest Clean Water Association, which earned the organization a WEF Member Association Achievement Award recently presented in Chicago at WEFTEC® last month. [www.wef.org](http://www.wef.org)

The WEF website home page will feature two Water Heroes per week with photos and brief bios of members who work every day to clean the world’s water. Recognizing the unsung heroes of clean water will help tell the story of the vital role WEF members play in protecting public health and the environment. To learn more about nominating a Water Hero contact [lkelly@wef.org](mailto:lkelly@wef.org).

WEF launched the first phase of a program to use its website – [www.wef.org](http://www.wef.org) - to provide access to the world’s best science, engineering, and technical practices for water quality improvement last week which featured the first “WaterBlog” by President Rebecca West. The WaterBlog will be archived for easy retrieval.

Visitors will find a redesigned, more user-friendly site including new a major new library of resources called “Access Water Knowledge”, with comprehen-



- Utility Management
- Wastewater Treatment
- Wastewater Treatment Design
- Industrial Wastewater Treatment
- Wastewater Treatment Operations
- Water Reuse
- Water Security
- Watershed Management
- Wet Weather

These areas offer convenient access to information from WEF and other credible sources, including the latest technical research, books and articles, news features, as well as WEF’s training and networking opportunities for water quality professionals.

Phase II developments including the addition of a more complete water library that will be a one-stop-shop for visitors by integrating WEF’s broad array of technical resources is now underway. Slated to launch in 2009, the site will feature a new look and search system that will allow users easy access to the latest in water quality information, research and news.

## About WEF

Formed in 1928, the Water Environment Federation (WEF) is a not-for-profit technical and educational organization with 35,000 individual members and 81 affiliated Member Associations representing an additional 50,000 water quality professionals throughout the world. WEF and its member associations proudly work to achieve our mission of preserving and enhancing the global water environment.

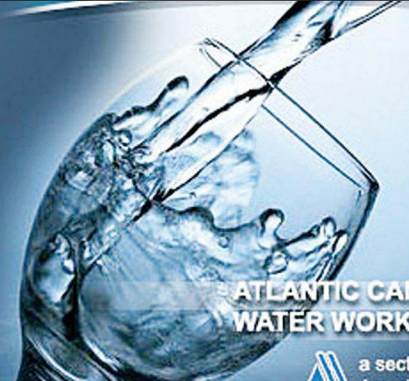
sive technical and educational material for water quality professionals.


Access Water Knowledge provides online access to WEF publications including the new Proceedings of the Water Environment Federation a searchable database of papers presented at WEF conferences since 2000. It also incorporates Knowledge Centers for key information including on:

- Biosolids
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# Nova Scotia groundwater information available online

**W**ATER-INDUSTRY professionals, environmental protection groups, researchers, and all Nova Scotians now have easy access to more information about Nova Scotia's groundwater resources.

A new interactive digital map offers improved access to information about groundwater regions and the boundaries of watersheds in the province. Other online enhancements on the government website offer more information about water wells, recent and historical groundwater levels, and related data.

"We are providing industry easier access to groundwater information so they can better plan projects to meet Nova Scotia's environmental regulations," said Mark Parent, Minister of Environ-

ment. "These online resources will also benefit environmental and scientific research and anyone interested in finding more information about Nova Scotia's groundwater resources."

The interactive groundwater mapping webpage was developed by the Department of Environment in collaboration with the Department of Natural Resources and is located at <http://gis4.natr.gov.ns.ca/website/nsgroundwater>.

Another online digital map shows the province's six major groundwater regions. The map is a general guide to the hydrogeological properties associated with each of the groundwater regions, such as the level and flow rate of groundwater. This map may be viewed



at [www.gov.ns.ca/nse/water/groundwater/docs/GroundwaterRegionsNS\\_detailed.pdf](http://www.gov.ns.ca/nse/water/groundwater/docs/GroundwaterRegionsNS_detailed.pdf).

The Nova Scotia Well Logs database is also now online. It contains information about nearly 107,000 drinking-water wells constructed in Nova Scotia between 1940 and January 2008. It includes information about where the wells are located, the type of geology near the wells, and the type of well construction, including its depth and how much groundwater it yields. It is accessible at [www.gov.ns.ca/nse/water/well-database.asp](http://www.gov.ns.ca/nse/water/well-database.asp).

The webpage for the Nova Scotia Groundwater Observation Well Network has also been updated. This monitoring network has been used to check groundwater levels in the province's aquifers since 1965. Water levels in 24 observation wells are automatically measured every hour and the wells are periodically sampled to test groundwater chemistry.

The information from the observation wells can be useful for evaluating seasonal changes in the water table in a given area and monitoring long-term trends associated with climate change. The Nova Scotia Observation Well Network webpage may be viewed at [www.gov.ns.ca/nse/water/groundwater/groundwaternetwork.asp](http://www.gov.ns.ca/nse/water/groundwater/groundwaternetwork.asp).

The province's website also holds a recently added collection of 29 annual reports on Nova Scotia's groundwater. The webpage has been redesigned to allow searches for reports using an interactive map located at

## RESOURCE DEVELOPMENT MANAGER

Are you interested in working for an international development organization that supports safe drinking water, sanitation and hygiene education for people in the developing world? Water For People-Canada is accepting Letters of Interest that will tell us why we should hire you for this position in 2009.

We are looking for an individual who:

- Has experience working in the water and wastewater industry here in Canada and has developed strong relationships with all constituencies.
- Has good writing, business planning, presentation and communication skills.
- Is able to travel to conferences throughout Canada and the United States and to special events as Water For People-Canada's representative.
- Can develop and implement a comprehensive annual development plan and support volunteer efforts to carry out the plan.
- Makes recommendations to Water For People-Canada's Board of Directors regarding the organization's efforts to raise funds for program interest and day-to-day operations.

This position is a paid part-time position with flexible working arrangements. Letters of interest should be no longer than 5 pages in length and should have appended the candidate's resume.

We are requesting that all submissions be sent to the following address and are submitted before December 31, 2008:

Water For People – Canada  
255 Consumers Road  
Toronto, Ontario M2J 5B6  
Attention: Tony Petrucci, President, Water For People – Canada

Water For People – Canada's Executive Committee will review all submissions for all candidates in January 2009 with an intention to have the new Resource Development Manager begin work in February 2009.





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**McAvity CONCORD**

Management Corner / ERNIE LUNDQUIST

# Treat employees like customers

**L**AST issue, we discussed how our organizations are more effective if we treat those who we supervise as our customers, and if staff members and departments treat line members and departments as their customers. We also started a discussion about what our customers, ie. our subordinates, want. Let's continue that discussion, and postpone the one on situational leadership until next issue.

I have a brother who thinks that all this humanistic management stuff is a load of crap! Now, I told him crap was the other side of our business - we're in water! (typically hot water) Anyway, he says it is simple - just treat people the way you want to be treated! Well, he's not wrong, but he may be oversimplifying things. The problem is, we do not stop and think about what we really want in our job, so we often have trouble treating others the way we want to be treated.

What do you want? What is it that made someone think you should be in a supervisory or leadership role? Could part of it be that you took pride in your work? Gee, I hope so; otherwise, your dad was a councillor or you got some nasty pictures of somebody important. (That's another article!) So you agree - people want to take pride in their work - after all the good people are like you! Remember that and make it a theme in your dealings. So how do



we work with that to get the most of it?

Let's start by giving them ownership of the work so they identify with the finished product. Here are some pointers:

- Let them be involved with as much of the process as possible.
- Tell them what you want done but not how to do it.
- If you must have a say in how it is done, at least consult with them and let them have input into the method. Get agreement from them that it is the best way. (If it is your idea, they have no stake in trying to make it work)
- Keep them well provisioned with what they need, be it time, equip-

ment, manpower, encouragement, or whatever. And let them decide what they need.

When the job is done, look for what they did right and point it out -- AND DON'T USE "BUT..."

Lastly, we should remember that people rise to your expectations. Tell them how great their work is and it will be better tomorrow. Tell them that you believe that they are good organizers, and they will try to prove it. Tell them they work well with others and they will be organizing teams.

It is more fun to facilitate your employees' success than to supervise their work. And remember, they are your customers.



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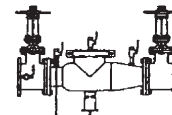


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