



Atlantic Canada Water & Wastewater Association

A section of the American Water Works Association

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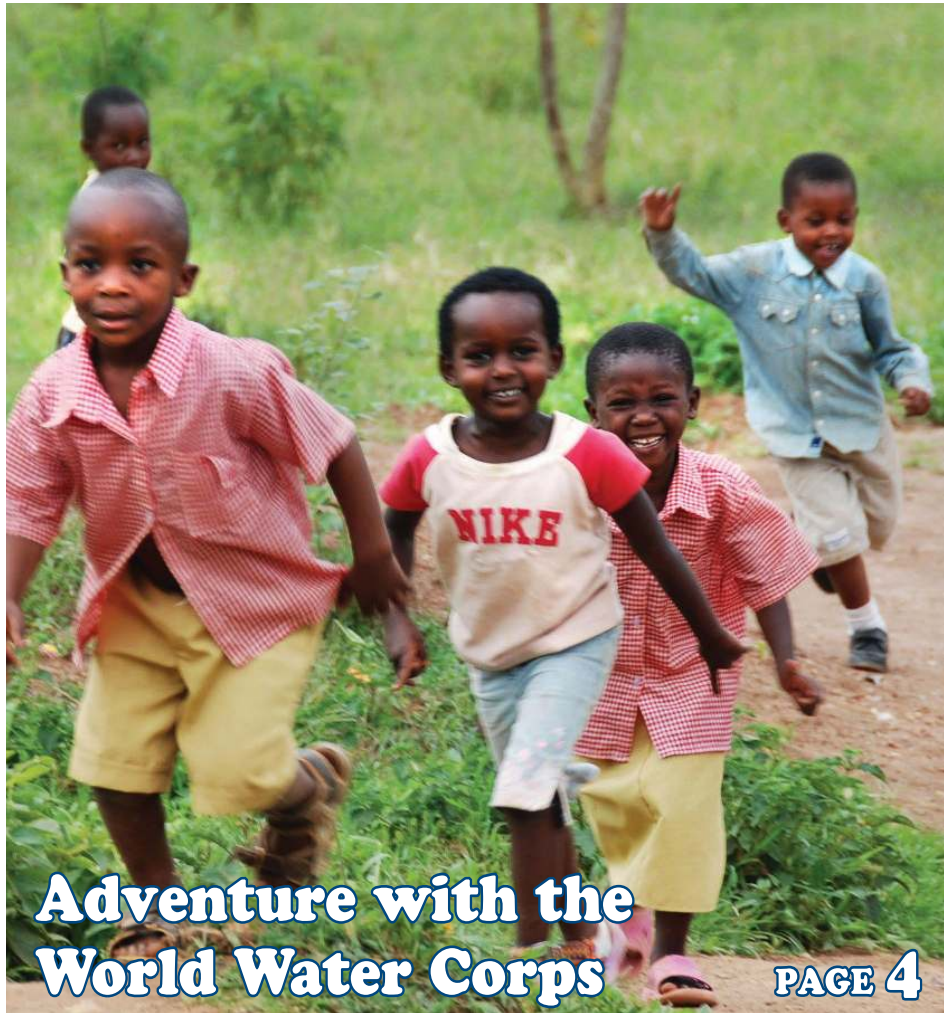
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Jamie Hannam and Reid Campbell enjoy one of the benefits of the Halifax water/wastewater event.



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A section of the American Water Works Association

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Thanks to organizers for a great conference

I WOULD like to take this opportunity to thank the Halifax Organizing Committee for the excellent Conference. The large number of attendees demonstrated the quality of the technical sessions and the overall conference. Congratulations to all the Award recipients, well deserved.

Mike Leonard and his wife Betsy send their thanks to everyone for showing them the warm Maritime hospitality.

The downturn in the economy continues to affect the AWWA budget. Membership numbers are down, attendance was down at ACE09 and purchases at the bookstore continue to be low. These are the largest financial contributors for the Association. It is through the hard work of staff monitoring and changing the budgets throughout this past year that has allowed the Association to project a small budget surplus.

AWWA's webpage continues to be updated and modified to overcome problems. More recent fixes include monitoring the visitors to the site, membership and ordering/cancelation process for the Annual Conference and Exposition.

Ensor Nicholson, Clara Shea and I attended the Regional Meeting of Sectional Officers (RMSO) in Scranton Pennsylvania. The AWWA Sections along the eastern seaboard shared their Sections innovations, opportunities, challenges and solutions. This is an excellent opportunity to meet and discuss the opportunities for the Sections and issues that they have. We all share the same challenges as Sections, but sometimes opportunities present themselves that one Section is able to help the other.

In response to feedback from the AWWA Member Value study, Opflow will now be provided in The Water Li-

Director's Report

Bruce Buchanan, P.Eng.



brary to individual members for free download.

The AWWA Canadian Affairs Committee Cross Connection Control Ad Hoc Committee met with representatives from all 5 Canadian sections on Friday, September 25th, to discuss the Cross Connection Control program in Canada and the Terms of Reference (TOR) for the Canadian National Cross Connection Control Steering Committee. The Adhoc committee will now develop the new TOR for a new working relationship with the 5 Canadian Sections to keep this program working.

At CAC's recent meeting in Quebec City, other issues discussed along with the CCC program were the Strategic Plan for CAC, Affiliation Agreement, Waternet Pilot Project and the Canadian content in AWWA material.



It's not too late to order a 2010 Water for People calendar featuring stunning photos from many of their country programs.

See www.waterforpeople.org

Now you can join AWWA or WEF!

Visit the ACWWA website at www.acwwa.ca for application forms



ACWWA looks to increase membership; expand education programs

GREETINGS to all. It is my pleasure to serve as ACWWA chair for the coming year. I look forward to working with our many dedicated volunteers and of course our enthusiastic administrator, Clara Shea to keep our association active and strong.

Reflecting back on our annual conference in Halifax, it was a great show by any measure - near record attendance, a great technical program and our biggest trade show yet. A great big ACWWA “thank you” goes out to conference chair, Jamie Hannam and all the members of the Halifax organizing committee. Our 64th annual conference will be in the historic city of Saint. John, New Brunswick on September 12-14, 2010 and planning is already underway.

In Halifax we were fortunate to have AWWA Past President Mike Leonard and WEF VP, Cordell Samules in attendance to speak so elegantly about our profession and to discuss many hot topics of mutual interest. They really enjoyed our Atlantic Canada hospitality and have offered their assistance anytime to ACWWA.

Congratulations to all of this year’s award recipients. Special recognition goes out to Fuller Award Recipient, Carl Yates, McNabb Award Recipient, Dr. Graham Gagnon and Bidell Award Recipient, Gary Chew who were honored at the banquet. The Fredericton Top Ops team won their 5th straight Top Ops Challenge – these guys are so good we decided to recruit one of them to serve on our ACWWA Board of Directors!

Speaking of the board, we have a pretty full plate in part due to our recent WEF affiliation. The board will focus its efforts at a strategic planning session this November

A challenge:

Recruit a new member of AWWA or WEF, volunteer on a committee, offer training and most importantly share your knowledge with fellow ACWWA members.

Chairman’s Message

Ensor Nicholson

to lend support to our various volunteer committees. ACWWA is looking to expand membership and also member services through our education and training programs, a renewed web site and our outreach programs to mention a few. Speaking of outreach, ACWWA continues to be a major supporter of the Water for People program – congratulation to the utility staff in Moncton for donating \$20,000 this past year.

As chair I would ask that each one of us continue to support our association in any way we can. Recruit a new member of AWWA or WEF, volunteer on a committee, offer training and most importantly share your knowledge with fellow ACWWA members.

If you have a suggestion, question or concern; please contact me directly and I will do my best to respond in a timely fashion.

Till next time,
Ensor Nicholson, Chair



Pierre Marc Gendron, P.Eng., M. Eng.
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Looking for adventure? Try the World Water Corps

AROUND the world, 884 million people do not have access to safe drinking water and 2.5 billion are without adequate sanitation facilities. Every day, nearly 6,000 people die from water-related illnesses, with the majority being children. However, Water For People has now given the water and wastewater industry the mechanism to make meaningful change with the development of the World Water Corps®.

The World Water Corps® (WWC) was launched in 2006. It is a volunteer program that gives water and wastewater professionals the opportunity to travel abroad and support the development of sustainable drinking water projects, sanitation projects and hygiene education programs. The WWC is working in program evaluation, monitoring, mapping, and baseline assessment. Hydrology will be added to their tasks in 2010.

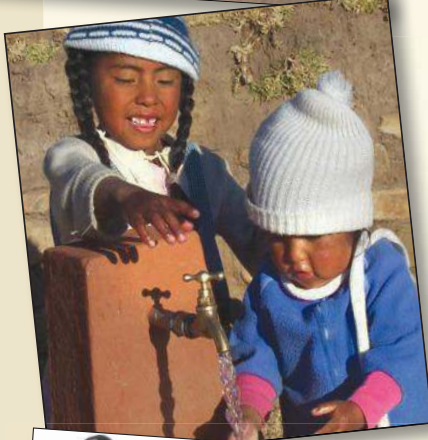
Historically, Water For People (WFP) has operated in Bolivia, Guatemala, Honduras, Malawi and India but recently they have expanded their operations into Ecuador, Nicaragua, Rwanda, Uganda, the Dominican Republic and Peru.

Chris Rogers, a WWC volunteer, writes of his experiences in Rwanda:

“...the sole Canadian volunteer, I had the pleasure of working with a hard-working group of Americans and Belgians over a very intense two-week period in February, 2009. We were each assigned a university student (all orphans of the genocide), a group of local officials, and a sector in Kicukiro district. Our days were spent in the field, inspecting water and sanitation facilities, and interviewing community leaders and members of the local population. Our nights were spent documenting our observations. Our field work exposed us to a range of generally miserable living conditions, from rural areas on the outskirts of Kigali, to the slums of Kigali itself. Rwanda has the highest population density in Africa. (The density of the entire country is higher than that of the City of Ottawa!) There was a lot to cover in two weeks.

Rwanda generally has a lot of water, most of the year. Unfortunately, there are extensive shortages throughout the dry season, and contamination is also a major problem. Most of the population in Kicukiro gets water from community taps and uses some form of latrine, which are often shared among several households. These latrines are often poorly constructed and in horrendous condition. The taps draw water from wells, or are piped in from a central source. Water quality is unreliable, with suspected contamination from latrines and other sources. Those

“I was swarmed by about 30 kids on their way home from school. One pulled out a text book and began teaching me to count in Kinyarwanda. They laughed a lot as I stumbled from one to five.”



who can afford to, boil their drinking water. Many who can't, get sick and tend to die young.

One day I was waiting for my sector driver to pick me up outside an orphanage when I was swarmed by about 30 kids on their way home from school. One pulled out a text book and began teaching me to count in Kinyarwanda. They laughed a lot as I stumbled from one to five.'

The WWC is not for everyone but, if you feel you have what it takes, WFP needs you! Often, days are difficult and dealing with conditions in some of the poorest areas of the world can be physically and mentally straining. However, if you are up to the challenge we guarantee an experience you will never forget.

For more information regarding the World Water Corps® please see our website, www.worldwatercorps.org or email abritton@waterforpeople.org.



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Nova Scotia issues stronger guidelines for biosolids use/storage

NOVA Scotia has taken another step toward protecting the environment and human health by introducing stricter guidelines for the land-application and storage of municipal biosolids. The stricter guidelines were developed from recommendations by an independent committee of citizens, facility managers, wastewater researchers, regulators, and representatives from all levels of government. The guidelines are based on the latest biosolids science and research.

The Nova Scotia Biosolids Science and Advisory Committee gave its report, *Biosolids Management in Nova Scotia: Issues and Recommendations*, to the Department of Environment last year. The report contains many recommendations intended to improve the way biosolids are managed and used. The province is implementing all recommendations, many through the guideline revisions.

Biosolids come from a treatment process that transforms sewage sludge into a low-pathogen, organic material that helps plants and trees thrive. The material is a benefit to foresters, farmers, and other biosolids users. Pathogens, or harmful bacteria, are decreased by physical and chemical treatment processes that raise the pH level, add heat, and remove water.

The biosolids recycling process is an environmentally acceptable way to manage the sewage sludge that continues to be generated by municipal treatment facilities.

The renewed guidelines will help protect the environment by helping biosolids users with proper land application and storage of the material. Municipal treatment facilities that generate biosolids must follow the guidelines and have approval from Nova Scotia Environment. The guidelines only allow for the highest quality biosolids on agricultural lands. It is not permitted to use untreated

wastewater or sewage on agricultural land in Nova Scotia.

All facilities' approvals will be reviewed to ensure the guidelines are being followed.

The guideline revisions will also require treatment plants to do more intensive analysis to test for contaminants such as dioxins, furans, and fire retardants. This extra requirement is in response to requests from concerned Nova Scotians.

Nova Scotia is working with other jurisdictions across the country to develop national standards and policies for the use of biosolids.

For more information, visit www.gov.ns.ca/nse/wastewater/.

Environment ministers endorse water strategy

FEDERAL, Provincial and Territorial Ministers of the Environment endorsed a Canada-wide strategic vision for water, which outlines how the Canadian Council of Ministers for the Environment (CCME) will help ensure that Canadians have access to clean, safe and sufficient water to meet their needs in ways that also maintain the integrity of ecosystems.

The strategic vision aligns well with CCME work on water-related issues and will be a useful tool in guiding the development of future CCME activities, promoting clarity and transparency in dealings with jurisdictions, partners and stakeholders.

Ministers also supported a Canada-wide water efficiency labeling program, agreed to earlier this year by the Council of the Federation. Water efficiency labeling supports the conservation and wise use of water under CCME's Strategic Directions for Water by providing consumers with information on the water efficiency of appliances and fixtures such as toilets, shower heads and taps.

Consistent with Canada-wide strategic vision for water, Ministers reaffirmed their commitment to further collabora-

Stories by Judy MacDonald, P.Eng

tive efforts to address a number of issues including nutrient loading in Canadian waters, the valuation of water-based natural capital, and developing a better understanding of groundwater resources and management.

CCME is the major intergovernmental forum in Canada for discussion and joint action on environmental issues of national and international concern.

Further details are available at www.ccme.ca.

PEI regs to end spreading of unprocessed septage

NEW rules governing the handling of septage will help nutrient management and reduce the hazards of untreated waste being spread on the land, Environment, Energy and Forestry Minister Richard Brown says. Under the changed rules, all septage must be taken to an approved wastewater treatment facility for processing. The new rules for septage treatment and disposal come into effect January 1, 2010.

The Charlottetown and Summerside wastewater treatment facilities are equipped to process septage. Once the material has been treated, it produces a screened, stable biosolid product that can be incorporated into land owners' nutrient management plans.

"By improving the treatment of waste, we can better control nutrients being released into the environment. This helps fulfill recommendations from the Commission on Nitrates in Groundwater which found that domestic waste was contributing to the total nitrate load of ground water and surface water," said the minister.

As part of the provincial biosolids management strategy, the upgrades of the Charlottetown and Summerside treatment plants included the capacity to process septage from waste pumpers. The federal government and the cities of Summerside and Charlottetown have partnered with

Atlantic Canada legislation roundup

the provincial government to build these facilities and implement the new provincial biosolids strategy.

Roughly 45 percent of Prince Edward Island's population is serviced by on-site septic systems, which have to be pumped out every three to five years by one of the province's 34 licensed septage haulers. Under existing regulations, septage removed by a hauler has been allowed to be treated at a wastewater plant, disposed of on farmland or held in approved holding sites.

The treatment process will produce a more stable solid waste lower in nitrate than the initial septage. The treatment and stabilization of septage will reduce the nitrate impact compared to previous practices.

"Our departmental staff has already consulted with the waste haulers but we will be making a particular effort in coming weeks to educate the industry. The industry will be given a bit of time to make arrangements to process this waste and to advise their customers of any rate changes due to the cost of trucking and processing this material," said the minister.

Consultation planned on drinking water standards

MUNICIPALITIES will have the opportunity to provide comments on proposed updates to Nova Scotia's drinking water standards and guidelines. New treatment standards are being

developed that will require municipal water utilities with surface water sources or groundwater under the direct influence of surface water to target a micro-organism called Cryptosporidium. This micro-organism is chlorine resistant and has been responsible for 17 outbreaks outside Nova Scotia in the past 20 years, some of them causing deaths. Specifications for the use of other types of disinfectants have been added to the updated treatment standards to address chlorine-resistant micro-organisms.

The new treatment standards also require municipal water utilities to manage their waste streams from all filtration technologies to ensure the environment remains protected.

There are numerous other improvements proposed in the updated treatment standards:

- the protocol for determining if groundwater is under the direct influence of surface water has been clarified;
- source water protection requirements are included;
- treatment requirements are based on the risk of source contamination (e.g. pristine sources must meet the minimum standard; sources with wastewater or agricultural discharges in the watershed must meet higher standards);
- disinfection requirements have been clarified;
- monitoring requirement have been clarified;

- minimum specifications are included for ultraviolet disinfection, on-site generation of sodium hypochlorite and membrane filtration.

The Terms of Reference for System Assessment Reports are being updated as part of the Municipal Water Approvals Protocols to make it clear what performance criteria need to be met. The Guidelines for Monitoring Public Drinking Water Supplies are also undergoing revision.

Visit www.gov.ns.ca/nse/water for more information about the proposed updates.

Guideline technical document for chlorine in drinking water

THE new Guideline Technical Document for Chlorine in drinking water is now available on Health Canada's web site at the following address:

<http://www.hc-sc.gc.ca/ewh-semt/pubs/water-eau/chlorine-chlore/index-eng.php>

The final guideline states: It is not considered necessary to establish a guideline for chlorine in drinking water, based on its low toxicity at concentrations found in drinking water as a result of treatment. Any measures taken to limit the concentration of chlorine or its by-products in drinking water supplies must not compromise the effectiveness of disinfection.

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Halifax hosts water

New attendance record set with 460 attending

THE 62nd ACWWA Annual Conference was held at the Halifax Harbourfront Marriott Hotel October 18 to 20.

The conference theme was “A water and wastewater event” established to formally acknowledge the new name and mandate of the Atlantic Canada Water & Wastewater Association as both an AWWA section and a WEF member association.

The conference set a new attendance record as over 460 attendees participated in one or more of the conference events including 308 full delegates. A big thank you to all for making this event a success.

We were honoured to have Mike Leonard from AWWA and Cordell Stewart from WEF in attendance as formal delegates from the national associations.

The technical sessions were kicked off by a very thought provoking keynote presentation by Harry Swain, who challenged our government’s current public policy relating to our water supply and posed some vision of a alternative direction forward.

The subsequent technical sessions presented 38 papers from a wide range of educators, consultants, vendors and utility managers on just about all aspects of the water and wastewater business. All sessions were well attended with the feedback from the floor being very positive. ACWWA awarded the “Fresh Ideas”

Award banquet

Monday night’s Annual banquet provide a formal backdrop to honour several of our finest. The three major award winners for 2009 include:

Gary Chew	WEF Bedell Award
Graham Gagnon	ACWWA MacNab Award
Carl Yates	AWWA Fuller Award

For the early risers, Monday night’s event was followed by the Tuesday Awards breakfast. The ACWWA awards presented during the breakfast included:

Operator of the Year

NB Richard Bennett	Veolia Water Canada
NS Gordon Kitson	Town of New Glasgow
PEI Frank Murphy	City of Summerside
NL Wayne Bennett	Town of St. Paul’s

Volunteer of the Year

Alan Benninger	Nova Scotia Environment
----------------	-------------------------

Project of the Year

NS Tatamagouche Water Treatment Plant
NB Saint John Data Management
NL Big Bull/Big Pond Water treatment Plant Upgrade

prize to Yamuna Vadasarukkai for being judged as having the best presentation from all first time presenters. She won registration and travel support for next year’s AWWA Annual Conference and Exhibition in Chicago.

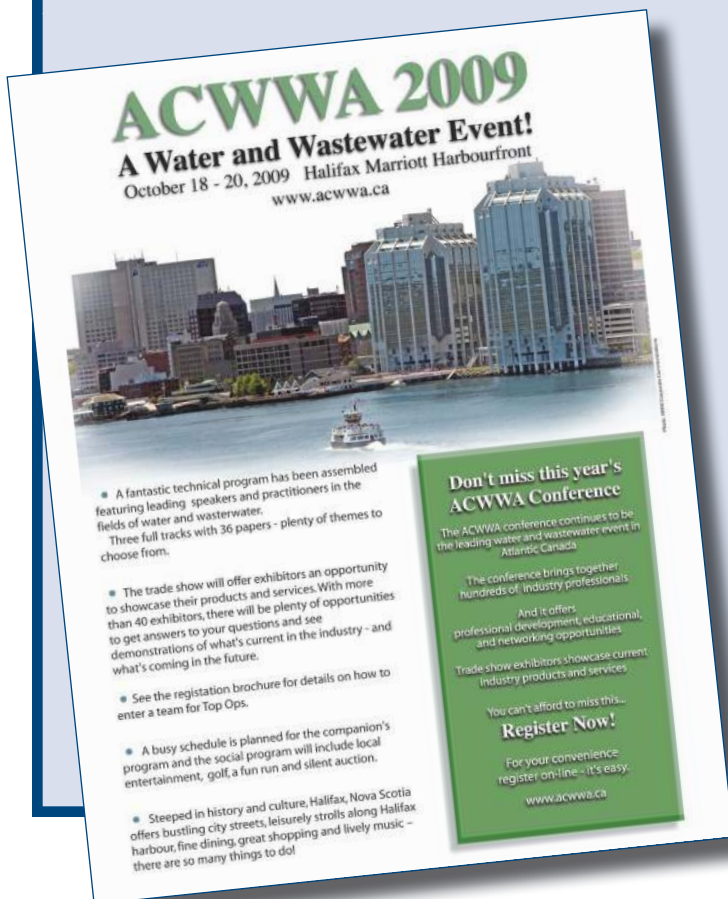
Tuesday afternoon was a dedicated to the conference trade show. This year a total 54 companies or associations participated in the sold out event and heavy traffic prevailed all afternoon.

The Top Ops team from the City of Fredericton defended its title in a hotly contested three team tournament that included the veteran team from Halifax Water along with a first time team from Michelin Tire. Thanks go out to Trent Brewer for coordinating this year’s show.

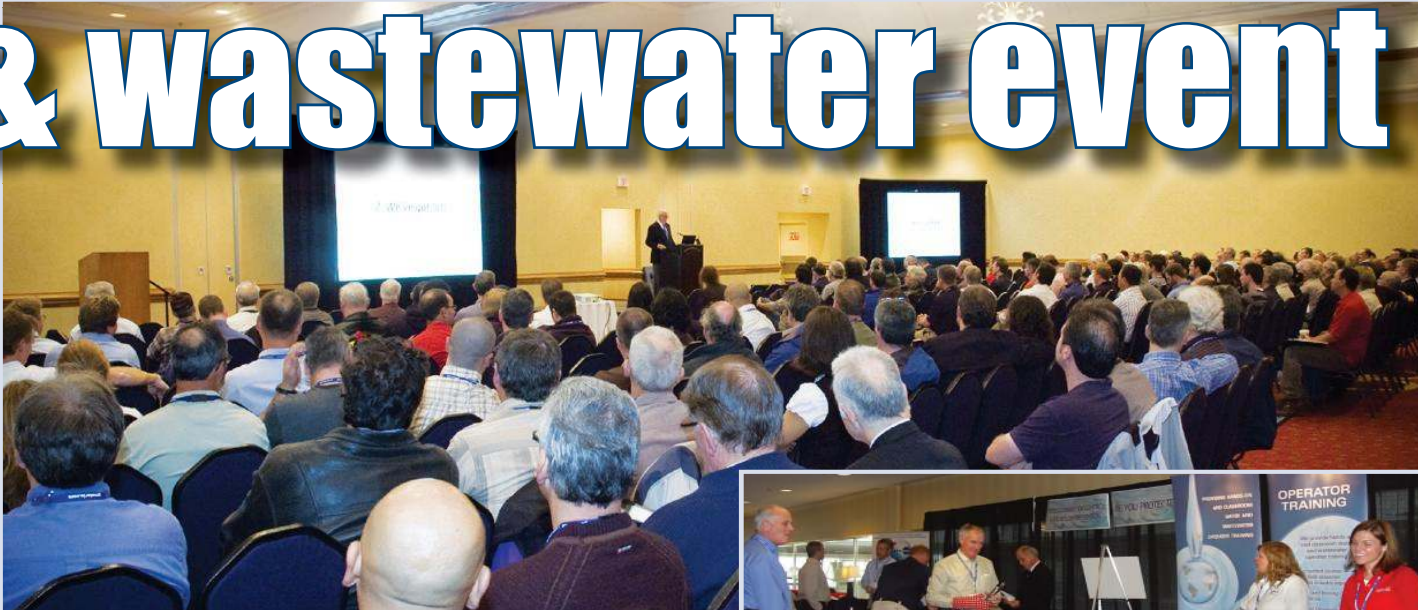
Lots of fun was had along the way as large crowds enjoyed the ABEA Hospitality night and the Down East Lobster Feast.

This successful conference was made possible by the involvement of many volunteers and associations. Special thanks are given to the conference committee members.

I trust after the success of Halifax 2009 we are all excited about next year’s conference scheduled for September 2010 in Saint John New Brunswick. Please contact 2010 conference chair Brent McGovern for more details.



& wastewater event



Opening session by Harry Swain.



Tossing the lobster.



Water For People presentation: (l to r) Louise Hollingsworth, Executive Director, WFP Canada, Mike Richard, City of Moncton and Harold MacNeil, President, WFP Canada.



Jamie Hannam and Reid Campbell enjoying the lobster feast.



The Fun Run team.



Donna Henman welcomes Danny Lan-teigne to the conference.



Cordell Samuels (left), WEF Representative, takes in the lobster feast with new acquaintances.



Friends catching up with each other.



Participants take in the trade show.



Young professionals.



Participants take in the trade show.



Ivy Ernst & Linda D'Eon.

Silent Hero award presentations next two pages

Stories By Robert Gillis

Atlantic Purification Systems

Silent her

IN case you couldn't make this year's Annual Conference or if the ABEA Hospitality Suite kept you out too late the night before, the Operator of the Year award was renamed the Silent Hero Award at the Awards Breakfast in Halifax.

Renaming the award seemed much more fitting considering that our operators work hard throughout their entire careers, not just in a given year. The title Silent Hero was deemed

appropriate as each and every operator plays a vital role in protecting public health.

Why Silent ... well these Heroes are not the people in the news but the people behind the scenes on the front lines that allow our families, friends and communities to drink safe tap water and flush their toilets without a care in the world. Operators should be recognized as Silent Heroes – Protectors of Public Health and the Environment.



Mike Leonard, AWWA Representative, and Rick Bennett, of Veolia Water

Rick Bennett

*Project Manager
Moncton Water Treatment Plant*

Rick has been involved with Moncton's Water Treatment Plant for over 10 years. Rick started as on site inspector for a local consulting firm and, following commissioning of the plant in 1999, was hired by Veolia, then US Filter, as an Operator. After earning his operator certification, Rick was appointed lead operator of the facility and eventually promoted to project manager, directly responsible to the client. Rick has continued to upgrade his skills and has now achieved Class 4 Water Treatment Certification. Rick and his staff at the Moncton WTP are very proud of the water they produce and are committed not only to continuous process improvement but also to safety; having achieved 9 years of operation without a single lost time injury.



Mike Leonard, AWWA Representative, and Frank Murphy, of the City of Summerside

Frank Murphy

*Supervisor,
Summerside WPCP*

Frank first began his career with the City of Summerside in 1984. He has been with the City for 26 years and has worked his way through the ranks from Operator to WPCP Plant Supervisor.

Frank is certified Class 3 Wastewater Treatment Operator, Class 2 Wastewater Collection and Class 2 Water Treatment and Distribution. Frank not only looks after the wastewater treatment plant but the collection system and the water treatment and distribution system in Summerside.

Frank is often contacted by his peers for his expertise and guidance. He is always available for contact and takes pride and ownership in his work and protection of the environment.



Mike Leonard, of AWWA and Gerald Rumbolt, NL Dept. of Municipal Affairs accepting on Wayne Bennett's behalf.

Wayne Bennett

*Regional Maintenance Person
Town of St. Paul's*

Wayne Bennett has been working as a water and wastewater system operator since the early 1990's. In 2002, Wayne accepted the newly created position of Regional Maintenance Person, serving a 50 km region from the Town of St. Paul's to the Town of Daniel's Harbour. As a regional operator, Wayne is responsible for operating water and wastewater systems in the Towns of St. Paul's, Parson's Pond and Daniel's Harbour. Prior to Wayne accepting the position, the lack of preventative maintenance was the cause of most major failures in the Towns. When he was appointed, Wayne implemented a preventative maintenance program which substantially improved the efficiency and effectiveness of all three towns' infrastructure.



Mike Leonard, AWWA Representative, and Gordon Kitson, Town of New Glasgow (Retired)

Gordon Kitson

*Supervisor, Water and Sewer,
Town of New Glasgow*

"Gordie has the heart of a lion and he is always the first to volunteer and to give it his all to help others," says Bob Funke, town engineer.

He has given more than three decades of service to the people of New Glasgow and he has upgraded his skills to obtain his Level 2 Certification in Water Distribution and in Wastewater Collection.

"Like all good supervisors, Gord Kitson is very much a hands on employee" says Mr. Funke. "He has always taken the time to ensure that he knows how to operate every piece of equipment. Gordie has been with the Town of New Glasgow since May 25, 1976. He retired in October. "Gordie's dedication and his knowledge will be greatly missed. His shoes will be big ones to fill," concludes Mr. Funke.

o awards



Cordell Samuels, WEF Representative, and Alan Benninger, NS Department of Environment

Alan Benninger

This year, we took an opportunity to recognize Alan Benninger with the Volunteer Recognition Award for his tireless work on improving our website www.acwwa.ca and our Education offering.

Alan Benninger has worked in the field of water and wastewater treatment, training, operational standardization and optimization since 1981. He is a certified operator in all four categories. Prior to coming to Nova Scotia, Alan was a member of the Ontario Clean Water Agency's (OCWA's) technical response team that responded to the e.coli outbreak in Walkerton in May 2000. He developed the operations manual, including SOPs and contingencies, for the agency's ongoing operations in Walkerton. Alan is currently the Facilities Coordinator for Nova Scotia Environment providing advice to industry operators and representatives on issues related to certification, training and facility operations.

Nominate someone!

If you know of an operator, a volunteer or a project that you feel needs recognition, please visit the ACWWA website and fill out a nomination form.

EACH year, we acknowledge projects from small, medium and large municipalities that have demonstrated good design, ingenuity and improved efficiency. Municipal infrastructure and operations are the backbone of any community and without improvements; the water and wastewater services would be compromised causing extensive costs and potential public criticism. This is why it is necessary to identify those projects within our municipalities that have been inspiring and provided a significant benefit to their communities.



Cordell Samuels, WEF Representative, and Dwayne Doucette (currently with Parks Canada) and Mike Chaulk from CBCL, and Ramesh Ummat, Municipality of the County of Colchester, NS.

Municipality of the County of Colchester and CBCL

In the medium municipal category, The Municipality of the County of Colchester and CBCL were recognized for the Tatamagouche Water Treatment Plant replacement. The new treatment process uses two stages of membrane filtration in series; Ultrafiltration (UF) followed by nanofiltration (NF). This process is the only municipal treatment system in Atlantic Canada using this combination of technology and is one of only a few that exist in all of Canada (possibly the only one for municipal supply). The treatment process capitalizes on the benefits of each technology separately, combining them to create an optimal water treatment process that assures the complete removal of turbidity and organic matter despite high variances in raw water quality. Further, the treatment process uses no coagulation or chemical pretreatment and the residuals from the process are returned to the source water.



Cordell Samuels, WEF Representative, and Brent McGovern, of Saint John, NB

In the large category, there were two deserving projects so an award was given to both.

City of Saint John

The City of Saint John was recognized for their decision to choose software for Water and Wastewater Quality Data Management & Reporting. After completing a gap analysis, Saint John Water subscribed to the WaterTrax Software-as-a-Service solution because it was specifically designed to manage water and wastewater system data, it required no additional hardware or internal IT support, and it met most of their functional requirements including:

- A central database of monitoring information that provides simultaneous and easy access by various employees;

- Direct upload of water quality test results from internal and external labs eliminating manual entry;

- Automatic comparison with quality standards with alerts for poor water quality

- Ability to produce ad-hoc reports at a fraction of the time previously required; and up-to-date security features.



Cordell Samuels, WEF Representative, and Debbie Smith, City of St. John's, NL

City of St. John's

The City of St. John's was recognized for the Bay Bull/Big Pond Water Treatment Ozone Upgrade. The system consists of two ozone generators each capable of producing 150 kg/day of ozone gas.

While most systems use liquid oxygen (LOX) to produce ozone gas, the Bay Bulls Big Pond facility now uses a Pressure Swing Absorption (PSA) system. This system creates gaseous oxygen at a purity of 93% to 96%, this is accomplished by a molecular sieve that allows oxygen to pass through and be stored in receivers for ozone production, and the nitrogen vented.

The units have two alternating trains; one for production and one for regeneration. The project has been a great success in allowing the City to meet their CT disinfection credits as well as lowering; apparent colour, turbidity, TOC and UV-254 in the raw water as it enters the plant.



Dillon Consulting Limited and Godfrey Associates Ltd.

Dillon Consulting Limited and Godfrey Associates Ltd. are pleased to announce the merger of the two companies.

Dillon is a Canadian-owned professional consultancy focusing on four business sectors: government, industry, resources and real estate. We provide professional services in over 30 disciplines, including professional engineering, architecture, planning, and environmental sciences, in Canada and abroad.

Godfrey Associates Ltd. is a well established municipal engineering firm operating throughout Atlantic Canada. Godfrey provides engineering services in the areas of advisory, pre-design, design, construction administration and post construction services for water, wastewater, site development and roadway construction.

This is an excellent fit between two highly successful firms that will reinforce and compliment each other. The combined Dillon and Godfrey expertise strengthens and broadens the services which we can provide to clients.

The firms will operate as Dillon Consulting. Our Saint John office is located at:

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www.dillon.ca

Renewal of operator certificates

Blake McDonald

Administrator of the Operator Certification Program Nova Scotia

THE time has come. Many of the certificates issued by Nova Scotia Environment for water and wastewater operators expire in the next couple of months. In 2006, most of the certificates were issued after amendments to the Water and Wastewater Facilities and Public Drinking Water Supplies Regulations were implemented in 2005. All operator certificates expire after four years from the time they are issued.

Within the four years that the certificate is valid, the operators, with the assistance of the utilities they work for, are required by the regulations to obtain continuing formal education in order to renew their certificates. Continuing education is a valuable way for operators to learn and understand important and often new approaches in their field of operations. For all operators renewing their certificates in the next couple of months, Nova Scotia Environment has developed guidance documentation and has approved more than 150 courses that are applicable to renewal. All the information for renewal can be found on the Nova Scotia Environment website: <http://www.gov.ns.ca/nse/water.operator.certification/>

Most operators will have a received renewal notice that their certificates will expire very soon. In order to renew their certificates, all operators who possess Class I or II certificates must obtain a minimum of 2.4 continuing education units (CEUs) or 24 hours of training in the four year period. All operators possessing a Class III or IV certificate, or have been designated as the overall direct responsible charge person for the facility, must obtain a minimum of 4.8 CEUs or 48 hours of training.

NSE has been and will continue to work with operators and utilities to ensure that all operators renew their certificates in the coming months so that Nova Scotia operators can continue to provide high quality drinking water to Nova Scotian and continue to protect the environment with high quality operations for wastewater facilities in the provinces.

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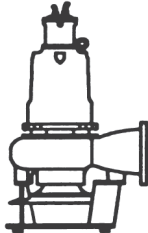
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Check the website for back issues of *Go with the Flow* from December 1999 to the present

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Great conference and Trade show in Saint John, N.B. September 12-14, 2010



83rd Water Environment Federation Technical Exhibition and Conference

October 2-6, 2010
Ernest N. Morial Convention Center
New Orleans, Louisiana U.S.A.

The largest water quality event in North America will head to New Orleans in 2010! The latest in water quality research, technology and services will be on display at WEFT-EC 2010. WEFTEC offers the best water quality education and training available today and is a leading source for water quality developments, research, regulations, solutions, and cutting-edge technologies. Don't miss your opportunity to join thousands of water and wastewater professionals at WEFTEC 2010 – The Water Quality Event!

Online Registration will be available in March 2010.



2010 Annual Seminar

Saint John, New Brunswick
April 25-28, 2010

In 2010 the MPWWA is marking it's 30th year of representing and providing support to Water & Wastewater System Operators throughout the Maritimes.

Come and be part of the Celebration!!

Take advantage of conference pricing and book your room now by visiting www.deltabrunswick.com/gdrham





WaterSmart Innovations '10 Call for Abstracts

You are invited to attend and participate in the second WaterSmart Innovations Conference and Exposition, October 6-8, 2010, in Las Vegas, Nevada.

Deadline and how to submit:

Abstracts may be submitted on-line at <http://www.watersmartinnovations.com/2009/abstract.php> or via e-mail to patrick.watson@snwa.com no later than Friday, January 29, 2010.

Candidates chosen will be notified by March 12, 2010.

Abstract submittal guidelines:

Professionals, scientists, government employees, organizations, public and private institutions, policy makers, students and all others working in an industry dealing with water conservation may submit an abstract for an oral presentation, panel discussion or workshop at this event.

The purpose of this conference is to broaden the knowledge of innovations in urban water efficiency including products, policies, techniques and ideas. All topics related to innovations in water conservation will be considered.

Presenters must pay their own travel expenses. Complimentary conference registration will be provided.

Abstract Guidelines:

Abstracts should be 200-300 words, single-spaced, and should clearly describe the topic being addressed.

All abstracts must include:

- Title of the proposed presentation (maximum of 10 words), panel discussion or workshop
- Author(s) name and affiliation(s)
- Contact Information - address, email, phone and fax

Panel Session:

Panel sessions are a forum where experts engage in a discussion on a particular topic and encourage audience participation. The goal is to create a better understanding of the complex and sometimes contentious issues related to water conservation.

There is no required size to the panel; however, a panel consisting of three to five members is encouraged.

Selection of panel sessions will be based on the following criteria:

- Audience Participation: The topic must be one of interest to conference attendees and will foster discussion and debate.
- Panel Participants: The panel must consist of charismatic, knowledgeable and prepared participants who have varied experiences and opinions on the proposed topic.
- Moderator: The moderator must be effective in making sure the discussion remains structured, coherent and flows in an organized manner.
- Subject: The subject should be one that showcases and discusses a current topic in water conservation.



Show Me The Water ACE10 in Chicago, June 20-24

You're invited to join thousands of water professionals at the 129th Annual Conference and Exposition, to tackle the vast number of challenges facing the water community.

The ACE10 professional program will consist of more than 100 half-day sessions, each comprising several presentations. Oral presentations are typically 20 minutes long, followed by a short discussion period. In addition, the organizing groups select poster presentations.

Session Topics

- Distribution, Plant Operations, & Maintenance
- Engineering, Design, & Construction
- Government Affairs
- International Issues
- Management & Leadership
- Public Affairs
- Regulatory Trends
- Research
- Residuals
- Security
- Small Systems
- Midwestern Regional Topics
- Water Conservation
- Water Quality
- Water Resources/Reuse

Registration: opens Wednesday, January 13, 2010.

Price: The AWWA Member rate for Full Conference registration will be \$750 (no increase from ACE09 rate).

Location: Sheraton Hotel & Towers on Water Street

Room cost per night: \$199 – \$259 Various hotels

Water Industry Lunch speaker:

The Second City comedy theatre troupe. Since 1959, this group has established itself as a Chicago landmark and a national treasure. This is the theatre that launched the careers of such comic greats as John Belushi, Mike Myers, Bill Murray, Gilda Radner, and more.



Chicago Sheraton

Management Corner / Ernie Lundquist

Learning to listen

OUR most important management skill is always going to be listening. I know that just saying that does not make you an impassioned believer, however. Let's review our roles:

Problem Solver: It doesn't matter who gives us the problem; if we do not listen, we may waste our energy on the wrong problem, or on attacking the symptoms of the problem only.

Supervisor: Those we supervise come to us with their problems and with their ideas. In both cases their self-esteem and morale require that we listen. Furthermore, if we think we are the only ones who can come up with the good

ideas, we are dumber than we look. For me, that would be worse than you think.

Subordinate: We have to know what is really on our boss' mind if we are to give them what they want; and we ought to realize by now that it may not be obvious. We must keep our mouth shut and listen to survive.

Teammate: How can we help make the best out of someone else's idea if we do not understand both the idea and their context? Their lives have been along different paths from ours, and things are subtly different to them. Further, if we do not listen, how can we deserve to be listened to?

Spouse or mate: I don't know about you, but I am sure that less-than-perfect listening skills have often kept me from the best a relationship can offer. Further, this is not necessarily a male thing (Although that is what I am often told).

All right. Let us now assume we are all convinced. How about some good advice?

Listening is important, and practice makes perfect. I have some tricks of the trade to share, but I am afraid we are out of space. Until next issue, however, let's follow one of Steven Covey's Seven Habits:

Seek first to understand, then to be understood.



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