

44TH ANNUAL CONFERENCE & TRADE SHOW DECEMBER 10-12, 2024

Attendee Welcome Packet



Maine Rural Water Association P.O. Box 263, Richmond, ME 04357 (207) 737-4092 | info@mainerwa.org www.mainerwa.org

Sessions at a Glance

TUESDAY 6-7:30 P.M.

Climate Change & its Effects on Water and Wastewater: A Panel Discussion

THURSDAY

WEDNESDAY		THURSDAY			
8-9:30 A.M.	 REGISTRATION: Opens at 7 A.M. WSD's Fire – Electrical Room Recovery Project Prepping for a Sanitary Survey CBRNE New Meter Tech Building a Future-Ready Workforce 	 REGISTRATION: Opens at 7 A.M. DEP Updates Liquid Storage Tank Equipment Calibration The Importance of Integration Cybersecurity/Physical Security 			
9:40-11:10 A.M.	 Protective Coatings for the Water & Wastewater Industry Tactical Planning Boil Orders Challenges to Water and Wastewater Facilities' Resiliency Resulting from Climate Change Retaining Top Talent in Turbulent Times 	 9:30-11:45 A.M. TRADE SHOW, BRUNCH & TASTE TEST . Correcting Inflow & Infiltration and Manhole Rehabilitation . . Lead Service Line Inventory - Now What? . . NanoSORB & PFAS . . Biosolids Updates . . Employee Onboarding . 			
Σ	 11:10 A.M 12:30 P.M. LUNCH & TRADE SHOW A Holistic Approach to Phosphorus Corrosion Control ▲ 	 Second Stress Str			
12:40-2:10 P.M	 EPA/DWP Updates History of Water Treatment Maine Infrastructure Adaptation Fund Program Trustees: Finding, Onboarding, Roles and Responsibilities 	 X. Wells PFAS X. Residuals from Water Treatment – Improvements to Handling and Disposal Collaborative Approach to Compliance NiezTech Presentation: Current State of The Art for Water Distribution and Maintenance 			
2:20-3:50 P.M.	 CDC & Wastewater Diseases Hydrant Basics Life Cycle of a VSWS Maps & Drawings Employee Relations Employee Relations	 EDUCATION TRACK KEY Water Wastewater VSWS Wastewater Mgmt 			

Tuesday, December 10

4:00 P.M.

ATTENDEE REGISTRATION OPENS

CROSS INSURANCE CENTER LOBBY

PREMIER EXHIBITOR TRADE SHOW OPENS

CROSS INSURANCE CENTER BALLROOM

We welcome folks to join us Tuesday evening for our Premier Exhibitor Trade Show. There will be a cash bar, dinner, and an opportunity to meet with industry professionals.

5:30 P.M.

WELCOME DINNER

CROSS INSURANCE CENTER BALLROOM

6-7:30 P.M.

KEYNOTE SESSION

CROSS INSURANCE CENTER BALLROOM

Climate Change & its Effects on Water and Wastewater: A Panel Discussion

Ivan Fernandez, University of Maine; Maeve Carlson, Wright Pierce; Ryan Gordon, US Geological; Rebecca Jacobs, Boothbay Region Water District

Moderated discussion on climate related issues and their effects on water and wastewater operations, planning, and infrastructure. Panelists include members of the water and wastewater community, State scientists, non-profit consultants, and State Climate experts. The panel discussion will open with a short presentation on the state of the science then continue with panelists discussing prepared topics and fielding questions from the audience.

Discussion will include:

- Precipitation changes to amount and timing and the relationship to source water supply and wastewater management
- Hydrologic changes to rivers and stream relating to infrastructure and permitting
- Source water quality changes resulting from climate stressors
- Infrastructure upgrades and modifications necessary to prepare for future climate events
- Changes in species makeup due to warmer weather resulting from climate change

7-8:00 A.M.

ATTENDEE REGISTRATION

CROSS INSURANCE CENTER LOBBY

8-9:30 A.M.

SESSION 1

WSD's Fire – Electrical Room Recovery Project: "A Success Story of Recovery with a Great Team & Community Partners"

Nick Rico, Wells Sanitary District

In today's rapidly changing environment, the ability to adapt and respond effectively to unexpected events is crucial. Join us for a dynamic session focused on building resilience in infrastructure management through collaboration and strategic planning. This session will discuss the keys to success for recovering from WSD's fire. Building good relationships with colleagues, neighbors, contractors, consultants, & vendors is first and foremost. We will discuss the importance of having a good emergency action plan in place, making sure to keep generators outside if possible, and the concept of acting as a general contractor for a nontraditional project creates quicker recovery. Finally, these events are no longer called "disasters", they are now called "Pop-Ups."

Prepping for a Sanitary Survey

Amy Lachance, Maine Drinking Water Program

A sanitary survey is an essential tool of the Maine Drinking Water Program (DWP). A sanitary survey is DWP's proactive tool to identify and assist water systems to collect deficiencies that could result in contamination of the public water supply and endanger public health before such an occurrence happens. This will cover the elements of a survey and the DWP's goals for sanitary surveys. It will also examine and recent successes of Maine water systems along with lessons learned from recent Maine public water emergencies.

CBRNE

James Pratt, National Rural Water Association

This class is designed to introduce chemical, biological, radiological, nuclear, and explosive hazards, as well as the need to identify potential attacks and the harm they pose to people and critical infrastructure. We will also discuss Cyberterrorism/Cybersecurity and Artificial Intelligence as emerging threats.

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8-9:30 A.M.

SESSION 1, CONTINUED

New Meter Tech

Liam Flaherty, Team EJP

As water systems face increasing challenges, the need for effective monitoring and management of Infiltration and Inflow (I&I) issues has never been greater. This is an engaging session that explores the latest advancements in metering technology and how they can enhance your water management strategies. Discover the cutting-edge developments in metering technology that can help you stay ahead of I&I challenges. Learn how modern meters can do much more than just measure water usage. Understand how to leverage meter data to identify and resolve customer issues and distribution system problems effectively.

Building a Future-Ready Workforce: Succession Planning for Utility Districts

Ashley Adams and David Ciullo, Career Management Associates

This straightforward training is tailored for superintendents and board members of utility districts, providing the essential tools to start succession planning. As experienced leaders retire and industry needs shift, it's vital to have a plan to keep key roles filled by capable individuals. This session will cover the basics: how to identify important positions, recognize potential successors, and develop a simple plan to ensure continuity. With practical examples and clear steps, this training will help your utility district stay strong and prepared for whatever comes next.

9:40-11:10 A.M.

SESSION 2

Protective Coatings for the Water & Wastewater Industry

Rick R. Goyette, Sherwin-Williams

This presentation will cover various water and wastewater environments and discuss what types of surface preparation and coatings, based on substrates and chemical resistance requirements, are needed to protect infrastructure from premature corrosion. It will walk through a clarifier project at a wastewater treatment plant, a manhole rehabilitation project, and a potable water storage tank project as well. We will discuss industry standards, optimum life cycles, common infrastructure challenges, and potential cost saving methods to extend service life. This will be beneficial for understanding options to extend the service life of the steel and concrete structures at their respective facilities.

9:40-11:10 A.M.

SESSION 2, CONTINUED

Tactical Planning

James Pratt, National Rural Water Association

This class is designed for critical infrastructure to prepare for, prevent, protect, respond to, and recover from major disasters, terrorist attacks, and other emergencies. We will discuss strategic vs. tactical planning, Risk analysis/modeling, critical partnerships, crisis communications, logistics, exercises, and the Emergency Preparedness Management Cycle.

Boil Orders

Loyd Rawlings, USABlueBook

This class shares information everyone needs to know about Boil Orders, Do No Drink Advisories and returning your system back to routine operations.

Challenges to Water and Wastewater Facilities' Resiliency Resulting from Climate Change

Kirsten Ryan, Kyle Johnson and Seth Bryant, Kleinfelder

This interactive session will focus on climate considerations and hazards in Maine and how water and wastewater operations can plan for greater system resiliency. We will dive into current climate conditions and projections, discuss drivers and critical issues being seen by various utilities within Maine and New England and focus on strategies and resources for creating a plan to improve your specific infrastructure resiliency. Case studies and project specific examples will be discussed to showcase successful adaptation planning programs, best practices, and innovative approaches from multiple perspectives.

Retaining Top Talent in Turbulent Times

Katie Hadiaris and David Ciullo, Career Management Associates

Recruiting and retaining talent in a tight and volatile labor market requires some real internal work and focused execution. In addition, what it takes to retain top talent includes an honest conversation about the real drivers of engagement today. There has been a paradigm shift, and this program will discuss challenges your organization is facing, challenge your thinking for solutions, as well as provide actionable tips to act and make a difference.

11:10 A.M. - 12:30 P.M.

TRADE SHOW & LUNCH CROSS INSURANCE CENTER BALLROOM

12:40-2:10 P.M.

SESSION 3

A Holistic Approach to Phosphorus Corrosion Control

Kevin Sullo, Aqua Smart, Inc.

Limiting corrosion, scale and bacteria are common challenges for drinking water. Removing phosphorus is a common challenge for wastewater. These issues become ever more challenging in the face of new regulations, technologies, monitoring, and public awareness. What can emerge is an acute focus on individual water quality parameters. At times, solving one problem introduces another. The upcoming LCRR addresses this, "The water system must evaluate the effect of the chemicals used for corrosion control treatment on other drinking water quality treatment processes." We explore the relationship between corrosion control, other water quality treatment processes, and introduce a novel chemical additive which addresses these issues holistically using significantly less phosphorus.

Water exists in a state of chemical equilibrium. Drinking water chemistries exist as causal relationships with each other. With more demand for phosphorus in the production of EV batteries and discharge limits for wastewater becoming more stringent. Tackling corrosion control and becoming increasingly aware of technologies that can optimize and reduce chemical usage becomes paramount. Part of our talk has a live demonstration in which we break down the corrosion process, sequestration, and how your distribution system drives treatment decisions around oxidation, pH, DBP, and many parameters beyond just lead / cooper. Historically, to prevent lead and copper release in drinking water, high levels of phosphorus are often used, which can require enhanced coagulation / filtration in wastewater plants. Potential solutions to these issues are introduced, including methods of corrosion inhibition, sequestering, disinfection, and wastewater treatment.

EPA/DWP Updates

Amy Lachance, Maine Drinking Water Program & Michelle Jenks, EPA Region 1

The speakers will provide updates on current issues important to Public Water Systems. Topics will include a brief overview of the new Lead and Copper Rule Improvements (LCRI), an update on the lowered Maximum Contaminant Levels for PFAS and state rule status, a discussion of other new drinking water rules on the horizon, the status of the Drinking Water State Revolving Fund Loan and Grant Applications, and other relevant issues.

History of Water Treatment

Loyd Rawlings, USABlueBook

This course addresses when water treatment technologies were first discovered and how those technologies are used today. It also discusses whether those technologies can be applied to current treatment requirements. Topics include heat, UV, coagulation and colloidal silver treatments.

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12:40-2:10 P.M.

SESSION 3, CONTINUED

Maine Infrastructure Adaptation Fund Program

Sierra Millay and Eric Ham, Maine Department of Transportation

Join us for an informative session on the Maine Infrastructure Adaptation Fund (MIAF), designed to support projects that enhance resilience in our state's infrastructure. This session will equip attendees with essential knowledge and practical tools for successfully accessing MIAF resources.

This session will discuss several topics about the Maine Infrastructure Adaptation Fund Program. Specifically, we will discuss what this fund is, how the program is administered, and who qualifies for the program. Logistics including timelines for submission and funding and how to fill out the application will be provided. Components of successful applications, the terms of grant and reporting requirements, as well as MaineDOT design standards will also be covered in this session.

Trustees: Finding, Onboarding, Roles and Responsibilities

Brian Tarbuck, Greater Augusta Utility District

Muddy waters: Defining the boundaries between Manager and Board member. Most utilities in Maine have a person who manages the day to day operations of the utility and a board that is either elected or appointed by elected officials. There's a balance between what the manager can and can't do and what the board can and can't do. Some of these authorities are defined in rule and statute. Others are not so well defined, making the water 'muddy'. Join in the conversation about how utility managers and their board bosses work well together and how, sometimes, the waters are a little muddied.

We'll talk about:

- Rules and regulations that utilities need to comply with
- The role of the manager
- The role of Board members
- · Communications between manager and board and with the public at large

2:20-3:50 P.M.

SESSION 4

CDC & Wastewater Diseases

John Dubiansky, City of Manchester Environmental Protection Department

Operators, wastewater specialists and other attendees gain further insight and information on how wastewater treatment facilities engage with public health agencies in collecting valuable data. Mr. Dubiansky's hands-on experience as a Superintendent for the City of Manchester NH and community leader of multiple organizations during our most recent global public health. The value in practical knowledge, what to expect, how to balance staff and process adjustments during times of extreme external pressures and how wastewater treatment facilities can sensibly maneuver their current work procedures/policies in response to a rapidly changing crisis. The class structure ensures that the lecture stays focused, engaging, and allows ample time for audience interaction through a following Q&A section.

Hydrant Basics

Mike Ganem and Nick Bates, Team EJP

Participants will gain a focused understanding of fire hydrants and their essential role in fire protection and water distribution systems. Designed for professionals in the water and wastewater industry and those involved in fire protection, this course will cover the history and evolution of hydrants, the various manufacturers and styles, and the key differences between wet and dry barrel hydrants. Additionally, participants will learn best practices for installation, understand the impact of water hammer, explore maintenance procedures, and review methods for securing hydrants. This course equips attendees with foundational knowledge to manage hydrant systems effectively.

Life Cycle of a VSWS

Jason Pushard, Maine Rural Water Association

This session covers essential topics for water systems, including adding wells, system change requirements, treatment modifications, Monthly Operating Reports, Public Notice violations, Drinking Water orders, required testing sheets, enforcement actions, and available grants. It provides key guidelines for compliance and operational excellence.

Maps & Drawings

Loyd Rawlings, USABlueBook

Maps, drawings, and records are needed to inventory underground assets. This course looks at mapping and gatebooks, along with key information they need to contain. It also covers the latest GIS layering technology.

Wednesday, December 11

2:20-3:50 P.M.

SESSION 4, CONTINUED

Employee Relations

Katie Hadiaris, Career Management Associates

This workshop will focus on giving and receiving feedback and providing tips on conflict resolution to create optimal working conditions. No matter what your job, the ability to recognize and deal with communication challenges and conflict is necessary to improve employee engagement.

4-6:30 P.M.

INDUSTRY MEET & GREET - TRADE SHOW

CROSS INSURANCE CENTER BALLROOM

6:30-8:00 P.M.

TEAM EJP AFTER-PARTY

TIMBER KITCHEN & BAR: 22 BASS PARK BLVD, BANGOR, ME 04401

Thursday, December 12

7-8:00 A.M.

ATTENDEE REGISTRATION

CROSS INSURANCE CENTER LOBBY

8-9:30 A.M.

SESSION 1

DEP Updates

Holly Ireland and Laura Crossley, Maine Department of Environmental Protection

A discussion of wastewater regulation updates as they apply to public wastewater treatment facilities, providing information to maintain compliance.

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Thursday, December 12

8-9:30 A.M.

SESSION 1, CONTINUED

Liquid Storage Tank

Annie Wheeler-Reynolds, Statewide Aquastore

This training is intended to provide owners, operators, technicians, maintenance, and other water professionals with the basic understanding of water tanks and tank maintenance. Annie will cover the three liquid storage tank types: glass-fused-to-steel, prestressed concrete, and welded tanks.

Equipment Calibration

Louis Waterhouse, LAW Calibration LLC

Calibration and verification are crucial processes in ensuring measurement accuracy, as they help maintain the reliability of instruments used in various applications. Understanding how to read and interpret a calibration certificate is essential, as it provides insights into the instrument's performance and traceability—essentially linking measurements to national or international standards. Choosing the right instrument is vital for accurate measurements, and it's equally important to interpret equipment accuracies and tolerances correctly to avoid errors. Concepts like guard banding can further enhance measurement reliability, though their necessity depends on specific contexts. Establishing calibration cycles and employing proper testing techniques can standardize equipment usage, ultimately improving overall measurement accuracy. To deepen your understanding, a Q&A session can clarify any uncertainties related to these critical topics.

The Importance of Integration

Mario Trimarchi and Tanner Ezell, Continenial Utility Solutions Inc.

In an era where technology is reshaping service delivery, optimizing operational efficiencies is essential for success. Join us for a comprehensive session designed to explore innovative strategies for streamlining efficiencies with technology. Discover how improving your customer/rate-payer experience through a user-friendly web portal can lead to greater satisfaction and engagement. Learn how to create and implement effective standard operating procedures across finance, billing, and asset management applications to streamline operations. Explore the latest tools in communication, email, SMS text, and robocalls, and how they can be leveraged to enhance outreach and customer service. Discuss strategies for closing the information gap between field operators and office staff. Understand the importance of standardizing training programs for new employees on current technology applications to maximize efficiency.

Thursday, December 12

8-9:30 A.M.

SESSION 1, CONTINUED

Cybersecurity/Physical Security

Susan Breau, Maine Drinking Water Program; Ryan Barnes and Jacob Kocek, Cybersecurity and Infastructure Security Agency

Cybersecurity and Physical Security sessions equips participants with essential skills to protect critical systems. We cover CISA resources, operational technology, attack prevention, and physical security, focusing on "Defense in Depth." The course includes practical insights and updates on DWP Cybersecurity to enhance infrastructure protection.

9:30-11:45 A.M.

TRADE SHOW, BRUNCH & TASTE TEST

CROSS INSURANCE CENTER BALLROOM

11:45 A.M. - 1:15 P.M.

SESSION 2

Correcting Inflow & Infiltration and Manhole Rehabilitation

Rick R. Goyette, Sherwin-Williams

This course is designed to educate operators on how to stop inflow and infiltration issues. We will discuss how to reduce or eliminate the significant costs associated with having to treat ground water infiltrating into their sanitary sewer systems. We will also discuss manhole rehabilitation from start to finish which would include I&I correction, proper surface preparation, application of two different types of repair mortar, and lining with an epoxy to prevent concrete deterioration from hydrogen sulfide (H2S) gas.

Lead Service Line Inventory - Now What?

Michelle Ross and Amy Lachance, Maine Drinking Water Program

Michelle Ross and Amy Lachance will share information on the next steps toward compliance with the new Lead and Copper Rule Improvements. Now that the October 16, 2024, deadline for the Lead Service Line Inventories has passed, this discussion will include a summary of data received to date, as well as details on the current Public Notice requirements, and the future LCRI provisions.

Thursday, December 12

11:45 A.M. - 1:15 P.M.

SESSION 2, CONTINUED

NanoSORB & PFAS

Patrick McKeown and Paul Rodriguez, ECT2

ECT2 will present on PFAS in the water lifecycle. They'll present information on how to remove PFAS from drinking water, industrial wastewater, landfill leachate and municipal wastewater. Technologies presented will include ion exchange resin, granular activated carbon, NanoSORB biological enmeshment, foam fractionation and membranes. PFAS disposal and destruction options for municipalities will also be discussed.

Biosolids Updates

Janine Burke-Wells, North East Biosolids & Residuals Association

This session delves into the essential aspects of biosolid management and the role of the Northeast Biosolids and Residuals Association (NEBRA). This session will equip attendees with a comprehensive understanding of biosolids, their production, and innovative management strategies. Gain insights into the mission and activities of the Northeast Biosolids and Residuals Association and its role in promoting sustainable biosolid management. Learn what biosolids are, including their composition and significance in waste management. Explore how many biosolids are produced and the factors influencing production levels in various contexts. Review the available disposal options for biosolids and their implications for environmental sustainability. Understand the regulatory landscape surrounding biosolids management. Discover the current and future technologies for the reduction and disposal of biosolids.

Employee Onboarding

Ashley Adams, Career Management Associates

Onboarding is the process of introducing a new employee to the expectations, behaviors and culture of an organization. It is so much more! It is an opportunity to set the stage for new hires and get them excited to be a part of your organization. In this workshop we will cover why onboarding is critical to long term employee success and satisfaction, cover best practices and discuss potential onboarding workflows for success!

Thursday, December 12

1:25-2:55 P.M.

SESSION 3

Brewery Treatment

Luke Truman, New England Environmental Finance Center

As the craft beer industry continues to thrive, understanding and managing brewery wastewater has become crucial for sustainable growth. Join us for an in-depth session that explores the complexities of brewery wastewater, its sources, and strategies for effective management. We will discuss the detailed makeup of brewery wastewater and explore the various sources of highstrength byproducts generated during the brewing, processing, and serving of beer. Additionally, this session will provide insights into the expected volumes of byproducts produced per barrel of beer, helping you understand the scale of wastewater management needs. We will identify opportunities for byproduct removal and discuss which methods and technologies should be prioritized for maximum impact. Lastly this session will cover how and why to invite a brewery into a rural town without crashing a rural wastewater treatment system or overburdening the brewer.

Kennebunk, Kennebunkport, and Wells PFAS

Bill Snyder and Justin Richardson, KKW Water District; Adam Redding, Calgon Carbon

This presentation will highlight the history and challenges faced by the Kennebunk, Kennebunkport, and Wells Water District in the battle against PFAS. The speakers will share detailed sampling data and walk attendees through the process that was followed to evaluate and mitigate their situation. Attendees will have the opportunity to ask questions of professionals who have been through a PFAS filtration project and gauge solutions that may work for their utility moving forward.

Residuals from Water Treatment – Improvements to Handling and Disposal

Thomas Page, P.E., Underwood Engineers

The City of Rochester, NH generates a considerable amount of alum sludge and filter backwash water from their surface water treatment facility in the process of producing their high quality water. The handling and disposal of these waste streams impacts both the City's water and wastewater treatment facilities. This presentation shares our experience with evaluating existing operations, piloting of freeze-thaw and drying bed operations for dewatering, building interim improvements and planning for long term improvements. Discussion will include experience at other surface water and groundwater facilities in New England. The operators in the audience will be encouraged to give input on what works for them.

Thursday, December 12

1:25-2:55 P.M.

SESSION 3, CONTINUED

Collaborative Approach to Compliance

Fred Gallant, Maine Department of Environmental Protection & Jeff Warden, Maine Rural Water Asssociation

This session will offer thoughts on how to foster collaboration between wastewater operators and state compliance officers to enhance operational efficiency, ensure regulatory compliance, and promote public health and environmental sustainability. This session will include:

- · Explanation of Compliance Inspectors scope and methods
- Understanding Each Other's Roles and Responsibilities
- Common Goals in Wastewater Management
- Regulatory Frameworks and Compliance
- Collaboration and Communication for Effective Compliance
- Case Study and Q&A Session

NiezTech Presentation: Current State of The Art for Water Distribution and Maintenance

Brian Niezgoda, NiezTech

From pipe materials to the tools we use to dig and repair them, much has changed in the last 50 years. Brian will be going over the past and current best practices for installing and maintaining water systems. The presentation will discuss how our systems have changed in the last few decades and where they are headed. This knowledge is essential in identifying what is currently buried and why we are replacing it. The presentation will focus on recent improvements in safety and efficiency and how to implement this knowledge.

Choose Your Sessions

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Attendee Registration

NAME:		NICKNAME:						
TITLE:		LICENSE # AND TYPE:						
SYSTEM NAME:								
ADDRESS:		CITY, STATE, ZIP:						
PHONE:	<u>-</u>							
SEND INVOICE TO:								
If you wish to pay over the phone using a credit card, please check this box and we will call the number provided above to take your payment.								
 Please indicate the quantity, if applicable. Send in your full payment. 								
Full Attendee Registration (DOES NOT include meals) \$315								
Partial Attendee Registration								
Tuesday Night Only (includes meals)								
Wednesday Only (DOES NOT include meals)								
Thursday Only (DOES NOT include meals)								
Best Tasting Drinking Water Competition (Be sure to complete the form on the next page!)								
There is no difference in meal ticket price for members/non-members. If you wish to bring a guest and they won't be taking sessions, you still need to purchase a meal ticket for them.								
Full Conference Meal Ticket								
Partial Registration Meal Tickets								
• Wednesday Only				\$55				
Thursday Only								
			TOTAL					

2024 Best Tasting Drinking Water Competition

IT'S ABOUT BRAGGING RIGHTS

Think you've got the best? Put it to the test!

SYSTEM NAME:

CONTACT AT CONFERENCE:

CELL PHONE:

WITH A CHEMICAL DISINFECTANT

WITHOUT A CHEMICAL DISINFECTANT

Draw a **ONE** quart sample, and bring it with you to the conference. Only one sample per source will be accepted.

1. Indicate your category - with a chemical disinfectant or without a chemical disinfectant 2. Submit your registration fee of \$15 per sample by 8:30 a.m., Thursday, December 10, 2024

The overall winner will represent Maine in the Great American Water Taste Test in Washington, DC in February 2025.

Cancellation Policy

Individuals registered for one of MRWA's training classes or seminars will be charged the class fee if we have not received notice of cancellation at least five business days prior to the class. Anyone contacting MRWA to cancel enrollment in a class will receive a cancellation number. In the event of an emergency which would prevent attendance, please contact the office as soon as possible with the details.

COVID-19 Liability Clause

By attending our Annual Conference and Trade Show, you are acknowledging a risk of COVID-19 exposure exists in any public space where people are present. You and any guests voluntarily assume all risks related to exposure to COVID-19 by attending our Annual Conference and Trade Show, and agree not to hold Maine Rural Water Association, the Cross Insurance Center, or any of their affiliates, directors, employees, contractors, or volunteers liable for any illness or injury.

Consent To Use Photographic Images, Video, Audio

Attendance at, or participation in, MRWA conferences, meetings, trainings, and other seminars constitutes an agreement by the attendee to MRWA's use and distribution (both now and in the future) of the attendee's image or voice in photographs, videos, electronic reproductions, and audio tapes of such events and activities.