



DECEMBER 10-12, 2024

*Attendee
Welcome
Packet*

A Message from Maine Rural Water Association



Dear Attendees and Vendors,

We are thrilled to welcome you to the upcoming 44th Annual Maine Rural Water Association Conference! This event promises to be an incredible gathering of dedicated professionals and esteemed vendors, all committed to safeguarding our precious water resources.

Your daily efforts ensure that our communities have access to safe, clean water and effective wastewater management. Whether managing rural water systems or working on critical wastewater projects, your roles are vital to the health and well-being of Maine's residents. You are the unsung heroes who keep our taps flowing, our wastewater treated, and our ecosystems thriving.

This conference is an invaluable opportunity for you to connect with peers, earn continuing ed credits, share experiences, and gain insights from industry leaders. With a focus on education, technical assistance and customer service excellence, our workshops and sessions will provide the latest knowledge, technologies, and best practices to equip you for today's challenges and tomorrow's opportunities.

Your attendance at this conference is crucial. It is not only a chance to enhance your skills and broaden your expertise but also to reaffirm your commitment to the communities you serve. By participating, you will help strengthen the bond between water and wastewater professionals and the communities relying on you for assurance, trust, and peace of mind.

Together, we can ensure that every community in Maine has access to clean water and effective wastewater management. Your dedication, combined with our efforts in education and customer service, will pave the way for sustainable growth and resilience.

Thank you for your unwavering commitment to excellence. Let's make this conference a time of learning, collaboration, and inspiration. Together, we will continue to make a difference in the lives of countless Mainers.

Welcome, and we look forward to seeing you at the conference!

Warm regards,

Kirsten Hebert, Executive Director
Maine Rural Water Association

Cross Insurance Center

VENUE

Join us for our Annual Conference and Tradeshow at the Cross Insurance Center in Bangor, Maine. Located a short walk from downtown Bangor, the Cross Insurance Center is the perfect place to make new connections in the industry this year.



Accommodations



Residence Inn

22 Bass Park Blvd, Bangor, ME 04401

[Click here to book](#)



Fairfield Inn & Suites

300 Odlin Road, Bangor, ME 04401

[Click here to book](#)

Please note: There are a limited number of discounted rooms

Please book your room early!

CONFERENCE & TRADE SHOW SCHEDULE TUESDAY, DECEMBER 11, 2024

Vendor Set UP (For Both Premiere & Member/Non-Member Booths) 1:00pm – 3:30pm

Attendee Registration Opens IN LOBBY at 4:00pm

Premier Trade Show Opens (Available to Premier Exhibitors ONLY) at 4:00pm

Dinner/Keynote Presentation – 6:00pm

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

Ivan Fernandez – University of Maine

Ryan Gordon – US Geological

Rebecca Jacobs- Boothbay

Maeve Carlson – Wright Pierce



WED, DEC 11TH**SESSION 1 OPTIONS****8:00AM - 9:30AM***DEP Updates***GREGG WOOD – DEPARTMENT OF ENVIRONMENTAL PROTECTION**

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

*Prepping for a Sanitary Survey***AMY LACHANCE – DRINKING WATER PROGRAM**

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*Open Session***FACILITATOR NAME – FACILITATOR'S EMPLOYER**

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*Succession Planning for Utility Districts***ASHLEY ADAMS & 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

*Open Session***FACILITATOR NAME – FACILITATOR'S EMPLOYER**

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WED, DEC 11TH**SESSION 2 OPTIONS****9:40AM - 11:10AM***Protective Coating for the Water/Wastewater Industry***RICK 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.

*Boil Orders***LOYD RAWLINGS – USABLUBOOK**

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

*Open Session***FACILITATOR NAME – FACILITATOR’S EMPLOYER**

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*Climate Topic TBD***STEPHANIE HUBBARD - KLEINFELDER**

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*Maine Infrastructure Adaptation Fund Program***JOYCE TAYLOR & SIERRA MILLAY – MAINE DOT**

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WED, DEC 11TH**SESSION 3 OPTIONS****12:40PM-2:10PM***A Holistic Approach to Phosphorus Corrosion Control***KEVIN SULLA – AQUASMART, INC.**

This class addresses challenges in drinking water and wastewater treatment, focusing on corrosion, scale, bacteria, and phosphorus removal. We explore the impact of new regulations and technologies on water quality, examining the interactions between treatment processes. A novel chemical additive that reduces phosphorus use while maintaining water quality is introduced, along with live demonstrations on corrosion control and treatment optimization.

*DWP Updates***AMY LACHANCE - MAINE DRINKING WATER PROGRAM**

An update on Drinking Water Regulations from a federal and state perspective, including brief overviews of PFAS, Lead and Infrastructure Funding topics.

*Open Session***FACILITATOR'S NAME – FACILITATOR'S EMPLOYER**

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*Retaining Top Talent***KATIE HADIARIS & 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.

*Fusion***DALE HARMON – BOOTHBAY REGION WATER DISTRICT**

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WED, DEC 11TH**SESSION 4 OPTIONS****2:20PM - 3:50PM**

Brewery Treatment

LUKE TRUMAN – MAINE EDU

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Hydrant Basics

NICK BATES – EJ PRESCOTT & MIKE GANEM – AMERICAN USA

Participants will learn about the history, types, installation, maintenance, and safety considerations of fire hydrants, equipping them with essential knowledge for managing hydrant systems effectively. Ideal for both beginners and experienced practitioners.

Dealing with 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.

Trustees: Finding, Onboarding & Responsibilities

BRIAN TARBUCK – GREATER AUGUSTA UTILITY DISTRICT

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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.

THURS, DEC 12TH**SESSION 1 OPTIONS****8:00AM-9:30AM**

Fire! Fire!

NICK RICO – WELLS SANITARY DISTRICT

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Liquid Storage Tanks

ANNIE WALKER-REYNOLDS – STATEWIDE AQUASTORE

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Equipment Calibration

LOUIS WHITEHOUSE – LAW CALIBRATION

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Cybersecurity & Physical Security

SUSAN BREAU-DPW, RYAN BARNES & JACOB COCEK -CISA

This class empowers participants to protect critical systems by exploring CISA resources, operational technology, and potential attacks. It emphasizes proactive cybersecurity measures, including "Defense in Depth" for water and wastewater facilities, providing practical insights to safeguard infrastructure against evolving threats.

Succession Planning

ASHLEY ADAMS - CAREER MANAGEMENT ASSOCIATES

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THURS, DEC 12TH SESSION 2 OPTIONS 11:45AM-1:15PM*Correcting Inflow & Infiltration Issues
and Manhole Rehabilitation***RICK GOYETTE – SHERWIN WILLIAMS**

This session 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?***AMY LACHANCE – ME DRINKING WATER PROGRAM**

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*Nanosorb & PFAS***PATRICK MCKEOWN & PAUL RODRIGUEZ – ECT2**

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*History of Water Treatment***LOYD RAWLINGS - USABUEBOOK**

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.

*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!

THURS, DEC 12TH SESSION 3 OPTIONS 1:25 PM-2:55 PM

Open Session

Facilitator's Name – Facilitator's Employer

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Kennebeck/Hallowell PFAS Pilot

BILL SNYDER – KKP WATER DISTRICT, ADAM REEDING

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Open Session

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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

Open Session

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WEDNESDAY, DECEMBER 11, 2024

Welcome Reception & Registration Check-in 7:00am – 8:00am






Vendor Set Up (For Members and Non-Member Booths) 8:00AM – 10:00AM


Choose Your Sessions – Class Topic Key			
 Water	 Wastewater	 VSWS	 Admin/Other

Wednesday Session 1 – 8:00am – 9:30am				
DEP Updates				
Prepping for a Sanitary Survey				
Open Session				
Open Session				
Succession Planning for Utility Districts				

Wednesday Session 2 – 9:40am – 11:10am				
Protective Coating for the W/WW Industry				
Boil Orders				
Open Session				
Climate Topic (TBD)				
Maine Infrastructure Adaptation Fund Program				

Trade Show & Lunch 11:10am -12:30

Wednesday Session 3 – 12 :40pm – 2:10pm				
A Holistic Approach to Phosphorus Corrosion Control				
DWP Updates				
Open Session				
Retaining Top Talent in Turbulent Times				
Fusion				

Wednesday Session 4 – 8:00am – 9:30am				
Brewery Treatment				
Hydrant Basics				
Employee Relations				
Trustees: Finding, Onboarding and Responsibilities				
Maps & Drawings				





Industry Meet & Greet – Trade Show 4:00pm – 6:30pm



EJP Party – Timber Restaurant 6:30pm – 8:00pm

THURSDAY, DECEMBER 11, 2024

Coffee Hour & Registration Check-in 7:00am – 8:00am

Choose Your Sessions – Class Topic Key




 Water	 Wastewater	 VSWs	 Admin/Other
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Thursday Session 1 – 8:00am – 9:30am				
FIRE! FIRE!				
Liquid Storage Tanks				
Equipment Calibration				
Cybersecurity & Physical Security				
Succession Planning				

Trade Show, Brunch and Taste Test 9:30am – 11:45am

Vendor Breakdown Begins 11:45am

Thursday Session 2 – 11:45am – 1:15pm				
Correcting inflow and Infiltration issues & Manhole Rehabilitation				
Lead Service Line Inventory. Now What?				
Nanosorb & PFAS				
History of Water Treatment				
Employee Onboarding				

Thursday Session 3 – 1:25pm – 2:55pm				
Open Session				
Kennebeck/Hallowell PFAS Pilot				
Open Session				
Open Session				
Open Session				

Conference & Trade Show Complete 3:00pm

ATTENDEE REGISTRATION

Name:		Nickname:	
Title:		License # and Type:	
System Name:			
Address:		City, State, Zip:	
Phone:	Email:		

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.

THOSE WHO REGISTER BEFORE NOVEMBER 3RD WILL BE ENTERED TO WIN A PRIZE!

1. Please indicate the quantity, if applicable. 2. Send in your full payment.	NON-MEMBER	MEMBER
Full Attendee Registration <i>(DOES NOT include meals)</i>	<input type="checkbox"/> \$315	<input type="checkbox"/> \$250
Partial Attendee Registration		
• Tuesday Night Only <i>(includes meals)</i>	<input type="checkbox"/> \$80	<input type="checkbox"/> \$65
• Wednesday Only <i>(DOES NOT include meals)</i>	<input type="checkbox"/> \$190	<input type="checkbox"/> \$160
• Thursday Only <i>(DOES NOT include meals)</i>	<input type="checkbox"/> \$190	<input type="checkbox"/> \$160
Best Tasting Drinking Water Competition <i>(Be sure to complete the form on the next page!)</i>		<input type="checkbox"/> \$15

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	<input type="checkbox"/> \$110
Partial Registration Meal Tickets	
• Wednesday Only	<input type="checkbox"/> \$55
• Thursday Only	<input type="checkbox"/> \$40

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

For MRWA use only: _____

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

Indicate your category - with a chemical disinfectant or without a chemical disinfectant.

Submit your registration fee of \$15 per sample by 8:30 am Thursday, December 12, 2025

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.