



American Water Works
Association

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AWWA WEBINAR  APRIL 24, 2020 | 11:00 A.M. - 12:30 P.M. MST

Free Webinar:
COVID-19 Implications to Operations, Compliance & Training

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The next-generation technology for
AGING WATER INFRASTRUCTURE

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WEBINAR MODERATOR



Chad Weikel
**Education and Workforce
Manager**
**American Water Works
Association**

Mr. Weikel is currently the Education and Workforce Manager at the American Water Works Association. He is tasked with enhancing the educational outcomes of AWWA Conferences, Webinars, and eLearning programs. He has also served as staff liaison for the Small Systems Division and Workforce Strategies Committee. He is an experienced instructional designer, specializing in adult learning with blended delivery. Before AWWA, Mr. Weikel designed and delivered programs of instruction for national audiences such as the National Guard Family Program, Big Brothers Big Sisters of America, and the U.S. Anti-Doping Agency. Mr. Weikel holds a Bachelor of Science degree in Health and Exercise Science from Colorado State University, and a Master of Arts degree in Education, Curriculum and Instruction from the University of Phoenix.

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PANEL OF EXPERTS



Anita Thompkins
 Drinking Water Protection Division Dir.
 Office of Water, EPA



Mark Pollins
 Water Enforcement Division
 Director, OECA, EPA



Loren Denton, PhD
 Chief, Municipal Branch, Water
 Enforcement Division, EPA



Kevin Letterly
 Policy Analyst
 ASDWA



Shellie Chard
 Water Quality Division Director
 Oklahoma Dept. of
 Environmental Quality



Tom Healy
 Director of Certification Services
 Association of Boards of
 Certification



Alan Cranford, PO
 Water Treatment Plant Manager
 Water Utility of Murfreesboro



Mike Gosselin
 Wastewater Operations Manager
 City of Kelwna, British Columbia
 Canada



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AGENDA

- | | |
|---|---|
| I. Regulatory Compliance and Enforcement Impacts | Anita Thompkins, Mark Pollins, and Loren Denton |
| II. State and Territory Primacy Agency Reactions | Kevin Letterly |
| III. Information for Operators Under Emergency Declarations | Shellie Chard |
| IV. Certification During COVID-19 | Tom Healy |
| V. Challenges and Solutions for Utility Operations | Alan Cranford |
| VI. Wastewater Operations | Mike Gosselin |

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ASK THE EXPERTS



Anita Thompkins
Drinking Water Protection Division, EPA



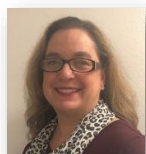
Mark Pollins
Water Enforcement Division, EPA



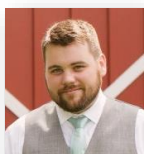
Loren Denton, PhD
Municipal Branch, Water Enforcement Division, EPA



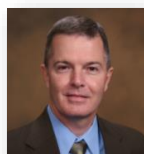
Kevin Letterly
ASDWA



Shellie Chard
Oklahoma Dept. of Environmental Quality



Tom Healy
Association of Boards of Certification



Alan Cranford, PO
Water Utility of Murfreesboro, TN



Mike Gosselin
City of Kelwna, British Columbia CAN

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REGULATORY COMPLIANCE AND ENFORCEMENT IMPACTS



Anita Thompkins
Division Director,
Drinking Water Protection Division,
Office of Ground Water and Drinking Water,
Office of Water, EPA



Mark Pollins
Director,
Water Enforcement Division,
Office of Civil Enforcement,
Office of Enforcement and Compliance Assurance (OECA), EPA



Loren Denton, PhD
Chief,
Municipal Branch,
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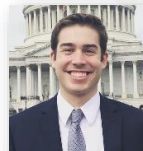
Anita Thompkins
Drinking Water Protection Division, EPA



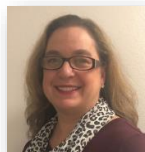
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State and Territory Primacy Agency Reactions

Kevin Letterly

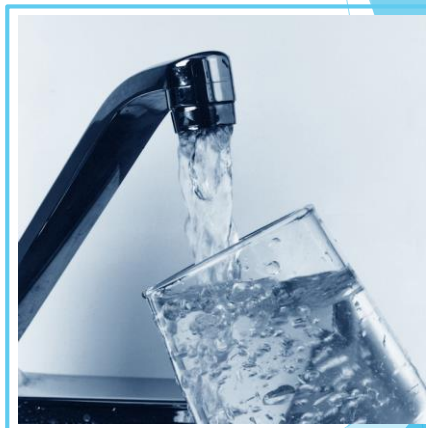
Association of State Drinking Water Administrators

4/24/20

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About ASDWA

- ▶ Mission: To protect public health and the economy through the provision of safe drinking water
- ▶ Members: Drinking Water Program Administrators: 50 states, territories, the Navajo Nation, and the District of Columbia
 - ▶ Public Water System Oversight
 - ▶ Regulation
 - ▶ Technical assistance
 - ▶ Funding - DWSRF, set-asides
 - ▶ Coordination with Multiple Partners



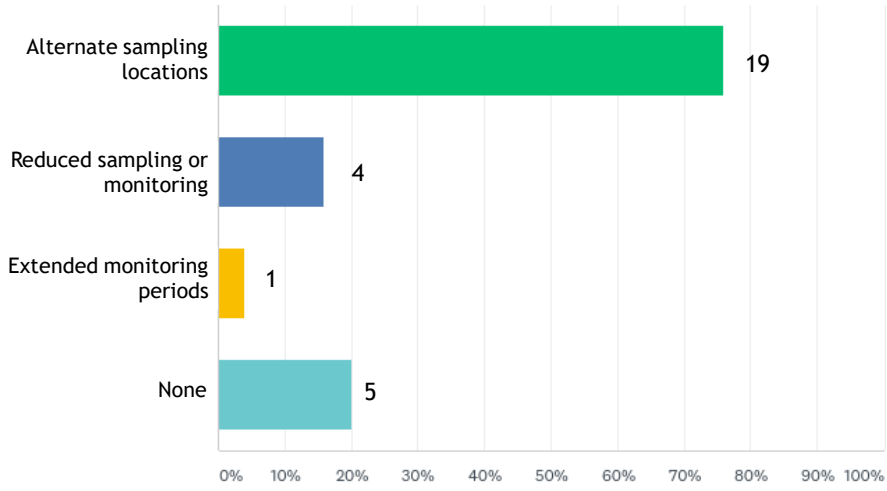
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ASDWA Survey

- ▶ ASDWA put together a survey to better understand how state drinking water program processes are changing as a result of COVID-19.
 - ▶ Received 25 responses on questions regarding:
 - ▶ Business Designation
 - ▶ Compliance Monitoring
 - ▶ Lab Capacity
 - ▶ Operators
 - ▶ Inspections

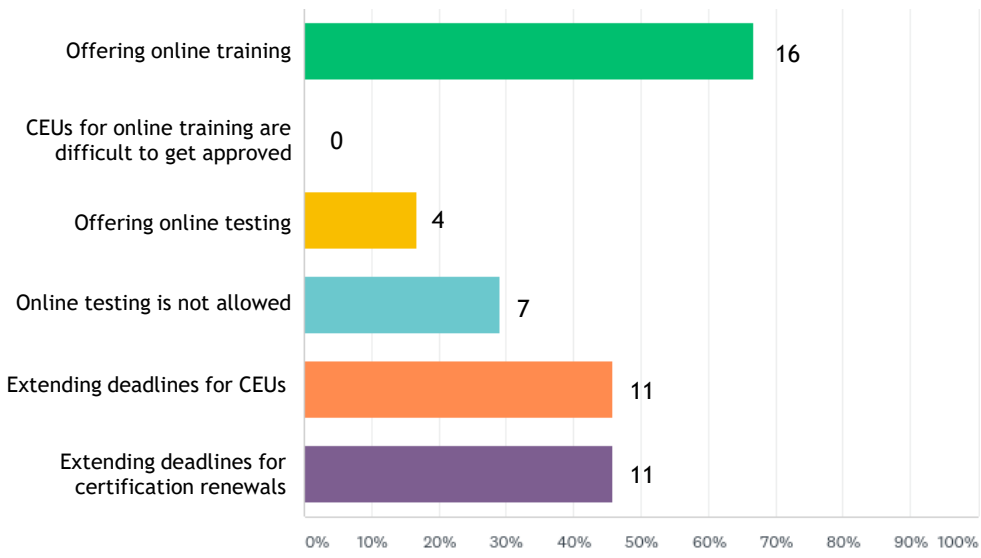
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Has your state given CWS approval to use alternate sampling locations, reduce sampling or monitoring, or extend monitoring periods?



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Is your state offering online training and testing for operators, extending deadlines for obtaining CEUs, extending deadlines for certification renewal?



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Additional information

- ▶ Majority of state respondents to survey have a system/plan in place to share operators among water systems if an operator becomes ill
- ▶ States working with WARN and Rural Water to access volunteer operators
- ▶ Some states are holding regular virtual meetings with PWSs and operators and seeing success with these
- ▶ Some states are looking into virtual/remote options for sanitary surveys
- ▶ Many states are seeing PPE shortages for water systems and state staff

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Contact Info

Kevin Letterly (kletterly@asdwa.org)

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Anita Thompkins
Drinking Water Protection Division, EPA



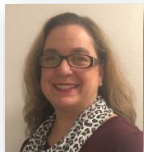
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Loren Denton, PhD
Municipal Branch, Water Enforcement Division, EPA



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Oklahoma Dept. of Environmental Quality



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Mike Gosselin
City of Kelwna, British Columbia CAN

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The image shows the logo for the Oklahoma Department of Environmental Quality (DEQ). The logo features a stylized sun and water droplets above the word "OKLAHOMA". Below this, the letters "DEQ" are prominently displayed in a large, blue, serif font. Underneath "DEQ", there is a green silhouette of a landscape with a wind turbine, a tree, and a water tower. At the bottom of the logo, the words "OKLAHOMA" and "DEPARTMENT OF ENVIRONMENTAL QUALITY" are written in a smaller, green, sans-serif font. Below the logo is a portrait of Shellie R. Chard, a woman with glasses and a patterned scarf.

INFORMATION FOR OPERATORS UNDER EMERGENCY DECLARATIONS

Shellie R. Chard
Water Quality Division Director
Oklahoma Department of Environmental Quality



COVID-19 EMERGENCY CONDITIONS

- Emergency Planning Pays Off
- SoonerWARN
- GovDelivery
- Partnerships
 - ORWA & OML
 - Environmental Training Center
 - Career Tech/Community Colleges
 - Surrounding States
 - Region 6



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CHANGES TO LICENSE HOLDERS

- Deadline extensions to obtained renewal training and pay fees
- Change in class format
- Change in reciprocity

12,000+ Licenses
8,000+ Individuals
Annual renewal July 1 by law

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CHANGE IN RECIPROCITY PROCESS

- Communication with other states and partners
- Emergency protocol and application developed
- Highlights:
 - Quick turn around
 - No cost
 - Valid until 12/31/2020



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RESOURCES

- <https://www.deq.ok.gov/external-affairs-division/for-media/covid-19-news-information/>
- <https://www.deq.ok.gov/wp-content/uploads/water-division/COVID-19-Pandemic-Operator-Reiprocity-Policy.pdf>
- <https://www.deq.ok.gov/wp-content/uploads/water-division/Op-Cert-Letter-031820.pdf>
- Shellie.chard@deq.ok.gov or 405.702.8157

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Drinking Water Protection Division, EPA



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Loren Denton, PhD
Municipal Branch, Water Enforcement Division, EPA



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Mike Gosselin
City of Kelwna, British Columbia CAN

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Certification During COVID-19





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Certifying Authorities

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Time to study!

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Anita Thompkins
Drinking Water Protection Division, EPA



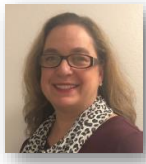
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Water Enforcement Division, EPA



Loren Denton, PhD
Municipal Branch, Water Enforcement Division, EPA



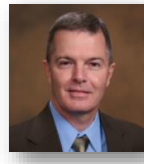
Kevin Letterly
ASDWA



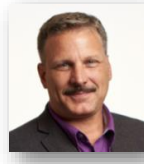
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Challenges and Solutions for Utility Operations



Alan C. Cranford, PO
Water Treatment Plant Manager
Murfreesboro Water Resources Department



Agenda



Challenges



Tools



Solutions



Selection



Exercise or Implementation



Evaluation



Challenges



- Staffing
- Scheduling
- Deliveries/Contractors/Visitors
- Laboratory
- Testing backflow preventors
- PPE
- Certification/training
- Social Distancing



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Tools

- Mitigation Plans
- Standard Operating Procedures
- Preparedness Plans
- Response Plans
- Business Continuity Plan (BCP)
- Various templates to develop plans



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Solutions



- Selecting the best solution for your utility
- What does your solution need to accomplish
- Look at multiple options



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Selection

- Work with staff to increase buy-in
- Select the option that provides the most positive results
- Make sure plan includes handling of visitors/deliveries
- Communication to customers and vendors



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Exercise or Implementation



- Walkthrough or workshop
- Tabletop exercise
- Functional exercise
- Full exercise
- Direct implementation



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Evaluation/Program Improvement

- After Action Reports (AARs)
- Lessons Learned
- Program Reviews



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Summary

- Identifying challenges in advance
- Ensuring all of the tools are in the toolbox
- Identify possible solutions
- Selecting the best solution
- Exercise now so you can execute later
- Evaluation and program improvement



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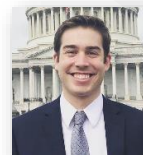
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Drinking Water Protection Division, EPA



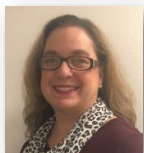
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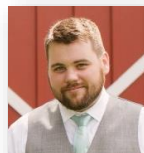
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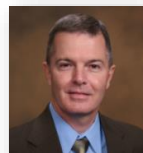
Kevin Letterly
ASDWA



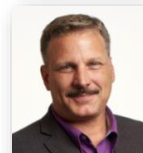
Shellie Chard
Oklahoma Dept. of Environmental Quality



Tom Healy
Association of Boards of Certification



Alan Cranford, PO
Water Utility of Murfreesboro, TN



Mike Gosselin
City of Kelwna, British Columbia CAN

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City of
Kelowna

AWWA-ABC Wastewater Operations

Speaker
Mike Gosselin
Wastewater Operations Manager

The background of this slide is an aerial photograph of Kelowna, British Columbia, showing a large body of water (Lake Okanagan) with several boats, a city skyline, and mountains in the distance under a blue sky with scattered clouds.

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City of
Kelowna

Understanding, supportive, working as a team;

- City Council
- Human Resources
- Union
- **STAFF !!!**

The background of this slide is an aerial photograph of Kelowna, British Columbia, showing a large body of water (Lake Okanagan) with several boats, a city skyline, and mountains in the distance under a blue sky with scattered clouds.

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City of Kelowna

Wastewater Branch;

- Treatment Facility Schedule
- Normal operations/maintenance continue
- Physical distancing
- Flexibility

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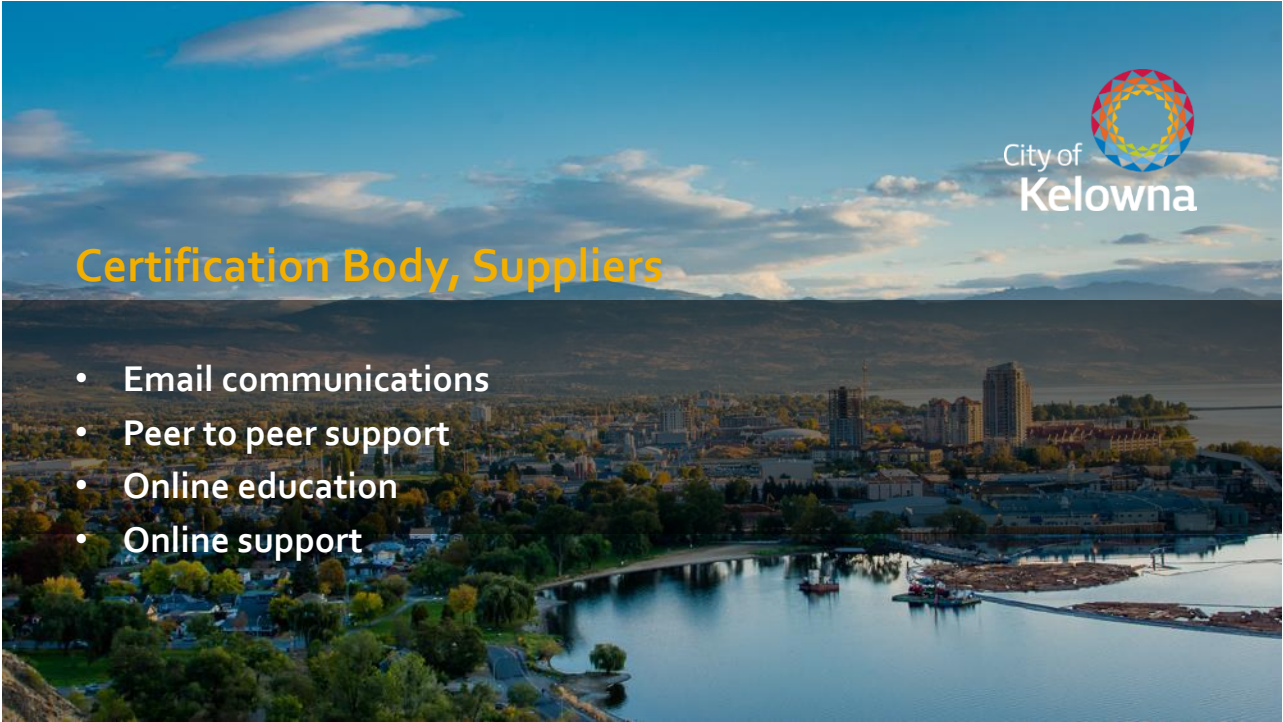


City of Kelowna

Trasnportation Branch;

- Vehicles
- Cleaning stations
- Extended hours

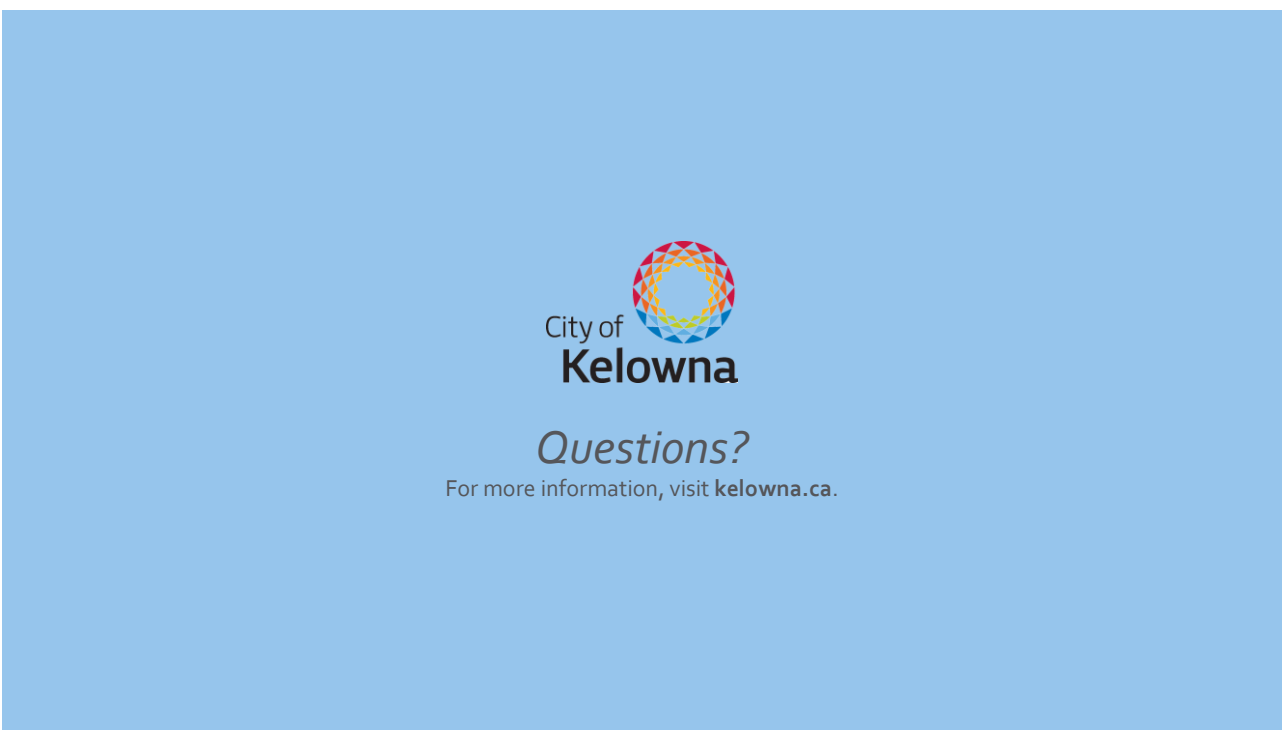
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Certification Body, Suppliers

- Email communications
- Peer to peer support
- Online education
- Online support

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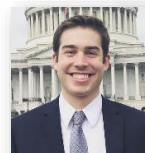
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Drinking Water Protection Division, EPA



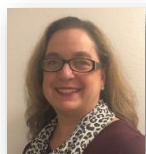
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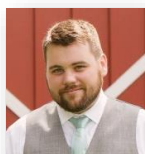
Loren Denton, PhD
Municipal Branch, Water Enforcement Division, EPA



Kevin Letterly
ASDWA



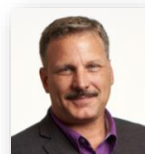
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Mike Gosselin
City of Kelwna, British Columbia CAN

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ADDITIONAL RESOURCES

- Find more resources at awwa.org/coronavirus
- View our [COVID-19 Webinar Series](#)
 - [Free Webinar Recording: Legal Aspects of COVID-19 for Water Utilities](#)
 - [Free Webinar Recording: Be a Trusted Source: How to Handle Communication Challenges During COVID-19](#)
 - [Free Webinar Recording: Utility Actions to Sustain Operations During COVID-19](#)

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UPCOMING WEBINARS

April 30 - FREE Webinar from GE Digital: How to Create Your Digital Plant

May 1 - FREE Webinar: Facing the New Normal for Credit and Collections During COVID-19

May 6 - What's New with Cyanobacteria and Cyanotoxins: A Review of Leading Research

Coming Soon! Contaminants of Concern: 5-part webinar series, May 12-26

[Register for a 2020 Webinar Bundle](#)

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THANK YOU FOR JOINING TODAY'S WEBINAR

- As part of your registration, you are entitled to an additional 30-day archive access of today's program.
- Until next time, keep the water safe and secure.

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PRESENTER BIOGRAPHY INFORMATION

Anita Thompkins is the Director of the Drinking Water Protection Division (DWPD) at the U.S. EPA, where she provides executive leadership for the national implementation of a variety of programs under the Safe Drinking Water Act. Previously Anita led the Drinking Water and Municipal Infrastructure Branch in EPA Region 2 (New York Office) where she played a critical role in EPA's response to Superstorm Sandy and is a veteran of the United States Air Force, where she earned the rank of Captain. Anita is a graduate of the Air Force Academy (BS in Civil Engineering), the California College of Health Sciences (MS in Health Promotion and Community Wellness) and Adelphi University (Master of Business Administration.)

Mark Pollins is the Director of the Water Enforcement Division in the Office of Civil Enforcement, U.S. Environmental Protection Agency, Washington, D.C. and has been in that position for about 19 years. He was formerly the Associate Director of the Multimedia Enforcement Division and Chief, Waste Management and State Programs Branch in the RCRA Enforcement Division. He has served with the U.S. EPA for over thirty years. Prior to joining the EPA, he was a litigation associate with the law firm of Wolff and Samson in Roseland, N.J. Mr. Pollins holds a J.D. from the Benjamin N. Cardozo School of Law, Yeshiva University, M.P.H. in Epidemiology from the University of Michigan School of Public Health, and M.A. in Technology and Human Affairs and B.A. in Literature and History from Washington University in St. Louis.

Loren Denton is the Chief of the Municipal Branch in the Water Enforcement Division, Office of Enforcement and Compliance Assurance (OECA), EPA.

Kevin Letterly has been a policy analyst for the Association of State Drinking Water Administrators for almost two years, with a focus on drinking water security issues and the Area Wide Optimization Program (AWOP). Kevin graduated with a BS in Environmental Science from the University of Illinois Urbana-Champaign in 2016 and a MS in Environmental Science from Southern Illinois University Edwardsville in 2018.

Shellie Chard obtained degrees in Chemical Engineering and Biotechnology from the University of Oklahoma. She has been the Division Director of the Water Quality Division of the Oklahoma Department of Environmental Quality since January 1, 2010 and has 27 years of experience in the drinking water and wastewater profession. Today she oversees drinking water, wastewater, storm water, water reuse and operator certification.

Tom Healy has been with the Association for over 4 years and is currently overseeing the Association's certification services, testing service program, as well as member and client relations. He has a passion for working with ABC's outstanding volunteer network to deliver relevant and reliable content to the Association's member base and to the industry.

Alan Cranford has been an employee of the Murfreesboro Water Resource Department (MWRD), Murfreesboro, Tennessee for over seventeen (17) years in the position of Water Treatment Plant Manager. Prior to coming to MWRD, he was the Water Treatment Plant Manager for the Town of Smyrna, Tennessee for over nine (9) years. He has over 37 years of experience in water and wastewater treatment and operations.

Mike Gosselin has been an employee of the City of Kelowna for 28 years, he has been working in the wastewater community for over 36 years. Mike started at Kelowna as an Operator and worked thru the system to his current position. Today he oversees all of Kelowna's wastewater, Treatment and Collection facilities and systems.



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