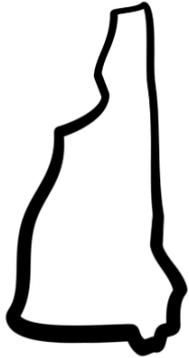
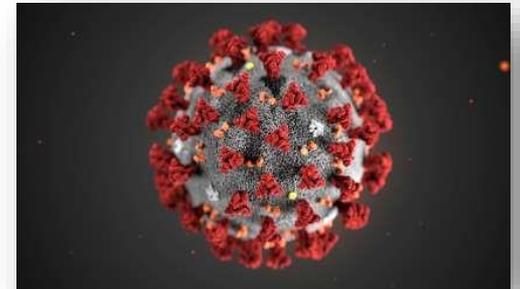




# DWGB - COVID-19 IMPACTS ON COMMUNITY WATER SYSTEMS IN NEW HAMPSHIRE



Friday, April 3, 2020



# AGENDA

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Webinar Logistics

Welcome – Tom O’Donovan

Survey Review – Luis Adorno

Overview – Sarah Pillsbury

Monitoring guidance – Chip Mackey

Staffing issues – Wade Pelham

Backflow testing – Wade Pelham

Revenue/ governance issues – Sarah Pillsbury

Water use - Sarah Pillsbury

Preparedness – Johnna McKenna

Questions - Luis Adorno

Closing Remarks





With over 33 years of public service, in positions of increasing responsibility, Tom has served as a commissioned officer in the US Army Corps of Engineers, a senior manager within the Department of Energy and as a Project Director in the construction industry. Most recently, he helped with Hurricane Marie recovery in Puerto Rico. His career highlights include leadership of the largest hydropower, and most advanced regulatory Districts in the Corps, responsible for major strategic changes at the Bonneville Power Administration, and delivery of a \$4 billion construction project. His credentials include a Master's in Civil Engineering, registration as a Professional Engineer and certification as Project Management Professional.

# Tom O'Donovan

NHDES Water Division Director





DWGB - COVID-19 IMPACTS ON PUBLIC  
WATER SYSTEMS IN NEW HAMPSHIRE



**Luis Adorno**

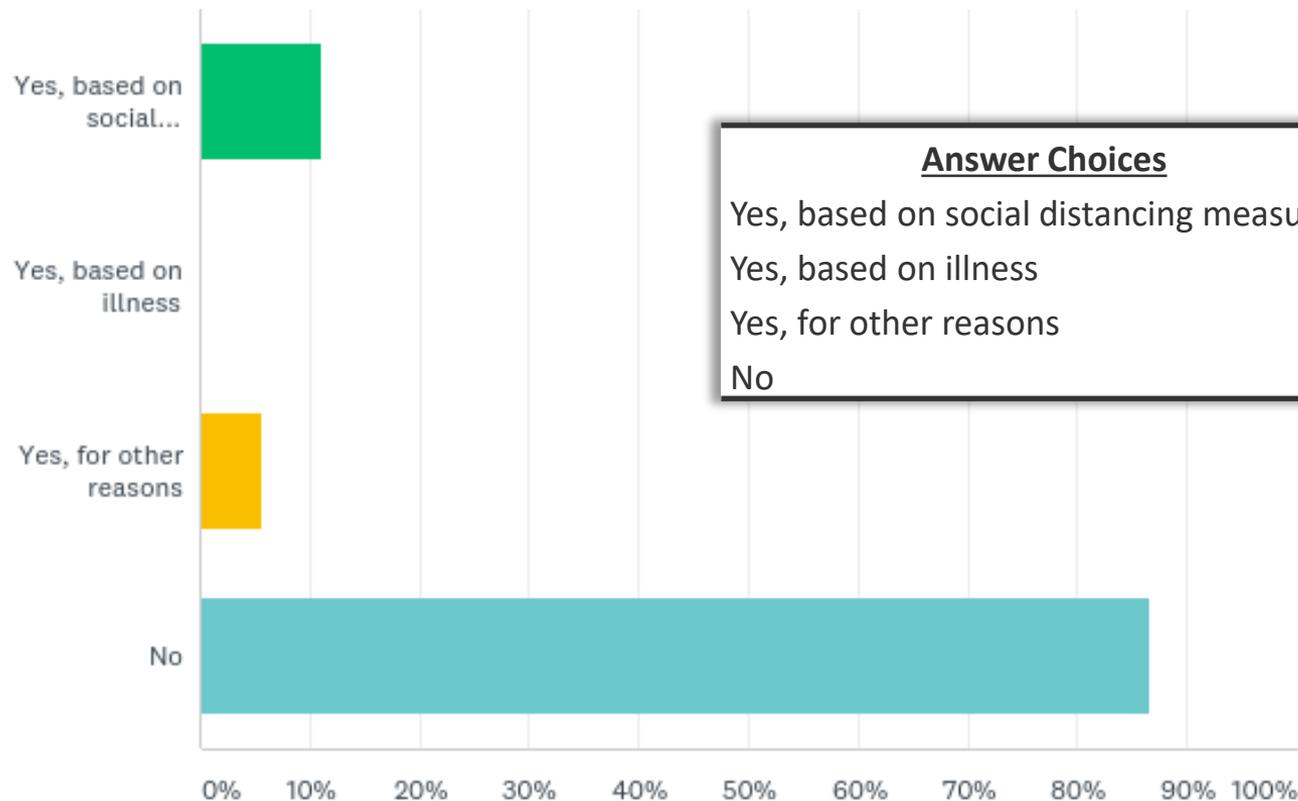
Environmental Program  
Manager

# SURVEY SUMMARY

Complete Responses: 90

Date Created: Thursday, March 26, 2020

## Q2: Is your water system(s) having complications with continuity of service due to staff reduction?



<u>Answer Choices</u>	<u>Responses</u>	
Yes, based on social distancing measures	11%	10
Yes, based on illness	0%	0
Yes, for other reasons	5.5%	2
No	86%	78

## Additional comments provided

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### Communities experiencing some issues

“Difficulties in arranging access to businesses and regular sample collection sites”

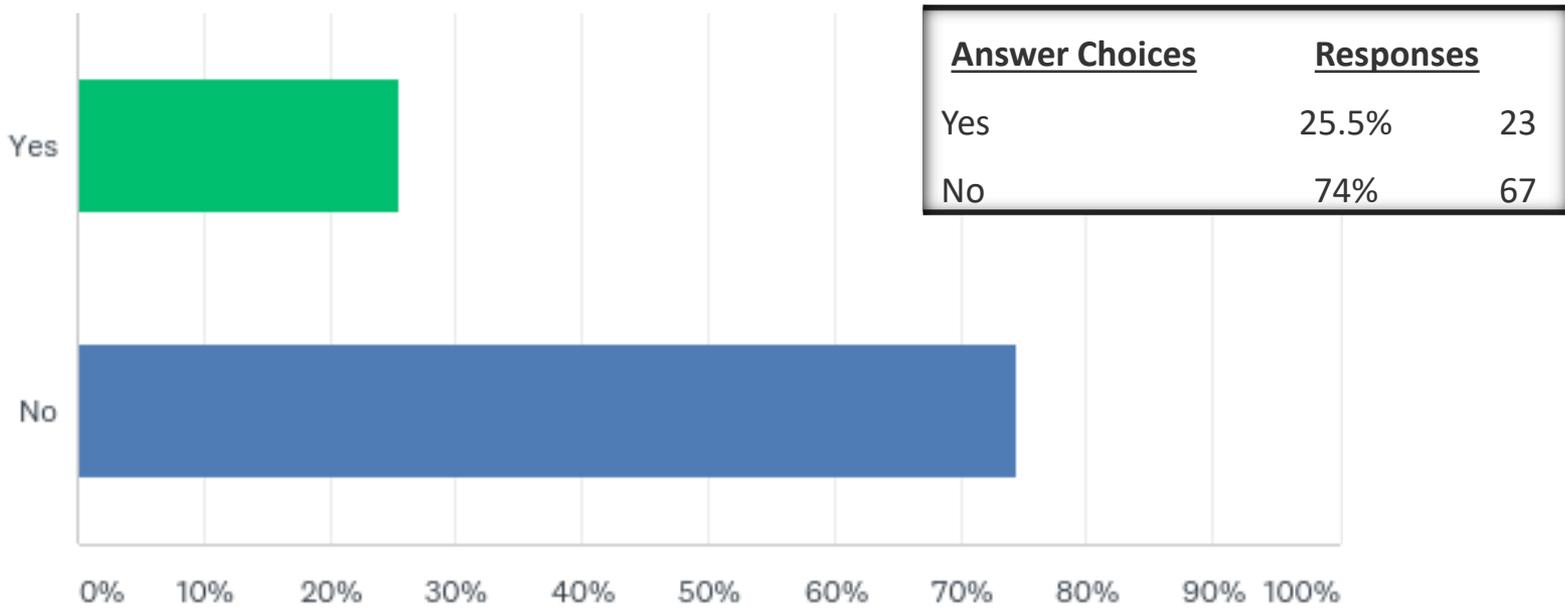
“the office is usually open to the public and is very small in size. We have started to do work from home to help keep distances at a maximum and only come to work if needed”

“We have not had service disruptions yet, more so lack of availability of staff to quickly address contractor / customer inquiries and field service requests”

“Low flows. We are a community water system that has a college and high school and elementary school that are not in progress leading to our lesser flow situation”

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### Q3: Sample collection has the potential of being a tremendous challenge for some communities, do you foresee this as being the case within your community(ies)?



## Additional comments provided

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### NO ISSUES

“We have secured keys from sites, as long as labs remain open we should be all set”

“We have called closed businesses and they have sent someone to let us in to take”

“By calling the homeowner of every system to make special arrangements”

### ISSUES

“We are able to have limited access now, but I foresee it becoming a problem”

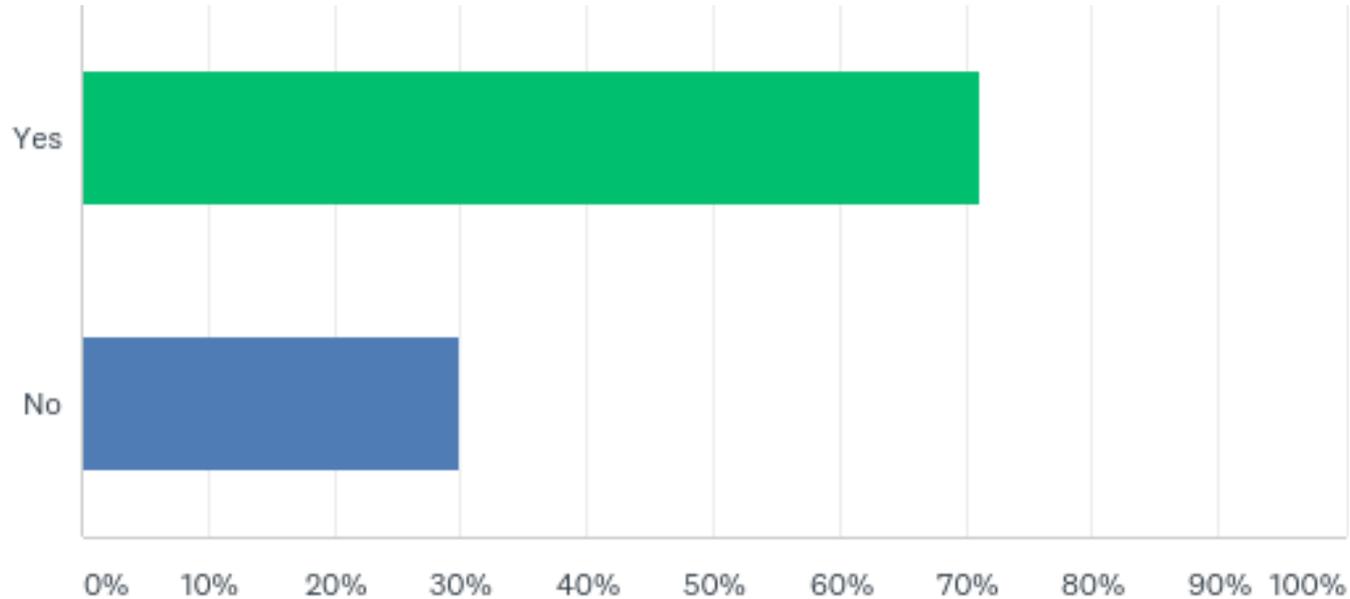
“Many businesses we sample at have closed, or will not allow access”

“Again with a limited number of knowledgeable individuals in a specific area that becomes a problem”

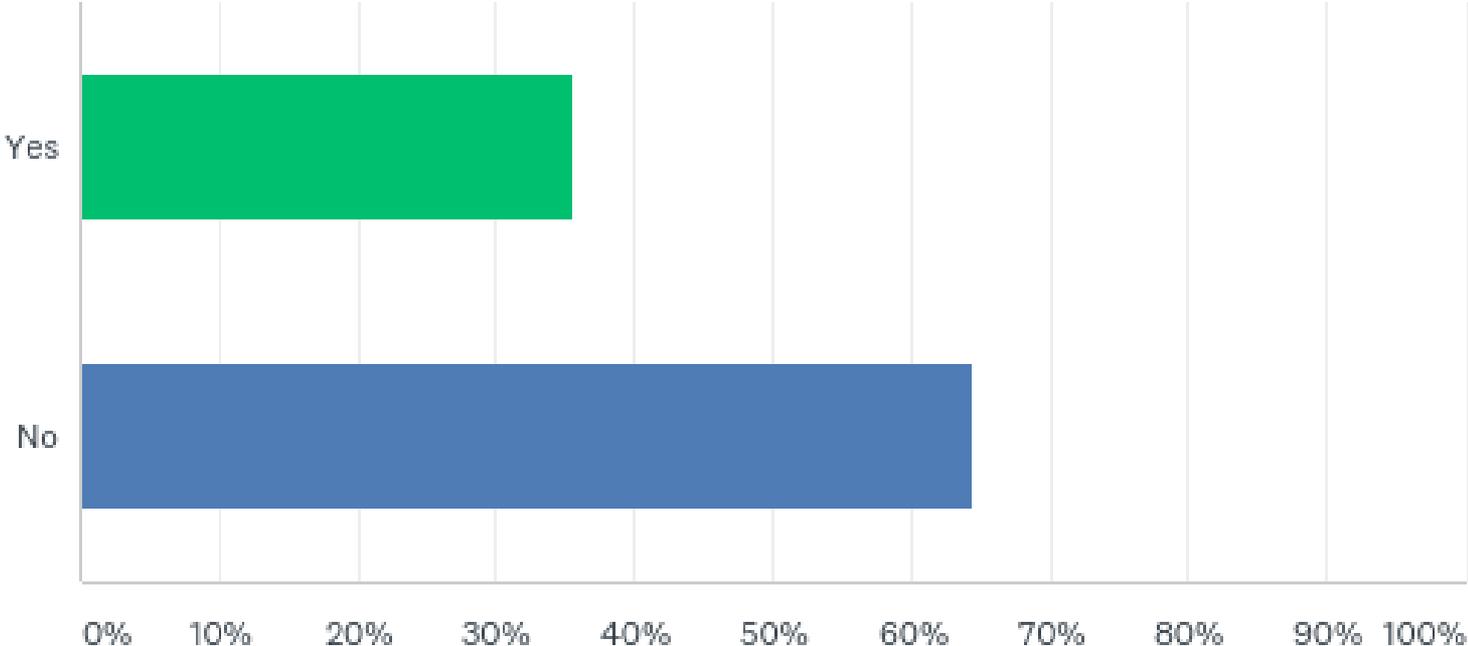
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## Q4: Have you been in touch with your suppliers to ensure adequate inventory of essential needs including chemicals?

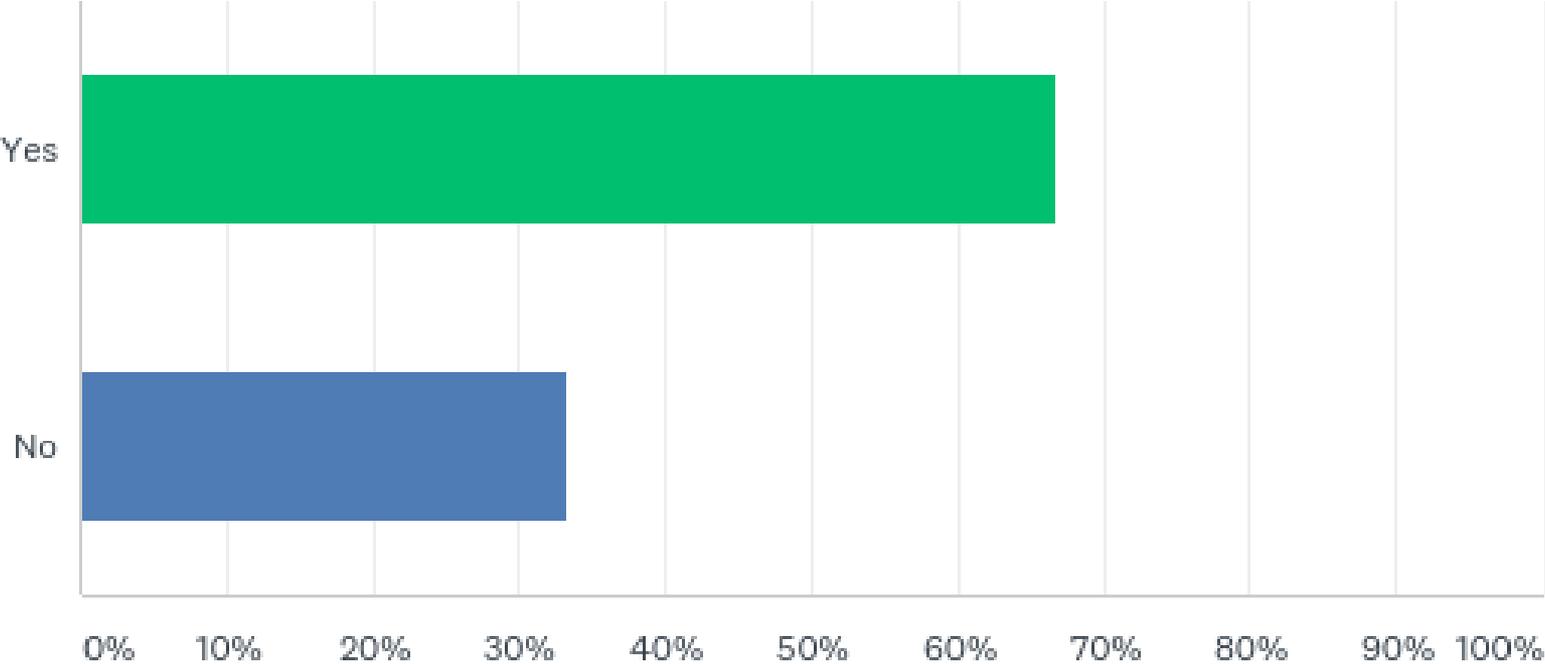
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# Q5: Is Covid-19 currently or potentially presenting any budgetary, revenue, or spending reductions?



# Q6: Do you have any water system infrastructure construction or maintenance planned for this Spring / Summer?



## Q7: Other comments: Please let us know how we can support you and your staff through this public health emergency.

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“So far we have no major issues”

“Just providing factual info to relay to community members or to answer their questions w/o speculation”

“No other comments at this time”

“Provide technical assistance as needed. Provide communication and support network, online especially. Allow alternative sampling sites”

“None at this time”

**“WE ARE IN GOOD SHAPE”**

“Find us Grant funds with no required match to make up for the lost revenue so that we can meet NHDES Administrative Orders”



# Sarah Pillsbury

DWGB Administrator



Sarah Pillsbury is the Administrator of the Drinking Water and Groundwater Bureau at the New Hampshire Department of Environmental Services. Sarah has worked for the Department in a variety of roles since 1985. She is a past president of the Association of State Drinking Water Administrators and the National Ground Water Protection Council. Sarah has also served on the board of the New England Water Works Association and is a current member of the National Drinking Water Advisory Council.

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[NHDES Home](#) >

## NHDES Response to COVID-19

The coronavirus pandemic has caused many of us to do business differently. NHDES is using this webpage as a clearinghouse for information related to any changes in NHDES program activity. NHDES will do its best to communicate any changes directly with our program customers and stakeholders, however please check this webpage regularly, as we will update information as necessary.

<https://www.des.nh.gov/covid19/index.htm>



# Bacteria Monitoring

- Need to take required number of samples
- Alternative sample sites
  - Professional Judgement
  - Representative site
  - Accurate site descriptions
- Outside Taps
  - Use extra care
- Positive Results
  - Require additional samples
  - repeats, GWR



Drinking Water and Groundwater Bureau  
Analysis Request Form

September 16, 2016

Page 1 of 1

BACTERIA Routines (Total Coliform Rule)

Compliance Sample Site(s) per Master Sampling Schedule

Questions: (603) 271-2513

PWS ID: 0101010

Collected By: \_\_\_\_\_

(Print Name)

System Name: ASHLAND WATER DEPT

Signature: \_\_\_\_\_

I certify that all samples taken are from the site(s) listed below and all information provided on this form is true and valid.

PWS Town: ASHLAND

Phone Number: \_\_\_\_\_

Sample Type: Routine

Results for the Month of: \_\_\_\_\_ Year: \_\_\_\_\_

Are Sample(s) Chlorinated?		Yes	No	* For chlorinated samples please circle Free or Total. Default value will be Free.					
Site ID	Sample Site Location	Date & Time Sample Collected	Free/Total Chlorine Residual (mg/L) <sup>1</sup>	Lab Sample ID	Date & Time Sample SETUP / PREPARED	Date & Time Sample READ / ANALYZED	Total Coliform Count / P or A	Fecal Coliform or E. coli Ct / Per A	Method
001	FIRE STATION MENS LAVATORY								
002	TOWN OFFICE LAVATORY								

Note: For systems collecting three additional routines, all samples must be collected from the distribution system and you must include at least one sample from the regularly scheduled sites. Systems with fewer than three service connections may take multiple samples at the same site. According to DES records, this system CHLORINATES. Chlorine residual concentrations must be measured and recorded at the time of sample collection. If CHLORINATION is not in use, please contact DES DWGB to update the appropriate records by email DWGBInfo@des.nh.gov or by calling (603) 271-2513.

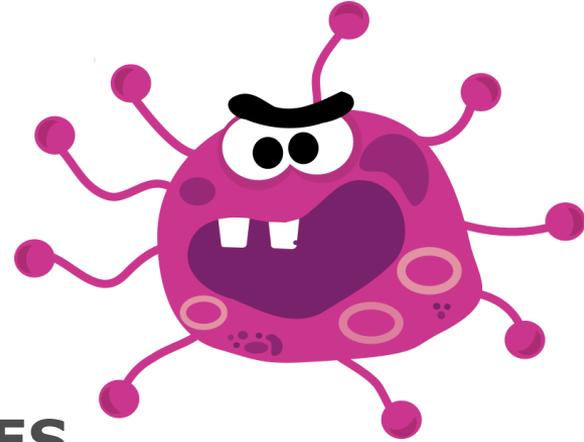
FOR LAB USE: Temp C (upon receipt): \_\_\_\_\_ On Ice? Y / N Batch ID (if different than sample ID prefix): \_\_\_\_\_ List QUALIFIERS (if any): \_\_\_\_\_

Relinquished by: \_\_\_\_\_ Received by: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Relinquished by: \_\_\_\_\_ Received at Lab by: \_\_\_\_\_ Date/Time: \_\_\_\_\_

# Bacteria Monitoring

- **Positive *E.coli*!!!!!!!**
- **Boil Water Order**
- **Notify DES ASAP**
  - if you can't reach someone at NHDES
  - contact the NH State Police 603-223-4381
  - ask for the on-call person at DES.
- **Perform Acute Public Notice ASAP**



# Chemical



- **Again take all samples**
- **May be able to reschedule samples for non-transient systems**

# Lead & Copper

- **Must take all samples**
- **Rescheduled 2nd quarter 2020 samples to 3rd quarter if possible**
  - **Can't do for systems on semi-annual monitoring**
- **Work with home owners**



# Disinfection By-Products



- **Must take all samples**
- **Alternative Sites**
  - Professional Judgment
  - As close as possible to routine site
  - Accurate site description
- **Questions or concerns**
  - Contact Rick Skarinka or Randy Suozzo

# PFAS

**Nothing to Report – Status Quo**

# IMPORTANT!



- **Submit everything electronically**
- **[dwmonitoring@des.nh.gov](mailto:dwmonitoring@des.nh.gov)**
  - DBP reports
  - Monthly operating reports
  - CCRs
  - Public Notices
  - Lead Education
  - Sample site change requests

# Staffing Issues



**Wade Pelham**

Operators Certification  
Program Manager

- ✓ According to the COVID-19 Survey, NH's Public Water Systems are experiencing minimal impact
  - Several systems have modified scheduling/procedures to minimize potential impacts
  - Continue to follow CDC health guidance
- ✓ Walk through 'What-if'/Plan B scenarios and Emergency Plans
- ✓ Notify NHDES and PWS Ownership/Mgmt. of operational interruptions as it allows NHDES to understand individual PWS impacts and the statewide operational status

## Staffing Issues Cont.

- ✓ GSRWA Backup Operator list and NHDES Contract Operator fact sheet 7-2 are NH operator resources
- ✓ NHDES has the potential to temporarily recognize MA and ME certifications however this is still in discussion as it would promote interstate travel, which is not supported by current health guidance, so the focus currently is with NH operator resources
- ✓ The **April 21, 2020** operator exam has been **postponed** with a new schedule TBD

# Backflow Testing Issues

- ✓ Annual backflow testing reports typically due April 1, 2020 has been extended to **July 1, 2020**
- ✓ Testing Frequency (High Hazard Devices)
  - The testing frequency is in statute, so the issue has been routed through NHDES senior leadership to the Governor's office for a response

# Revenue/ Governance Issues

- ✓ EO3 and Closed Businesses and Institutions
- ✓ AG's Guidance on special meetings on website
- ✓ EO23- Municipal Laws



**Sarah Pillsbury**  
DWGB Administrator



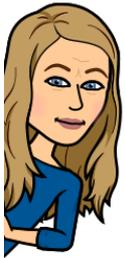


## Water Use

- ✓ Low consumptions
- ✓ Too much conservation?
- ✓ Meter reading issues



# Water Operators are Essential Workers



stay   
healthy  
helpful  
& calm

**Johnna McKenna**

Sustainability Section Supervisor



*Thank You!*



**CISA**  
CYBER+INFRASTRUCTURE

# Preparedness



- This event is like no other
- EPA Pandemic Incident Action Checklist
- Be thinking a few weeks ahead
- Do you know your Local Emergency Management Director (EMD)?
  - Important relationship to have
- **DOCUMENT, DOCUMENT, DOCUMENT**

# Preparedness

- Emergency Plans
  - Due to DWGB in March 2021
  - Systems serving 3,300+ Risk Assessments and EPs due to EPA in 2021\*
- **Continuity of Operations Plan (COOP)**
- Supply chain
  - Chemicals & Supplies
  - Check in with vendors often
- After Action Report
  - Not too early to write down lessons learned
- Chit Chat and Chew with UNH T2
  - Open forum to connect with NH public works colleagues
  - Thursdays at 9:00 a.m.
  - <https://t2.unh.edu/training-calendar>



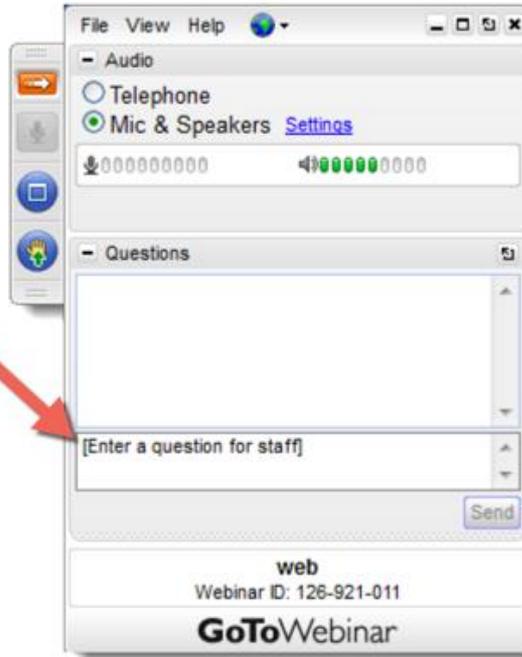
# COMMENTS/ QUESTIONS

Find the Question/Chat Box  
- Type your question(s)



Luis Adorno

1



Click on the send button

2





# CLOSING REMARKS

<https://www.des.nh.gov/covid19/index.htm>

Thank You!

END OF WEBINAR

