

FREE California Drinking Water Workshops

Classroom & Online: July–December 2020

All classroom workshops were converted to online two-part trainings



About the Workshops:

The goal of these workshops is to provide information to help small, rural water systems deliver safe, reliable drinking water to their customers and to demonstrate how to properly manage a water system for long-term viability.

Financial stability is the key to success for most water systems.

The California State Water Resources Control Board has identified 13 Technical, Managerial and Financial (TMF) elements necessary for public water systems.

The 13 elements are:

Technical:

- Consolidation Feasibility
- System Description
- Certified Operators
- Operations Plans
- Source Capacity
- Training

Managerial:

- Ownership
- Water Rights
- Organization
- Emergency Response Plan
- Policies

Financial:

- Budget Projection / Capital Improvement Plans
- Budget Control



© 2020. This document was prepared using funds under Agreement 18-019-550 with the California State Water Resources Control Board; the total Agreement is for \$3,971,380 and will produce multiple documents and training events over the span of the multi-year contract.

Contact Hours & Certificates:

Each classroom workshop qualifies for six (6) drinking water contact hours. Exceptions include the AB54 & 240 class, which qualifies for two (2) drinking water contact hours.

Each online one-part workshop qualifies for two (2) drinking water contact hours. Each online, two-part webinar workshop qualifies for up to four (4) drinking water contact hours with the exception of the CalTAP Fair, which qualifies for up to 6 contact hours. Attendees may register and participate in one part for two (2) drinking water contact hours or two parts for four (4) drinking water contact hours.

Certificates for all online sessions are available for self-printing within 48 hours through your RCAC website registration/profile account. Self-printing classroom certificates are also available for most workshops, but may take longer to access through your online account. RCAC and the Water Board require signatures to verify attendance for in-person trainings and we must wait to receive the original classroom sign-in

sheets from the RCAC trainer in order to verify attendance. Certificates will be provided at the conclusion of each on-site training to those pre-registered at least two weeks in advance, except for the CalTAP fair.

Cost:

There is no fee to attend these workshops. Priority is given to smaller water systems. For classroom trainings, handouts will be available for those who register at least three weeks before the class date.

COVID-19 Response

We are monitoring the situation and will adhere to state and county COVID-19 guidelines/restrictions. All classroom workshops are subject to change in an effort to ensure public and trainer safety, and to comply with guidelines/restrictions.

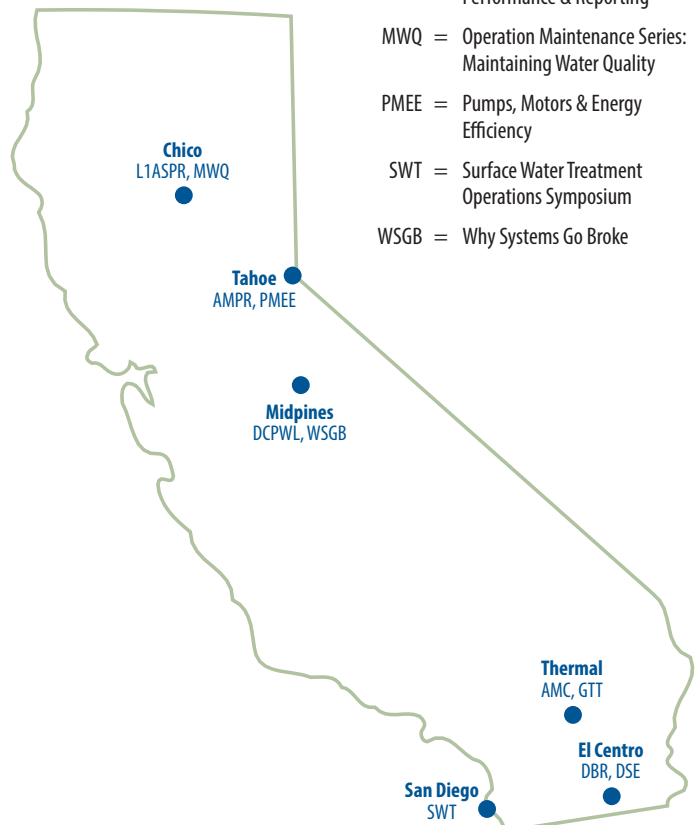
July–December 2020 Workshop Topics and Locations

ONLINE WORKSHOPS

- AB54 & AB240 . . .
- Basic Operations for Board Members
- Board Roles & Responsibilities
- Budgeting & Rates Setting . . .
- Budgeting for Small Water Systems
- CalTAP Fair
- Capital Reserve Planning . . .
- Customer Communications . . .
- Disinfection Byproducts Rule
- Distribution Operator . . .
- Financial Management . . .
- Google Earth Mapping
- Hypochlorite
- Lead and Copper Programs . . .
- Financing Your Operations . . .
- Maintaining Water Quality
- Public Notification
- Pumps, Motors & Energy Efficiency
- Rate Setting for Small Water Systems
- Rates Setting . . .
- Storage & Distribution
- The Safe Drinking Water Act
- Water Supply & Sources
- Water Treatment Techniques
- Water Well Operation & Maintenance
- What You Need to Know . . .

CLASSROOM WORKSHOPS

- | | |
|---|---|
| AMC = Asset Management & Capital Improvement Planning for Small Water Systems | DCPWL = Drought Contingency Planning & Water Loss |
| AMPR = Asset Management Planning & Resources | DSE = Distribution System Essentials |
| DBR = Distribution Byproducts Rule | GTT = Groundwater Treatment Techniques |
| | L1ASPR = Level 1 Assessment Performance & Reporting |
| | MWQ = Operation Maintenance Series: Maintaining Water Quality |
| | PMEE = Pumps, Motors & Energy Efficiency |
| | SWT = Surface Water Treatment Operations Symposium |
| | WSGB = Why Systems Go Broke |



Online CalTAP Fair

Join us at the CalTAP Fair for Water Systems!

**September 17, 2020 • Online Two-Part Webinar
8:30 a.m.–4:00 p.m.**

In response to COVID-19 RCAC and the CALTAP Providers invite you to join us online and learn about the California Technical Assistance Providers (CalTAP) programs, funded by the California State Water Resources Control Board. These programs provide onsite technical assistance and free workshops, as well as many other resources, for water professionals throughout California.

This online two-part CalTAP Fair for Water Systems qualifies for up to six (6) drinking water contact hours.

Attendees may register and participate for part one for three (3) contact hours, part two for three (3) contact hours or part one and two for six (6) contact hours.



CalTAP Fair: Two-Part Online Webinar • September 17, 2020 PROGRAM AT A GLANCE

PART 1
8:30 AM

Welcome, CTF Presentations & Regulations Update

11:30 AM

Break

PART 2
1:00 PM

Technical Track	Financial Track	Managerial Track
Cyanotoxins	So You Need a New Backhoe	Partnering for Resilience
Cross Connection Controls	How to Get the Training & Raise You Deserve	Partnering for Resilience: Case Studies

The CalTAP providers are:

- California State Water Resources Control Board
- California Rural Water Association
- Office of Water Programs, California State University Sacramento
- Rural Community Assistance Corporation (RCAC)
- Self-Help Enterprises
- U.S. Environmental Protection Agency



Online Workshops

RCAC's online trainings are instructor-led, interactive, internet-based workshops designed to provide quality training without the participant having to travel. Each session is two hours and qualifies for two contact hours.

RCAC uses the GoToTraining™ online platform. We recommend that you sign-in to the session 15 to 30 minutes early to download the GoToTraining desktop app (if needed). **All online workshop registrations require a valid email address.** This is how the links (invitations) to the training are sent to registered participants.

Technical recommendations

We recommend using a headset or speakers with your computer. You do not need a microphone for this class. You can type your questions and comments to the instructors and others in the training if you choose. GoToTraining has links available for you to test your connection and/or audio to provide assistance if you are having problems connecting to a session. **If you continue to have problems connecting, contact GoTo Training Tech Support, toll free, at (855) 352-9002, and choose option 1.**

Registration

In order to receive contact hours for online workshops, **each person must be registered with their own email address and complete an online survey at the end of the training.**

Are you attending as a group, but not watching from your own computer?

Attendees do not need to participate from their own computer/device for the online trainings, but will need to complete an evaluation to receive credit. **Your group leader will need to inform RCAC (registration@rcac.org) of attendees who will be viewing sessions as a group prior to session start. Sign-in sheets are NO LONGER accepted to validate attendance for contact hours for online workshops.**

Online certificates

Certificates are available for self-printing within 48 hours through your RCAC website registration/profile account. This allows RCAC time to confirm your participation in the online training.

Cancellation

Please notify RCAC as soon as possible if you cannot attend a session that you have registered for, as we have a 125 attendee limit for online workshops.

Cancellation can be made by email at registration@rcac.org or by phone at (916) 447-9832 x 1429. Please do not cancel through GoToTraining.

IMPORTANT: Failure to attend three online workshops for which you reserved a seat (and did not cancel) in any six-month period will disqualify you from attending online workshops in the following six-month period.

PLEASE CANCEL A MINIMUM OF 24 HOURS IN ADVANCE TO ALLOW OTHERS TO ATTEND THE TRAINING.

Cancellation can be made by email at registration@rcac.org or by phone at (916) 447-9832 x 1429. Please do not cancel through GoToTraining.

Disinfection Byproducts Rule

July 07, 2020 @ 10 a.m. & 2 p.m.

Certain commonly used drinking water disinfectants can react with naturally occurring materials in the water to form disinfection by-products (DBPs), which may pose long-term health risks. The Long-Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) and the Stage 2 Disinfection By-Product Rule (DBPR) are the second phase of regulations meant to strengthen protection against microbial contaminants, and at the same time reduce the potential health risks of DBPs. This workshop will examine the factors and causes of DBP formation and the regulatory framework of the Stage 1 and Stage 2 DBPR.

Participants will learn:

- The differences between the Stage 1 and Stage 2 rules
- How to calculate Locational Running Annual Averages (LRAA) and flow-weighted averaging for compliance reporting
- How to identify a Combined Distribution System (CDS) and whether it applies to you
- Alternative disinfectants and application practices that may reduce or eliminate DBP formation

The recommended audience includes operators and managers of water systems that chlorinate their water.

AB54 & AB240: Ethics for Mutual Water Company Board Members

July 23, 2020 @ 6 p.m.

August 12, 2020 @ 10 a.m.

September 10, 2020 @ 6 p.m.

By law, all mutual water board members are required to have two hours of ethics training within six months of taking office and every six years following. This training is designed to provide system longevity and help ensure that board members meet their legal responsibilities. Required training topics include conflicts of interest, fiduciary responsibilities, Safe Drinking Water Act compliance, long-term management and capital improvement planning. We will also cover the AB240 requirements, which affect mutual water systems as of January 1, 2014. This workshop allows mutual water systems to comply with this new regulation and helps prepare them to better govern their water company. This workshop meets the legal requirement for board members ethics training under AB54.

Participants will learn:

- All requirements of AB54 and AB240
- Financial conflicts of interest to avoid
- Strategic planning
- Financial responsibilities
- Capital improvement planning
- How to comply with the Safe Drinking Water Act

The recommended audience includes directors, board members and managers of mutual water companies.

Water Supply & Sources

July 29, 2020 @ 10 a.m. & 2 p.m.

What does Under the Direct Influence mean? What is an unconfined aquifer? Why does surface water require different treatment than groundwater? Come learn the answers to these questions and more, as we explore small system water supply and sources. Learn how your water system's supply and source impact many of your daily activities as an operator.

Participants will learn:

- California's water supply
- Types of water sources commonly seen in small systems
- Characteristics of major water source types and treatment impacts
- Source water protection planning

The recommended audience includes system managers, new or existing water operators, and those considering employment in a public water system.

Basic Operations for Board Members

July 30, 2020 @ 10 a.m. & 2 p.m.

Most small public water systems have a board of directors, and many of these directors are volunteers who can be unfamiliar with drinking water system components. This workshop will familiarize board members and new managers with the basic workings of a public water system.

Participants will learn:

- Drinking water regulations
- Capacity development
- Water sources
- Water distribution operations
- Water treatment operations
- Financial responsibilities

The recommended audience includes board members, council members, those in a general decision-making area of a utility and water system operators. A more diverse group of participants should generate good feedback and networking regarding the care and feeding (operation and maintenance) of components found in public water systems.

Board Roles & Responsibilities

August 11, 2020 @ 10 a.m.

There are many responsibilities attached to serving on a water authority board. Many board members are unaware of the scope and breadth of these responsibilities, which range from fiscal responsibility to environmental compliance, ethics, avoiding conflicts of interest, and familiarity with state and federal laws.

Participants will learn:

- Why a public drinking water supply system must operate as a viable business
- The concept of capacity development Technical, Managerial and Financial (TMF) elements, and how each of the TMF elements are interrelated
- The key legal responsibilities of governing bodies in the oversight of a water utility

- Board practices that can help water boards stay informed and respond proactively

This workshop will give participants the information and resources they need to understand a board's legal responsibilities and become proactive and informed board members.

The recommended audience includes system managers, new or existing board members, and those considering serving on a water system board.

Water Well Operation & Maintenance

August 18, 2020 @ 10 a.m. & 2 p.m.

How is your well performing? How do you know what is going on deep in the ground? What goes into the process of choosing a well site? Well equipment must be maintained in order to ensure long life and quality water within the system. Wells need to be monitored regularly to compile vital information on the health of the source.

Participants will learn:

- Well site selection process
- Well inspection
- Well maintenance
- Hydrology: groundwater qualities
- Drawdown and recovery tracking
- Well sounders: Which one is right for me?

The recommended audience includes operators, management, water system personnel or anyone with an interest in better understanding the value of operating a safe drinking water system.

What You Need to Know About the Sustainable Groundwater Management Act

August 19, 2020 @ 10 a.m. & 2 p.m.

The Sustainable Groundwater Management Act of 2014 (SGMA) has been called "the most important legislation in California in 100 years." SGMA mandates the sustainable use of California groundwater. Given the fact that many groundwater basins are in overdraft, implementation of sustainable practices will likely have a significant impact on small water systems that use groundwater from these basins.

SGMA applies to the 127 High and Medium priority groundwater basins, which account for approximately 96 percent of groundwater use in California. It is therefore very likely that a significant number of California small water systems will be impacted by the implementation of sustainable practices mandated by this law.

Given that both Water Rights and Adequacy of Supply are Division of Drinking Water (DDW) Technical, Managerial and Financial (TMF) elements and that SGMA is very likely to have a significant impact on the both these elements for a large number of California small water systems, it is very important that these systems have adequate training into SGMA's process and requirements.

Participants will learn:

- The basics of groundwater hydrology, including: The Water Cycle and types of aquifers
- The provisions of SGMA, including: The ultimate goal of sustainable water extractions from a basin

- What the groundwater sustainability plans are and how they might affect our operations
- Strategies that may be used to achieve sustainability

The recommended audience includes water system managers, operators, administrative staff and board members.

The Safe Drinking Water Act

September 22, 2020 @ 10 a.m. & 2 p.m.

Throughout the country, small water system staff adhere to regulations to provide safe drinking water for their customers. The drinking water system staff follow direction from the state or county health department but may not realize that these regulations began at a Federal level. This workshop will teach operators, managers and board members how and why these regulations exist.

Participants will learn:

- Well site selection process
- Well inspection
- Well maintenance
- Hydrology: groundwater qualities
- Drawdown and recovery tracking
- Well sounders: Which one is right for me?

The recommended audience includes all water system operators and managers.

Lead & Copper Programs for Small Water Systems

September 24, 2020 @ 10 a.m. & 2 p.m.

This session chronicles the events leading up to the Flint water crisis and its aftermath. With the nationwide news coverage, the water industry and regulation have taken a hit on its reputation. It is time to take the time to review the event and consequential refocus on the subject of Lead and Copper in our drinking water, plus the monitoring of this contaminant. Special emphasis will be given to the political and economic climate of the region, operational missteps and regulatory failures.

After the Flint, Michigan story there has been a new emphasis on the monitoring of Lead and Copper in our drinking water. While the federal rule has not gone through a major revision, California has implemented several new measures intended to control lead in the drinking water.

Participants will learn:

- Flint, Michigan: Who, what, how and when did this crisis take place?
- Discuss what is happening in your neighborhood. Can this happen to you?
- New: Lead and Copper Rule Minor Revisions (LCRMR). What is the new focus?
- Is this nothing but more sampling? (The answer may surprise you)
- Review what a valid sample is
- Find out if your system needs to incorporate corrosion controls
- What do you tell the public?

The recommended audience includes operators and managers and board members.

Google Earth Mapping

October 07, 2020 @ 10 a.m. & 2 p.m.

For a water utility, asset management plays a significant role in overall financial performance. Mapping a water system's assets can greatly assist with developing an asset management plan.

Participants will receive a step-by-step tutorial on how to get started mapping their water system's assets using Google Earth Pro for project planning, public presentations and developing capital improvement plans.

Participants will learn:

- The basic tools of Google Earth needed to map water system assets
- How to import scanned maps, handheld GPS coordinates and public domain GIS data
- How to derive water main pipe lengths and surface elevations for evaluating pipe alignments and tank sites for hydraulic analysis, project planning and cost estimating
- How to edit, save and share your Google Earth maps with project team members and the public

The recommended audience includes operators, managers and board members.

Participants should download and install the free Google Earth Pro software prior to the class (google.com/earth/).

Financial Management for Small Utilities

October 8, 2020 @ 10 a.m.

Do you want to improve your water system's financial health? As a member of the board you have very important financial responsibilities, including establishing the policy framework governing your utility's finances, planning for the system's financial future, preparation and adoption of budgets, monitoring and oversight of financial performance, and ensuring accountability and integrity of the financial system. The goal of good financial management is to ensure that your utility is operated as a financially sustainable enterprise while providing safe and reliable water, both in the short- and long-term, to your utility's customers.

Participants will learn:

- Where to acquire financial tools, guides and templates to improve your financial health including rate setting, budgeting, asset management and customer policies
- Basic financial terms
- How to read and interpret common financial statements in order to make more informed decisions
- How to use financial statements to keep your system financially viable
- Elements of internal controls
- Identifying methods to balance the budget
- This session is ideal for a board member of a drinking water utility who needs to understand the basic financial aspects of a utility's operations.

The recommended audience includes operators, board members, managers, bookkeepers.

Capital Reserve Planning for Mutual Water Companies: The True Cost of Water

October 20, 2020 @ 10 a.m.

It is becoming all too common for water systems to experience system failures resulting in outages or non-compliance issues caused by the underfunding of reserves. One method to avoid these issues is the plan for the future and to fund reserves. This workshop will educate mutual water company directors, board members, managers and operators about the reserves required by AB54. Attendees will learn how to plan for the true cost of water by understanding how to develop a capital improvement plan (CIP) to replace water system components prior to failure.

Participants will learn:

- AB54 requirements for financial reserve funds
- What is a CIP
- Resources for planning and developing a CIP
- How to prioritize projects
- What is needed to update a CIP
- How a CIP ties into other important documents, policies and budgets

The recommended audience includes mutual water company directors, board members, managers, financial managers and operators.

Rate Setting for Mutual Water Companies

October 20, 2020 @ 2 p.m.

Mutual Water Companies must increase rates to remain viable, maintain their infrastructure, and comply with water regulations. Many small water systems struggled with setting service rates to build long term sustainability. Do your customers have a difficult time understanding the true value of water service? This workshop will provide creative ideas on how to educate your customers to correct the discrepancies between the perceived value and actual value of water service. We will discuss the importance of public outreach and education, gaining support through transparency, and how to adhere to the AB54 requirements.

Participants will learn:

- Why do a rate study
- How to develop a sustainable service rate to meet AB54 requirements
- Different types of rate structures based on your customers
- How to gain the support of customers when increasing rates
- Importance of communication, transparency and education
- Principles of an effective customer communication strategy

The recommended audience includes mutual water company managers, new and existing board members, operators, and financial staff.

Water Treatment Techniques

October 21, 2020 @ 10 a.m. & 2 p.m.

Public water systems utilize a variety of treatment techniques to provide safe and aesthetically pleasing water to their consumers. These techniques have been established and codified over many years of state and federal law, in combination with ongoing and emerging technology developed and tested by private industry. This

workshop will provide an overview of the most common water treatment techniques utilized in the United States and provide resources by which the water treatment operator can learn more.

Participants will learn:

- Primary and secondary water quality standards
- Water sources
- Water treatment techniques
- Water treatment regulations

The recommended audience includes operators, managers and board members.

Pumps, Motors & Energy Efficiency

November 10, 2020 @ 10 a.m.

Pumping water is one of the most inefficient uses of energy there is. Most water pumping systems only convert 30 to 60 percent of the power they consume (and you pay for) into useful work, one of the lowest margins of efficiency of all uses of energy. Why? The laws of physics mostly, but also simple mistakes made in selecting a pump or motor for a given duty point. This workshop will help you understand and minimize inefficiency in your pumping systems and teach you how to choose the right pump and motor for the job – one that will save money year after year.

Participants will learn:

- Where to find and how to use free Total Dynamic Head (TDH) and horsepower calculators on the internet
- How to calculate TDH in a fluid pumping system
- How to solve wire-to-water energy calculations
- The six factors in friction loss and how to minimize them

This workshop will give participants a variety of tools, tips and information they can use to reduce energy costs at their utilities.

The recommended audience includes system operators and managers.

Rate Setting for Small Water Systems

November 10, 2020 @ 2 p.m.

Do you really need to increase rates? Improved understanding of financial reports will help you answer this question. The goal of good financial management is to ensure that the utility is operated as a financially sustainable enterprise, while providing safe and reliable water, both in the short- and long-term.

In order to remain viable, all public water systems need to acquire and manage sufficient financial resources to achieve and maintain compliance with regulatory requirements. One primary tool to become and remain viable is developing and maintaining a comprehensive budget. This workshop will show board members, managers and operators how to develop a budget, identify revenues and expenses, methods to balance the budget, and how to review a budget comparison report on a regular basis.

Participants will learn:

- How to prepare a budget
- How to identify revenue and expenses
- Identify fiscal policies for assisting in balancing the budget

- How to review the budget comparison report on a regular basis
- How to establish a rate structure based on the true cost of producing and delivering water
- Who has to adhere to Prop. 218 and how to adhere to it

The recommended audience includes utility general managers, board members, operators, financial consultants and financial analysts for small water systems.

Public Notification

November 12, 2020 @ 10 a.m. & 2 p.m.

Unfortunately, water quality can sometimes change. Despite the efforts of water suppliers, problems with drinking water can and do occur. When problems arise, consumers have a right to know what happened and what they need to do to protect themselves. The public notice requirement of the Safe Drinking Water Act require water suppliers to provide this notice, and sets strict requirements on the form, manner, content, and frequency of public notices. EPA specifies three categories, or tiers, of public notification. The delivery timeframe depends on what tier a violation or situation falls into. Each tier has different required methods for delivery.

Participants will learn:

- The 10 required elements of a public notice
- How to determine which tier your situation falls under
- Federal and state requirements pertaining to public communication and notification
- Consumer Confidence Report basics

The recommended audience includes water system operators and managers.

Storage & Distribution

December 09, 2020 @ 10 a.m. & 2 p.m.

This module presents the wide aspects and varying operation of water storage systems and distribution piping. The distribution and storage systems are the unrecognized backbone of any water system. However, due to its inconspicuous nature, problems are seldom realized, and maintenance is seemingly nonexistent. The fact is that most bacteriological contamination takes place in the distribution system. This alone should be enough to warrant prudent maintenance of piping and valves, and storage tanks in the system. Through purposeful flushing procedures and adequate planning, system downtime can be minimized, and water quality can be improved.

Participants will learn:

- Common components and types of water distribution system piping and storage
- Maintenance guidelines and programs that reduce long-term expenditures
- Possible pathways of and how to reduce contamination
- Inspection and record-keeping procedures that improve water quality

This workshop will give participants the information and resources they need to understand proper operation and maintenance of their storage and distribution systems.

The recommended audience includes system operators, new board members and those considering becoming certified operators of a water system.

Hypochlorite

December 10, 2020 @ 10 a.m.

Chlorine is by far the most commonly used drinking water disinfectant in all regions of the world. Today, about 98 percent of U.S. water treatment systems use some type of chlorine disinfection process to help provide safe drinking water. By a huge margin, sodium hypochlorite is the disinfectant used by the vast majority of small (<10,000 population) water systems.

The purpose of this event is to provide operators of small water systems with the knowledge, skills and resources necessary to safely handle and feed sodium hypochlorite.

The recommended audience includes: all water system operators, managers, and board members that use sodium hypochlorite.

Budgeting for Small Water Systems

December 10, 2020 @ 2 p.m.

In order to remain viable, all public water systems need to acquire and manage sufficient financial resources to achieve and maintain compliance with regulatory requirements. One primary tool to become and remain viable is developing and maintaining a comprehensive budget. This workshop will show board members, managers and operators how to develop a budget, identify revenues and expenses, methods to balance the budget, and how to review a budget comparison report on a regular basis.

Participants will learn:

- How to prepare a budget
- How to identify revenue and expenses
- How to identify fiscal policies to assist in balancing the budget
- How to review the budget comparison report on a regular basis
- What types of corrective action can be implemented when you have unexpected expenses or falling revenues

The recommended audience includes utility general managers, board members, operators, financial consultants and financial analysts for small water systems

CalTAP Fair

September 17, 2020 • 8:30 a.m.–4:00 p.m.

In response to COVID-19, the CalTAP fair will be online.

See page 1 for more information.

Check-in: 8 a.m.; workshop: 8:30 a.m.–4:00 p.m. Lunch is one hour.

Two-Part Online Workshops

In response to COVID-19, RCAC is offering online, two-part trainings that are instructor-led, interactive, internet-based workshops designed to provide in-depth quality training without the participant having to travel.

Each part of the two-part workshop qualifies for two hours for a total of four hours if taken together. Attendees may register and participate in one part for two hours or two parts for four hours. Registration must be made for each part.

These special two-part workshops are listed on the following page.

Maintaining Water Quality

August 25, 2020 @ 10 a.m. (Part 1)

August 25, 2020 @ 2 p.m. (Part 2)

Public water systems are required to provide safe drinking water. Methods for providing safe drinking water vary from system to system, but there are a handful of methods that apply to all systems. This workshop designed for operators and managers will cover the methods used by most water systems to ensure acceptable water quality.

Participants will learn:

- The technique and importance of coliform sampling
- The importance and methods for unidirectional flushing
- Disinfection basics
- Water storage tank cleaning and maintenance
- Cross connection prevention

The recommended audience includes water system operators and managers. Board members, council members and water consumers are welcome to attend as a diverse group of participants should generate good feedback and networking regarding the demands of operating and maintaining a public water system.

Financing Your Operations & Maintenance

August 26, 2020 @ 10 a.m. (Part 1)

August 26, 2020 @ 2 p.m. (Part 2)

Does your system need maintenance, upgrades or the ability to manage increased regulations? None of this is possible without financial management. Operators, managers, and board members need to work together to develop and execute a financial plan.

Participants will learn about:

- Identifying costs of operations and maintenance
- Planning for capital investments
- Budgeting for sustainable operations
- The role you play in financing your operations.
- Working together as board, manager and operator to manage finances

The recommended audience includes operators and managers, also suitable for board members.

Distribution Operator Range of Knowledge

September 09, 2020 @ 10 a.m. (Part 1)

September 09, 2020 @ 2 p.m. (Part 2)

To be effective in their job of providing safe drinking water to their customers, certified water system operators need to possess a wide range of knowledge on many different subjects. This two-part online session will test the participant's understanding of a wide range of drinking water topics. The instructors will provide a detailed explanation of many of these topics.

Participants will learn:

Part 1 Topics (10 a.m.):

- System information /components
- Monitor, evaluate and adjust disinfection
- Laboratory analysis
- Install equipment

Part 2 Topics (2 p.m.):

- Operate equipment
- Perform maintenance
- Safety, security and administrative procedures

The recommended audience includes distribution system operators.

Budgeting & Rates Setting for Small Water Systems

September 29, 2020 @ 10 a.m. (Part 1)

September 29, 2020 @ 2 p.m. (Part 2)

In order to remain viable, all public water systems need to acquire and manage sufficient financial resources to achieve and maintain compliance with regulatory requirements. One primary tool to become and remain viable is developing and maintaining a comprehensive budget. This workshop will show board members, managers and operators how to develop a budget, identify revenues and expenses, methods to balance the budget and what information to consider in setting rates.

Participants will learn how to:

- Prepare a realistic budget
- Identify fiscal policies for assisting in balancing the budget
- Monitor the budget
- Taking corrective action when you have unexpected expenses or falling revenues
- Develop an adequate alternate rate structure
- Prepare for Prop. 218

The recommended audience includes governing bodies, general managers, operators and financial/accounting staff of small water systems.

Customer Communications & Transparency

September 30, 2020 @ 10 a.m. (Part 1)

September 30, 2020 @ 2 p.m. (Part 2)

Outside of operations, communication and transparency are the two foremost relevant issues when running a water system. Without these collaborating factors, consumer confidence can lessen or be lost, resulting in problems or potential breakdown of a system.

Participants will learn:

- How to build a functional communication structure
- How to maintain financial and operational transparency
- Community involvement best practices
- How to maintain good customer correspondence
- Ways to keep customer confidence

The recommended audience includes anyone that sets or manages policies, operates a water system, or interacts with the public or customers regarding a water system.



Classroom Workshops

RCAC's classroom trainings are instructor-led, interactive workshops designed to provide quality, in-person training and networking opportunities. Each session qualifies for six contact hours.

Unless otherwise noted, all classroom workshops will be on the following schedule: Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.–3:30 p.m. Lunch is one hour (on your own). All classroom workshops are subject to change due to COVID-19 in an effort to ensure public and trainer safety, and comply with guidelines/restrictions. All workshops will be limited in size based on federal, state and local public health guidelines in place at the time of the workshop. If guidelines allow larger gatherings, all workshops will be limited to 50 attendees.

Pumps, Motors & Energy Efficiency

October 7, 2020 • South Lake Tahoe, CA

South Tahoe Public Utility District

1275 Meadow Crest Drive • South Lake Tahoe CA 96150

Pumping water is one of the most inefficient uses of energy there is. Most water pumping systems only convert 30 to 60 percent of the power they consume (and you pay for) into useful work, one of the lowest margins of efficiency of all uses of energy. Why? The laws of physics mostly, but also simple mistakes made in selecting a pump or motor for a given duty point. This workshop will help you understand and minimize inefficiency in your pumping systems and teach you how to choose the right pump and motor for the job – one that will save money year after year.

Participants will learn:

- Where to find and how to use free Total Dynamic Head (TDH) and horsepower calculators on the internet
- How to calculate TDH in a fluid pumping system
- How to solve wire-to-water energy calculations
- The six factors in friction loss and how to minimize them

This workshop will give participants a variety of tools, tips and information they can use to reduce energy costs at their utilities.

The recommended audience includes system operators and managers.

Asset Management Planning & Resources

October 8, 2020 • South Lake Tahoe, CA

South Tahoe Public Utility District

1275 Meadow Crest Drive • South Lake Tahoe CA 96150

For all utilities, even very small water systems, tangible assets (tanks, pumps, and computers) and non-tangible assets (water rights, software) are significant investments with significant importance. An Asset Management Plan (AMP) prioritizes the replacement or installation of assets and plays a significant role in the overall financial performance and sustainability of the water system. With proper planning, emergencies can be avoided, and overall costs can be reduced.

Asset management planning includes inventory, evaluation, forecasting and budgeting for capital outlay and is an integral part of the utilities budgeting and rate-setting process for even very small water systems.

Participants will learn:

- What is an AMP and how it coordinates with other planning documents
- Why a water system needs an AMP
- The Five Core Questions
- The basics of Google Earth Pro for asset mapping
- How to complete an asset inventory
- Resources available

Bring a laptop with Google Earth Pro (free download) installed if your system does not have digital system maps. Additional instructions will be available when registration is completed.

The recommended audience includes board members, general managers, financial managers and operators.

Drought Contingency Planning & Water Loss

October 14, 2020 • Midpines, CA

Yosemite Bug Rustic Resort

6979A Highway 140 • Midpines CA 95345

Although the Governor has announced that the drought state of emergency has ended, we are now transitioning to a permanent framework for making water conservation a California way of life. Current prohibitions against wasteful water use practices and requirements for monthly water use reporting still remain in place. Planning for drought conditions is essential to ensure water supply for public health and safety and to minimize impacts on economics, environment and lifestyle. This workshop will cover how to plan for drought to reduce the vulnerability of the water system. Knowing how much water you have and use, plays a huge role in drought preparedness and water conservation. Learn how to monitor for drought, and lessons learned from the past. Understand the challenges of small systems, and how to keep up with current and new drought/conservation regulations.

Participants will learn:

- Where to find climate information
- How to determine triggers for different drought stages
- Best practices to reduce water use, making water conservation a way of life in your community
- How to develop a drought management plan and obtain public buy-in
- Useful tools and resources to keep up with current and new regulations

The recommended audience includes operators, managers and elected officials.

Limited to 25 attendees

Why Systems Go Broke

October 15, 2020 • Midpines, CA

Yosemite Bug Rustic Resort

6979A Highway 140 • Midpines CA 95345

The goal of good financial management is to ensure that the utility is operated as a financially sustainable enterprise while providing safe and reliable water, both in the short- and long-term. Determining how and when to utilize financial resources can demand decision making that is often daunting and may have lasting consequences for the utility. Operating proactively rather than reactively should be the standard but when things go wrong, as they may sometimes, the governing body, managers, operators and financial staff must use all available tools to correct or mitigate the situation. Moving forward, they must understand what mistake(s) led to the challenging situation and use it as a lesson learned in order to avoid repetition.

This workshop will include case studies for the attendees to review and analyze what went wrong, how it could have been avoided and what corrective actions could be taken.

Participants will learn how to:

- Use financial statements to make informed decisions
- Prepare a realistic budget to use as a guide
- Practice good internal controls to reduce errors, omissions and fraud
- Identify potential risks to the financial health of the utility and take corrective actions

The recommended audience is governing bodies, general managers, operators and financial/accounting staff of small water systems.

Limited to 25 attendees

Surface Water Treatment Operations Symposium

November 04, 2020 • San Diego area, CA

UPDATED DESCRIPTION: All surface waters are assumed to be contaminated, or have the potential to be contaminated, with microbial pathogens. This highlights the importance of consistent and reliable surface water treatment plant operations to provide safe drinking water. The SWTR sets minimum standards for the removal and inactivation of certain microbial contaminants.

As the title implies, this learning event is a step up from the basics—it is intended to go “beyond the basics” and delve into more complex aspects of surface water operations. This event will explore the intersection between the obligations of the SWTR and the technologies & operations needed to meet these requirements.

This training provides surface water treatment plant operators with a comprehensive knowledge of the history, evolution, and requirements of the Surface Water Treatment Rule (SWTR). This training will focus on the monitoring required to comply with the SWTR and ensure the delivery of safe drinking water. The SWTR protects public water systems from pathogenic microbial contaminants. Knowledge of the monitoring required to comply with the SWTR is an essential skill to the operation of surface water treatment plants.

At the completion of the online learning event, participants will be able to:

- Describe the evolution of the Surface Water Treatment Rule from 1977 to 2012
- Describe the term “treatment technique” and the reasons for its use in lieu of MCLs for the regulated pathogens.
- Describe removal and disinfection standards for meeting the SWTR Treatment Technique standards.
- Explain the 10 monitoring requirements under the Surface Water Treatment Rule
- Describe the importance of timely and accurate reporting of monitoring data.

This learning event is designed for the practicing operators, managers and board members of water systems that that use surface water supplies.

Distribution System Essentials

November 18, 2020 • El Centro area, CA

This class is designed to provide information and tools that operators of small water systems need for proper operation and management of distribution systems, with particular focus on maintaining water quality, avoiding water loss, and maintenance of critical components. Many maintenance activities require advanced knowledge of not only valve and piping operations but also proper scheduled preventative programs in order to dependably deliver safe drinking water. These activities, when practiced as part of a routine maintenance plan, will help small systems to optimize their water supply in a sustainable manner.

Participants will learn:

- Leak detection & pipeline repair processes
- Main flushing guidelines
- Valve exercising and valve maintenance
- Meter checking and replacement programs

The recommended audience includes system operators, new board members, and those considering becoming certified operators of a water system.

Disinfection Byproducts Rule

November 19, 2020 • El Centro area, CA

Certain commonly used drinking water disinfectants can react with naturally occurring materials in the water to form disinfection by-products (DBPs), which may

pose long-term health risks. The Long-Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) and the Stage 2 Disinfection By-Product Rule (DBPR) are the second phase of regulations meant to strengthen protection against microbial contaminants, and at the same time reduce the potential health risks of DBPs. This workshop will examine the factors and causes of DBP formation and the regulatory framework of the Stage 1 and Stage 2 DBPR.

Participants will learn:

- The differences between the Stage 1 and Stage 2 rules
- How to calculate Locational Running Annual Averages (LRAA) and flow-weighted averaging for compliance reporting
- How to identify a Combined Distribution System (CDS) and whether it applies to you
- Alternative disinfectants and application practices that may reduce or eliminate DBP formation

The recommended audience includes operators and managers of water systems that chlorinate their water.

Operation and Maintenance Series: Maintaining Water Quality

December 08, 2020 • Chico area, CA

Double Tree • 685 Manzanita Ct. • Chico, CA 95926

Public water systems are required to provide safe drinking water. Methods for providing safe drinking water vary from system to system, but there are a handful of methods that apply to all systems. This workshop designed for operators and managers will cover the methods used by most water systems to ensure acceptable water quality.

Participants will learn:

- The technique and importance of coliform sampling
- The importance and methods for unidirectional flushing
- Disinfection basics
- Water storage tank cleaning and maintenance
- Cross connection prevention

The recommended audience includes water system operators and managers. Board members, council members and water consumers are welcome to attend as a diverse group of participants should generate good feedback and networking regarding the demands of operating and maintaining a public water system.

Level 1 Assessment Performance and Reporting

December 09, 2020 • Chico area, CA

Double Tree • 685 Manzanita Ct. • Chico, CA 95926

Sampling for total coliforms and E. coli in the water system is one of the most important things an operator can do. The Revised Total Coliform Rule (RTCR), effective at the Federal level in April 2016, requires compliance by every public water system even though California has not formally adopted a state specific RTCR. The revisions to the former Total Coliform Rule primarily address how operators and managers respond to total coliform positive samples and require steps to analyze the integrity of the system as a result of positive samples. Performing your own Level 1 assessment can save your system time and money.

This workshop will focus on triggers for Level 1 and Level 2 assessments, who is qualified to perform each, and how to conduct a Level 1 Assessment with examples and exercises.

Participants will learn:

- Repeat sampling requirements
- Follow-up for a Total Coliform positive result
- Follow-up for an E. coli positive result
- Triggers and timing for required assessments
- How to complete a Level 1 assessment of your system
- Tips on system inspection/investigation

The recommended audience includes operators, managers and board members or anyone with an interest in better understanding the requirements for operating a safe drinking water system.

Groundwater Treatment Techniques

December 15, 2020 • Thermal area, CA

There are multiple techniques used by public water systems to provide safe, aesthetically pleasing water to their customers. These techniques have been established by state law, federal law and the industry. This workshop will cover these techniques as well as provide resources for the water treatment operator.

Participants will learn:

- Water quality parameters
- Water sources
- Water treatment techniques
- Water treatment regulations

The recommended audience includes operators, managers and board members.

Asset Management and Capital Improvement Planning for Small Water Systems

December 16, 2020 • Thermal area, CA

For any water utility, even a very small water system, asset management (e.g. water tanks, pumps, computers, buildings, etc.) plays a significant role in the overall financial performance and sustainability of the water system. With proper planning, the useful life of equipment can be extended, emergencies can be avoided, and overall costs will be reduced.

A capital improvement plan (CIP) prioritizes the replacement or installation of infrastructure assets. It includes the forecasting and budgeting of capital outlay and is an integral part of the budgeting and rate-setting process for even very small water systems.

Participants will learn how to:

- Inventory assets
- Prioritize projects
- Analyze funding options
- Develop a CIP Reserve Fund
- Budget to support the CIP/Asset Management Plan

The recommended audience is governing bodies, general managers, operators and financial/accounting staff of small water systems.

Trainer Biographies



KEVIN BAUGHMAN, Rural Development Specialist – Environmental, provides technical assistance to Tribal and small communities. He has more than 35 years of drinking water experience. He has provided drinking water in both submarines and communities throughout the West. The last 15 years of his experience is in drinking water technical, managerial and financial topics in Hawaii, California, Nevada, and Tribal systems. Kevin holds a California Grade 3 Water Treatment Operator Certification and a Grade 3 Water Distribution Operator Certification. He also holds a Nevada and Hawaii Grade 4 Water Treatment Operator Certification and Distribution System Operator Certifications. Kevin has participated in maintenance and operations of water systems and their support equipment in the US Navy, San Diego County, Hawaii and Nevada. Kevin has also facilitated Participant Centered Training based water system treatment and distribution operator workshops in all these locations and online.

MICHAEL BOYD, Regional Environmental Manager, conducts numerous water system assessments, sanitary surveys, source water assessments and related technical assistance. He has more than 24 years of experience in public water systems operation, maintenance, inspection and management. He is a certified investigator/inspector and licensed Grade 1-4 Treatment/Distribution and backflow operator. Mike assists operators in set-up of new and existing water treatment facilities including surface water, iron and manganese removal, lime softening systems and ion-exchange treatment. He regularly conducts workshops on water system issues throughout the country.

HEATHER METROKIN CANNON, Rural Development Specialist – Environmental, provides training and technical assistance for Tribal and local governments and nonprofits with the goal of increasing the sustainability of rural communities. Heather is a certified Associate Water Asset Manager and holds a bachelor's degree in Urban and Regional Planning from Eastern Washington University. She has more than 30 years of public works and planning experience in

the western US. Prior to joining RCAC her experience included managing a planning and building department, developing community outreach and education, assisting public water systems with state and federal compliance, developing and reviewing funding applications and water system planning documents. Heather develops emergency response, asset management, community facilities planning, and other related curricula and uses adult centered learning techniques while teaching for both RCAC and Eastern Washington University.

RICHARD D. CULP, P.E., Rural Development Specialist – Civil Engineer, provides technical assistance to rural communities and public agencies on utility infrastructure design, construction, management, operation and administration. Richard has more than 25 years of experience as a registered civil engineer in California and 11 years managing a water, wastewater and electric utility district in California. His management experience includes: policies, ordinances, budgets, capital improvement plans, supervising union labor, utility billing systems, QuickBooks™, payroll, rate studies, ERP/operation/maintenance plans, web site development and public meeting presentations. Water/wastewater experience includes: surveying, mapping, design, water system modeling, permitting, grant funding, construction management and inspection. Richard has a BS in civil engineering and maintains California water treatment/distribution certifications.

MARY FLEMING-LESLIE, Rural Development Specialist – Environmental, provides financial management and QuickBooks™ technical assistance and training to small utilities and nonprofit housing organizations' staff, management and board of directors. She has more than 20 years of experience in financial management. Mary develops financial management training curricula and teaches online and classroom workshops for RCAC. She performs financial statement and rate analysis for utilities in California and works with other RCAC staff to provide the utilities with written recommendations for sustainability. Mary is a certified QuickBooks™ Pro Advisor and holds a bachelor's degree in accounting from California State University, Stanislaus.

JOHN HAMNER, Rural Development Specialist – Environmental, has more than 24 years of experience teaching classroom workshops on water and wastewater utility technical, managerial and financial topics. John holds a Grade 3 California Water Treatment Operator Certification, a D3 Water Distribution Operator Certification, a Grade 3 Wastewater Certification and is a Water Conservation Practitioner I (CA/NV AWWA). He has managed and operated water and wastewater systems in Mendocino County and Lake County, California. He teaches water and wastewater classes for Woodland Community College at its Clearlake campus and is a part-time trainer for RCAC.

BRIDGET HARRIS, Rural Development Specialist II – Environmental, provides financial and managerial trainings to boards and councils throughout the rural west. She has over 15 years of experience leading management and financial aspects of nonprofit organizations. She develops and delivers curricula for in person and online trainings, as well as system specific trainings for staff and boards. Bridget conducts financial analysis and rate studies throughout the west. She holds a degree in accounting from Gonzaga University and a certification in lean system project management.

ANGELA HENGEL, Environmental Manager, has an AA degree in Water Technology Education from Palomar College, a T3 Water Treatment Operator Certification and a D3 Water Distribution Operator Certification from the State

of California. Angela has 27 years of experience in the field of water treatment and distribution ranging from very small systems to a 40-million gallon per day conventional treatment plant. Angela was an instructor in the Water/Wastewater Technology Education program at Palomar College from 1998–2015.

KATRINA HIOTT, Rural Development Specialist – Environmental, provides training and technical assistance to mutual water companies, nonprofits, and local and Tribal governments to improve or develop water and wastewater systems and programs for rural communities. Before joining RCAC, Katrina worked as an environmental health specialist in water protection programs in local government where she assisted the public in complying with county well ordinances and state water codes. Her prior experience includes creating and conducting environmental education programs, assisting small public water systems with state and federal compliance, performing water system and private well evaluations, well construction, destruction and modification permitting, and inspection of new construction of on-site wastewater systems.

JIM MCVEIGH, Drinking Water Specialist, has more than 40 years of experience in the operation and management of water utilities. Jim holds certifications as a Grade 5 California Water Treatment Operator, Grade 4 California Water Distribution Operator, Grade 4 Hawaii Water Treatment Operator, and Grade 4 Hawaii Water Distribution Operator and is a Certified Environmental Trainer. He retired as the senior water operations supervisor running the City of San Diego's Otay Water Treatment Plant. Jim holds a bachelor's degree in chemistry and biology, a master's degree in organizational management and has extensive training in drinking water quality issues.

RODNEY PAGE, Rural Development Specialist – Environmental, provides technical assistance throughout the western United States to improve or develop water, wastewater and solid waste systems and programs in rural communities. He also conducts assessments and plans, delivers training, and assists rural communities in program development, research and analysis. With experience in the management of water and wastewater contracts and policies at both private and federal entities, he is able to bridge the gap between communities in need and the resources available to them. He has been a project manager of wastewater construction projects in Hawaii as well as contracting officer's technical representative for the Bureau of Reclamation's Central Valley Project. Also, serving as the chairman of the safety committee for the Mid-Pacific Construction Office.

PHILLIP RICE, Rural Development Specialist – Environmental, is a trainer under the SRF California contract. He holds T2 and D2 certificates and has close to 10 years in the field of water treatment. He has experience in the areas of: rural technical assistance, operation and maintenance of small water systems, supervision and maintenance of commercial wells, working in surface water treatment plants (up to 30MGD), working within distribution systems, and small wastewater systems.

KIM STRONG, Rural Development Specialist – Environmental, conducts median household income (MHI) surveys and provides managerial and financial technical assistance for water and wastewater systems in rural communities in California. Her responsibilities include planning and implementation of MHI surveys under RCAC's Proposition 1 and State Revolving Fund contracts with the State of California. Kim also represents RCAC at conferences, CalTAP Fairs and other outreach events. She is a member of the American Water Works Association (AWWA).

JEAN THOMPSON, Rural Development Specialist III – Environmental, teaches classroom workshops and provides on-site technical assistance to water and wastewater utilities on technical, managerial and financial issues. She has more than 27 years of water and wastewater experience throughout the western states. She has been Chair of the Small Systems InterAgency Committee for 7 years. Jean previously managed the Delhi County Water District, a water and wastewater system in Merced County. She served as president on the California Rural Water Association board, and National Director representing California on the National Rural Water Association Board. She was a manager for the California Rural Water Association for 10 years, serving on many CDPH technical advisory committees, developing the TMF criteria and Water Works standards for California.

JERRY TINOCO, Rural Development Specialist – Environmental, holds a Level 1 Water Treatment operator certification in California. Jerry's educational background is in environmental science. He is a former teacher, organizer and policy advocate and brings that experience into his workshops. He has participated in various programs helping rural communities and oversees the Arsenic Interim Solutions project in Arvin and is involved in RCAC's Agua4All, Prop 1 TA, Building Rural Economies development team, SRF, Dry Well Assistance Program, Leadership Development and Drinking Water for Schools work.

RANDALL J. VESSELS, Rural Development Specialist III – Environmental (Circuit Rider), provides technical assistance and training to small water systems throughout California. He has more than 25 years of experience with water and wastewater systems. Randy holds a T3 California Water Treatment Operator Certification, a D3 California Water Distribution Operator Certification, and a Grade III California Wastewater Operator Certification. He has managed and operated water and wastewater systems in Northern California, including operation and maintenance of groundwater wells, chlorine disinfection, reverse osmosis treatment, wastewater ponds, sequencing batch reactors and sludge drying beds.

DAVE WALLIS, Rural Development Specialist III, manages several programs for USEPA and the California SWRCB. Dave's primary areas of expertise include the supervision of operation, maintenance and management of both water and wastewater systems at Sequoia and Kings Canyon National Parks and the US Navy Public Works Center San Diego. Dave has over 36 years of experience and maintains state certifications in California and Arizona including water treatment operations, water distribution system and wastewater treatment.

NEIL WORTHEN, Rural Development Specialist – Environmental, has 40 years of water and wastewater system operation and management experience in California, Hawaii and overseas. Neil holds certifications in water treatment, water distribution, wastewater treatment, water conservation, mechanical technology, environmental training and energy auditing. He has held operational posts with numerous California cities. He served as the water and wastewater supervisor for the Pohnpei State Government (Micronesia), and the general manager of a private firm operating and managing 25 water and wastewater facilities in Hawaii. More recently, he was the public works director for Rio Dell, California, and State Revolving Fund coordinator with California Rural Water Association. Neil is a part-time trainer for RCAC.

Training Information

Contact Hours & Certificates:

Each classroom workshop qualifies for six (6) drinking water contact hours. Exceptions include the AB54 & 240 class, which qualifies for two (2) drinking water contact hours.

Each one-part online workshop qualifies for two (2) drinking water contact hours. Each online, two-part webinar workshop qualifies for up to four (4) drinking water contact hours with the exception of the CalTAP Fair, which qualifies for up to 6 contact hours. Attendees may register and participate in one part for two (2) drinking water contact hours or two parts for four (4) drinking water contact hours. Certificates will be provided at the conclusion of each on-site training to those pre-registered at least two weeks in advance.

Certificates for all online sessions will be available for self-printing within 48 hours through your RCAC website registration/profile account. Self-printing classroom certificates are also available for most workshops, but may take longer to access through your online account. RCAC and the Water Board require signatures for in-person trainings and we must wait to receive the original classroom sign-in sheets to be sent from the RCAC trainers in order to verify attendance.

COVID-19 Response

We are monitoring the situation and will adhere to state and county COVID-19 guidelines/restrictions. All classroom workshops are subject to change in an effort to ensure public and trainer safety, and to comply with guidelines/restrictions.

Online Workshops

RCAC uses the GoToTraining™ online platform. All online workshop registrations require a valid e-mail address. See page 2 for more detailed information.

In order to receive contact hours for online workshops, each person must be registered and complete an online survey at the end of the training.

Are you attending as a group, but not watching from your own computer?

Attendees do not need to participate from their own computer/device for the online trainings, but will need to complete an evaluation to receive credit. **Your group leader will need to inform RCAC (registration@rcac.org) of attendees who will be viewing sessions as a group prior to session start. Sign-in sheets are NO LONGER accepted to validate attendance for contact hours for online workshops.**

Please notify RCAC as soon as possible if you cannot attend a session that you have registered for, as we have a 125 attendee limit for online workshops. Cancellations can be made by email at registration@rcac.org or by phone at (916) 447-9832 x 1429. Please do not cancel through GoToTraining.

IMPORTANT: Failure to attend three online workshops for which you reserved a seat in any six-month period will disqualify you from attending online workshops in the following six-month period. **Please cancel a minimum of 24 hours in advance to allow others to attend the training.**

For the fastest registration and most current information, please visit:

<http://www.events.rcac.org/rcac/Calendar.asp>

Then choose "California" from the state drop down and click "Filter" (see example at right).

Registration help: <http://www.rcac.org/trainings/registration-help/>

Training department phone: (916) 447-9832 ext. 1429 • Fax: (916) 372-5636

Mail: RCAC • 3120 Freeboard Drive, Suite 201 • West Sacramento, CA 95691

Day Week Month Year
December 2017
United States State
City:
Filter

How do I find my certificates online?

You can now access your contact hour certificates online. (Not all trainings may be available). From the "View My Profile" page, click at the prompt for your certificates and history. That will take you to "My Registration Portal" page.

You can then print your certificates directly from your browser.

If you are unable to access your records through your account for any reason, please phone our staff at 916/447-9832 ext. 1429 or e-mail registration@rcac.org. Certificates for all trainings may NOT be available. Contact registration@rcac.org if you cannot locate your training certificate online.

RCAC www.rcac.org
Training and Events Welcome Mark | Profile | Logout
TRAININGS CALENDAR HOUSING COUNSELING TRAININGS
View My Profile
To access your training history and certificates click here
To make changes to your profile please click the "EDIT" link on the bar below.
VIEW MY PROFILE CHANGE PASSWORD | EDIT

My Registration Portal
Welcome | View Profile
The events and courses you have registered for are listed below.
2017 Transcript | 2016 Transcript | 2015 Transcript |
MY CURRENT COURSE REGISTRATIONS
Course Name Course Session Date Instructions Certificate
Financial Policies and Procedures for Small Water Systems 020718 Financial Policies and Procedures for Small Water Systems 2/7/2018
MY COURSE HISTORY
Course Name Course Session Date Instructions Certificate
AB54 & AB240: Ethics for Mutual Water Board Members ONLINE 03232017 10am Online AB54 & AB240 Board Training for Mutual Water Systems 3/23/2017 View Certificate
Basic Electric Concepts 120716CA Santa Barbara Basic Electric Concepts 12/7/2016 These contact hours have been approved for the Registered Environmental Health Specialist Program. View Certificate

July–December 2020 Registration Form

There is NO FEE to attend these workshops. Please register in advance, as space may be limited. **Priority will be given to smaller water systems.** Please complete one form for each person who will attend. You can also register online at www.rcac.org under *Trainings and Events*.

Name: _____

Email: _____ (All notifications regarding workshop changes are made via email)

Company or Water System: _____

Preferred phone: Work Home or Mobile: (_____) _____ Preferred mailing address: Organization or Home:

Mailing address: _____

City: _____ State: _____ Zip: _____

Type of Water System: Community Non-community Non-community/Non-transient N/A

Water System ID#: _____ Number of connections: _____ Serves less than 10,000 population: Yes No

Operator Certification #(s): Distribution _____ Treatment _____ Wastewater _____

SPECIAL NEEDS: If you have special needs addressed by the Americans with Disabilities Act, please notify RCAC at (916) 447-9832 ext. 1003 or mayres@rcac.org at least three weeks prior to each workshop you are attending, so that we may make accommodations for you.

COVID-19 Response: We are monitoring the situation and will adhere to state and county COVID-19 guidelines/restrictions. All classroom workshops are subject to change in an effort to ensure public and trainer safety, and to comply with guidelines/restrictions.

Please register me for the following workshop(s):

Online Workshops:

- 07/07/2020 10 a.m. or 2 p.m. Disinfection Byproducts Rule
- 07/23/2020 6 p.m. AB54 & AB240 Board Training for Mutual Water ...
- 07/29/2020 10 a.m. or 2 p.m. Water Supply & Sources
- 07/30/2020 10 a.m. or 2 p.m. Basic Operations for Board Members
- 08/11/2020 10 a.m. Board Roles & Responsibilities
- 08/12/2020 10 a.m. AB54 & AB240 Board Training for Mutual Water ...
- 08/18/2020 10 a.m. or 2 p.m. Water Well Operation & Maintenance
- 08/19/2020 10 a.m. or 2 p.m. What You Need to Know About the Sustainable ...
- 08/25/2020 10 a.m. &/or 2 p.m. Maintaining Water Quality
- 08/26/2020 10 a.m. &/or 2 p.m. Financing Your Operations & Maintenance
- 09/09/2020 10 a.m. &/or 2 p.m. Distribution Operator Range of Knowledge
- 09/10/2020 6 p.m. AB54 & AB240 Board Training for Mutual Water ...
- 09/17/2020 8:30 a.m. CalTAP Fair
- 09/22/2020 10 a.m. or 2 p.m. The Safe Drinking Water Act
- 09/24/2020 10 a.m. or 2 p.m. Lead & Copper Programs for Small Water ...
- 09/29/2020 10 a.m. &/or 2 p.m. Budgeting & Rate Setting for Small Water Systems
- 09/30/2020 10 a.m. &/or 2 p.m. Customer Communications & Transparency
- 10/07/2020 10 a.m. or 2 p.m. Google Earth Mapping
- 10/08/2020 10 a.m. Financial Management for Small Utilities
- 10/20/2020 10 a.m. Capital Reserve Planning for Mutual Water ...
- 10/20/2020 2 p.m. Rate Setting for Mutual Water Companies
- 10/21/2020 10 a.m. or 2 p.m. Water Treatment Techniques
- 11/10/2020 10 a.m. Pumps, Motors & Energy Efficiency

- 11/10/2020 2 p.m. Rate Setting for Small Water Systems
- 11/12/2020 10 a.m. or 2 p.m. Public Notification
- 12/09/2020 10 a.m. or 2 p.m. Storage & Distribution
- 12/10/2020 10 a.m. Hypochlorite
- 12/10/2020 2 p.m. Budgeting for Small Water Systems

Classroom Workshops:

- 10/07/2020 Pumps, Motors & Energy Efficiency (Tahoe)
- 10/08/2020 Asset Management Planning & Resources (Tahoe)
- 10/14/2020 Drought Contingency Planning & Water Loss (Midpines)
- 10/15/2020 Why Systems Go Broke (Midpines)
- 11/04/2020 Surface Water Treatment Operations Symposium (San Diego)
- 11/18/2020 Distribution System Essentials (El Centro)
- 11/19/2020 Distribution Byproducts Rule (El Centro)
- 12/08/2020 Maintaining Water Quality (Chico)
- 12/09/2020 Level 1 Assessment Performance and Reporting (Chico)
- 12/15/2020 Groundwater Treatment Techniques (Thermal)
- 12/16/2020 Asset Management and Capital Improvement Planning (Thermal)

Registration questions or problems? Contact the Training Department:


Email: registration@rcac.org

Phone: (916) 447-9832 ext. 1429 • Fax: (916) 372-5636

Mail: RCAC • 3120 Freeboard Drive, Suite 201 • West Sacramento, CA 95691



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