



CA DRINKING WATER WORKSHOPS

**FREE Classroom & Online:
January–June 2022**

Presented by: Rural Community Assistance Corporation (RCAC)

Funded by: California State Water Resources Control Board



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



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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 series workshop qualifies for up to four (4) drinking water 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 who pre-registered at least two weeks in advance, except for the CalTAP fair.

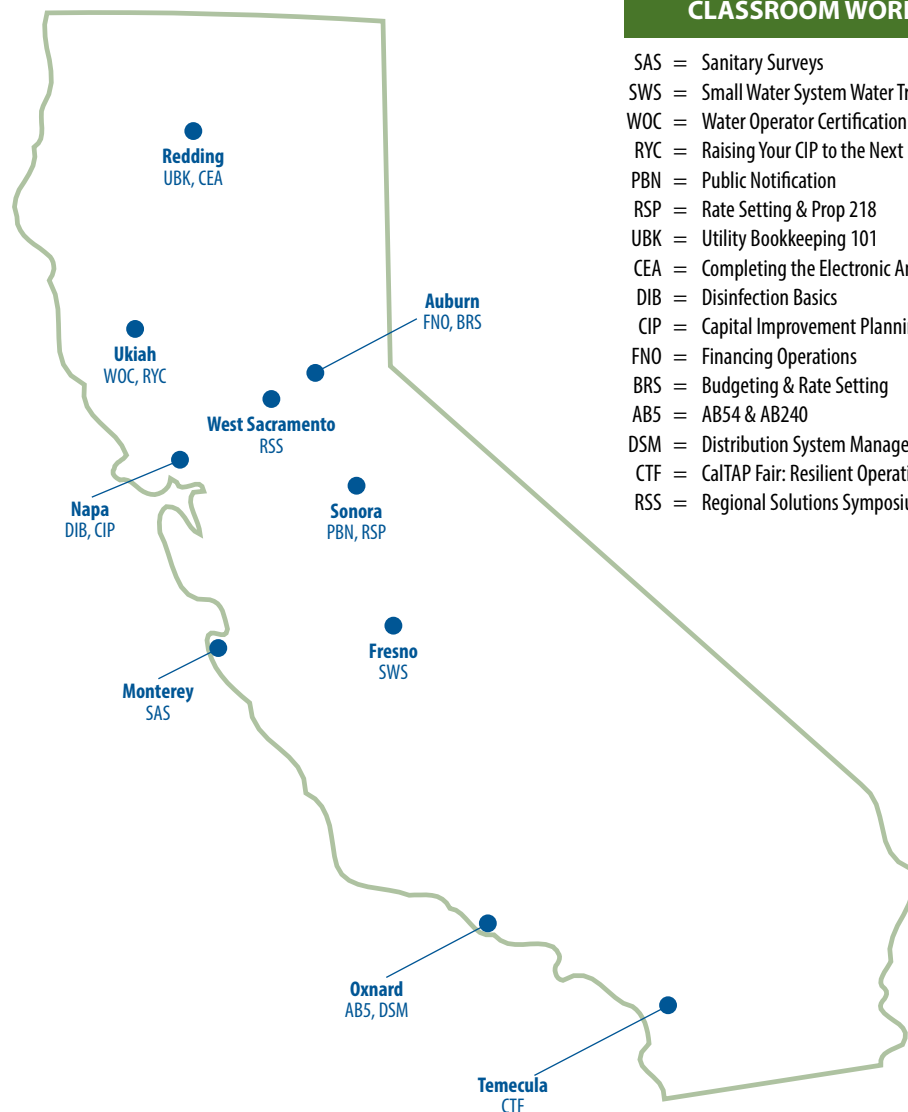
Cost:

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 state and county guidelines/restrictions.

January–June 2022 On-Site Workshop Topics and Locations



CLASSROOM WORKSHOPS

- SAS = Sanitary Surveys
- SWS = Small Water System Water Treatment
- WOC = Water Operator Certification Prep
- RYC = Raising Your CIP to the Next Level
- PBN = Public Notification
- RSP = Rate Setting & Prop 218
- UBK = Utility Bookkeeping 101
- CEA = Completing the Electronic Annual Report
- DIB = Disinfection Basics
- CIP = Capital Improvement Planning for Operators
- FNO = Financing Operations
- BRS = Budgeting & Rate Setting
- AB5 = AB54 & AB240
- DSM = Distribution System Management
- CTF = CalTAP Fair: Resilient Operations & Management
- RSS = Regional Solutions Symposium

CaITAP Fair

Resilient Operations & Management

March 10, 2022 • Temecula, CA

Embassy Suites Hotel • 29345 Rancho California Road • Temecula, CA 92591

Join us and learn about the California Technical Assistance Providers (CaITAP) 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 CaITAP Fair for Water Systems qualifies for six (6) contact hours.

See page 16 for more information. (Lunch is one hour and on your own.)



CaITAP Fair: Resilient Operations & Management • March 10, 2022 PROGRAM AT A GLANCE

8:00 AM	Registration Opens		
8:30 AM	Welcome & CaITAP Fair Presentations		
10:30 AM	Regulations Update		
	Technical Track	Managerial Track	Financial Track
1:00 PM	Control System Basics	Managing Cross Connection Control Programs	MHI as a Management Tool
2:40 PM	Proper Main Break Repair	Preparing for a Sanitary Survey	Funding Update
4:00 PM	Adjourn		

The CaITAP 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.

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.

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

Online workshops will be hosted on the GoToTraining platform. The recommended web browsers are Edge and Chrome. Use of other browsers may lead to functionality issues. If using an IOS device, the GTT application should be downloaded and used.

We recommend using a headset or speakers with your computer. You do not need a microphone for this class. You can use the chat box to 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 GoToTraining Tech Support, toll free, at (855) 352-9002, and choose option 1.**

Cancellation

Please notify RCAC as soon as possible if you cannot attend a session that you have registered for, as we have an 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 workshops for which you reserved a seat (and did not cancel) in any six-month period will disqualify you from attending workshops in the following six-month period.

PLEASE CANCEL A MINIMUM OF 48 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.

Financial Management

January 5, 2022 @ 10 a.m.

Do you want to improve your water system's financial health? As a member of the governing body, management, or staff of a small water system, 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 how to:

- Recognize various financial statements and understand how to use them to make informed decisions
- Understand the elements of internal controls
- Develop a meaningful budget
- Identify methods to balance the budget

Board Basics Series: The recommended audience includes local government board of directors, managers and operators.

Reducing Costs through Energy Efficiency

January 5, 2022 @ 2 p.m.

Nearly four percent of the nation's electricity is consumed by water and wastewater facilities, and industry experts are predicting that energy costs are likely to increase 20 percent over the next 15 years. Water and wastewater treatment costs can easily consume 30 to 50 percent of a small community's entire budget. Historically, water and wastewater facilities were designed for peak capacity, with little consideration for operational efficiency. An energy audit performed by trained and certified personnel specializing in water and wastewater energy use can often uncover potential energy savings of 10 to 50 percent annually. But even a cursory examination done by in-house staff can often result in substantial energy savings.

Participants will learn:

- How to identify the biggest "energy wasters" in your operation
- How to calculate the break-even point (payback) of retrofitting obsolete equipment
- The difference between Level 1 (in-house) and Level 2 (contracted) energy audits

Operator Basics Series: The recommended audience includes system operators, managers, board members and community leaders with an interest in energy cost reduction.

Disinfection By-Products Rule

January 20, 2022 @ 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

Regulations Basics Series: The recommended audience includes operators and managers of water systems that chlorinate their water.

AB54 & AB240: Ethics for Mutual Water Company Board Members

February 3, 2022 @ 10 a.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 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:

- Requirements of AB54 and AB240
- Financial conflicts of interest to avoid
- About strategic planning
- Financial responsibilities
- Capital improvement planning
- How to comply with the Safe Drinking Water Act

Board Basics Series: The recommended audience includes directors, board members and managers of mutual water companies.

Groundwater Well Operation & Maintenance

February 16, 2022 @ 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 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
- Groundwater qualities
- Measuring drawdown
- Well sounders: Which one is right for me?

Operator Basics Series: 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.

Consumer Confidence Reporting Compliance

March 1, 2022 @ 10 a.m. & 2 p.m.

Informing your customers annually about the sources and quality of your water became a state and federal mandate with the 1996 SDWA amendments. California regulations were updated in 2012 to allow for electronic delivery of Consumer Confidence Reports (CCRs). The exact format and language required for a CCR can be confusing to those creating the report, and to customers trying to understand it. This workshop will guide you through the process of producing a proper CCR for your water system for calendar year 2022. You will learn how to access the resources available on the Division of Drinking Water website, the information that must be included, and the various delivery options.

Participants will learn:

- Where to find and download California specific CCR template and guides
- The required language
- Important dates/deadlines
- The methods of distribution
- Public relations information

Regulations Basics Series: The recommended audience includes anyone who has responsibility for producing and distributing CCRs, or for gathering the data necessary for its completion.

Cross-Connection Controls

March 15, 2022 @ 10 a.m. & 2 p.m.

Do you have an active cross connection control program? If not, it is time to get in the game. Not only are you required to have an approved program, but cross connection controls provide yet another barrier against water contamination. This workshop will give you the information and resources on how to develop a program that fits your small water system.

Participants will learn:

- How to identify potential cross connections
- What backflow prevention devices to use
- State requirements regarding cross connection control
- How to develop a successful program

Operator Basics Series: The recommended audience includes operators, managers and board members.

Storage & Distribution

March 16, 2022 @ 10 a.m. & 2 p.m.

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

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 to reduce contamination
- Inspection and record-keeping procedures that improve water quality

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

Lead & Copper Programs for Small Water Systems

March 29, 2022 @ 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 review the events and 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?

Regulations Basics Series: The recommended audience includes operators, managers and board members.

Daily Operations & Maintenance Plans 101

March 30, 2022 @ 10 a.m. & 2 p.m.

Want to avoid being up the creek (or river) without a paddle? Keeping a functional and updated Operations and Maintenance plan handy will do just that. An (O&M) plan is a one-stop-shop guide to keeping your water system running day to day, whether you are an experienced operator, contract operator, or perhaps the new guy that has just been brought on to assist in daily operations. It is designed for anyone to be able to pick up and learn the ins and outs of a system, detail by detail. This manual, commonly referred to as an Operations and Maintenance Plan, is updated as needed to keep up with changing source water, equipment, and treatment environments, and can be lifesaving in the event of an emergency. Armed with the knowledge of an O&M Plan, an operator, manager, or maintenance staff person can confidently ensure compliance, safety, and the general well-being of the public served.

Participants will learn:

- The several different elements that come together to create a functional and accurate O&M Plan
- Policies and procedures for keeping an O&M Plan updated
- Examples of different techniques and styles of O&M Plans
- Resources and templates for developing proper O&M Plans

Operator Basics Series: The recommended audience includes water system operators, managers and maintenance staff.

Completing the Electronic Annual Report

April 5, 2022 @ 10 a.m.

The California Health and Safety Code specifies that a public water system shall submit a technical report to Division of Drinking Water (DDW) annually. Based on this requirement, DDW provides an updated survey each year through their dedicated online portal for every regulated public water system to report current contact information and operational details for the prior year. ****Bring your laptop and your system records for 2021!** This workshop will guide you through the process of registering for your account and completing the online survey for your water system. Together we will navigate through the eAR portal and assist you in entering your system's specific information for the 2021 report.

Participants will learn:

- How to access your eAR account and survey
- What resources are available including DDW eAR guidance
- The correct format for information entry
- Important dates/deadlines

Regulations Basics Series: The recommended audience includes anyone who has responsibility for reporting technical water system information annually via the eAR portal.

Pathogens in Drinking Water

April 6, 2022 @ 10 a.m. & 2 p.m.

Disease outbreaks in water systems are rare, but they can and do happen. There are hundreds of known disease-causing organisms that can contaminate water, and new ones being discovered every day. Even 40 years ago, pathogens like Giardia were not believed to be harmful to humans.

Participants will learn:

- Types of disease-causing organisms that are of concern for water systems
- Regulations addressing contamination
- How to operate and maintain your water systems to minimize the possibility of microbial contamination

Operator Basic Series: The recommended audience includes board members, managers and operators.

Compliance Monitoring & Reporting

April 7, 2022 @ 10 a.m. & 2 p.m.

Public water systems are required to test for a multitude of constituents, both in their water sources and in the distribution system. What if we had just one simple place where we could go to in order to remember what we need to test for and when? Fortunately, the Water Boards have resources that allows staff (and the public) to see what samples are due, when they are due and what past sampling results are. Once the results have been determined by the lab there may be state reporting required, as well as possible public notification.

Participants will learn:

- How to navigate the many resources to determine your monitoring requirements
- How to determine the best sampling techniques
- What to do with the water sample results
- The responsibilities to the state health department
- The responsibilities when notifying the public of pollutants or contaminants in your drinking water
- How to correctly fill out a chain-of-custody form

Regulations Basic Series: The recommended audience includes operators and managers.



Arsenic Rule Compliance

April 21, 2022 @ 10 a.m.

Since the arsenic maximum contaminant level was lowered from 50 ppb to 10 ppb in 2001, water systems have been scrambling to comply with this more stringent standard. For many small water systems, compliance with the Arsenic Rule has been a significant technological, financial and operational challenge.

This online learning event is intended to provide a small water system with a “road-map” to Arsenic Rule compliance. We will begin with review of the requirements of the Arsenic Rule. We will then explore non-treatment options for compliance, which are almost always less costly than treatment. We will then assess the pros and cons of several of the most common arsenic treatment technologies.

Participants will learn:

- The health effects of arsenic in water
- Non-treatment options for Arsenic Rule compliance
- An overview of the most used arsenic treatment technologies
- Practical considerations when choosing an arsenic treatment system

Regulations Basics Series: The recommended audience includes operators, managers and board members that have an interest in providing arsenic-safe water to their customers.

Dealing with Nitrates Contamination

April 21, 2022 @ 2 p.m.

Worldwide, nitrates are the most common chemical contaminant in groundwater aquifers. In 1980, nine drinking water wells in California had unsafe levels of nitrates. By 2007, this acute contamination had spread to more than 648 wells. Nitrates continue to impact the health of California residents and the problem is only getting worse. This workshop will help you make informed decisions about mitigating this contaminant.

Participants will learn:

- What nitrates are
- How nitrates get into drinking water
- The acute health effects of nitrate exposure
- How to achieve compliance with Safe Drinking Water Act requirements for nitrates

Regulations Basics Series: The recommended audience includes operators, managers and board members that have an interest in providing nitrate-safe water to their customers.

AB54 & AB240: Ethics for Mutual Water Company Board Members

May 4, 2022 @ 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 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:

- Requirements of AB54 and AB240
- Financial conflicts of interest to avoid
- About strategic planning
- Financial responsibilities
- Capital improvement planning
- How to comply with the Safe Drinking Water Act

Board Basics Series: The recommended audience includes directors, board members and managers of mutual water companies.

Budgeting for Small Water Systems

May 19, 2022 @ 10 a.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

Board Basics Series: The recommended audience includes directors, board members and managers of mutual water companies.



Utility Staff Recruitment & Retention

May 24, 2022 @ 10 a.m. & 2 p.m.

Your water operator, office staff or manager has just given their notice and they are moving on to another job. They have been there for years and know the system history, where all the (hidden) valves/meters are, and developed relationships with all entities required to manage or operate a public water system. The powers that be (local government and/or management) may be wondering, “What could we have done to prevent this employee from seeking other employment?” and “How do we go about hiring someone to replace this valuable resource?” This workshop will utilize the trainer’s and participant’s experiences to explore these conundrums.

Participants will learn:

- About advertising, interviewing and hiring of water system managers, office staff and operators
- The resources available to assist with hiring good people
- About budgeting to acquire and retain competent staff
- How to use staff evaluations to help with retention longevity
- How to retain excellent staff (hint, it’s not always about the money!)

Board Basics Series: The recommended audience includes management & local government board of directors.

Public Notification: Your Customers Have the Right to Know

May 25, 2022 @ 10 a.m. & 2 p.m.

Despite the efforts of water suppliers, water quality can sometimes change, and 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 requires 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

Regulations Basics Series: The recommended audience includes water system operators and managers.

Surface Water Treatment Rule

June 8, 2022 @ 10 a.m.

It’s been raining for three straight days and your effluent turbidity has just spiked at your water treatment plant. What monitoring and reporting procedures do you follow? What do these new regulations say? Is your treatment method still acceptable? What do you need to report and when? This workshop is designed to help you understand surface water treatment and monitoring regulations by reviewing the basis for current and future regulations.

Participants will learn:

- The Surface Water Treatment Rule
- Long-Term 1 and Long-Term 2 Enhanced Surface Water Treatment Rules
- Existing and future water quality monitoring requirements
- Basic treatment methods and technologies
- Regulatory reporting requirements

Regulations Basics Series: The recommended audience includes operators and managers of surface water treatment facilities.



Beat the Cyanobacterial Blues: What You Need to Know About Cyanotoxins

June 8, 2022 @ 2 p.m.

Cyanobacteria, formerly referred to as blue-green algae, are found naturally in lakes, rivers, ponds and other surface waters. When certain conditions exist, such as in warm water containing an abundance of nutrients, they can rapidly form harmful algal blooms (HABs). Some HABs are capable of producing toxins, called cyanotoxins, which can pose health risks to humans and animals through drinking water and recreational water exposure. Additionally, HABs can create taste and odor problems in drinking water, which do not have adverse human health impacts but can create an earthy and musty taste and smell.

The purpose of this learning event is to provide operators of small water systems with a basic knowledge of the causes, health effects and treatment of cyanobacteria and their associated endotoxins in drinking water. Contaminants related to algal blooms are a relatively new area of concern for water systems using surface supplies.

Participants will learn:

- Basic information about cyanobacteria and the toxins associated with these organisms
- Information about Harmful Algal Blooms (HABs) providing an understanding of the characteristics and conditions of that result in HABs; including California's HAB Incident Reporting Map
- An overview of the treatment technologies for the removal of cyanotoxins in the drinking water treatment plant; including a framework for the management of cyanotoxins in a drinking water supply

Regulations Basics Series: The recommended audience includes operators, managers and board members of water systems that use surface water supplies.

Source Water Protection

June 22, 2022 @ 10 a.m. & 2 p.m.

Surface water or groundwater can serve as drinking water sources and each has their own treatment requirements for public drinking water supplies. Protecting source water from contamination can reduce treatment costs, saving both time and money. Protecting source water also reduces risks to public health from exposures to contaminated water. Source water assessments provide water utilities, communities and others with information needed to protect drinking water sources. Learning how to conduct a source water assessment and implement management measures can prevent, reduce or eliminate risks to your drinking water supply.

Participants will learn:

- Delineation of source water protection area
- Inventory of known and potential contamination sources
- Determine susceptibility of your PWS to contaminant sources
- Public education about threats identified
- Management measures for prevention, reduction or elimination of risks
- Contingency planning for contamination events

Operator Basics Series: The Recommended audience includes local government (boards), management and operators.

Go Small and Go Home: Point-of-Use & Point-of-Entry Treatment Systems

June 23, 2022 @ 10 a.m. & 2 p.m.

Small public water systems that face challenges associated with removing naturally occurring contaminants from potable water supplies often find the path to compliance challenging. Prior to 1996, all water systems were required to use centralized treatment systems for the removal of naturally occurring contaminants. The 1996 Amendments to the Safe Drinking Water Act (SDWA) removed the prohibition on using point-of-use (POU) and point-of-entry (POE) treatment devices for small public water systems in order to achieve compliance with some of the maximum contaminant levels (MCLs) established under the National Primary Drinking Water Regulations. These amendments have expanded the options small water systems may use to meet treated water standards for naturally occurring contaminants.

POU and POE treatment devices rely on many of the same treatment technologies used in centralized treatment plants. However, while centralized plants treat all water distributed to consumers to the same level, POU and POE treatment devices treat only a portion of the total flow. A POU device treats only the water intended for direct consumption (drinking and cooking), typically at a single tap or a limited number of taps, while a POE device treats all the water entering a single home, business, school, or facility. Ultimately, POU or POE treatment devices may be an option for public water systems where central treatment is not affordable.

Participants will learn:

- Types of POE/POU treatment technologies
- POE/POU regulatory requirements and restrictions
- How to plan for a POE/POU system
- The installation, maintenance, and management of POE/POU systems
- Compliance and performance monitoring of POE/POU systems

Operator Basics Series: The recommended audience includes operators, managers and board members of very small water systems.



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.

Once More into the Bleach: Handling & Application of Sodium Hypochlorite 2-Part Series

January 12, 2022

Chlorine is 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 (less than 10,000 population) water systems. Hypochlorite is also the most hazardous chemical used by most of these water systems. If improperly handled, sodium hypochlorite can create a hazardous and potentially fatal environment.

This learning event gives small water system operators the knowledge, skills and resources necessary to safely handle and reliably feed sodium hypochlorite. This training will be presented in two, two-hour sessions.

January 12, 2022 @ 10 a.m. (Part 1)

Participants will learn:

- The physical and chemical properties of sodium hypochlorite
- Safe handling of sodium hypochlorite
- Understanding hypochlorite decay and its effect on treatment
- How to read and use the sodium hypochlorite SDS

January 12, 2022 @ 2 p.m. (Part 2)

Part 2 will cover sodium hypochlorite treatment.

Participants will learn:

- The origins of germ theory and history of chemical disinfection
- Basic mechanisms of chemical disinfection
- 20 best practices for feeding hypochlorite
- The operation of hypochlorite feed pumps

Operator Basics Series: The recommended audience includes all water system operators that use hypochlorite.

Do The Math: Operator Math 101 2-Part Series

February 15, 2022

At a minimum, every public water system regardless of size and complexity requires a certified water distribution operator. In addition, those systems using treatment also must have an operator that holds a water treatment operator certification. The most significant hurdle for many grade 1 and grade 2 operators in passing the operator certification exam, however, is the math portion of the test. Typically, the math section of the certification exam constitutes about 35% of the total exam score so proficiency in math is necessary to pass the test.



The math included in each session is based on the expected-range-of-knowledge for the California distribution D1/D2 exams.

The target learner for this training wants (and needs) one specific thing: the ability to accurately calculate operator certification exam math questions. Accordingly, the learning event design focuses solely on this need. This training is not designed for “contact hours” or participant “entertainment”. This is a hands-on training with an expectation of continuous participation -- working and answering math problems -- throughout the entire session.

February 15, 2022 @ 10 a.m. (Part 1)

Participants will learn how to convert:

- Water units (ft³ to gal, gal to wt)
- Distance (in to ft, ft to m, ft to mi)
- Areas (ac to ft², in² to ft², yd² to ft²)
- Volumes (ft³ to gal, gal to L, L to mL)

February 15, 2022 @ 2 p.m. (Part 2)

Participants will learn how to calculate:

- Area of a circle
- Area of a rectangle
- Volume of a cylinder
- Volume of a rectangular tank

Operator Basics Series: The recommended audience includes operators and managers.

Raising Your CIP to the Next Level 2-Part Series

March 17, 2022 @ 10 a.m. (Part 1)

March 17, 2022 @ 2 p.m. (Part 2)

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 expenses or falling revenues

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

Drought Response & Recovery 2-Part Series

March 24, 2022 @ 10 a.m. (Part 1)

March 24, 2022 @ 2 p.m. (Part 2)

Drought periods are hard times for those affected. Whether your source water is from a river, reservoir, or a well, communities continue to be affected at serious and dangerous levels. Conservation practices as a way of life are becoming normal practice in California due to the severity of what the state has been through in recent times. The continuing efforts of the state, cities and counties are indicators that these practices are here to stay, in preparation for possible dry years to come. This presentation will show attendees how to assess drought-related vulnerabilities in their systems and communities, and give knowledge on drought monitoring, preparedness and regulations. Part two of this training will be an expansion of part 1.

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

Operator Basics Series: The recommended audience includes operators, managers and elected officials.

Pumps & Motors Troubleshooting 2-Part Series

April 19, 2022 @ 10 a.m. (Part 1)

April 19, 2022 @ 2 p.m. (Part 2)

How many times has this happened to you? You discover that one of your pumps is not performing like you think it should, or it will not run at all. What are your next steps? When should you call in an expert? These questions and more will be answered in the Pumps and Motor Troubleshooting session. This will be an extensive course in the most common pumping and electrical system issues that could leave you out of water.



Participants will learn:

- Electric motor troubleshooting and common issues
- Basic types of centrifugal pumps and their characteristics
- How to calculate TDH in a fluid pumping system
- How to calculate friction loss
- How to read pump curves
- Centrifugal pump performance testing and troubleshooting techniques

Operator Basics Series: The recommended audience includes system operators, technicians and managers.

Regulation Essentials: The California Safe Drinking Water Act 2-Part Series

April 20, 2022 @ 10 a.m. (Part 1)

April 20, 2022 @ 2 p.m. (Part 2)

The primary mission of every public water system is to provide water that is safe to drink. There are upwards of 100 chemicals and microbials regulated under the California and federal versions of the Safe Drinking Water Act. In addition, the regulations mandate operational activities and infrastructure standards that help ensure the delivery of safe drinking water. These regulations have changed and evolved over the last 45 years.

The California drinking water regulations define “safe drinking water” and mandate operations that maintain water quality. Every operator, manager and board member are required to have a reconnaissance-level knowledge of California’s drinking water regulations and an understanding of how these regulations apply to the day-to-day operation of a public water system.

This training will be presented in two 2-hour sessions. In general, these sessions are non-sequential – meaning that the second session is not predicated on material in the first session.

Participants will learn:

- Overview / history / purpose / structure of the Safe Drinking Water Act
- California Drinking Water Regulations - Need-to-know / Nice-to-know / Where-to-go modules
 - Cross-connection control
 - Operator Certification
 - System Classification
 - POU- POE Treatment
 - Bacteriological Quality
 - Groundwater Rule
 - Primary Standards
 - Inorganics
 - Organics
 - Fluoridation
 - Radioactivity
 - Secondary Standards
 - Public Notification
 - Consumer Confidence Reporting
 - Reporting and Recordkeeping
 - Disinfection By-products
 - Waterworks Standards
 - Surface Water Treatment Rule
 - Lead and Copper Rule

Regulations Basics Series: The recommended audience includes all water system operators and managers.



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 40 attendees.

Sanitary Surveys

January 25, 2022 | Monterey, CA

Hilton Garden Inn • 1000 Aguajito Road • Monterey, CA 93940

It is the ultimate responsibility of every operator, manager and board member to provide safe drinking water to their customers. The prevention and removal of contaminants from the water is an essential job function. Sanitary Surveys are a very important tool in helping water systems provide safe drinking water. The Groundwater Rule puts increased regulatory emphasis on conducting Sanitary Surveys and correcting deficiencies before they lead to water contamination events.

This workshop will give the participants an overview of Sanitary Surveys. Guides and templates will be provided so that individuals can conduct Sanitary Surveys of their own water systems.

Participants will learn:

- What a Sanitary Survey is
- The benefits of conducting your own Sanitary Survey to provide safe drinking water to your customers
- The Sanitary Survey requirements in the Groundwater Rule
- How to use the EPA Sanitary Survey guidebooks and templates

The recommended audience includes system operators and managers.

Small Water System Water Treatment

January 27, 2022 | Fresno, CA

Wyndam Garden • 5090 East Clinton Way • Fresno, CA 93727

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.

Water Operator Certification Prep

February 8, 2022 | Ukiah, CA

Ukiah Valley Conference Center • 200 South School Street • Ukiah, CA 95482

The new California Operator Certification test program allows for operators to take their state exams within weeks of applying. This includes the distribution tests and the treatment tests. This workshop will teach operators the preparation needed for passing these state exams. This will include multiple resources, study materials and guidance needed to apply and take the test. This workshop will also cover the math basics needed to pass both exams while utilizing the state math conversion sheet.

Participants will learn:

- Where to secure study materials
- Studying basics
- Water distribution and water treatment basics
- Water math skills

The recommended audience includes drinking water operators, laborers and management

Raising Your CIP to the Next Level

February 9, 2022 | Ukiah, CA

Ukiah Valley Conference Center • 200 South School Street • Ukiah, CA 95482

Developing your capital improvement plan is the first step in a complete asset management plan. As funders look at long term planning, a system with a developed asset management plan rises to the top of many lists. Is your system ready?

Participants will learn how to:

- Identify system assets
- Use basic tools to start a GPS map
- Develop a sample CIP
- Prioritize capital improvement
- Clarify level of service
- Put it all together and start an AMP

Participants will need to bring a laptop to training, if possible.

The recommended audience includes operators and managers.

Public Notification: Your Customers Have a Right to Know

February 23, 2022 | Sonora, CA

Best Western Plus, Sonora Oaks • 19551 Hess Ave. • Sonora, CA 95370

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 requires 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.

Rate Setting & Prop 218

February 24, 2022 | Sonora, CA

Best Western Plus, Sonora Oaks • 19551 Hess Ave. • Sonora, CA 95370

Often, many small water systems recover their operating costs but are not able to fund reserves and other balance sheet obligations through their customer rates. Water rates should recover the “true costs” of providing the service. This workshop will show board members, managers and operators how to develop a meaningful budget upon which to calculate customer rates and determine what type of rate structure best fits their community. Finally, the workshop will cover the latest interpretations of Prop. 218 procedures and limitations in setting customer rates in California.

Participants will learn:

- What are the “true costs” of operating a water system
- How to develop a meaningful budget
- How to determine the appropriate amount to fund in reserves
- How to determine if a rate increase is a necessary implementation requirement of Prop. 218

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

CalTAP Fair: Resilient Operations & Management

March 10, 2022 | Temecula, CA

Embassy Suites Hotel • 29345 Rancho California Road • Temecula, CA 92591

See Page 16 for more information

Utility Bookkeeping 101: From Shoebox to Financial Statements

March 22, 2022 | Redding, CA

Red Lion Hotel Redding • 1830 Hilltop Drive • Redding, CA 96002

Have you ever wondered where all the numbers on your financial statements came from? In this fast-paced, hands-on class, you will take a deep dive into developing a full set of books, either manually or using Excel. From setting up the chart of accounts, journals and general ledger, to entering transactions, to producing financial statements, you will do it all! This class will be of value to everyone—even those using accounting software—who want a solid understanding of the behind the scenes processes that put their financial information into a useable format for making decisions.

Participants will learn how to:

- Set up and balance a set of books either manually or using Excel
- Enter transactions into journals
- Record journal entries into the general ledger
- Reconcile books and make closing entries
- Produce vital financial statements

Please bring a laptop with Excel.

The recommended audience includes governing bodies, bookkeepers/accountants, managers and operators.

Completing the Electronic Annual Report

March 23, 2022 | Redding, CA

Red Lion Hotel Redding • 1830 Hilltop Drive • Redding, CA 96002

The California Health and Safety Code specifies that a public water system shall submit a technical report to Division of Drinking Water (DDW) annually. Based on this requirement, DDW provides an updated survey each year through their dedicated on-line portal for every regulated public water system to report current contact information and operational details for the prior year. ****Bring your laptop and your system records for 2021!** This workshop will guide you through the process of registering for your account and completing the online survey for your water system. Together we will navigate through the eAR portal and assist you in entering your system's specific information for the 2021 report.

Participants will learn:

- How to access your eAR account and the survey
- What resources are available including DDW eAR guidance
- The correct format for information entry
- Important dates/deadlines

Please bring a laptop.

The recommended audience includes anyone who has responsibility for reporting technical water system information annually via the eAR portal.

Regional Solutions Symposium

May 10, 2022 | West Sacramento, CA

RCAC Office • 3120 Freeboard Drive, Suite #201 • West Sacramento, CA 95691

See Page 17 for more information

Disinfection Basics

May 17, 2022 | Napa, CA

Hampton Inn and Suites Napa • 945 Hartle Court • Napa, CA 94559

Which disinfectant is the most prudent for your public water system? The answer is, "it depends". The first question to address is the water quality, and the concern over creating disinfection by-products. The second consideration is approval by the regulatory agency, and the final considerations are cost and any issues that may affect end water quality

Participants will learn:

- Disinfection basics (why do we disinfect?)
- Different types of chemical and physical disinfecting methods
- Regulatory considerations
- The end product, safe water with no pathogens, taste or odor

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

Capital Improvement Planning for Operators

May 18, 2022 | Napa, CA

Hampton Inn and Suites Napa • 945 Hartle Court • Napa, CA 94559

For any water utility, even a very small water system, operators have a very important role in asset management (e.g., water tanks, pumps, computers, buildings, etc.) which is key in the overall financial performance and the sustainability of water systems. When boards, managers and operators work together, with proper planning, 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:

- What a CIP is
- Why a water system needs a CIP
- Eight elements of a CIP
- Nine criteria for prioritizing
- Updating a CIP
- Creating policies
- Overview of strategic planning
- Funding resources

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

Financing Operations: Meeting Your System's Critical Needs

June 1, 2022 | Auburn, CA

Holiday Inn • 120 Grass Valley Highway • Auburn, CA 95603

Operators across California are struggling to meet basic needs of their system. This includes compliance with State and Federal laws, regular maintenance, repairs, replacements, and daily operations. Operators and managers can work together to prioritize and fund needs in a changing environment.

Participants will learn:

- How to identify your system needs for operations, which may be unaccounted for
- How to develop criteria for prioritizing your system's long term needs
- The skills to communicate operational needs to financial staff/boards
- How to communicate with funders to address new/alternative funding

The recommended audience includes operators, managers and board member with a focus around operations.

Budgeting & Rate Setting

June 2, 2022 | Auburn, CA

Holiday Inn • 120 Grass Valley Highway • Auburn, CA 95603

If you are a board member, manager, or operator, it is important to understand the budgeting process and what it means for you. Budgets impact our daily work and understanding how to build them, analyze them, and use them to plan can shape our systems. Understanding the budget allows us to maximize resources and justify our rates, especially when an increase in rates is necessary. From the budget, rates can be calculated that satisfy the utility's revenue needs.

Participants will learn how to:

- Evaluate budget and financial indicators
- Develop a prioritized capital improvement plan
- Create a budget to sustain that CIP
- Use these tools to determine revenue needs
- Set rates in California
- Prop. 218 processes

The recommended audience includes board members, managers and operators.

AB54 & AB240: Ethics for Mutual Water Company Board Members

June 14, 2022 | Oxnard, CA *6:00–8:00 PM

Courtyard by Marriott Oxnard • 600 East Esplanade Drive • Oxnard, CA 93036

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:

- Requirements of AB54 and AB240
- Financial conflicts of interest to avoid
- About 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.

Distribution System Management

June 15, 2022 | Oxnard Area, CA

Courtyard by Marriott Oxnard • 600 East Esplanade Drive • Oxnard, CA 93036

How can operators, managers and boards work together to build a financially stable utility? Financial management is often a mystery and we may not see our expertise as relevant, but each of you plays a key role in ensuring your system's financial health. This session will show you how you each fit into the puzzle.

Participants will learn:

- How to budget
- How to set financial goals
- What and how to save
- Their role in each of these areas

The recommended audience includes utility general managers, board members, operators, bookkeepers and accountants.



CaTAP Fair: Resilient Operations & Management

March 10, 2022 • 8:30 a.m.–4:00 p.m. • Temecula, CA

Embassy Suites Hotel • 29345 Rancho California Road • Temecula, CA 92591

Technical Track

1:00 pm: Control System Basics

A basic understanding of control systems is critical to be successful as a water utility operator. We will explore the basics of control signals and how they are processed by Supervisory Control and Data Acquisition (SCADA) systems. Analog versus digital signals will be discussed using real world examples. This will be a quick dive into the nuts and bolts of control systems.

Participants will learn:

- Basic wiring schemes for common control system components
- The differences between analog and digital signals
- Basic instrumentation troubleshooting and maintenance
- How to spot possible instrument failures in SCADA systems

The recommended audience includes operators and technicians in training.

2:40 pm: Proper Main Break Repair

Water main breaks are a fact of life that we have to deal with on the water systems and they are a potential health risk to the community you serve. This class will explore how to respond to main breaks and equip you with knowledge to standardize your response practices for water main breaks.

Participants will learn:

- The types of main breaks and how to respond
- How to write an SOP to use for main breaks
- Disinfection practices to help minimize health risks to the water system

The recommended audience includes operators, managers and board members

Managerial Track

1:00 pm: Managing Cross Connection Control Programs

A public water system is required to have a Cross Connection Control Program (CCCP) that consists of elements such as operating rules, staff responsibilities, equipment installation and maintenance procedures, and recordkeeping procedures. These elements help ensure that a drinking water supply is protected during a backflow event. This workshop will cover the elements of a CCCP as well as the upcoming SWRCB Cross-Connection Control Policy Handbook.

Participants will learn:

- The background on why backflow protection and cross-connection control is needed
- The general requirements of a cross-connection control program as required by 17 CCR § 7583-7586 & § 7601-7605
- The direction of cross-connection control program requirements in California based on the draft SWRCB Cross-Connection Control Policy Handbook

The recommended audience includes system operators and managers.

2:40 pm: Preparing for a Sanitary Survey

Completing a Sanitary Survey of your water system is often left to the regulator. However, there are many benefits to completing a comprehensive review of your system on a regular basis. In this breakout, attendees will take away three key approaches to help keep your system in compliance and producing safe drinking water.

Participants will learn:

- What specific items to have available for the sanitary survey
- How to start an in-house program for inspection
- How to address common deficiencies before they occur

The recommended audience includes water operators, managers and board members who want to remain in compliance.

Financial Track

1:00 pm: MHI as a Management Tool

If your water system plans to apply for funding for future infrastructure projects, then this session is for you! This presentation is designed to help your system develop a sustainable capital improvement plan that will prepare you for funding opportunities. It will help you to understand how census data is used to determine your system's eligibility for grants and low interest loans from state and federal funding agencies. Learn how an income survey could benefit your system, and funding eligibility.

Participants will learn:

- How to determine if your system could benefit from an income survey
- How to plan better by using census data in your CIP planning stage
- How you can avoid having to implement large rate increases to obtain funding
- To understand how funders determine grant eligibility

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

2:40 pm: Funding Update

The funding scene has seen many changes in the last few years. With new bonds and new programs, systems are eligible for funding they may not know about. If your system is planning capital projects or may need changes, these 90 minutes will help get you on track.

Participants will learn:

- What has changed in California's funding options
- How to prepare systems to receive funding
- What can be used for their projects

The recommended audience includes managers, board members and operators.



Special Events

Join us for two special events



Regional Solutions Symposium

May 10, 2022 • West Sacramento, CA

RCAC Office • 3120 Freeboard Drive • West Sacramento, CA 95691

Part 1: Logistics of Regional Partnerships

Small water systems must meet the same regulations as large water systems without the economies of scale enjoyed by larger systems. Likewise, private well owners are stuck shouldering the operations and maintenance cost of their water equipment all on their own. The challenges of maintaining safe water quality, whether you are regulated or not, are not only expensive, but can be life threatening. Join us for an open discussion of how regionalization of drinking water utilities and private well communities has allowed for increased sustainability.

Participants will learn:

- Small system and private well challenges
- Benefits of regional solutions – what's in it for me?
- Barriers and how to overcome them
- Options for partnership

Part 2: Regional Solutions to Complex Problems: Compliance, Eligibility and Timelines

RCAC staff specialists and guest speakers will comprise a panel to discuss the future of small water systems in California and how the Waterboards are supporting public water systems who are willing to explore regional solutions. A Question-and-Answer session will be provided for attendees to address the panel.

Participants will learn:

- About resources available from the Waterboards and technical assistance providers under current funding programs
- Consolidation incentives available
- Project ranking and funding eligibility

The recommended audience includes all water system managers, board members, private well owners and anyone interested in learning more about how cooperative partnerships can support delivering safe drinking water. We also invite regulators who would like to become more familiar with the process RCAC uses to facilitate regional solutions.

Trainer Biographies



KIM BENNETT, Rural Development Specialist – Environmental, teaches classroom workshops and provides managerial and financial technical assistance for water and wastewater systems in rural communities in California. Kim conducts median household income (MHI) surveys and 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, CFCC and CalTAP Fairs and other outreach events. She is a member of the American Water Works Association (AWWA).

MICHAEL BOYD, Regional Environmental Manager, conducts numerous water system assessments, sanitary surveys, source water assessments and related technical assistance. He has more than 25 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.

JASON CARMAN, Rural Development Specialist – Environmental, provides technical, managerial and financial assistance and training for drinking water and wastewater systems. He assists them to achieve regulatory compliance and improve operations procedures. Jason has over 25 years of experience working in all types of water and wastewater systems in operations and management. He is a grade 4 water distribution, grade 3 water treatment operator, and a licensed maintenance electrician in Oregon. His electrical experience is industrial in nature, focusing on power systems and industrial automation/SCADA. Jason has over 15 years of experience supervising distribution, treatment and electrical operations for public water and electric utilities. He has also been responsible for capital improvement plan creation and execution. He served as the Oregon Health Authority's Direct Responsible Charge (DRC) for one of the largest public water utilities in Oregon for four years. He regularly conducts technical and managerial workshops throughout RCAC's service area.

MARY FLEMING, 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 30 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 bachelor's in accounting and an MBA in finance. Additionally, Bridget holds a T1 OIT certification in Nevada.

KATRINA HIOTT, Rural Development Specialist II – 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.

David Hossli, Rural Development Specialist- Environmental, provides technical assistance and training to small water systems in California. David has 35 years of water system operation and management experience. Before coming to RCAC he served for 30 years in many roles from operator to management on a water system serving 100,000 residents, he was the Water System Supervisor and Chief Operator when he retired. He holds a D5 California Water Distribution Certification and T2 California Water Treatment Certification.

JIM MCVEIGH, Rural Development 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.

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.

SAMANTHA RYAN, Rural Development Specialist – Environmental, provides training and assistance to water and wastewater systems. Samantha has a Grade 3 Wastewater Treatment, Grade 2 Water Treatment, and Grade 2 Water Distribution operator certifications. She was a water and wastewater operator for 5 years operating a pond and marsh wastewater system, operating a grade 3 water distribution system, and testing and repairing backflow prevention devices. She was a program and regulatory analyst for a water district for 3 years where she helped to ensure compliance with many federal and state regulations, including those established to satisfy the California Safe Drinking Water Act.

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 seven 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.

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 online, one-part workshop qualifies for two (2) drinking water contact hours. Each online, two-part series workshop qualifies for up to four (4) drinking water 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

Online workshops will be hosted on the GoToTraining platform. The recommended web browsers are Edge and Chrome. Use of other browsers may lead to functionality issues. If using an IOS device, the GTT application should be downloaded and used.

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 an 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 workshops for which you reserved a seat (and did not cancel) in any six-month period will disqualify you from attending workshops in the following six-month period. **Please cancel a minimum of 48 hours in advance to allow others to attend the training.**

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

https://stage.events.rcac.org/rcac/Free_CA_Drinking_Water_Workshops.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

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 email 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

Welcome Mark | Profile | Logout

Training and Events

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	Financial Policies and Procedures for Small Water Systems	2/7/2018		

MY COURSE HISTORY				
Course Name	Course Session	Date	Instructions	Certificate
ABS4 & AB240: Ethics for Mutual Water Board Members ONLINE	03/23/2017 10am Online ABS4 & 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

January–June 2022 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 https://stage.events.rcac.org/rcac/Free_CA_Drinking_Water_Workshops.asp.

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 (one-part)

- 01/05 10 a.m. Financial Management
- 01/05 2 p.m. Reducing Costs through Energy Efficiency
- 01/20 10 a.m. or 2 p.m. Disinfection By-Products Rule
- 02/03 10 a.m. AB54 & AB240
- 02/16 10 a.m. or 2 p.m. Groundwater Well Operation & Maintenance
- 03/01 10 a.m. or 2 p.m. Consumer Confidence Reporting Compliance
- 03/15 10 a.m. or 2 p.m. Cross-Connection Controls
- 03/16 10 a.m. or 2 p.m. Storage & Distribution
- 03/29 10 a.m. or 2 p.m. Lead & Copper Programs for Small Water Systems
- 03/30 10 a.m. or 2 p.m. Daily Operations & Maintenance Plans 101
- 04/05 10 a.m. Completing the Electronic Annual Report
- 04/06 10 a.m. or 2 p.m. Pathogens in Drinking Water
- 04/07 10 a.m. or 2 p.m. Compliance Monitoring and Reporting
- 04/21 10 a.m. Arsenic Rule Compliance
- 04/21 2 p.m. Dealing with Nitrates Contamination
- 05/04 6 p.m. AB54 & AB240
- 05/19 10 a.m. Budgeting for Small Water Systems
- 05/24 10 a.m. or 2 p.m. Utility Staff Recruitment & Retention
- 05/25 10 a.m. or 2 p.m. Public Notification
- 06/08 10 a.m. Surface Water Treatment Rule
- 06/08 2 p.m. Beat the Cyanobacterial Blues
- 06/22 10 a.m. or 2 p.m. Source Water Protection
- 06/23 10 a.m. or 2 p.m. Go Small and Go Home

Online Workshops (two-part)

- 01/12 10 a.m. & 2 p.m. Once More into the Bleach
- 02/15 10 a.m. & 2 p.m. Do The Math
- 03/17 10 a.m. & 2 p.m. Raising Your CIP to the Next Level
- 03/24 10 a.m. & 2 p.m. Drought Response & Recovery
- 04/19 10 a.m. & 2 p.m. Pumps & Motors Troubleshooting
- 04/20 10 a.m. & 2 p.m. Regulation Essentials: The California Safe Drinking Water Act

Classroom Workshops

- 01/25 Sanitary Surveys (Monterey)
- 01/27 Small Water System Water Treatment (Fresno)
- 02/08 Water Operator Certification Prep (Ukiah)
- 02/09 Raising Your CIP to the Next Level (Ukiah)
- 02/23 Public Notification: Your Customers Have a Right to Know (Sonora)
- 02/24 Rate Setting & Prop 218 (Sonora)
- 03/22 Utility Bookkeeping 101 (Redding)
- 03/23 Completing the Electronic Annual Report (Redding)
- 05/17 Disinfection Basics (Napa)
- 05/18 Capital Improvement Planning for Operators (Napa)
- 06/01 Financing Operations: Meeting Your Systems Critical Needs (Auburn)
- 06/02 Budgeting & Rate Setting (Auburn)
- 06/14 AB54 & AB240 (Oxnard)
- 06/15 Distribution System Management (Oxnard)

Special Events

- 03/10 CalTAP Fair: Resilient Operations & Management (Temecula)
- 05/10 Regional Solutions Symposium (West Sacramento)


Registration questions or problems? Contact the Training Department:

Email: registration@rcac.org • **Phone:** (916) 447-9832 ext. 1429 • **Fax:** (916) 372-5636

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