

# FREE California Drinking Water Workshops

**Classroom & Online: July–December 2021**



**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



© 2021. Funding for this project has been provided in full or in part under the Safe and Affordable Funding for Equity and Resiliency (SAFER) Drinking Water Program through an agreement with the State Water Resources Control Board. The contents of this document do not necessarily reflect the views and policies of the foregoing, nor does mention of trade names or commercial products constitute endorsement or recommendation for use.

## 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. 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.

## July–December 2021 On-Site Workshop Topics and Locations



### CLASSROOM WORKSHOPS

CTF = CalTAP: Water Shortage Response

UBW = Understanding Bacteriological Water Quality Standards

101 = Utility Bookkeeping 101: From Shoebox to Financial Statements

GWQ = Groundwater Quality & Distribution Symposium

CCC = Cross Connections Control

BFM = Basic Financial Management for Boards, Operators & Managers

AB54 = AB54 & AB240: Ethics for Mutual Water Company Board Members

PMT = Pumps & Motors Troubleshooting

SSV = Sanitary Surveys

# CalTAP Fair



## Water Shortage Response

**September 16, 2021 • 8:30 a.m.–4:00 p.m. • Northern CA area**

*Check our website for updates*

Join us 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 CalTAP Fair for Water Systems qualifies for six (6) contact hours.

See page 13 for more information. (Lunch is one hour and on your own.)

## CalTAP Fair: Water Shortage Response • September 16, 2021 PROGRAM AT A GLANCE

8:00 AM

Registration Opens

8:30 AM

Welcome & CalTAP Fair Presentations

10:30 AM

Regulations Update

### Technical Track

### Managerial Track

### Financial Track

1:00 PM

Leak Detection

Workforce Development:  
Recruitment & Retention

How to get the Backhoe You  
Need

2:40 PM

Pumps & Motors  
Troubleshooting

Using Partnerships to  
Develop or Maintain Capacity

How to get the Raise You  
Deserve

4:00 PM

Adjourn

### 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.**

## 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](mailto: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

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 GoTo Training 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 a 125 attendee limit for online workshops.

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



### Water System Basic Operations

**July 20, 2021 @ 10 a.m. & 2 p.m.**

A public water system manager and operator have a lot of irons in the fire. They answer to their customers, local government (board of directors), state and county primacy agencies, other state/county/federal agencies and various businesses/industry. Where does one begin? It all begins with operations, and the managers/operators need to ensure that safe water is consistently delivered to the customers; this water is under sufficient pressure; all required water testing is performed promptly and with proper testing techniques; and that all records are documented accurately and as required. This workshop will utilize the trainer's experiences, as well as the experience of participants in the workshop, to explore these topics and others as encountered by the experienced managers/operators that will be attending this training.

Participants will learn:

- About doing "the rounds"
- Record keeping and reporting
- Daily/weekly/monthly tasks
- Their responsibility to the public
- About dealing with the board of directors or other local government

The recommended audience includes local government board of directors, managers and operators.

### Board Roles & Responsibilities

**August 5, 2021 @ 10 a.m. & 2 p.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 for 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.

### The Safe Drinking Water Act

**November 3, 2021 @ 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.

### Rate Setting for Small Water Systems

**December 8, 2021 @ 10 a.m. & 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.

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 with 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 must 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.

### Back to Basics: Water Supply & Sources

July 21, 2021 @ 10 a.m. & 2 p.m.

The essential mission of every water system is to provide an adequate volume of high-quality water at the lowest sustainable cost. The key words here are: “adequate volume” and “high-quality”. This learning event is to provide operators, managers, and board members of small water systems with a basic knowledge of how to determine the supply requirements (in terms of both volume and quality) of their water supply and to provide a basic understanding of the two types of water sources (groundwater and surface water) commonly used by small water systems. This will include the concepts of Max Day Demand, Peak Hour Demand, Diurnal Demand, and source reliability. There will be a focus on the supply adequacy requirements of the California Water Works Standards.

Participants will learn about:

- Water system demand – How much is enough?
- High-quality water – How clean is clean enough?
- Types of water sources commonly seen in small systems
- Source water protection planning

The recommended audience includes system managers, new or existing water system operators, managers, and especially board members.

### Emergency Response Planning

August 31, 2021 @ 10 a.m. & 2 p.m.

Natural disasters that can affect public water systems in California include fires, floods, earthquakes, tsunamis and droughts. You name it, we have it. The fires in California have become increasingly vexing, and this workshop will focus primarily on fire prevention and recovery. It can happen to your water system! Water system emergencies are any situations that cause water outages, unsafe drinking water or any harm to humans or animals. Have you prepared ahead of time? Do you have a written response plan? Do you have mutual aid agreements in place? Are you prepared to interact with state and federal agencies afterwards?

Participants will learn:

- Ways to protect your water system before disaster strikes
- Lessons from emergencies experienced by the trainers
- How to establish effective mutual aid agreements
- How to create an emergency and disaster response plan using the Water Board-approved template
- Lessons learned regarding state and federal assistance immediately following emergencies

This workshop will provide water system personnel with information and resources to respond preemptively and proactively to most emergency situations.

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

### Groundwater Treatment Techniques

September 21, 2021 @ 10 a.m. & 2 p.m.

85% of California’s public water systems use only groundwater as their primary source of water. A significant number of California communities rely on contaminated groundwater sources for their public drinking water supply, requiring the source to undergo a comprehensive treatment effort. Groundwater treatment is a complex topic. The range of contaminants of concern to safe drinking water is broad covering essentially the entire chemical spectrum. Occurrence of groundwater contamination is similarly diverse encompassing both naturally occurring and man-made contaminants. Operators of groundwater systems therefore need a comprehensive reconnaissance-level knowledge of groundwater treatment technologies and how these technologies are applied to removal / control of specific groundwater contaminants.

This learning event is to provide California water system operators with a reconnaissance-level knowledge of the technologies employed to treat drinking water from groundwater supplies.

Participants will learn about treatment for the seven most common groundwater contaminants:

- Microbial contaminants (bacteria and virus)
- Iron and manganese
- Arsenic
- Nitrate
- Uranium
- Organics
  - VOCs
  - SOCs
- Hydrogen sulfide

The recommended audience includes operators, managers and board members.

### Operations Plans

November 4, 2021 @ 10 a.m. & 2 p.m.

Your only licensed operator has just left town due to a family emergency and handed you the phone number of a certified operator in the next town. Will the substitute operator know how your system works and what needs to be done daily to keep it safe and in compliance? A properly prepared Operations and Maintenance (O&M) Plan is one of a water purveyor’s most important documents. The O&M Plan is a “living” document that explains how a public water system is to be operated and maintained on a day-to-day basis to ensure public health, safety and compliance with applicable regulations. In addition to being an important training tool for new staff, the O&M manual serves as a practical handbook by which a qualified substitute operator can operate and maintain the system in a safe and reliable manner in absence of the system’s primary operator.

Participants will learn:

- The vital elements that comprise an O&M Plan.
- The two most important tools needed for developing an O&M Plan
- Policies and procedures for keeping your O&M Plan updated
- Free resources and templates for developing O&M Plans

The recommended audience includes water system operators, managers and maintenance staff.

## Storage & Distribution

December 7, 2021 @ 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.

### REGULATIONS BASICS

---

## Understanding Bacteriological Quality Standards

August 4, 2021 @ 10 a.m.

Providing safe and affordable drinking water to customers is the primary objective of any drinking water system. Routine monitoring for bacterial contamination is one of the most effective indicators of a potentially hazardous condition in your system. Although waterborne disease outbreaks are relatively uncommon in the United States, the threat can be deadly. Missed routine and repeat samples are costly in many ways including time, lab fees, penalties, and consumer confidence, not to mention the health risk to the public.

Join us to learn or review the bacteriological standards required by both California State Total Coliform Rule (TCR) and Federal Revised Total Coliform Rule (RTCR). This workshop will address public water system standards for ensuring bacteriological quality through monitoring and reporting.

Participants will learn:

- The importance of total coliform as an indicator of water quality
- Compliance with California state and federal bacteriological quality monitoring and reporting regulations
- Public Notification requirements
- Triggers and follow-up for Level 1 and Level 2 assessments

The recommended audience includes new operators and managers as well as anyone interested in understanding bacteriological standards for public water systems.

## Drought Contingency Planning & Water Conservation

August 4, 2021 @ 2 p.m.

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 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.

## Public Notification

September 1, 2021 @ 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 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.

## Water Quality Sampling

**September 23, 2021 @ 10 a.m. & 2 p.m.**

You are getting customer complaints about musty tasting water. And to top it off, you don't remember if you completed all of the required monitoring and reporting for the past three months. So, how do you know if the water you are delivering is safe to drink? What do you tell your customers?

Participants will learn:

- Key existing regulations
- Reporting requirements
- Future monitoring regulations under the California Safe Drinking Water Act
- The benefits of a timely water quality monitoring program

The recommended audience includes operators, managers, and anyone responsible for ensuring compliance with sampling regulations.

## What You Need to Know About the Sustainable Groundwater Management Act

**December 2, 2021 @ 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 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 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 original, printed brochure had a typo. The correct date is listed here.*

## OTHER

## AB54 & AB240: Ethics for Mutual Water Company Board Members

**September 30, 2021 @ 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 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.

## Capacity Building Through Partnerships

**December 2, 2021 @ 10 a.m.**

This workshop will discuss the spectrum of opportunities for partnering with others. From casual information sharing or operational support, to formal consolidation or joint powers agreements, we will review the challenges and benefits of partnering up.

By creating partnerships and opportunities for working together we can solve some of our small system challenges.

Participants will learn:

- How to evaluate their system's potential for partnership
- Options for working with other systems
- The next steps to start or continue the conversation

The recommended audience includes anyone involved with a small water system.





# 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.**

## **Operations Maintenance Series: Maintaining Water Quality**

**August 11, 2021 @ 10 a.m. (Part 1)**  
**August 11, 2021 @ 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.

## **Budgeting & Capital Improvement Planning for Mutual Water Companies**

**August 12, 2021 @ 10 a.m. (Part 1)**  
**August 12, 2021 @ 2 p.m. (Part 2)**

Two primary tools for a small water system to become and remain viable are developing and maintaining comprehensive budgets and capital improvement plans (CIPs). This workshop will show board members, managers and operators how to develop a budget, including necessary capital improvement needs, methods to balance the budget, and how to review a budget comparison report on a regular basis. It will also show you how to develop a realistic CIP and achieve the goals of the plan through your budget.

Participants will learn and understand:

- How to prepare a budget
- How to identify revenue and expenses
- How to develop a CIP
- 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

Recommended audience includes board members, managers and operators.

## Drought Contingency Planning & Water Conservation: A Deeper Dive

**August 25, 2021 @ 10 a.m. (Part 1)**

**August 25, 2021 @ 2 p.m. (Part 2)**

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.

## Navigating COVID Relief for Rate Payers

**August 26, 2021 @ 10 a.m. (Part 1)**

**August 26, 2021 @ 2 p.m. (Part 2)**

Declining revenue and the CA shutoff moratorium are impacting rural water systems, the good news is that there is assistance available. State funding to support COVID-19 related customer arrearages and revenue declines are available through new programs that can assist both water systems and rate payers. This training will include the latest information about application and program requirements.

Participants will learn:

- How these programs may affect you
- The recordkeeping and programs needed to apply
- How RCAC can assist your system

The recommended audience includes operators, managers and board members.

## Source Water Protection

**October 6, 2021 @ 10 a.m. (Part 1)**

**October 6, 2021 @ 2 p.m. (Part 2)**

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, community 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

Recommended audience includes local government (boards), management and operators.

## Planning for (Un)expected Impacts to Your Water System: Vulnerability Assessments, Climate Change, Hazard Mitigation & Emergency Response

**October 7, 2021 @ 10 a.m. (Part 1)**

**October 7, 2021 @ 2 p.m. (Part 2)**

Unexpected events can negatively impact service and system budgets. How do we make the unexpected . . . anticipated? Start by evaluating how and where our systems are most vulnerable, evaluate how climate change will affect our systems and then plan for and develop mitigation for those vulnerabilities. As we develop mitigation, we should also develop a plan to address emergencies that arise from these events.

Participants will learn to address these questions:

- How is my system vulnerable? Conduct a vulnerability assessment or Risk and Resilience Assessment
- How will climate change impact my system? Use the EPA Climate Resilience Evaluation and Awareness Tool (CREAT)
- How will I mitigate those vulnerabilities and impacts? Develop a hazard mitigation plan
- How will I plan for the (un)expected? Develop an emergency response plan and partner for response

The recommended audience includes anyone involved with a small water system.

## Regulation Essentials

**November 30, 2021 @ 10 a.m. (Part 1)**

**November 30, 2021 @ 2 p.m. (Part 2)**

The California Safe Drinking Water Act defines the standards and procedures that water systems must comply with to provide safe drinking water. It is every operator's responsibility to understand and comply with these regulations. This workshop will provide the participants with a working knowledge of the most commonly used drinking water regulations.

Participants will learn:

- Overview of the Safe Drinking Water Act
- History of the Safe Drinking Water Act
- Maximum contaminant levels
- Waterworks standards
- Water quality emergency response
- Total Coliform Rule (revised California Rule effective July 2021)

The recommended audience includes operators, managers and board members.

## Water Treatment Math

**December 1, 2021 @ 10 a.m. (Part 1)**

**December 1, 2021 @ 2 p.m. (Part 2)**

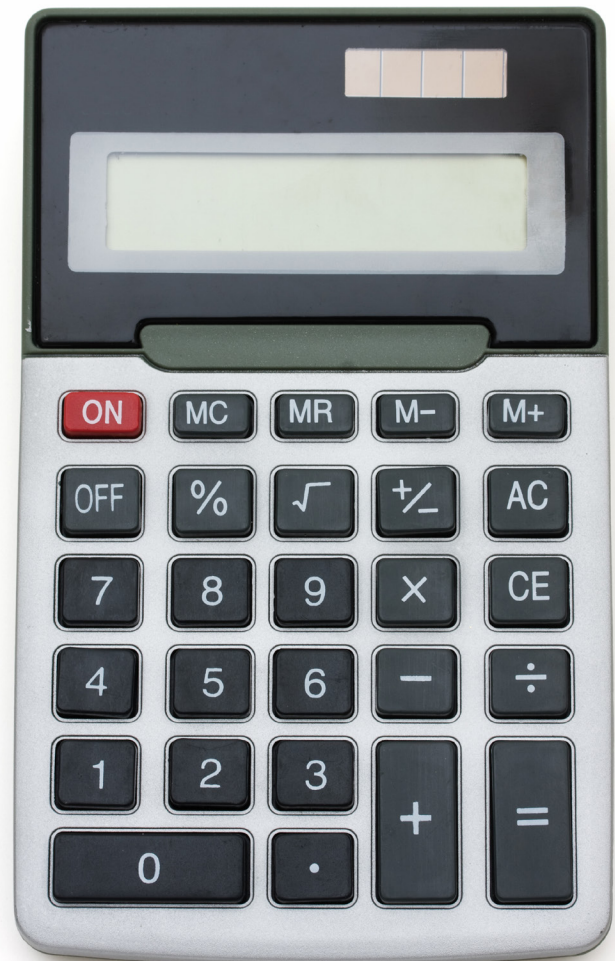
One of many skills needed by water treatment operators is the ability to solve water math problems. Dosing a tank or flow, flushing hydrants, and calculating static pressures are all part of a system's operational needs. Part one of this workshop will cover conversion numbers, pressure, tank and pipe volume and detention times. Part two of this workshop will cover water pipe velocity, chemical dosages, chemical blending, and filtration rates as related to the Water Board Grade I and II certification. This workshop will help the treatment operator navigate these formulas while using a conversion sheet.

Participants will learn how to calculate:

- Volume in cubic feet and gallons
- Pressure
- Chemical dosage
- Detention time
- Sedimentation and filtration
- Flow velocity

Please bring a pen or pencil and your favorite calculator.

The recommended audience includes operators, managers and board members.



# 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.*

## CalTAP Fair: Water Shortage Response

**September 16, 2021 • Northern CA Area**

*Check our website for updates*

See Page 1 and 13 for description.

## Understanding Bacteriological Water Quality Standards

**October 12, 2021 • Sutter Creek, CA**

*City of Sutter Historical Grammar School, 110 Broad St., Sutter Creek, CA, 95685*

Providing safe and affordable drinking water to customers is the primary objective of any drinking water system. Routine monitoring for bacterial contamination is one of the most effective indicators of a potentially hazardous condition in your system. Although waterborne disease outbreaks are relatively uncommon in the United States, the threat can be deadly. Missed routine and repeat samples are costly in many ways including time, lab fees, penalties, and consumer confidence, not to mention the health risk to the public.

Join us to learn or review the bacteriological standards required by both California State Total Coliform Rule (TCR) and Federal Revised Total Coliform Rule (RTCR). This workshop will address public water system standards for ensuring bacteriological quality through monitoring and reporting.

Participants will learn:

- The importance of total coliform as an indicator of water quality
- Compliance with California state and federal bacteriological quality monitoring and reporting regulations
- Public Notification requirements
- Triggers and follow-up for Level 1 and Level 2 assessments

The recommended audience includes new operators and managers as well as anyone interested in understanding bacteriological standards for public water systems.

## Utility Bookkeeping 101: From Shoebox to Financial Statements

**October 13, 2021 • Sutter Creek, CA**

*City of Sutter Historical Grammar School, 110 Broad St., Sutter Creek, CA, 95685*

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. 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

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

## Groundwater Quality & Distribution Symposium

**November 9, 2021 • Red Bluff, CA**

*Holiday Inn Express, 2810 Main St., Red Bluff, CA. 96080*

See Page 12 for description.



## Cross-Connections Controls

**November 16, 2021 • Visalia, CA**

*Wyndham Visalia, 9000 W. Airport Dr., Visalia, CA 93277*

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

The recommended audience includes operators, managers and board members.

## Basic Financial Management for Boards, Operators & Managers

**November 17, 2021 • Visalia, CA**

*Wyndham Visalia, 9000 W. Airport Dr., Visalia, CA 93277*

How can managers, operators 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 and understand:

- 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.

## AB54 & AB240: Ethics for Mutual Water Company Board Members

**December 9, 2021 • Napa, CA \*6:00-8:00 PM**

*Hampton Inn and Suites, 945 Hartle Ct., Napa, CA 94559*

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.

## Pumps & Motors Troubleshooting

**December 14, 2021 • Claremont, CA**

*Double Tree Claremont, 555 W. Foothill Blvd., Claremont, CA 91711*

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

The recommended audience includes system operators, technicians, and managers.

## Sanitary Surveys

**December 15, 2021 • Claremont, CA**

*Double Tree Claremont, 555 W. Foothill Blvd., Claremont, CA 91711*

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 new Groundwater Rule
- How to use the EPA Sanitary Survey guidebooks and templates

The recommended audience includes system operators and managers.

# Special Events

Join us for two special events



## Groundwater Quality & Distribution Symposium

**November 9, 2021 • 8:30 a.m.–4:00 p.m. • Red Bluff, CA**

*Holiday Inn Express, 2810 Main Street, Red Bluff, CA. 96080*

Join us for a special groundwater quality and distribution symposium!

### Part 1: Groundwater Well Site Selection, Operation & Maintenance

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? Public water system staff will need to work with engineers and/or hydrogeologists to choose the best well site for your system. Once installed, the 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, the quantity and quality, of the source. This workshop will provide the information needed to help select a well site and provide tips for typical groundwater well operation and maintenance.

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.

### Part 2: Distribution System Maintenance

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.



## CalTAP Fair: Water Shortage Response

September 16, 2021 • 8:30 a.m.–4:00 p.m. • Northern CA Area

*Check our website for updates*

Join us 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 CalTAP Fair for Water Systems qualifies for six (6) contact hours.

(Lunch is one hour and on your own.)

### Technical Track

#### 1:00 pm: Leak Detection

With California now back in a severe drought condition, we will go over the ways to find leaks and account for the water you produce so you can receive revenue for all the water you produce.

Participants will learn:

- Water audits
- Accounted and unaccounted water use
- Billing and customer usage
- Meters
- Ways to detect leaks

The recommended audience includes operators and managers.

#### 2:40 pm: Pumps & Motors Troubleshooting

This will be a crash course in the most common pumping and electrical system issues and the “need to know” troubleshooting basics on clean water applications driven by single and three phase AC motors.

Participants will learn:

- Electric motor troubleshooting techniques
- Centrifugal pump troubleshooting techniques

The recommended audience includes system operators, technicians, and managers.

### Managerial Track

#### 1:00 pm: Workforce Development: Recruitment & Retention

This workshop will utilize the trainer’s and participants’ experiences to explore the conundrums of hiring new valuable resources and keeping those resources you do have.

Participants will learn:

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

The recommended audience includes management & local government board of directors.

#### 2:40 pm: Using Partnerships to Develop or Maintain Capacity

Let’s discuss some opportunities for working together and the challenges and benefits of partnering up.

Participants will learn:

- How to evaluate their system’s potential for partnership
- Some options for working with other systems
- The next steps to start or continue the conversation

The recommended audience includes anyone involved with a small water system.

### Financial Track

#### 1:00 pm: How to get the Backhoe You Need

Getting the equipment you want and need depends upon realistic capital improvement planning, budgeting and rate setting; let’s get you the adequate operating revenue to fund these needs!

Participants will learn:

- How to develop a strong budget
- How to determine the best rate structure for your community

Recommended audience includes managers, operators, board members, bookkeepers and accountants.

#### 2:40 pm: How to get the Raise You Deserve

Is your system struggling to keep staff? Developing and growing staff starts at a well-planned budget.

Participants will learn:

- How to determine Financial Health
- How to develop a budget to support staff retention and hiring
- Methods to keep-up with increasing costs

The recommended audience includes managers and operators.



## Trainer Biographies



**KIM BENNET, 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.

**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.

**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-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 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 thirty 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, 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.

**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.

**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.

**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 oversaw 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.

# 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. 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](mailto: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:**

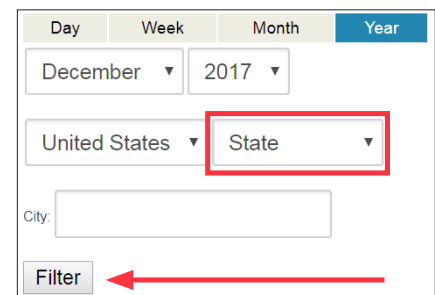
**<http://www.events.rcac.org/rcac/Calendar.asp>**

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

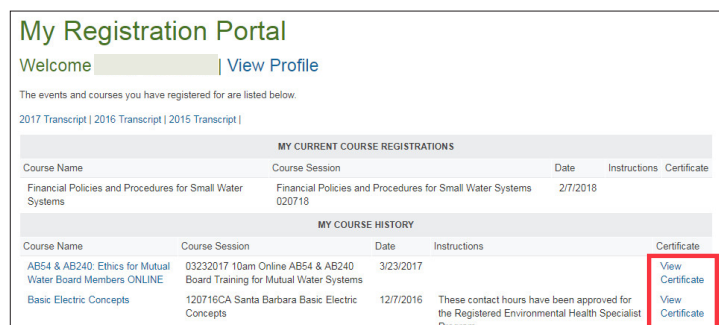
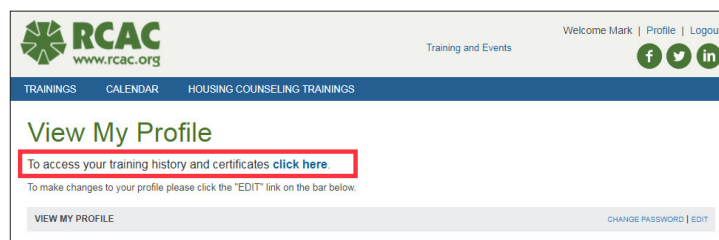


## How do I find my certificates online?

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](mailto:registration@rcac.org). Certificates for all trainings may NOT be available. Contact [registration@rcac.org](mailto:registration@rcac.org) if you cannot locate your training certificate online.



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 020718	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		<a href="#">View Certificate</a>
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.	<a href="#">View Certificate</a>

# July–December 2021 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](http://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](mailto: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)

- 07/20 ☐ 10 a.m. or ☐ 2 p.m. .... Water System Basic Operations
- 07/21 ☐ 10 a.m. or ☐ 2 p.m. .... Water Supply & Sources
- 08/04 ☐ 10 a.m. .... Understanding Bacteriological Quality Standards
- 08/04 ☐ 2 p.m. .... Drought Contingency Planning & Water Conservation
- 08/05 ☐ 10 a.m. or ☐ 2 p.m. .... Board Roles & Responsibilities
- 08/31 ☐ 10 a.m. or ☐ 2 p.m. .... Emergency Response Planning
- 09/01 ☐ 10 a.m. or ☐ 2 p.m. .... Public Notification
- 09/21 ☐ 10 a.m. or ☐ 2 p.m. .... Groundwater Treatment Techniques
- 09/23 ☐ 10 a.m. or ☐ 2 p.m. .... Water Quality Sampling
- 09/30 ☐ 10 a.m. .... AB54 & AB240: Ethics for Mutual Water. . .
- 11/03 ☐ 10 a.m. or ☐ 2 p.m. .... The Safe Drinking Water Act
- 11/04 ☐ 10 a.m. or ☐ 2 p.m. .... Operations Plans
- 12/02 ☐ 10 a.m. .... Capacity Building Through Partnerships
- 12/02 ☐ 2 p.m. .... What You Need to Know About the SGMA
- 12/07 ☐ 10 a.m. or ☐ 2 p.m. .... Storage & Distribution
- 12/08 ☐ 10 a.m. or ☐ 2 p.m. .... Rate Setting for Small Water Systems

## Online Workshops (two-part)

- 08/11 ☐ 10 a.m. & 2 p.m. .... Operations Maintenance Series: Maintaining Water Quality
- 08/12 ☐ 10 a.m. & 2 p.m. .... Budgeting & Capital Improvement Planning for Mutual . . .
- 08/25 ☐ 10 a.m. & 2 p.m. .... Drought Contingency & Water Conservation
- 08/26 ☐ 10 a.m. & 2 p.m. .... Navigating COVID Relief for Rate Payers
- 10/06 ☐ 10 a.m. & 2 p.m. .... Source Water Protection
- 10/07 ☐ 10 a.m. & 2 p.m. .... Planning for (Un)expected Impacts...
- 11/30 ☐ 10 a.m. & 2 p.m. .... Regulation Essentials
- 12/01 ☐ 10 a.m. & 2 p.m. .... Water Treatment Math

## Classroom Workshops

- 10/12 ☐ Understanding Bacteriological Water Quality Standards ..... (Sutter Creek)
- 10/13 ☐ Utility Bookkeeping 101: From Shoebox to Financial Statements..... (Sutter Creek)
- 11/16 ☐ Cross-Connection Controls..... (Visalia)
- 11/17 ☐ Basic Financial Management ..... (Visalia)
- 12/09 ☐ AB54 & AB240: ..... (Napa)
- 12/14 ☐ Pumps & Motors Troubleshooting ..... (Claremont)
- 12/15 ☐ Sanitary Surveys ..... (Claremont)

### Registration questions or problems? Contact the Training Department:

**Email:** [registration@rcac.org](mailto:registration@rcac.org)

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

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

## Special Events

- 09/16 ☐ CalTAP Fair: Water Shortage Response ..... (Northern CA Area)
- 11/09 ☐ Groundwater Quality & Distribution Symposium ..... (Red Bluff)



3120 Freeboard Drive, Suite 201  
West Sacramento, CA 95691



Nonprofit Org.  
US Postage  
**PAID**  
Permit No. 2418  
Sacramento, CA

