NH
WATER POLLUTION CONTROL ASSOCIATION
THE COLLECTOR

Share Your Thoughts

Strengthening Retention Through Modern Onboarding

By Ray Gordon, WRBP WWTF Administrator and Chrissy Askren, SHRM-SCP

The post-COVID labor market has changed the wastewater profession in ways that directly affect day-to-day operations. Career mobility has accelerated, and operators with only a year or two of experience are moving into higher-level roles faster than ever before. In many cases, they leave just as they reach full productivity. From an operations standpoint, that means losing people at the exact moment they become independent, reliable contributors. Work doesn't slow down when someone leaves, and neither does the regulatory requirements, safety expectations, or plant performance standards.

This environment forces managers to rethink how people are brought into an organization. Long timelines to develop new operators are a thing of the past. If the goal is to retain staff longer and get them productive sooner, onboarding must become a strategic operational system and not a paperwork exercise.

Onboarding as an Operational Priority

In wastewater operations, the impact of poor onboarding shows up immediately. When a new hire spends their first days waiting for logins, PPE, radios, or basic direction, valuable time is lost. Training gets delayed, supervisors get pulled away for other critical tasks, and the new employee starts their career with uncertainty instead of confidence and enthusiasm.

Modern onboarding is structured, consistent, and begins before the employee arrives. Even simple delays like not having access to current SOPs, updated operations manuals, or the tools needed to perform day-one tasks slow training and frustrate new operators. Onboarding sets expectations, builds trust, and accelerates readiness. For operations, this means:

- Faster integration into daily workflows
- Earlier contribution to plant performance
- Fewer safety risks
- Less supervisory time spent troubleshooting preventable issues

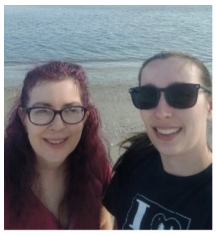
A strong onboarding process isn't about making things "nice." It's about protecting operational continuity. This applies to facilities of every size, including small plants where operators take on multiple responsibilities.

Fixing the Process: A Lean Approach

After experiencing repeated turnover in entry-level operator positions, it became clear that

Continued on Page 3

Editor's Words



Stephanie, Somersworth WWTF, with her daughter, Deanna

During my last editor's words, I wrote about a recent trip to see my daughter Deanna in South Carolina and the lack of spring weather. Looking back, I've visited during all the seasons except summer. (The pic I'm sharing here was taken this past Christmas.) She tends to come to Maine in the summer to escape the heat.

Not this year. This year she's having some pretty scary brain-surgery. It's not cancer, but I've learned this past year that there's plenty of scary things that aren't cancer. The surgeon has said that she'll need to "take it easy" for four weeks post-surgery. She'll have immediate family there for the surgery, including her twin brother who's coming from Japan. And then we've got a rotation of extended family and close friends from Maine to cover the four weeks. My child who left home a month after her eighteenth birthday to join the Marine Corps and has lived independently ever since is not thrilled. It's hard to be the person needing help instead of the person giving help.

My daughter is a teacher and so has scheduled this surgery and recovery during her summer break. She didn't schedule around my high school reunion or the NHWPCA summer meeting or any of the other meetings or activities that were already on my calendar. I had already paid for the reunion, so I donated that ticket and everything else I've been able to reschedule or skip.

Please keep us in your thoughts and prayers. It's much appreciated.

In This Issue

Upcoming Events

Save the Dates

Go to **www.nhwpca.org** for live links to online registration

Jun 12 – Board Meeting, Concord WWTF

Jun 23 – Confined Space Training, Franklin Training Center

Jun 26 – Summer Meeting, Ellacoya State Park

Aug 14 – Board Meeting, Concord WWTF

Aug 20 – Laboratory Fundamentals for Operators, Franklin Training Center

NEWSLETTER COMMITTEE

Stephanie Rochefort, Mary Jane Meier, Dylan Delisle, Ariel Wright, Meredith Hoyt, **YOUR NAME HERE**. We welcome additional members. We are looking for meaningful articles for the Wastewater Operator in a timely fashion. Send submission articles for *THE COLLECTOR* to: Stephanie Rochefort via email at srochefort@somersworth.com.

Editor: Stephanie Rochefort

THE COLLECTOR is the Official Newsletter of the NHWPCA
For more information about the NHWPCA visit our website at www.nhwpca.org

Printed by EVANSprinting
155 River Rd. Unit 15, Bow, NH 03304 | 603-225-5529 | evans1@evansprint.com

the issue wasn't just hiring; it was how new employees were being brought into the organization. A lean event was conducted to map every step of the onboarding process. The results were eye-opening.

Delays in IT access, inconsistent training sequences, missing equipment, and unclear responsibilities between departments were identified. These breakdowns were not the result of individual performance, but of systemic gaps. In operations, system failures impact time, productivity, and, in some cases, safety.

Through process mapping, a standardized onboarding workflow was developed to ensure every new operator receives a consistent, complete, and timely start. This structured approach reduces frustration, eliminates guesswork, and enables supervisors to focus on training rather than coordinating resources.

What Supervisors Must Deliver

Supervisors play a critical role in operational onboarding, as their preparation determines how quickly a new operator becomes safe and productive. Effective onboarding requires that supervisors provide:

- **Clear role expectations:** What the job entails, what success looks like, and how performance will be measured.
- **Operational readiness:** System access, PPE, radios, SOPs, and equipment training available on day one.
- **Structured training:** A defined sequence that builds competence step by step.
- **Cultural integration:** Establishes communication norms and how the team works together.
- **Regular check-ins:** Early and consistent touchpoints to reinforce progress and address questions.

Strong operators don't automatically make strong trainers. Without structure, onboarding varies widely depending on who delivers it. Standardized systems and a consistent onboarding approach ensure that every new operator receives the same high-quality, complete, and timely training regardless of who delivers it.

Onboarding Beyond Week One

Onboarding should not end after the first week or upon completion of safety training. When it concludes too early, new operators are left to navigate the gaps independently. This often leads to errors, decreased confidence, and an increased risk of turnover.

- A complete onboarding system includes both a standardized process and a consistent strategic approach:
- Administrative setup (keys, badges, logins)
- Team introductions and communication expectations
- A consistent 30-60-90-day onboarding plan aligned to each operator's accountabilities
- Safety and compliance training (JHA review, confined space, etc.)
- SOP review, including the process, safety, and task-specific procedures; each procedure is reviewed with the operator the first time the task is performed under supervision, along with clear guidance on where the SOPs are stored for future reference
- Equipment and process training (one-on-one with qualified operators)
- An Individual Development Plan (IDP)

Assigning a peer partner is especially valuable. New operators often feel more comfortable asking operational questions to a peer rather than a supervisor. This reduces the supervisory burden and accelerates cultural integration.

The IDP is where onboarding becomes strategic. It picks up where the onboarding leaves off and connects the operator's development to the organization's long-term staffing needs. In a field where licensure and technical skills matter, intentional and on-going development is essential for employee retention, advancement, and succession planning.

Measuring Impacts

Feedback from new operators has been clear: structured onboarding makes them feel valued, prepared, and supported. Those early impressions matter. When employees start strong, they stay longer, perform better, and integrate more smoothly into the team.

Onboarding should be reviewed regularly and adjusted based on feedback and operational needs. It is not a static process; it must evolve with the workforce and the facility.

Conclusion

Employee retention in wastewater operations is not a matter of luck. It is the result of intentional systems that shape the employee's experience from the beginning. Modern onboarding is one of the most effective systems we have to stabilize staffing, improve performance, and build a workforce that is confident, capable, and committed.

Retention is shaped less by the job alone and more by how employees are brought in and supported over time. In today's labor market, onboarding is where operational success begins.

Blurbs, Blurbs, & More Blurbs

Wild NH Day

By Nathan Limric, Peterborough WWTF

Another successful Wild New Hampshire Day is in the books. Members Wade Pelham and Nate Limric manned the shared booth with DES connecting with adults and children alike over a shared appreciation for our state's clean waterways. The kids were thrilled to try their luck in the free fishing pole raffle, and the parents were (almost) as excited to take home grease scrapers and can lids as part of FOG management in the home kitchen. A crowd of parents and kids surrounded the booth every half-hour at the captivating call from Ray Gordon on the megaphone. Those possessing winning tickets walked away with a brand-new rod and reel combo and an NHWPCA branded fishing bobber. In total over two dozen poles were given away to young anglers. Throughout the day we were able to chat with community members about FOG, flushable wipes, amongst other wastewater topics. Visitors to our booth took home grease management tools as well as a renewed understanding of the connection between wastewater professionals and our state's abundant fishable and swimmable waterways. Thank you to Wade and Ray for their participation in the event. The event was rewarding and I am looking forward to next year's Wild NH Day.

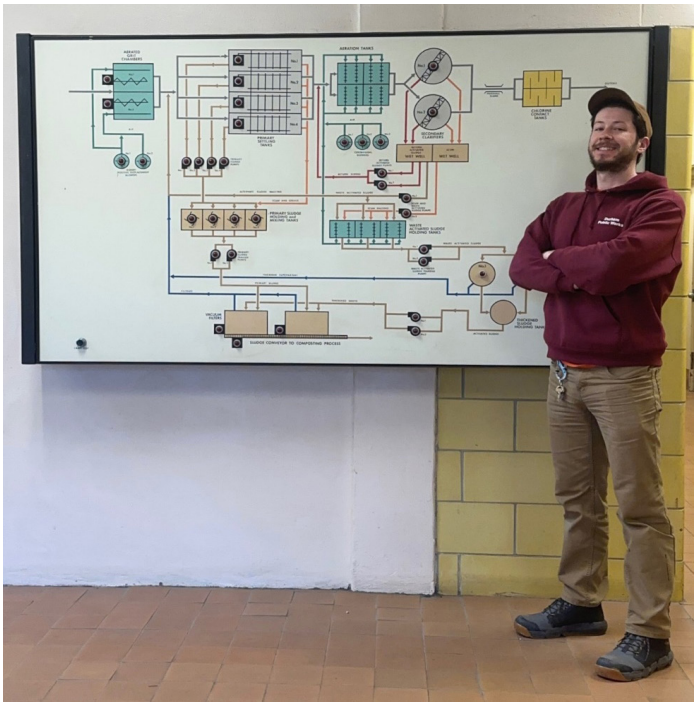
NH Drinking Water & Wastewater Managers School Experience

By Matt Collins, Superintendent - Durham WWTF, DW&WWMS Class of '25 Graduate

My name is Matt Collins, current Superintendent at the Durham WWTF. I've been working in the wastewater industry for about 7 years now. When I stepped into the superintendent role, I was about halfway through the semester of Managers School.

Being in the class while I started this new position helped me immensely.

I heard from supervisors with decades of experience; lessons they've learned and mistakes they've made. I was told firsthand accounts of wastewater-related catastrophes and how these leaders stepped in to avoid disaster. I also learned about the "human" side of managing a utility – how to communicate, how to present yourself, and how to encourage your team to be the best they can be.



I think most importantly, this class connected me with a great network of fellow operators, all in similar positions in their careers. I can now reach out to them for advice and assistance on how best to tackle a challenging problem, whether it's troubleshooting a pump or dealing with a personnel issue. I can't recommend this class enough.

To learn more about the NH Drinking Water & Wastewater Managers School, or to apply, visit:

https://nhwpca.org/NH_Drinking_Water_Wastewater_Managers_School

Building the Next Generation of Operators Starts with One Opportunity

By Noelle Osborne, Operations Supervisor, Nashua Wastewater Treatment Facility

For the first eighteen years of your life, your world is relatively small—your home, your school, your family. Your exposure to careers is limited: what your parents do, what their friends do, maybe a job fair if your school offers one. And then, at eighteen, you're asked to decide what you want to do for the rest of your life.

My experience was no different. After graduating high school, I went off to college and declared a major in Marine Biology—largely because I liked the aquarium. At the time, that seemed like a perfectly reasonable plan.

As I gained more experience, my interests shifted to microbiology, and new opportunities started to open up. Then, in the summer of 2001—both yesterday and a lifetime ago—I was introduced to something I had never considered: wastewater.

I started as an intern at the Nashua Wastewater Treatment Facility, working on their summer river sampling project. That summer, I worked in the lab, conducted field sampling, and saw firsthand how the treatment plant operated. It was my first real look at

how science, public health, and infrastructure come together—and I loved it.

That one summer turned into two more, along with winter breaks and continued learning opportunities. After graduating, I spent a few years working in a private laboratory. When a position opened in Nashua, I was encouraged to apply—and the rest is history.

That first internship didn't just give me a summer job—it opened a door I didn't even know existed. It benefited the City by developing a future employee, and it gave me a career path I never would have found otherwise.

Twenty years later, I'm second in command at one of the largest wastewater treatment facilities in the state. Now, when I hire interns, I share this story—because sometimes all it takes is one opportunity to change the direction of someone's life.

NHWPCA Scholarships

By Abby King, NHWPCA Youth Outreach Committee Chair

Each year, NHWPCA's Scholarship Committee awards $1,000 scholarships to one college student and one high school senior interested in the environmental field. This year held a competitive pool of applicants, and the committee is pleased to announce the following two recipients:

College Scholarship Recipient: Ocean O'Brien

Ocean has been working at Milford Water Utilities since 2023 as a lab assistant with a Grade 2 wastewater operator license and is working toward becoming a lab manager. Ocean is also completing online courses through SNHU to obtain a bachelor's degree in environmental science. Ocean's long-term goal is to become an operator instructor to better help people understand the work we do and to drive more people to want to work in the wastewater field.

High School Scholarship Recipient: Emma Aiton

Emma is a high school senior from Milton, New Hampshire. She plans to study Environmental Science in college and is interested in research programs focused on water parameters. Emma also has an interest in civics and would like to combine this with environmental knowledge to lead climate action initiatives. Emma is involved in many extra curriculars such as National Honors Society, Student School Board Representative, Debate Club, Student Council, Garden Club, Ski Club, Volleyball and more.

Congratulations Ocean and Emma!

Another Successful Ski Day with MEWEA

By Patty Chesebrough, Activities Committee

The New Hampshire Water Pollution Control Association and the Maine Water Environment Association held our 17th annual Ski Day on Thursday, March 19, 2026. Ski Day is a chance for wastewater professionals from across New England to gather to ski/ride together, networking, getting great exercise, and experiencing some of New England's most valuable recreational areas. This year, roughly 30 wastewater professionals and family members gathered at Saddleback Mountain and enjoyed great skiing/riding, great food, and great company!

Missed out on this amazing event? Be sure to pencil in next year's Ski Day, tentatively scheduled for March 18, 2027 at Loon Mountain.

The 2026 Ski Day Crew

Congratulations to Kaleb Peaslee, winner of this year's ski chair generously donated by Bob Porier

A big thank you to our Ski Day sponsors!

Safety Corner

A Near Miss—When Truck Beds Become Accidents Waiting to Happen

Brought to you by the NHWPCA Safety Committee

First, a big "thank you" to the facility who submitted this Near Miss. We are grateful for the opportunity to share this incident with our membership to educate them about policies and procedures that exist to prevent incidents such as this one from harming people and property. We would also like to commend the employee who recognized the hazards and had the strength of character to step forward and report the incident as a Near Miss.

The Incident:

During a typical New England snowstorm, the auger drive chain broke on one of the pickup-mounted sand/salt spreaders owned and operated by the wastewater facility. Since it was actively snowing and staff felt the roads needed to be treated, they decided to climb into the back of the truck and manually apply the sand/salt mix to the roads with shovels as the vehicle was moving. No fall-protection or other safety equipment was used during the activity.

A Near Miss report was filed and staff were trained in proper procedures.

Lessons Learned:

- This activity put the staff at risk from multiple hazards, including but not limited to:
  - Riding in a truck bed is an obvious fall hazard.
  - The presence of the auger in the truck bed posed a potential risk of serious injury from sharp metal edges or auger movement because sources of stored or electrical energy had not been properly cleared/controlled.
  - Riding in truck beds is also recognized by OSHA as a "struck-by" risk.
- Staff should have returned to the sand/salt pile, carefully shoveled out the hopper, and brought the truck in to be fixed. If necessary, a call could have

been made to the town's highway department to assist with treating the roadway surfaces under the wastewater facility's responsibility while the auger was repaired.

- Although this Near Miss was specific to salt/sand spreading, it is applicable to any type of activity that might include work from the bed of a truck (e.g., setting or collecting traffic cones, transporting equipment or supplies, etc.).
- This activity violated OSHA's General Duty Clause. Section 5(a)(1) of the OSH Act, known as the General Duty Clause, requires employers to provide a workplace free from recognized hazards likely to cause death or serious physical harm.
- If work requires being in a truck bed, OSHA recommends supplying and using a seat belt, wearing a hard hat, and following safe work procedures to reduce risk.
- If you are a supervisor, review your standard operating procedures and safety policies to ensure they state that no employees shall ride in cargo areas without proper restraints.
- If you are an employee, follow the example presented in this Near Miss and report any unsafe conditions to your supervisor immediately.

This article is brought to you by the NHWPCA Safety Committee. If you or someone you know has experienced a Near Miss, please let us know by sending the incident to Patty Chesebrough at Patricia.L.Chesebrough@des.nh.gov. ***All submissions are strictly confidential.*** *Please do your part to keep a Near Miss at your facility from injuring someone at another facility. Tell us about it and we will get the word out to others! Thank you in advance for your submissions.*

Thoughts from the Bench

By Stephanie Rochefort, City of Somersworth WWTF

My daughter and I have a tradition where I do a virtual read-aloud for her pre-K class in May. This year, the unit that she was teaching was "getting ready for kindergarten". I asked my local librarian for recommendations and discovered a wonderful book, *Mom, It's My First Day of Kindergarten!* by Hyewon Yum. My daughter had told the children that I am scientist who works in a place that cleans all the toilet water after it's flushed. After the story, she allowed the children to ask questions. I was expecting poop-related questions. Instead, I was asked "do you make potions?" I stumbled on that answer because I do mix up standards, but I don't think that's in the category of making potions. My daughter jumped in to say "yes she does…remember the blue and yellow and pink liquids and the magnets that stirred that you let us play with?"

OK, I did let my children play with pH buffers a couple of times and I guess it was quite memorable. It was a reward for behaving when I was having a childcare glitch and they needed to be at work with me for a little bit. Good lab practice is to discard pH buffers after use. Instead of cleaning up right away, I would give them the plastic beakers with buffers and a couple plastic beakers with tap water and let them mix and stir.

I remember all the questions they had about the pH buffers. The first question was "why is this one pink?", closely followed by "why is this one blue" and "why is this one yellow?" At the time I answered that it was to make it easy to tell them apart. Now that it's 2026, I can google the answer and guess what? It's to make them easy to tell apart.

Arnold Beckman invented the electronic pH meter in 1934 and all throughout the 1930s-1960s all of the calibration buffers were clear, colorless liquids. Obviously, this led to many times that technicians would accidentally mix up the buffers, leading to bad calibrations and failed experiments. In the 1970s major laboratory chemical suppliers worked to combat this human error by infusing inert dyes into the standard reference solutions. Over time,

an informal agreement was adopted for the colors that we know today.

I also want to point out the safety aspect of this because I can grab a buffer and know what it is by its color. What if the manufacturers had decided to add fragrances instead and we needed to sniff to tell if the buffers smelled like cherries, lemons or blue raspberries? And is blue raspberry even a real flavor? Y'all know that flavor I'm talking about – the one that the little kids just call "blue". Anyway, I did have an incident *a long time ago and not in a wastewater lab* where I mixed up a couple of clear solutions and took a big sniff to figure it out. I learned that there's a good reason that you're supposed to wave your hand over a liquid and take a careful sniff…

My children also asked WHY I was using the magnets to stir the pH samples. I'm pretty sure that I told them I was following the rules. I told them that a lot. My children grew up believing that there were rules governing practically everything in our home! I learned from one of his leaders that my son was the only Boy Scout who consistently brushed his teeth at camp because brushing your teeth was a non-negotiable rule. The rule about stirring during pH measurement is a bit more complicated.

I'm betting that we're all pretty darn sure that we take pH measurements while stirring because that keeps the sample homogenous. Standard Methods instructs us to use gentle stirring during analysis. We sure don't want to create a vortex that might add air into the sample because that could change the pH. We also don't want too wild of a stir because we could damage the pH probe and they're expensive! Best lab practice is to use the same gentle stirring for both the calibration buffers and the samples.

So, what's the controversy? Some people will point to potential electrical interferences from the magnets in the stir plate and stir bars. Some people think that the stirring changes the temperature of the sample and we know that pH is temperature-dependent. What I've heard most often is the complaint that the stirring is what is causing an extended time for the meter to lock-in on a result. I've talked to people who swear that the best method is to stir for just a minute and then shut off the stirring, because the meter will then immediately lock-in.

If the meter is taking a long time to lock-in there's other trouble-shooting that usually solves that problem. The probe could be dirty...you think? Refer to the manufacturer's recommendation for your own probe. The cleaning procedures are typically quick and easy and have instant good results. The probe could also be damaged or at the end of its lifespan – again, refer to the recommendations for your own probe to decide if it's time for a new probe. And then there's my favorite problem when analyzing wastewater samples for pH (can you hear the sarcasm in what I just wrote?) which is changes in temperature. I keep my calibration buffers and standards at 20 degrees C, which makes for an easy calibration. But in the winter the samples are COLDER and that affects pH and response time. Don't spend any of the allotted 15 minutes trying to warm the samples up – that would be an example of BAD lab practice. Instead, pour out a sample and analyze for a minute. This allows your meter and probe time to adjust to the cold water. Then, discard that sample, and pour out a fresh one to analyze. You're well within hold time and the meter will be much happier analyzing now that it's had a chance to get used to the sample temperature. And I didn't make up that helpful hint, I read it in Standard Methods. 😊

Residuals Report

By Wade Pelham, Water Division - Wastewater Engineering Bureau, NHDES

The New Hampshire Department of Environmental Services permits the companies and vehicles which transport septage in the state. The are over 200 companies permitted and more than 750 individual vehicles. These companies and individuals work hard to ensure that the state's septic systems are faithfully maintained, that sewerage from municipal pump stations is effectively evacuated and transported, and that portable toilet units are kept in sanitary condition. These professionals are part of the front line in protecting the state's environment, which ties in nicely with this year's Discover WILD New Hampshire Day, which was held on April 18. The NH Water Pollution Control Association partners with the NH Department of Environmental Services to offer Clean Water promotion at WILD NH Day, highlighted by raffle drawings for 20 fishing poles. One of this year's fishing pole raffle winners was the Hurd family (see photo)! Steve and Jessica

Hurd own Ron's Johns portables out of Newbury, NH, and are permitted through NHDES with hauler permits numbers 151, 159, 362, 370 and 722. That's right, five environmental protection vehicles. What a fitting reward for some of New Hampshire's real environmental stewards!

Retiree Rave

We continue our salute to the wastewater and drinking water operators and administrators who are now enjoying retirement. Our newsletter committee would appreciate hearing from our readers to expand this list so we can recognize our loyal, hardworking associates and friends. Please reach out to any of the newsletter committee members with contact information for retirees and we'll take it from there!

The New Hampshire Water Pollution Control Association extends its sincere thanks to **Dan Driscoll of the Concord, NH Clean Water Facility** for his dedicated service on the Certification Committee. His time, expertise, and commitment have made a meaningful impact, and his contributions are greatly appreciated.

Concord General Services Social Media Post (April 9, 2026):

Today, we say goodbye to Dan Driscoll. General Services Director, Jeff Hoadley (left), presented our Wastewater Treatment Superintendent, Dan (right), with a name plate in recognition of his 15 years of service. Thank you, Dan, for your dedication to the City of Concord and your essential efforts to safely process and recover wastewater, protecting the Merrimack River and the health of the community. We will miss you! Best of luck on your next journey in Florida!

Recap of the 2026 Clean Water Legislative Breakfast

By Devon Pasco - RMI

On Thursday March 5th, approximately sixty clean water advocates and policymakers gathered at the Hotel Concord for the 2026 Clean Water Legislative Breakfast, an annual event hosted by the NHWPCA and co-sponsored by the Granite State Rural Water Association and the NH Water Works Association to inform New Hampshire legislators about the current state of the water sector. The Legislative Breakfast recognizes the indispensable work that water professionals perform to provide our communities with reliable, potable water and protect the health of our environment.

The 2026 priority issues were introduced by veteran moderator and retired water professional Fred McNeill, who explained the critical need for legislative support in these key areas. New Hampshire alone identified $850M in needed funding for wastewater treatment (secondary and advanced) alone with an overall clean water funding need of $4.287B for all categories, putting infrastructure funding at the top of the priority list. The challenges associated with

rising energy demands of water treatment facilities, the need for workforce development to ensure the safety, reliability, and sustainability of the state's water systems, and the essential role that water associations play in advocating for the industry were also identified as crucial areas where continued support will be required for success.

Senator Jeanne Shaheen and Congressman Chris Pappas contributed pre-recorded videos to the event, expressing support for the 2026 priority issues and recognizing the vital role that water professionals play in the protection of public health and safety. Both parties advocated for continued funding to New Hampshire's water infrastructure and to address PFAS contamination. Senators Maggie Hassan and Congresswoman Maggie Goodlander expressed equal support through written letters read by staff at the event.

The keynote presentation, "Supporting Community Health through Wastewater Collaboration," was presented by Katrina Hansen, Chief of the DHHS Infectious Disease Surveillance Section and Megan Heady, Chief of the DHHS Bureau of Infectious Disease Control. Their insightful joint presentation gave attendees a behind-the-scenes look at the state's wastewater monitoring program which tracks infectious diseases such as influenza, RSV and Covid-19, and more recently norovirus and HPAI. By monitoring local trends in wastewater, communities can obtain insight into which illnesses are present and better prepare from a healthcare standpoint.

The success of this wastewater monitoring program was attributed to the diligent wastewater operators at the seventeen participating facilities including Concord, Littleton, Berlin, Hampton, and Durham. The data-driven program highlights the value of the relationships formed between members of DHHS, DES, and the operators who voluntarily contribute their time, knowledge, and expertise to the program.

On behalf of the NHWPCA Education Committee, Wade Pelham took a moment near the end of the event to spotlight New Hampshire's Clean Water Week, a public engagement initiative designed to connect the public with the water systems they rely on but rarely ever see. Observed April 12th- 18th, attendees were encouraged to catch a facility tour at one of the many participating wastewater treatment plants throughout the state.

Water warrior Rene Pelletier, Director of the NH DES Water Division, shared closing remarks and recalled how far water stewardship has come over the years and the direct contribution this has made to the health of our rivers and lakes and New Hampshire's strong outdoor recreation industry. This points to the effectiveness of the work performed by operators every day and the value of continuing to engage policymakers to support this crucial work.

The 2026 Legislative Breakfast was another successful joint effort between multiple NH water organizations to educate our policymakers on the successes and the challenges currently facing the water sector. Identifying and sharing the industry priority issues as well as spotlighting the impact of water policy and programs on the health and wellness of our communities and water systems encourages legislators to remain invested and involved in the water sector and promotes continued collaboration on future water policy.

NH WATER POLLUTION CONTROL ASSOCIATION

2026 SUMMER MEETING

FRIDAY, JUNE 26, 2026
ELLACOYA STATE PARK, GILFORD, NH

SCHEDULE OF EVENTS

10:00 AM **Cornhole Tournament Begins**

10:30 AM **Snacks:** Munchies, Veggies, Chili, Hot Dogs

12:30 PM **Enjoy the Lunch Buffet:** Steak Tips, Chicken, Grilled Veggies, Potato/Mac Salad, Bread

1:00 PM **Ice Cream:** for all to enjoy

Registration Fees

NHWPCA Members - $45
Non Members - $55

Fees includes snacks, lunch, and entrance fee to the park. Please inform the Park Attendant that you are with NHWPCA.

Ellacoya State Park

280 Scenic Drive
Gilford, NH 03249

REGISTER ONLINE

A $15 late fee will be applied to registrations received after June 19th.

Note: NHWPCA is not responsible for any actions by any individuals that may cause personal injury or physical damage to any participants at the event. It is the responsibility of all participants to maintain a professional demeanor during the event. Thank you!

NHWPCA, 10 Tower Office Park, Suite 601, Woburn, MA 01801 - info.nhwpca@gmail.com

Summer Announcements

NHWPCA 60th Anniversary

Dear NHWPCA Members,

In 2027, the New Hampshire Water Pollution Control Association (NHWPCA) will proudly celebrate **60 years of service, leadership, and collaboration** in protecting New Hampshire's water resources. This milestone is an opportunity to honor our history, recognize our members, and look ahead to the future of our profession.

To help make this celebration meaningful and memorable, we are forming a **60th Anniversary Planning Committee**—and we invite **YOU** to be part of it.

Why Join the Planning Committee?

Committee members will play a key role in shaping how NHWPCA commemorates this important anniversary. Opportunities may include:

- Developing ideas for anniversary events or activities
- Helping recognize the people and accomplishments that shaped NHWPCA
- Assisting with outreach, communications, or sponsorship ideas
- Contributing creative ideas to celebrate our past and inspire the future

No prior committee experience is required—just enthusiasm, ideas, and a willingness to collaborate.

Who Should Get Involved?

We welcome participation from members at all career stages, including long-time members, newer professionals, students, and retirees. A diversity of perspectives will help ensure our 60th anniversary reflects the full strength and history of NHWPCA.

Interested in Participating?

If you would like to join the 60th Anniversary Planning Committee or learn more, please contact Albert Vanasse at Albert.Vanasse@Hanovernh.org. Meeting schedules and time commitments will be designed to be flexible and respectful of everyone's availability.

Thank you for being part of NHWPCA's legacy. We hope you will consider lending your voice and ideas to help celebrate 60 years of excellence—and set the stage for the decades to come.

With appreciation,

Albert Vanasse, Treasurer
New Hampshire Water Pollution Control Association

NHDES

NH WATER POLLUTION CONTROL ASSOCIATION

Public Education and Outreach Award

Submit a Nomination by June 30

NHDES & NHWPCA are now accepting nominations for their Joint Public Education and Outreach Award!

This award recognizes wastewater operators and community leaders for significant accomplishments in promoting public awareness and the understanding of water environment issues, such as the importance of wastewater treatment plants and their role in protecting public health and the environment, through the development and implementation of outreach, education and/or communication programs that others can follow and build upon.

Applications are due by June 30, 2026, and the award will be presented at the NHWPCA Annual Winter Meeting held in December. NHWPCA membership is required to submit a nomination, but membership

is not required to win an award.

Questions can be directed to Krista Larsen, NHDES at krista.p.larsen@des.nh.gov.

NH Online Forms System - Nomination Form Public Education and Outreach Award. Version 1.2:

https://tinyurl.com/public-ed-outreach-award-2026

Plant of the Year (POTY) Award

Submit a Nomination Today

NHWPCA's Plant of the Year Award, also referred to as the POTY Award, is presented to a New Hampshire Wastewater plant to recognize excellence in following US EPA and NHDES permit requirements.

This is a worthwhile undertaking for your plant and could get you and your colleagues the recognition you deserve for all the hard work and dedication that goes into making your plant run well.

The period covered is from January 1 through December 31 of the previous year. A site visit will be conducted for all finalists and all information submitted will be verified.

The winner is presented with this prestigious award at the Winter Meeting held each December.

Applications must be submitted by August 28, 2026.

NH Water Pollution Control Association - POTY Award: https://nhwpca.org/POTY_Award

Test Your Knowledge!

Quiz questions from royceu.com

1. Which growth phase typically produces the highest degree of cannibalism among the microorganisms?

a. Log Growth
b. High Rate
c. Endogenous Respiration
d. Declining Growth

2. Which microorganisms are most responsible for stabilization of organic material?

a. Rotifers
b. Stalk Ciliates
c. Bacteria
d. Worms

3. Which indicator organisms will be more dominant when the SRT is low and the sludge is young?

a. Rotifers
b. Stalk Ciliates
c. Water Bears
d. Free Swimming Ciliates

4. What will microorganisms typically do when subjected to an excessive supply of food (CBOD5)?

a. Grow and multiply
b. Slow their growth process
c. Die
d. Nitrify

5. Which conditions will typically allow filamentous bacteria to grow and become dominant in activated sludge?

a. Low D.O. and high F/M
b. High D.O. and low F/M
c. High D.O. and high F/M
d. Low D.O. and low F/M

6. Electron microscopes are commonly used to observe living microorganisms.

a. True
b. False

7. Which bacterial group typically produces a higher sludge yield as a result of assimilation?

a. Heterotrophic
b. Autotrophic
c. Nitrifiers
d. Anaerobic

8. Which microorganisms can typically ingest many types of small organic particles, but bacteria are their main food source?

a. Amoebas
b. Rotifers
c. Stalked Ciliates
d. Free Swimming Ciliates

9. Which is an aerobic process where certain groups of microorganisms convert Ammonia-N into Nitrite-N and then to Nitrate-N?

a. Fermentation
b. Anoxic
c. Anaerobic
d. Nitrification

Which type of bacteria can use oxygen either in a free, dissolved form or a combined form?

a. Aerobic
b. Anaerobic
c. Facultative
d. Fermenters

Answers: 1C, 2C, 3D, 4A, 5D, 6B, 7A, 8B, 9D, 10C

In loving memory

Gerald Curran

It is with great sadness that we announce Gerald Curran's passing on January 6, 2026 at age 64.

Gerry served as a water treatment manager at H2O Innovation and dedicated 40 years to the field of making clean water.

We honor his service as the NHWPCA President in 2011.

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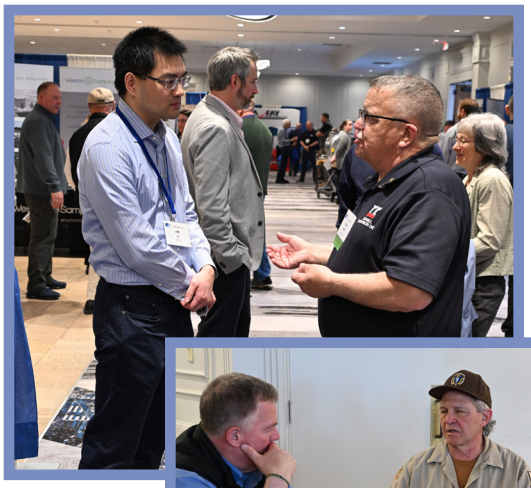
Photo Gallery

Spring 2026 Trade Fair

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DEADLINE: Rolling deadlines for 2026 are 2/1, 5/1, 8/1 and 11/1.

Please direct all advertising copy and graphics, as well as payment questions, to:

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Find us online!