FREE California Drinking Water Workshops

Classroom & Online: January-June 2014

Presented by:

RCAC
www.rcac.org
CREATING OPPORTUNITIES IN RURAL AMERICA

Funded by:

California Department of Public Health, Drinking Water Technical Support Unit

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 Department of Public Health has identified 13 Technical, Managerial and Financial (TMF) elements.

The 13 elements are:

TECHNICAL:

Consolidation Feasibility

System Description

Certified Operators

Operations Plans

Source Capacity

Training

MANAGERIAL:

Ownership

Water Rights

Organization

Emergency Response Plan

Policies

FINANCIAL:

Budget Projection / Capital Improvement Plans

Budget Control

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These workshops are presented by:

RCAC
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Funded by:

CDPH

California Department of Public Health, Drinking Water Technical Support Unit

Contact Hours:

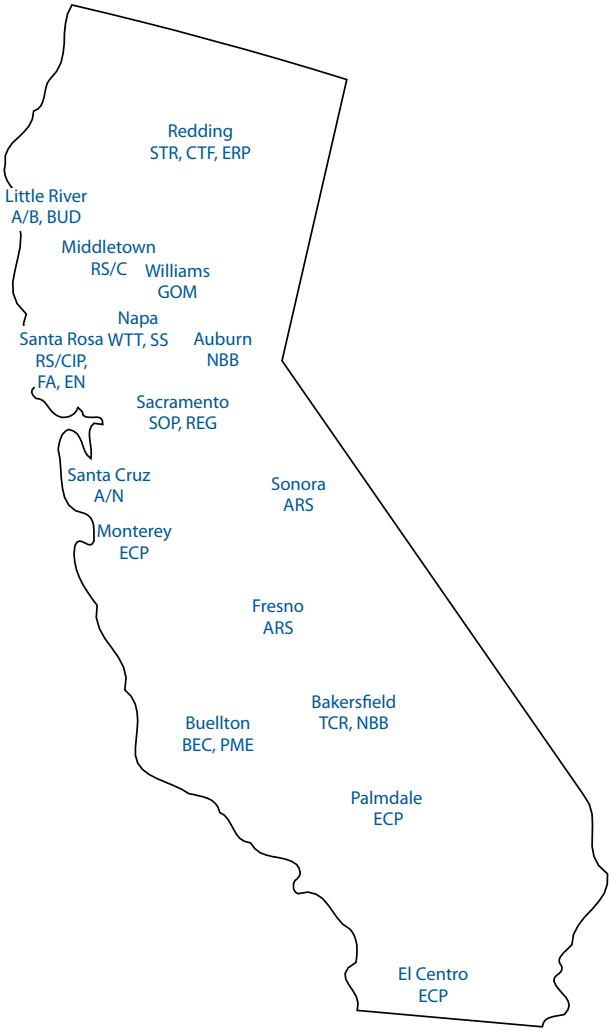
Each classroom workshop and the CalTAP Small Water System Fair qualify for six (6) California Department of Public Health (CDPH) contact hours. Each online workshop qualifies for two (2) CDPH contact hours. Certificates of completion will be provided at the conclusion of each classroom worskhop to those preregistered. They will be mailed after the workshop for online workshops and to those not preregistered for classroom workshops..

Attention California Registered Environmental Health Specialists (REHS): RCAC is designated as a continuing education accreditation agency for REHS by CDPH. Contact hours earned through attendance at drinking water, wastewater and solid waste training events conducted by RCAC staff qualify toward completion of the REHS continuing education requirements. See page 17 for trainer bios.

Cost: There is **NO FEE** to attend these workshops. **Priority attendance will be given to those from smaller water systems.** When space permits, on-site registration will be on a first come, first served basis with priority given to those who have registered in advance and to those from smaller water systems. Class size for each workshop is noted in the workshop description. **Handouts will be available for those who register three weeks in advance of each class date.**

PLEASE NOTE: RCAC has a new registration system. Please see page 18 for more information on registering online.

January-June 2014 Workshop Topics and Locations



ONLINE WORKSHOPS

- Strategic Planning
- Board Basics: Basic Operations
- Board Basics: Board Roles & Responsibilities
- AB54 Board Training for Mutual Water Systems
- Board Basics: Safe Drinking Water Act
- Nitrates
- Consumer Confidence Reports
- Board Basics: Financial Management
- Board Basics: Capital Improvement Plans
- Sanitary Survey Preparation
- Drought Contigency Planning
- Emergency Response Planning
- Energy Efficiency
- Board Basics: Rate Setting

CLASSROOM WORKSHOPS

A/B	=	Accounting & Billing
A/N	=	Arsenic & Nitrate Remediation
ARS	=	Arsenic Symposium
BEC	=	Basic Electric Concepts
BUD	=	Budgeting & Rate Setting
CTF	=	CalTAP Fair
ECP	=	Ethics, Conflicts & Policies
EN	=	How to Select & Hire an Engineer
ERP	=	Emergency Response Planning
FA	=	Financial Analysis
GOM	=	Small Groundwater O&M
NBB	=	No Bad Bugs: Protecting Your Water System
PME	=	Pumps & Motors Efficiency
REG	=	Regulation Basics
RS/CIP	=	Rate Setting & Capital Improvement Plans
RS/C	=	Rate Setting & Consolidation
SOP	=	Standard Operating Procedures
SS	=	Sanitary Surveys
STR	=	Strategic Planning
TCR	=	Total Coliform Rule
WTT	=	Water Treatment Techniques

JOIN US AT THE CALTAP FAIR! Come and learn about the California Technical Assistance Providers (CalTAP) programs that are supported by the California Department of Public Health. These programs provide onsite technical assistance and **FREE** workshops for water professionals throughout the state, as well as other resources.

The CalTAP Fair qualifies for six contact hours.

May 21, 2014 • 8:30 a.m.-4 p.m.
(Lunch is one hour and on your own)

Red Lion Hotel
1830 Hilltop Dr.
Redding, CA 96002

See page 16 for full descriptions on Redding workshops on May 20 and 22 in the same location.

May 20 **Strategic Planning** (six contact hours)

May 22 **Emergency & Disaster Response Planning** (six contact hours)

SPECIAL EVENT: CalTAP Fair

May 21, 2014 ❖ Redding, CA

CalTAP Fair: Redding, CA • May 21, 2014
PROGRAM AT A GLANCE

8 a.m.	Registration opens			
8:30 a.m.	Welcome & Introductions CalTAP Presentations			
10:15 a.m.	Break			
10:30 a.m.	Regulations			
Noon	Lunch			
1 p.m.	Cross Connection Controls	Public Outreach	Ethics AB54 & AB240 (3 hours)	Using the TMF Tune-Up Tool (computer lab)*
2:20 p.m.	Break			
2:40 p.m.	Water Use Efficiency	Consumer Confidence Reports	Ethics AB54 & AB240 (continued)	Using the TMF Tune-Up Tool (computer lab)*
4 p.m.	Adjourn			

**Complete the TMF Tune-Up on-site and receive a gift, even if you've taken the Tune-Up before!*

The CalTAP providers are:

- California Department of Public Health
- California Rural Water Association
- Office of Water Programs, California State University Sacramento
- Rural Community Assistance Corporation (RCAC)
- Self-Help Enterprises
- University of California, Davis
- U.S. Environmental Protection Agency

Online Workshops

Strategic Planning

Do a quick check: What percentage of your time has been spent in the last three months dealing with problems or crises compared to the time you spent planning for the future? If it is 50 percent or more, you are spending too much time in a reactive mode and not enough in a proactive mode. Being proactive means dealing with issues before they become crises — in other words, planning ahead. Every water system should have a written plan consisting of four elements:

- A series of statements representing the ideal water system that you would like to see five years from now — the vision for the future
- A statement of short term (annual) goals that will enable you to reach the vision
- Strategies for achieving each of the goals
- A timetable and assignment of responsibility for accomplishing the goals

This workshop will guide participants through the process of developing a strategic plan for their water system. Participants will learn how to keep their systems moving toward future goals rather than losing ground due to the inevitable changes in regulations and the cost of staying in compliance. Recommended audience is system managers and board members.

January 21, 2014 @ 10 a.m. **January 21, 2014 @ 2 p.m.**

Board Basics: Basic Operations

Many small public water systems have a board of directors, and most of these directors are volunteers unfamiliar with drinking water system components. This workshop will familiarize board members and new managers with the basic workings of a public water system. Participants will learn and understand:

- Drinking water regulations
- Water sources
- Financial responsibilities
- Capacity development
- Water treatment facilities and water distribution systems

January 22, 2014 @ 10 a.m. **January 22, 2014 @ 2 p.m.**

ONLINE WORKSHOPS

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

RCAC uses the Blackboard Collaborate training platform. **You will need to check your computer BEFORE you get started in an online session for the first time.**

Computer system check and information can be found here:

http://bit.ly/1bayY0B

Set-up and download the LATEST VERSION OF JAVA (if needed) — NO OTHER SOFTWARE IS NEEDED:

https://java.com/en/download/index.jsp

Once loaded on your computer, you should not have to repeat this process for further RCAC online trainings using the same computer, **as long as you have the latest version of Java**.

Audio recommendations

We recommend using a headset or speakers. If you would like to use a microphone (this is optional) to ask questions instead of typing your questions or comments, an external microphone on your headset is better than a built-in microphone. Common PC microphones do not work in a Mac (Apple) microphone jack, so Mac users should use USB microphones.

Having Blackboard Collaborate issues?
Call Tech Support toll free at: 866/388-8674

Photo by Jeremy Raff, RCAC

Board Basics: Board Roles & Responsibilities

This module presents the 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 conflict of interest and familiarity with state and federal laws. Participants will learn:

- Why a public drinking water supply system must operate as a viable business
- The concept of capacity development (technical, managerial and financial), 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. Recommended audience includes system managers, new or existing board members, and those considering serving on a water system board.

February 11, 2014 @ 10 a.m. **February 11, 2014 @ 2 p.m.**

AB54 Board Training for Mutual Water Systems

Starting in 2012, all mutual water board members are required to have two hours of training every other year. This training is designed to provide for system longevity and helps assure that board members meet their legal responsibilities. Required topics of training include: conflicts of interest, fiduciary responsibilities, Safe Drinking Water Act compliance, long term management and Capital Improvement Planning. We will also cover **the new 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 and understand:

- All requirements of AB54 & AB240
- Strategic planning
- Capital Improvement Planning
- Financial conflict of interests to avoid
- Financial responsibilities
- How to comply with the Safe Drinking Water Act

February 12, 2014 @ 10 a.m. **February 12, 2014 @ 2 p.m.**

Board Basics: Safe Drinking Water Act

Throughout the country small water system staff adheres to regulations to provide safe drinking water for their customers. The drinking water system staff follows 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 and understand:

- What the Safe Drinking Water Act (SDWA) is
- How the SDWA is updated
- Why state and county health departments enforce these regulations
- How the SDWA was developed
- How to adhere to the SDWA

March 18, 2014 @ 10 a.m. **March 18, 2014 @ 2 p.m.**

PLEASE NOTE:
RCAC has a new registration software system. Your registration experience via our website will be different when you register for a 2014 class. For more information, please see page 18 in this brochure.

Nitrates

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

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

March 19, 2014 @ 10 a.m. **March 19, 2014 @ 2 p.m.**

Consumer Confidence Reports

Informing your customers yearly about the sources and quality of your water became a state and federal mandate with the 1996 SDWA amendments and electronic delivery of Consumer Confidence Reports (CCR) became allowable in 2012. The exact format and language required for doing so can be confusing, especially for operators and managers of small systems. This workshop will guide participants through the step-by-step process of producing a CCR for their water system for calendar year 2013. You will learn delivery options of the CCR, information required to be included in a CCR, and how to use the resources available to produce a CCR. This workshop is designed for anyone tasked with producing or reviewing this annual report to ensure compliance.

You will need:

- System and staff contact information
- All water quality monitoring results for 2013
- Type of water source and location(s)
- Previous years' CCR
- Public relations information (important accomplishments for 2013, emerging issues, etc.)

Recommended audience for this workshop is anyone who has responsibility for producing and disseminating CCRs, or gathering the data necessary for its completion.

April 8, 2014 @ 10 a.m. **April 8, 2014 @ 2 p.m.**

Board Basics: Financial Management

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

This session is ideal for a board member of a drinking water utility who needs to understand basic financial aspects of a utility's operations. Participants will learn and understand:

- Where to acquire financial tools, guides, and templates to improve your financial health including rate setting, budgeting, asset management, and customer policies
- How to use financial statements to keep your system financially viable
- Identification of methods to balance the budget
- Basic financial terms and how to read and interpret the common financial statements so more informed decisions can be made with the information that can be gained from them
- Using financial ratios; computing ratios to assess financial sustainability

April 9, 2014 @ 10 a.m. **April 9, 2014 @ 2 p.m.**

PLEASE NOTE:

All online workshop registrations REQUIRE A VALID E-MAIL ADDRESS.

That is how links (invitations) to attend the online workshop are sent to registered participants.

Links are e-mailed a few days prior to each workshop to those who are preregistered.

Board Basics: Capital Improvement Plans

It is becoming all too common for public water systems to experience system failures, resulting in water outages or non-compliance issues. One method to avoid these issues is to plan for the future. This workshop will show board members, managers and operators how to develop a Capital Improvement Plan (CIP) which will allow them to replace water system components prior to failure. Participants will learn and understand:

- What a CIP is
- Resources for developing a CIP
- Updating a CIP
- Planning and developing a CIP
- How a CIP ties into other important documents and policies

Photo by Randy Vessels, RCAC

May 14, 2014 @ 10 a.m. **May 14, 2014 @ 2 p.m.**

Sanitary Survey Preparation

Without question, the best way to treat contaminated water is to prevent the contamination in the first place. Water delivered to your customers can pick up contamination from many different sources including poorly constructed and maintained wells, broken tank screens and inadequate facilities disinfection. Identifying and correcting Sanitary Survey deficiencies provides an additional layer of public health protection. The new Groundwater Rule includes regulatory emphasis on Sanitary Surveys and identifies significant deficiencies that impact water quality. Participants will learn:

- About hands-on Sanitary Survey templates
- How to identify possible deficiencies and/or prepare for a department of health inspection
- How to conduct a Sanitary Survey of your water system
- How to review your facilities

May 15, 2014 @ 10 a.m. **May 15, 2014 @ 2 p.m.**

Drought Contingency Planning

Are you controlling water losses in your water system? Learn how a water audit can identify where water losses are coming from in your water system, why water meters are a critical tool for water conservation, and how to find existing leaks to control water losses. 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. Learn how a water audit can identify where water losses are coming from in your water system, why water meters are a critical tool for water conservation, and how to find existing leaks to control water losses. Knowing how much water you have and use plays a huge role in drought preparedness.

Participants will learn:

- How to conduct a water audit
- How to determine triggers for different drought stages
- Where to find climate information
- Best practices to reduce water use

June 3, 2014 @ 10 a.m. **June 3, 2014 @ 2 p.m.**

Emergency Response Planning

Public water systems should be prepared for any emergency that would potentially cause a water outage, water contamination or otherwise cause harm to system staff or the public. Preparation for these emergencies should be in the form of a written Emergency Response Plan (ERP). This workshop will show water system board members, managers and operators how to develop and maintain an ERP. Participants will learn and understand:

- What an ERP is and its importance
- How to develop a ERP
- How to maintain a ERP
- Resources and templates for a ERP
- Examples of table top exercises for planning purposes

June 4, 2014 @ 10 a.m. **June 4, 2014 @ 2 p.m.**

Energy Efficiency for Utilities

Nearly four percent of the nation's electricity is consumed by water and wastewater facilities, and industry experts are predicting that energy costs are likely to increase 20 percent over the next 15 years. Approximately 30 to 60 percent of the average municipal budget is typically associated with water and wastewater treatment costs.

Historically, water and wastewater facilities were designed for peak capacity, with little consideration for operational efficiency.

An energy audit performed by trained and certified personnel specializing in water and wastewater energy use can often uncover potential energy savings of 10 to 50 percent annually. But even a cursory examination done by in-house staff can often result in substantial energy savings. Participants will learn:

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

This workshop will give water systems, large and small, the information and resources needed to start down the path toward increased efficiency and decreased costs. Recommended audience is system operators, managers, board members and community leaders with an interest in energy cost reduction.

June 17, 2014 @ 10 a.m. **June 17, 2014 @ 2 p.m.**

Board Basics: Rate Setting

In order to remain viable, all public water systems should be billing their customers for the true cost of producing and delivering safe, aesthetically pleasing water under sufficient pressure. In order to determine the true value of water produced, a comprehensive budget must be established. This workshop will show board members, managers and operators how to establish fair rates based on a budget with true costs. Participants will learn and understand:

- Where to acquire budgeting tools and templates
- How to adhere to proposition 218 when applicable
- How to establish a rate structure based on the true cost of producing and delivering water
- How to prepare a budget
- How to convince the public when rate adjustments are needed

June 18, 2014 @ 10 a.m. **June 18, 2014 @ 2 p.m.**

Take the FREE TMF TUNE-UP for California Drinking Water Systems

Access the TMF Tune-Up at *http://neien.des.ucdavis.edu/tmf/*

Is your water system operating at its peak efficiency?

Do you have a capital improvement plan? Is your system financially viable?

Or could you use a TMF Tune-Up?

The TMF Tune-up is a free online technical, managerial and financial (TMF) tool to help you assess your water system's strengths and weaknesses. It will provide you with relative scores in each of the TMF categories, and a list of resources tailored to your water system's needs.

Classroom Workshops

Water Treatment Techniques

There are multiple techniques used by public water systems to provide safe, aesthetically pleasing water to their customers. These techniques have been established by state law, federal law and the industry. This workshop will cover these techniques as well as the basics of doing water math including dosages, detention time, velocities and blending. Participants attending this workshop will learn about:

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

Photo by Kay Mulligan, RCAC

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

January 8, 2014
Limited to 50 attendees
Napa Valley Marriott
3425 Solano Ave.
Napa, CA 94558

Sanitary Surveys

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 the water system provide safe drinking water. The new 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 Sanitary Survey guidebooks and templates

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

January 9, 2014
Limited to 50 attendees
Napa Valley Marriott
3425 Solano Ave.
Napa, CA 94558

Photo by Jeremy Raff, RCAC

Photos or videos may be taken at any of these events.

Any photo or video taken may be used in RCAC or CDPH printed, electronic or web-based publications or communications.

If you do not want your photo taken or used, you must notify the photographer on-site.

Total Coliform Rule: Everything you wanted (and need) to know

Drinking water is one of the oldest known public health concerns. Preventing waterborne disease is one of the primary objectives of any drinking water system. Although waterborne disease outbreaks are relatively uncommon in the United States, they do occur. In most cases the results are diarrhea, cramps, nausea and other symptoms. But in some cases—particularly among the young, the elderly and ill people—waterborne diseases can lead to death.

The importance of regular microbial monitoring cannot be over-emphasized. So much of your water system is underground and hidden from view, the only way to be sure you are effectively protecting public health is to monitor the quality of water delivered to customer taps. The primary tool for this is coliform monitoring.

This workshop addresses all of the areas that a water system operator needs to know about the Total Coliform Rule including:

- Importance of maintaining microbial safe water
- Actions necessary for Total Coliform Rule compliance
- Proper sampling technique for coliform samples
- Public Notice under the Total Coliform Rule
- But wait, there's more!!! – upcoming revisions to the Total Coliform Rule

This is a must attend session for all operators to learn new essential skills or refresh your existing knowledge.

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

January 14, 2014
Limited to 50 attendees
DoubleTree by Hilton
3100 Camino Del Rio Court
Bakersfield, CA 93308

No Bad Bugs: Protecting Your Water System from Microbial Contamination

Your water system can easily and effectively spread waterborne diseases such as cholera, typhoid and E. coli. The Centers for Disease Control and Prevention documents over 22 waterborne disease outbreaks annually in US public water supplies. These outbreaks cause over 10,000 cases of illness. Protecting your water system from these microbial contaminants is a fundamental goal of every water system. In this workshop we will trace the origins of water system operators' battle with bad bugs from Dr. Snow removing the handle on the Broad Street Pump in London to stop the 1854 cholera epidemic to modern sanitary surveys and disinfection methods. The goal of this workshop is to make the water system operator aware of the pathways of microbial contamination and to provide low-cost strategies to prevent contamination of their system. Through a series of hands-on exercises, participants will learn:

- The five most common routes of microbial contamination of a water system
- The importance of chlorine residual as a low-cost and rapid method of detecting microbial contamination
- How to conduct a simple but effective Sanitary Survey on your water system
- How to use operational records to identify water quality problems

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

January 15, 2014
Limited to 50 attendees
DoubleTree by Hilton
3100 Camino Del Rio Court
Bakersfield, CA 93308

March 13, 2014
Limited to 60 attendees
Holiday Inn Auburn Hotel
120 Grass Valley Highway
Auburn, CA 95603

Small Groundwater System Operation & Maintenance

Many small public water systems consist of groundwater wells, and they may or may not disinfect with chlorine. Maintaining the components of these systems is crucial to allow for the maximum component life and reduce costs. This workshop, designed for water system operators and managers, is designed to explain how to maintain these valuable components. Participants will learn and understand:

- Groundwater well basic operation and maintenance
- Water pipe maintenance
- Valve and meter maintenance
- Disinfecting with Hypochlorites
- Hydrant maintenance

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

January 29, 2014
Limited to 60 attendees
Granzella's Banquet Hall
457 7th St.
Williams, CA 95987

Ethics, Conflict of Interest & Policies

Small water systems throughout the country often have boards consisting entirely of volunteers. In California, all new and existing mutual water board members are required to attend ethics training every other year. This workshop will satisfy that legal requirement. We will also cover the **new AB240 requirements** regarding "Mutual Water Company Open Meeting" and budget requirements, along with annual accounting reviews that go into effect January 1, 2014. Participants will learn and understand:

- AB54 & AB240 ethics requirements for board members
- Conflict of interest
- Financial responsibilities
- Open meeting laws
- What ethical behavior is
- Policy creation

This workshop meets the legal requirement for board members ethics training under AB54 and AB240.

Registration/Check-in: 8 a.m.; Workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

February 5, 2014
Limited to 40 attendees
Hilton Garden Inn
1000 Aguajito Rd.
Monterey, CA 93940

April 15, 2014
Limited to 40 attendees
Holiday Inn Palmdale-Lancaster
38630 5th Street West
Palmdale, CA 93551

April 17, 2014
Limited to 40 attendees
Holiday Inn Express El Centro
350 Smoketree Dr.
El Centro, CA 92243

Arsenic & Nitrates Remediation

USEPA dropped the Maximum Contaminant Level for Arsenic in drinking water to 10 ppb in 2006, and water systems are still struggling to comply with this lower standard today. In 1980, nine drinking water wells in California had unsafe levels of Nitrates. By 2007, nitrate contamination had spread to over 648 wells. Nitrates continue to impact the health of California residents and the problem is only getting worse. This workshop will give water system operators, managers and board members the tools they will need to make informed decisions when addressing ways to achieve compliance for these contaminants.

Participants will learn:

- The acute health effects of Arsenic and Nitrates exposure
- Treatment technologies that are effective for removing these contaminants
- Testing and modifying groundwater wells to reduce contaminant levels
- Ways to comply with Safe Drinking Water Act requirements for Arsenic and Nitrate without installing treatment equipment

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

February 6, 2014
Limited to 50 attendees
Hilton Santa Cruz/Scotts Valley
6001 La Madrona Dr.
Santa Cruz, CA 95060

Basic Electric Concepts

Electricity and water are two things that go great together. No, we are not saying you should directly mix the two, but how would you supply and control the water these days without the use of electricity? What IS electricity? How do we make it and use it? How is it that electricity brings to life little electronic items and allows sensors in a SCADA (computer control system) to work? In this workshop, we will review the basics of one of our lightest tools. Participants will learn:

- What is electricity: we will review amps, volts and watts
- What is the difference in AC / DC power
- What is a Variable Frequency Drive (VFD) and how could it save you money
- What is a kilowatt hour
- How some basic electronic components work

This workshop will give participants a review of electrical theory and help them better understand the use and control of electrical power. Recommended audience is water system operators and managers.

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

February 19, 2014
Limited to 60 attendees
Marriott Santa Ynez Valley
555 McMurray Rd.
Buellton, CA 93427

Pumps & Motors Efficiency

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

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

This workshop will give participants a variety of tools, tips and information they can use to reduce energy costs at their utilities. Recommended audience is water system operators and managers.

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

February 20, 2014
Limited to 60 attendees
Marriott Santa Ynez Valley
555 McMurray Rd.
Buellton, CA 93427

How to Select & Hire a Consultant

Water agencies large and small often need consultants for specialized engineering and environmental work, legal matters, rate and feasibility studies, land use planning, audits, architectural work and a variety of other tasks. When looking at hiring a consultant, how do you find one that will provide the services you need at a fair and reasonable cost? Attend this session to learn how to find the right consultant for the services you need.

Participants will learn about:

- Request For Quotes (RFQs), Request For Information (RFIs) and Request For Proposals (RFPs)
- Low cost or Qualified Based Selection (QBS)
- Loan and grant requirements
- Roles, responsibilities and tasks of the water system and consultant
- How to evaluate consultant qualifications

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

March 13, 2014
Limited to 40 attendees
Hilton Sonoma Wine Country
3555 Round Barn Blvd.
Santa Rosa, CA 95403

Rate Setting & Water System Consolidation

In order to remain viable, all public water systems should be billing their customers for the true cost of producing and delivering safe, aesthetically pleasing water under sufficient pressure. In order to determine the true value of water produced, a comprehensive budget must be established. This workshop will show board members, managers and operators how to establish fair rates with a budget based on true costs. Occasionally, public water system officials may determine that consolidation with a neighboring water system is more prudent than rate adjustments. The consolidation can be physical or it can be contractual for operations and management. This workshop will also instruct board members and staff on how to explore consolidation feasibility.

Participants will learn and understand:

- Where to acquire budgeting tools and templates
- How to establish a rate structure based on the true cost of producing and delivering water
- How to explore consolidation feasibility
- How to prepare a budget
- How to adhere to proposition 218 when applicable
- Resources and agencies to use when considering consolidation

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

March 20, 2014
Limited to 40 attendees
Calpine Geothermal Visitor Center
15500 Central Park Rd.
Middletown, CA 95461

ARSENIC SYMPOSIUM

This symposium will provide participants with information on arsenic and nitrate treatment alternatives, performance, operation and maintenance costs, and arsenic removal case studies. USEPA dropped the Maximum Contaminant Level for Arsenic in drinking water to 10 ppb in 2006, and water systems are still struggling to comply with this lower standard today. In 1980, nine drinking water wells in California had unsafe levels of Nitrates. By 2007, nitrate contamination had spread to over 648 wells. Nitrates continue to impact the health of California residents and the problem is only getting worse.

Photo courtesy of Tom Sorg, US EPA

This workshop will give water system operators, managers and board members the tools they will need to make informed decisions when addressing ways to achieve compliance for these contaminants.

Participants will learn:

- What Nitrates and Arsenic are
- Testing and modifying groundwater wells to to reduce contaminant levels
- The acute health effects of Arsenic and Nitrate exposure
- How Nitrates get into drinking water
- Ways to comply with SDWA requirements for Arsenic and Nitrates without installing treatment equipment
- Treatment technologies that are effective for

Presenters include:

- California Department of Public Health staff
- Stevan Palmer, RCAC
- Noah Heller, BESST, Inc.
- US EPA, Region IX staff

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

March 26, 2014
Holiday Inn Fresno Airport
Valley Center Rooms
5090 E. Clinton Way
Fresno, CA 93727

March 27, 2014
Best Western Plus
Sonora Oaks Hotel
19551 Hess Ave.
Sonora, CA 95370

Standard Operating Procedures for Small Water Systems

In order for a water system to remain in compliance and function properly managers and operators should be in agreement on how to perform regular maintenance and data collection. Identifying crucial components and developing a standard procedure for maintaining those components is a useful tool in any water system. Increasing costs of replacement and the inconvenience of system failures emphasizes the need to develop standard operating procedures that help to ensure long-term trouble free operation.

This workshop will give the participants an overview of standard operating procedures in the water system. Guides and templates will be provided so that individuals can develop standard operating procedures for their own water systems. Participants will learn:

- What a Standard Operating Procedure (SOP) is
- Suggested maintenance intervals and data collection for water system appurtenances
- How to identify critical components and review condition
- How to use the template to create standard procedures for their system

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

April 2, 2014
Limited to 50 attendees
Crowne Plaza Sacramento
5321 Date Ave.
Sacramento, CA 95841

Regulations Basics

There are some regulations that affect the day-to-day operations of almost every small water system. This workshop will cover elements of the Groundwater Rule, Total Coliform Rule, Disinfection By-Product Rule and Surface Water Treatment Rule. The participants will learn:

- What needs to be done to comply today
- How to plan for compliance in the future

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

April 3, 2014
Limited to 50 attendees
Crowne Plaza Sacramento
5321 Date Ave.
Sacramento, CA 95841

Photo by Jim McVeigh, RCAC

Rate Setting & Capital Improvement Plans

It is becoming all too common for public water systems to experience system failures, resulting in water outages or non-compliance issues. Having enough money to pay bills and plan for future improvements is one of the biggest challenges for small water systems in this economy. This workshop will show how to develop a capital improvement plan (CIP) and how to determine what rate is best for your water system.

Participants will learn and understand:

- What a CIP is and why it is essential
- California's Proposition 218 relative to rate adjustments
- How to determine equitable rates
- How to find government funding for projects

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

April 16, 2014
Limited to 40 attendees
Hilton Sonoma Wine Country
3555 Round Barn Blvd.
Santa Rosa, CA 95403

Financial Analysis

In order to remain viable, all public water systems need to have sufficient financial resources to achieve and maintain compliance with regulatory requirements. Are you interested in unlocking the mysteries of your water system's financial statements? Do you want to improve your water system's financial health? This workshop is designed to improve your knowledge of the basic financial management of water systems. We will cover which financial statements should be regularly reviewed; the purpose of these statements and how they relate to your budget; and how to use financial statements to assure the continued financial viability of your water system to provide safe, reliable drinking water to your customers. We will also discuss the tools that can improve your system's financial health, such as rate setting, budgeting, reserves and customer policies.

Participants will learn and understand:

- Where to acquire financial tools and templates
- How to develop financial projections over multiple years
- How to establish a Capital Improvement Plan for your system
- What are the financial and customer policies that you need to have in place
- How to read and understand basic financial statements
- How to establish necessary reserve levels for your system
- Determining rate sufficiency and how to set fair rate structures

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

April 17, 2014
Limited to 40 attendees
Hilton Sonoma Wine Country
3555 Round Barn Blvd.
Santa Rosa, CA 95403

Accounting & Billing for Small Utilities Using QuickBooks™ & Excel

In order to remain viable, all public water systems should be billing their customers for the true cost of producing and delivering safe water. Does your utility have accounting systems established to capture and bill all the costs of operating it? This workshop will take you step-by-step from setting up an accounting system in QuickBooks™ and recording transactions, to producing the financial statements necessary for reporting and making management decisions regarding your utility's financial health. An Excel template that calculates billing rates based on meter reads will also be provided. You will be shown how to use the template to input customer usage and to produce reliable billings that can be printed.

Participants will learn and understand how to:

- Set up Chart of Accounts in QuickBooks™
- Pay bills and receive payments in QuickBooks™
- Enter budgets and produce reports for each activity in QuickBooks™
- Set up an Excel spreadsheet that calculates billing rates based on meter reads
- Set up vendors and customers in QuickBooks™
- Track revenues and expenses by activity (e.g., water, sewer)
- Produce Statements of Financial Position, Activities and Cash Flow in QuickBooks™

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

May 7, 2014
Limited to 40 attendees
Little River Inn
7901 N. Highway One
Little River, CA 95456

Budgeting & Rate Setting

All public water systems need to have sufficient financial resources to achieve and maintain compliance with regulatory requirements. One of the primary tools 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, balance the budget, and review a budget comparison report on a regular basis. This workshop will also discuss how to establish fair rates with a budget based on the true costs of operating a water system.

Participants will learn and understand:

- Where to acquire budgeting tools and templates
- How to identify revenue and expenses
- How to establish a rate structure based on the true cost of producing and delivering water
- How to convince the public when rate adjustments are needed
- How to review the budget comparison report on a regular basis
- How to prepare a budget
- How to adhere to proposition 218 when applicable
- What types of corrective action can be implemented when you have unexpected expenses or falling revenues
- Identify fiscal policies for assisting in balancing the budget

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

May 8, 2014
Limited to 40 attendees
Little River Inn
7901 N. Highway One
Little River, CA 95456

PLEASE NOTE:
RCAC has a new registration software system. Your registration experience via our website will be different when you register for a 2014 class. For more information, please see page 18 in this brochure.

Strategic Planning

Do a quick check: What percentage of your time has been spent in the last three months dealing with problems or crises compared to the time you spent planning for the future? If it is 50 percent or more, you are spending too much time in a reactive mode and not enough in a proactive mode. Being proactive means dealing with issues before they become crises — in other words, planning ahead. Every water system should have a written plan consisting of four elements:

- A series of statements representing the ideal water system that you would like to see five years from now — the vision for the future
- Strategies for achieving each of the goals
- A statement of short term (annual) goals that will enable you to reach the vision
- A timetable and assignment of responsibility for accomplishing the goals

This workshop will guide participants through the process of developing a strategic plan for their water system. Participants will learn how to keep their systems moving toward future goals rather than losing ground due to the inevitable changes in regulations and the cost of staying in compliance. Recommended audience is system managers and board members.

Registration/Check-in: 8 a.m.; workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

May 20, 2014
Limited to 40 attendees
Red Lion Hotel
1830 Hilltop Dr.
Redding, CA 96002

SPECIAL EVENT: CalTAP Fair for Small Water Systems

See page 3 for detailed information about this special event.

Registration/Check-in: 8 a.m.; The CalTAP Fair is: 8:30 a.m.-4 p.m.; Lunch is one hour (on your own). Breakout sessions in the afternoon.

May 21, 2014
Red Lion Hotel
1830 Hilltop Dr.
Redding, CA 96002

Emergency & Disaster Response Planning

California has often been called a natural disaster theme park: fires, floods, earthquakes, tsunamis and transportation accidents. You name it, we have it. A water system emergency is any situation in which customers are without water, or the water is unsafe to drink. What will you do when an emergency or disaster strikes? Do you have a written response plan? What help will you need? Do you have mutual aid agreements in place? How will you protect the health of your customers? Participants in this workshop will learn:

Photo by Jim McVeigh, RCAC

- The wide variety of emergency situations in which California's water systems are exposed
- How seemingly unrelated or minor incidents can threaten a public water system
- How to create an emergency and disaster response plan using the CDPH-approved template
- How to establish effective mutual aid agreements

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

Registration/Check-in: 8 a.m.; Workshop: 8:30 a.m.-3:30 p.m.; Lunch is one hour (on your own).

May 22, 2014
Limited to 40 attendees
Red Lion Hotel
1830 Hilltop Dr.
Redding, CA 96002

Trainer Bios

KEVIN BAUGHMAN, RCAC Rural Development Specialist – Environmental, provides technical assistance to tribal and small communities throughout Hawaii. He has more than 10 years of experience in drinking water technical, managerial and financial topics. Kevin holds a Grade 3 Water Treatment Operator Certification and a Grade 3 Water Distribution Operator Certification in California. He also holds a Grade 4 Water Treatment Operator Certification and Distribution System Operator Certification in Hawaii. Kevin has participated in maintenance and operations of water systems and their support equipment in San Diego County, California, Maui County and Hawaii.

MICHAEL BOYD, RCAC Rural Development Specialist – Environmental conducts numerous water system assessments, sanitary surveys, source water assessments and related technical assistance. He has more than 17 years of experience in public water systems' operation, maintenance and inspection. He is a certified investigator/inspector and licensed Grade 1 Treatment/Distribution and backflow operator. Michael 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.

RICHARD CULP, RCAC Rural Development Specialist – Engineer, provides technical assistance to rural communities and public agencies on utility infrastructure construction, operation, management and administration. Richard has 11 years of experience managing a public utility, developing policies and ordinances, budgeting, supervising labor, utility billing, payroll, financial reporting and public meetings. His experience includes water and wastewater infrastructure designs, permitting, grant funding, assessment districts and construction management. He holds a bachelor's degree in civil engineering and is a licensed civil engineer in California.

PABLO FIGUEROA, RCAC Rural Development Specialist – Environmental (Circuit Rider), provides technical assistance to tribal and small communities in Arizona and California. He has more than eight years of experience with water and wastewater systems. Pablo holds Grade 4 operator certifications in all four disciplines in Arizona: water and wastewater treatment, distributions and collections systems. He has held various positions in the water industry, most recently as a job manager for GHD in their contract operations group. He holds a bachelor's degree in biology.

MARY FLEMING, RCAC 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 six years of experience in financial management. Mary develops financial management training curricula and teaches online and classroom workshops for RCAC. She performs financial statement 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.

JOY GANNON, RCAC Rural Development Specialist – Environmental, provides on-site technical assistance training to small water system managers and boards throughout Hawaii. She has more than 10 years of experience managing utilities and developing budgets for small cities. She has served as Public Works Director for the City of Cannon Beach, Oregon and Town of Parker, Arizona. Joy was also part of the engineering staff with the City of Bullhead City, Arizona. She holds bachelors' degrees in engineering and chemistry from Northern Arizona University.

JOHN HAMNER is a RCAC Rural Development Specialist – Environmental. He has more than 15 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 D2 Water Distribution Operator Certification, a Grade 2 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 Yuba College at its Clearlake, California Campus and is a part-time trainer for RCAC.

JIM MCVEIGH, RCAC Drinking Water Specialist, has more than 30 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 New Mexico Water Treatment Operator, Grade 4 Arizona Water Treatment Operator and is a Certified Environmental Trainer. He is currently the senior water operations supervisor running the City of San Diego's Otay Water Treatment Plant and is a part-time trainer for RCAC. 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.

ROSANNA NOVAL, RCAC Rural Development Specialist – Environmental, provides training and technical assistance for infrastructure improvement projects. She facilitates workshops on utility management, analyzes utility rate options, conducts public outreach and provides specialized assistance to small utilities. She has experience with National Pollutant Discharge Elimination System (NPDES) regulations, wastewater treatment, water quality monitoring and riparian habitat restoration. RosAnna's educational background is in environmental science, with a focus on water chemistry and natural resource education.

STEVAN PALMER, RCAC Rural Development Specialist II – Environmental, provides training and technical assistance to small utilities throughout rural Nevada and California. He formerly held certification as a level III Water Treatment and Water Distribution operator in Nevada, and currently holds Nevada certification as a wastewater treatment operator 1. He is a Certified Environmental Trainer (NESHTA), a Certified Safety Trainer (MSHA) and a Water Conservation Practitioner I (CA/NV AWWA). He develops training curriculum and regularly teaches workshops for RCAC.

BRIAN PHILLIPS, RCAC Rural Development Specialist – Environmental, provides training to water operators and technical assistance to rural communities in California and Nevada. He has 30 years of public administration experience in the water and wastewater field. Brian holds Grade 3 California Water Treatment Operator and Grade 2 California Water Distribution Operator certificates and a Water Conservation Practitioner 1 (CA/NV AWWA). He has worked as an operations superintendent and general manager for public agencies, a board member on a statewide rural water association, and chairman of a city planning commission. He has training and experience in water system operations, land use planning and financial management. Brian holds a bachelor's degree in business administration from California State University, Sacramento.

JEAN THOMPSON-IBBESON, RCAC Rural Development Specialist – 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 20 years of water and wastewater experience throughout the western states. 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.

NEIL WORTHEN is a RCAC Rural Development Specialist – Environmental. He has more than 30 years of water and wastewater system operation and management experience in California, Hawaii and overseas. Neil holds certifications in water treatment, water distribution, wastewater treatment, water conservation, mechanical technology, environmental training and energy auditing. He has held operational posts with numerous California cities. He also was the water and wastewater supervisor for the Pohnpei State Government (Micronesia), and the general manager of a private firm operating and managing 25 water and wastewater facilities in the Hawaiian Islands. More recently, he served as public works director for Rio Dell, California and State Revolving Fund coordinator with the California Rural Water Association.

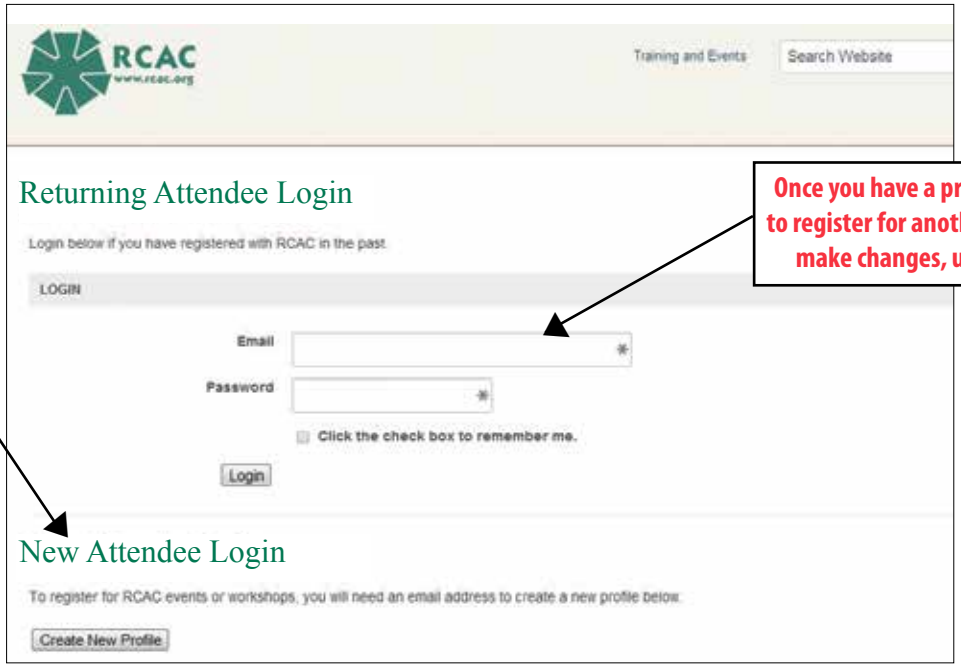
RCAC is pleased to announce a new registration system for our workshops!

When you register on our website at www.rcac.org/trainings and events, this new registration system will require an email and password to create your profile and register for the California Drinking Water Workshops.

Once your profile is set-up, you will be able to check which workshops you are registered for, add or delete sessions, change your mailing or email address, and in the future — print out your contact hour certificates! Our new registration system will also enable one person to register several co-workers at the same time!

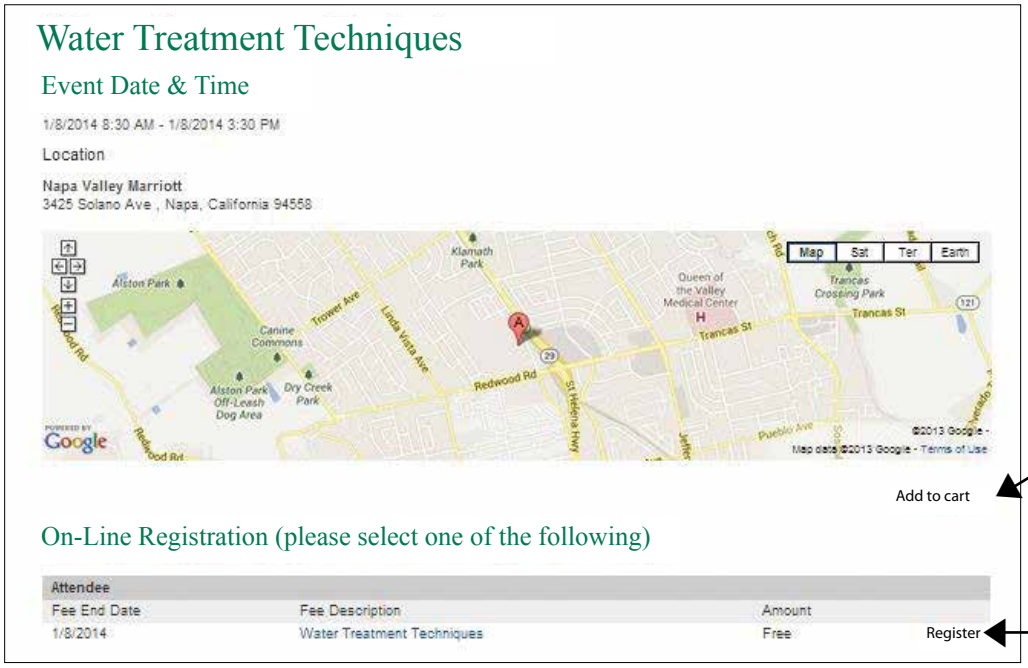
When you go to the Training and Events registration page to register for events or workshops, this is the screen you will see (**NOTE** — You will need an email address to create a new profile):

The FIRST TIME you register for an RCAC class, create your profile by using this login.



Once you have a profile, and want to register for another workshop or make changes, use this login.

After you login and click on the workshop that you are interested in attending, the screen will look something like this:



If you want to add this class and continue to enroll in other classes, click here

To register for just one class, click here

After you register, YOU WILL RECEIVE AN EMAIL CONFIRMATION OF YOUR REGISTRATION. For assistance, please email Mark Wiseman at *mw@rcac.org* or Kim Strong at *kstrong@rcac.org*. You can also call the RCAC Conference & Training Events Unit, Mondays-Fridays between 8 a.m. and 4 p.m. at (916) 447-9832 x 1429.

JANUARY-JUNE 2014 REGISTRATION FORM

There is NO FEE to attend these workshops. Please register in advance as space may be limited in some locations. When space is limited, **priority will be given to smaller water systems.** Class size for each workshop is noted in the workshop location information. Please complete one form for each person who will attend. You can also register online at **www.rcac.org under Trainings and Events/California Drinking Water Trainings**. **Handouts will be available for anyone who registers at least three weeks in advance of the workshop they want to attend.**

Name:_____

Email:_____

Company or Water System: _____

Preferred phone: ☐ Work ☐ Home or ☐ Mobile:

(_____)_____

Preferred address: ☐ Organization or ☐ Home:

Mailing address: _____

City: _____ State: _____ Zip: _____

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

Operator Certification # _____ Water System ID# _____

Number of connections: _____ Serve less than 10,000 population: ☐ Yes ☐ No

SPECIAL NEEDS: If you have special needs addressed by the Americans with Disabilities Act, please notify RCAC at 916/447-9832 ext. 1009 or ext. 1064 at least three weeks prior to each workshop you are attending, so that we may make accommodations for you.

NOTE: ALL NOTIFICATIONS REGARDING WORKSHOP CHANGES ARE MADE VIA EMAIL. Therefore, we request a valid e-mail address on your registration form. RCAC does not share your personal information or your email address. A valid email address is required for online workshops. If you find that you are unable to attend a workshop that you have registered for, please let us know. We may have a waiting list of people who want to attend.

Registration questions or problems? Contact Training Department: Mark Wiseman at *mw@rcac.org* or Kim Strong at *kstrong@rcac.org* or 916/447-9832 x 1429.

☐ I'd like to receive the latest information on industry news by receiving RCAC's *Network News* via email.

Please register me for the following workshop(s):

Online Workshops are internet-based, two-hour workshops

1/21/14	☐ 10 a.m. or	☐ 2 p.m.	Strategic Planning
1/22/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Basic Operations
2/11/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Board Roles & Responsibilities
2/12/14	☐ 10 a.m. or	☐ 2 p.m.	AB54 Board Training for Mutual Water Systems
3/18/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Safe Drinking Water Act
3/19/14	☐ 10 a.m. or	☐ 2 p.m.	Nitrates
4/8/14	☐ 10 a.m. or	☐ 2 p.m.	Consumer Confidence Reports
4/9/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Financial Management
5/14/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Capital Improvement Plans
5/15/14	☐ 10 a.m. or	☐ 2 p.m.	Sanitary Survey Preparation
6/3/14	☐ 10 a.m. or	☐ 2 p.m.	Drought Contingency Planning
6/4/14	☐ 10 a.m. or	☐ 2 p.m.	Emergency Response Planning
6/17/14	☐ 10 a.m. or	☐ 2 p.m.	Energy Efficiency
6/18/14	☐ 10 a.m. or	☐ 2 p.m.	Board Basics: Rate Setting

Classroom Workshops: check in begins at 8 a.m.; all workshops are from 8:30 a.m.-3:30 p.m. ; **the CalTAP Fair ends at 4 p.m.**

☐	1/8/14	Water Treatment Techniques: **Napa**
☐	1/9/14	Sanitary Surveys: **Napa**
☐	1/14/14	Total Coliform Rule: **Bakersfield**
☐	1/15/14	No Bad Bugs: Protecting Your Water System: **Bakersfield**
☐	1/29/14	Small Groundwater System Operation & Maintenance: **Williams**
☐	2/5/14	Ethics, Conflict of Interest & Policies: **Monterey**
☐	2/6/14	Arsenic & Nitrates Remediation: **Santa Cruz**
☐	2/19/14	Basic Electric Concepts: **Buellton**
☐	2/20/14	Pumps & Motors Efficiency: **Buellton**
☐	3/13/14	No Bad Bugs: Protecting Your Water System: **Auburn**
☐	3/13/14	How to Select & Hire an Engineer: **Santa Rosa**
☐	3/20/14	Rate Setting & Water System Consolidation: **Middletown**
☐	3/26/14	Arsenic Symposium: **Fresno**
☐	3/27/14	Arsenic Symposium: **Sonora**
☐	4/2/14	Standard Operating Procedures for Small Water Systems: **Sacramento**
☐	4/3/14	Regulations Basics: **Sacramento**
☐	4/15/14	Ethics, Conflict of Interest & Policies: **Palmdale**
☐	4/16/14	Rate Setting & Capital Improvement Plans: **Santa Rosa**
☐	4/17/14	Financial Analysis: **Santa Rosa**
☐	4/17/14	Ethics, Conflict of Interest & Policies: **El Centro**
☐	5/7/14	Accounting & Billing Using QuickBooks™ & Excel: **Little River**
☐	5/8/14	Budgeting & Rate Setting: **Little River**
☐	5/20/14	Strategic Planning: **Redding**
☐	5/21/14	CALTAP FAIR FOR SMALL WATER SYSTEMS: **Redding**

Please select one workshop per time slot
(NOTE- Ethics is a three hour session [all afternoon]):

1 p.m.	☐ Cross Connection Controls	☐ Public Outreach	☐ Ethics AB54 & AB1234 (3 hours - All afternoon)
2:40 p.m.	☐ Water Use Efficiency	☐ Consumer Confidence Reports	

☐ 5/22/14 Emergency & Disaster Response Planning : **Redding**

Please mail or fax your registration to: RCAC Attn: Trainings • fax: 916/372-5636
3120 Freeboard Drive, Suite 201 • West Sacramento, CA 95691 • Phone: 916/447-9832 ext. 1429 • *mw@rcac.org* or *kstrong@rcac.org*
You can also register online and check for the latest workshop information at *www.rcac.org*, under Trainings and Events.

RCAC
3120 Freeboard Drive, Suite 201
West Sacramento, CA 95691
RCAC is the Western RCAP

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Sacramento, CA

FREE California Drinking Water Workshops: January-June 2014 Schedule-at-a-Glance

Classroom Workshops:

1/8/14	Water Treatment Techniques	Napa
1/9/14	Sanitary Surveys	Napa
1/14/14	Total Coliform Rule	Bakersfield
1/15/14	No Bad Bugs: Protecting Your Water System	Bakersfield
1/29/14	Small Groundwater System Operation & Maintenance	Williams
2/5/14	Ethics, Conflict of Interest & Policies	Monterey
2/6/14	Arsenic & Nitrates Remediation	Santa Cruz
2/19/14	Basic Electric Concepts	Buellton
2/20/14	Pumps & Motors Efficiency	Buellton
3/13/14	No Bad Bugs: Protecting Your Water System	Auburn
3/13/14	How to Select & Hire an Engineer	Santa Rosa
3/20/14	Rate Setting & Water System Consolidation	Middletown
3/26/14	Arsenic Symposium	Fresno
3/27/14	Arsenic Symposium	Sonora
4/2/14	Standard Operating Procedures for Small Water Systems	Sacramento
4/3/14	Regulations Basics	Sacramento
4/15/14	Ethics, Conflict of Interest & Policies	Palmdale
4/16/14	Rate Setting & Capital Improvement Plans	Santa Rosa
4/17/14	Financial Analysis	Santa Rosa
4/17/14	Ethics, Conflict of Interest & Policies	El Centro
5/7/14	Accounting & Billing Using QuickBooks™ & Excel	Little River
5/8/14	Budgeting & Rate Setting	Little River
5/20/14	Strategic Planning	Redding
5/21/14	CalTAP Fair for Small Water Systems	Redding
5/22/14	Emergency & Disaster Response Planning	Redding

Online Workshops:

1/21/14	Strategic Planning	10 a.m. & 2 p.m.
1/22/14	Board Basics: Basic Operations	10 a.m. & 2 p.m.
2/11/14	Board Basics: Board Policies & Responsibilities	10 a.m. & 2 p.m.
2/12/14	AB54 Board Training for Mutual Water Systems	10 a.m. & 2 p.m.
3/18/14	Board Basics: Safe Drinking Water Act	10 a.m. & 2 p.m.
3/19/14	Nitrates	10 a.m. & 2 p.m.
4/8/14	Consumer Confidence Reports	10 a.m. & 2 p.m.
4/9/14	Board Basics: Financial Management	10 a.m. & 2 p.m.
5/14/14	Board Basics: Capital Improvement Plans	10 a.m. & 2 p.m.
5/15/14	Sanitary Survey Preparation	10 a.m. & 2 p.m.
6/3/14	Drought Contingency Planning	10 a.m. & 2 p.m.
6/4/14	Emergency Response Planning	10 a.m. & 2 p.m.
6/17/14	Energy Efficiency for Utilities	10 a.m. & 2 p.m.
6/18/14	Board Basics: Rate Setting	10 a.m. & 2 p.m.

RURAL COMMUNITY ASSISTANCE CORPORATION
35 YEARS