

Water



Summer 2002

A Publication of the Water Supply Division of the Department of Environmental Conservation

Director's Message

*A Message From Jay Rutherford, P.E.
Director Of Water Supply Division*



*I can be reached at
241-3434 or jayr@
dec.anr.state.vt.us*

Over the past few months, we have responded to five separate apparent vandalism incidents at our public water systems. These occurred in Lyndonville, Norwich, Hartford, Williamstown, and Brewster Pierce School in Huntington. In the first three instances, the hatch covers were broken into to gain access to the finished water storage reservoirs. In Williamstown, no access to finished water occurred because the hatch held up, and at the school the well cap was removed.

Once we're notified of a possible attack on a public water system, we invoke a state response protocol that involves the Department of Public Safety (State Police and Emergency Management), the Department of Health, and this division in the Department of Environmental Conservation. This team operates as a "unified command" in reaching decisions on how to respond to the possible attack. One of the team's first tasks is to coordinate with local officials on the problem.

In each instance of break-in where the perpetrators gained access to the finished water, we determined that a Do Not Use notice was necessary. Following that, we worked with the community to restore the system to a normal status as quickly as possible. To restore the systems, we have typically asked them to flush the system and to take water quality samples for analysis. These break-ins cost a lot of money—to local businesses, to the community itself, and to state government. They also cause major inconvenience for residential users who can't use their water. In the Williamstown

incident, there was no access to the finished water so a Do Not Use wasn't needed.

I would like to thank the local officials involved in each of the break-ins. They have uniformly been very responsive to the problem and worked cooperatively with us in restoring system integrity. I can't imagine a more dedicated group of people who have come forward when needed.

We have written to all of the public water systems with security recommendations, and one of these is a *daily* inspection of the system for early detection of any intrusions. Daily inspections have a deterrent effect, and it's possible to detect a break-in quickly. The sooner the break-in is discovered, the better the response can be, and the more likely that evidence will be preserved. We have also suggested a Neighborhood Watch system where people are asked to be on the alert for suspicious activities near water system components. We ask each of you who are responsible for a water system to take steps now to prevent your system from being compromised. You may also want to contact your insurance carrier to determine if supplying water to your customers is covered in cases of vandalism.

One common feature of the community systems that were broken into was that the hatches were broken relatively easily, in one case with a rock. Based on experiences to date, *we recommend that all of our systems take steps now to improve the locking and latch mechanisms for your hatches, to prevent access to the finished water.* We'll be collecting information on ways to secure these hatches and will share it with all of you.

Although we have been fortunate in not finding any contaminants of concern in the

Continued next page

Capacity Development News

“A Trainer At Your Door”

Operator Certification Credit Hours for On-Site Training

Operator certification credit hours have been available for individual on-site or small group local area training to help water systems complete capacity program or regulatory compliance documents. This approach combines system specific training, regulatory compliance requirements, capacity development and fulfill operator certification requirements. The training has been provided by Northeast Rural Water Association (NeRWA) staff, Water Supply Division staff, or contractor. Credit hours will be awarded following completion of water system specific documents to those operators participating in the training program. Credit hours available under this program are listed in the table below.

Capacity Training Program Categories	Training Contact Hours
Operation and Maintenance Manual	6 PCWS, 3 NTNC
Long Range Plan	2
Capacity Assessment and Capacity Improvement Plans	1
Record Keeping Notebooks	2
Operation and Maintenance Manual Update & Comprehensive Water System Review	2
Long Range Plan Update	1
Source Protection Plan Update	1

Please view the “Vermont Operator Training and Examination Schedule” on page 5 for the dates and times for Vermont Capacity Development Seminars.

Director’s Message *continued from previous page*

finished water samples at these sites, we cannot safely assume that all break-ins are acts of vandalism and must act accordingly. The best way to avoid the disruption that break-ins cause is to prevent them from happening in the first place. *Frequent inspections and secure facilities will go a long way to reducing these disruptions.*

Finally, we are working with Northeast Rural Water Association, New England Water Works Association, and others to develop training and resources to help you respond to emergency and security problems. We’ll keep you informed as these efforts mature.

NeRWA Offers Capacity Development Seminar in September

NeRWA is offering several Capacity Development Seminars for public water system operators and managers in September 2002. These seminars are from 9:00 AM to 11:30 AM, and are 2 TCH. Choose one of the following locations:

- Sept. 5:** St. Johnsbury, Town Offices Board Room, 1187 Main Street.
- Sept. 10:** Waterbury, State Office Complex, Osgood Building, Cyprian Learning Center.
- Sept. 17:** Springfield, Fire Station, 75 Hartness Avenue.
- Sept. 18:** Enosburg Falls, Fire Station, Route 105 East across from McDonalds.
- Sept. 19:** Manchester, Town Hall, 1 mile north of Manchester Center on Rte 7A.
- Sept. 25:** Rutland, UVM Extension at Howe Center off Strongs Avenue.

Agenda:

1. Capacity defined / explained.
2. How do I evaluate my system’s status?
3. What forms and templates can assist in the process?
4. Receiving on-site assistance to complete the process.

Shaun Fielder and Elizabeth Walker of NeRWA are instructing these courses. This program is sponsored by funding from EPA and VT DEC Water Supply Division.

To register or for more information go to <http://www.neruralwater.org>, or call 802-660-4988 or 800-55-NeRWA

Do You Need Assistance

In Budget & Rate Review?



Gary Champy of the Vermont Water Supply Division is available to assist communities with budget and rate review. This Capacity Development program initiative can be useful if your water system has an existing DWSRF loan, you are contemplating a project and would like to have your rate analyzed, or you just want some technical assistance in this area of financial capacity. Please call Gary at 241-4226 or 1-800-823-6550 if you have any questions.

Guidance Manual Is Available In Dealing With The Public Service Board

*By Roger Bergeron,
Capacity Development
Specialist*

The Water Supply Division's Capacity Development program in cooperation with the Vermont Public Service Department and Vermont Public Service Board have finalized a "Guidance Manual On Rate Change Procedures For Small Water Supply Companies." The intent of this manual is to provide guidance for water supply companies when filing for a



rate change with the Public Service Board. This manual provides a listing of required exhibits and the format of exhibits required for the Public Service Board review.

The Water Supply Division's Capacity Development Program currently has an individual on contract who can provide assistance to private and for-profit water systems generally serving populations under 300 when filing a rate change. We are currently accepting applications for assistance.

If you have any questions pertaining to the application for rate filing assistance contact Gary Champy or Roger Bergeron at 802-241-3400 or 1-800-823-6500. Questions pertaining to rate changes can be directed to the Vermont Public Service Department at 802-828-2811.

Waterline Newsletter On-Line

Waterline subscribers have the option of receiving an alert via e-mail that the current issue of Waterline is posted on the Water Supply Division (WSD) web page. If you wish to get the e-mail alert, please contact Roger Bergeron, the editor at: rogerb@dec.anr.state.vt.us. Past issues of the Waterline, going back to the inaugural edition of October 2000, are now available online at: <http://www.vermontdrinkingwater.org/news.htm>

Waterline Connections Notes

"New Employee For Capacity Development Program" Gary Champy, Environmental Analyst III

By Roger Bergeron, Capacity Development Specialist

We would like to welcome our new member to the Water Supply Division, Gary Champy. Gary comes to us from the Facilities Engineering Division. Gary's role will continue in the area of capacity assistance and project development with Tom Bartholomew, David Allerton, and myself. Gary is a Springfield College graduate with a B.S. in Business Management. His financial career began with First Investors Corporation as a financial planner and account executive training instructor. Gary then took a position with the State of Vermont Public Facilities Division O&M Section undertaking a pilot program to perform wastewater financial opera-

tions and management evaluation training. This program was then offered to water supply systems in 1992. Gary's knowledge in the field of water and wastewater financial management was enhanced with work done in the States of Alaska and Wisconsin. Gary was also involved in the development of the DWSRF loan program back in 1996. He studied the impacts of a loan program on user rates and came up with the idea of negative interest. Recently, Gary has been assisting communities at public information meetings with budget development, user fee rate analysis and loan application reviews. Gary also has sixteen years of experience in maintenance system cost benefit analysis, staffing and staffing costs, decision making, capital budgeting, delinquent collections, impact fee development and capacity allocation.



If you have any questions for Gary you may contact him at 802-241-4226 or 800-823-6300 or garyc@dec.anr.state.vt.us

Small Water System

Engineering Evaluations

by David K. Allerton,
Project Development Specialist

In the first year of our Facility Improvement Plan program we were able to provide, **at no cost to the system**, an independent small water system engineering evaluation for seventy-nine water systems serving less than 500 people. We are currently providing this service for all school water systems, and additional systems serving less than 500 people. School systems have priority this year. Evaluations are conducted and reports prepared by a professional engineer under contract to the Water Supply Division.

The evaluation report includes:

- A brief system description including distribution system, storage, pumps, water source, and treatment facilities
- A system sketch (not to scale) and digital photographs
- A list of the facilities including size, manufacturer, type of material, age, condition, etc, if available
- Estimated number of years of useful life remaining of each system component



If you have any questions about the program, please call me toll-free in Vermont at 1-800-823-6500, or email me at davida@dec.anr.state.vt.us.

- Estimated replacement cost at estimated time of required replacement
- Yearly sinking fund required to meet estimated replacement costs of each component
- Cost estimates and recommendations to address any Water Supply Division identified deficiencies
- Cost estimates and recommendations to address any water system or consultant identified deficiencies (water supply system option)
- An analysis of the potential for connection or consolidation with adjacent systems

If you own or operate a school water system or a system serving less than 500 people, I encourage you to apply for this program. We plan to continue providing this service at **NO COST** to all schools that apply. Also, we will continue the program for water systems serving less than 500 people as long as funding is available. Applications will be prioritized by date of submittal for those systems serving less than 500 people.

Listen UP! All Vermont Water Operators

By Ruth Taylor, Compliance Coordinator

This is a message from your 'other mother' who will be retiring in May, 2003. Plan ahead!

I joined the Water Supply Division in the summer of 1993. The Operator Certification Program started in October of 1992 and when I arrived, over 2000 of you had been grandparented to your systems. I have enjoyed working with all of you and will miss you. Thank you for your willingness to become a part of the program which is so important to the health and safety of the people we serve.

YOU are responsible for your own operator certification record keeping. This means:

1. Know where your current water operator certificate is!
2. Know your Operator Certificate ID#!
3. Know when your renewal periods are!
4. Know how many credit hours you **have**!
5. Know how many credit hours you **need**!
6. Keep a file of all course credits.
7. Check the web sites for upcoming courses on a regular basis.



Questions? Call Ruth Taylor at 800-823-6500 or 802-241-3415.

Vermont Water Operator Training and Examination Schedule TRAINING YEAR 2002

Vermont Public Community & Non-Transient Non-Community Water Operators who serve populations of 3300 or fewer persons qualify for no fees for courses and exams under the EPA Water Operator Expense Reimbursement Grant effective from 1/1/02 through 12/31/07.

Date	Time	Class	Contact	TCHs	Fee	Location & Comments
5-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	St Johnsbury Town Offices
10-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	Waterbury Cyprian Learning Ctr.
10-Sep	TBA	Filament Staining & Identification Course	NeRWA	5	None if app.	Rutland WW Rx Facility
17-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	Springfield Fire Station
18-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	Enosburg Falls Fire Station
18-Sep	TBA	Rate Maker (Structure) Workshop	NeRWA	6	None if app.	WRJ VA Hospital Rm 103
19-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	Manchester Town Hall
25-Sep	9-11:30 AM	VT Capacity Development Seminar	NeRWA	2	None if app.	Rutland UVM Extension-Howe Ctr.
26-Sep	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Rutland UVM Extension-Howe Ctr.
1-Oct	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Rutland UVM Extension-Howe Ctr.
3-Oct	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Rutland UVM Extension-Howe Ctr.
18-Oct	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Rutland UVM Extension-Howe Ctr.
23-Oct	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Waterbury Skylight Conf Rm State Office Complex
25-Oct	8:15 - 12:00AM	Small Systems Certification Course	NeRWA	10/3 sess.	None if app.	Waterbury Skylight Conf Rm State Office Complex
1-Nov	10 AM -NOON	EXAM for Class 2 Certification	WSD	None	\$15-	Waterbury Cyprian Learning Ctr. & Rutland Howe Ctr.
1-Nov	1 PM - 4 PM	ABC EXAMS for Class 3, 4 & D Certification	WSD	None	\$40-	Waterbury Cyprian Learning Ctr. & Rutland Howe Ctr.
7-Nov	8:30AM- 3:PM	Fall Meeting & Trade Show	GMWEA	Up to 3	Yes	Burlington Sheraton
10-Dec	TBA	Test Methods for W/WW Operations	NeRWA	5	None if app.	Colchester Fire Station

Cyprian Learning Center: Waterbury State Complex, Osgood Building, Waterbury, VT 05671. Call (802) 241-1114 for directions.

GMWEA: Green Mtn. Water Environment Assoc., VT League of Cities & Towns, 89 Main St, Suite 4, Montpelier, VT 05602
Contact Jessica Hill at 802-229-9111 Fax 802-229-2211 Email: jhill@vlct.org Website www.gmwea.org

NeRWA: Northeast Rural Water Association, 187 St Paul St, Burlington, VT 05401-4689 Phone: 800-556-3792 Fax: 802-660-4990
Website www.neruralwater.org

NEWWA: New England Water Works Association, 125 Hopping Brook Rd, Holliston, MA 01746-1741 Phone: 508-893-9898
Fax: 508-893-9898 Website www.newwa.org

WSD: Water Supply Division, Dept of Environmental Conservation, Old Pantry Bldg., 103 So Main St, Waterbury VT 05671-0403
Phone (in VT only 800-823-6500) or 802-241-3400 Fax 802-241-3284

For Operator Training, contact: Ruth Taylor at 802-241-3415 or email ruti@dec.anr.state.vt.us.

For Strategy/Capacity, contact: Roger Bergeron at 802-241-1411 or email rogerb@dec.anr.state.vt.us

Website: <http://www.vermontdrinkingwater.org/wsops.htm>

Certification Class	Class 1	Class 2	Class 3	Class 4	Class D
Contact Hours Required	8 (Suggested)	10	20	20	13
Renewal Period Ends	June 30, 2003	June 30, 2005	June 30, 2004	June 30, 2005	June 30, 2004

Class 1 (TNC) Operators will be renewing by 6/30/03.

Class 2 Operators, Starting July 1, 2002, you begin a new 3 year renewal period and you will need 10 credit hours or retake the certification exam to renew again by 6/30/2005.

Class 3 Operators will be renewing by 6/30/04 and will need 20 credit hours or retesting

Class 4 Operators will be renewing by 6/30/05 and will need 20 credit hours or retesting.

Class D Operators will be renewing by 6/30/04 and will need 13 (pro rated for 2 year) credit hours or retesting.



Water Supply

Division

Enforcement

by *Alex Elliott*,
Division Attorney

This table provides a list of cases that were referred by the Water Supply Division (WSD) to the Enforcement Division of the Agency Of Natural Resources(ANR), and these cases were finalized during the periods described. The table does not include those cases handled internally by the WSD.

The penalties listed reflect those amounts assessed for Supplemental Environmental Projects (SEP) in addition to monetary penalties.

Alex Elliott, Division Attorney, can be reached at 802-241-3625 or 800-823-6500 or alexe@dec.anr.state.vt.us

Final Enforcement Actions For WSD Years 2001 & 2002

WATER SYSTEM	ACTION	VIOLATION CATEGORIES	TOTAL PENALTIES, SEPS & S.A. REQ'S
Shady Pines MHP, Westminster #5309	AOD	1. Failure to install corrosion control treatment for lead or copper. 2. Failure to submit Source Protection Plan.	\$2,000
Waterville Water Coop #5169	AOD	1. Failure to recommend or install corrosion control treatment for lead or copper. 2. Failure to Issue Public Notice. 3. Failure to submit monthly reports.	\$500
Hemlock Ridge Condos, Killington #5240	AOD	1. Failure to issue Public Notice. 2. Failure to conduct WQ monitoring.	\$1,500
Rolling Acres MHP, Westford #5097	SA	Alleged Violations included: *Multimedia case brought by the office of Attorney General 1. Failure to Submit Evaluation for Additional Sources of Water. 2. Failure to Submit MPA Results. 3. Failure to Maintain an O & M Manual. 4. Failure to Submit Monthly Reports. 5. Failure to Issue Public Notice. 6. Failure to conduct WQ monitoring. 7. Failure to Obtain a Permit.	SA Reqs.: 1. \$115,000; 2. Closure of MHP
The Eagles, Waitsfield #5562	AOD	1. Altering PWS Without a Permit. 2. Failure to Submit and Satisfy Conditions of Source Testing Plan.	\$1,500
A. Richard Purchase	AOD	1. Failure to Submit Well Completion Reports.	\$500
Green Mt. Valley School, Waitsfield #6621	AOD	1. Failure to Monitor 2. Failure to Issue Public Notice	\$2,000
Charles Higgins	AO	1. Failure to Submit Well Completion Reports. 2. Failure to Tag Wells. 3. Failure to Comply with Isolation Distances.	\$9,000
Mountainside Resort, Stowe #5165	AOD	1. Failure to Conduct MPA Testing. 2. Failure to Submit Source Protection Plan. 3. Failure to Maintain an O & M Manual.	\$3,400
Greensboro Fire District #1 #5198	AOD	1. Failure to Develop New Source to Meet System Demand. 2. Failure to Submit Monthly Reports. 3. Failure to Provide Filtration and Disinfection.	\$3,000
Rhodeside Acres, Georgia #5379	AOD	1. Failure to Monitor. 2. Failure to Issue Public Notice. 3. Failure to Provide Standby Disinfection. 4. Failure to Submit Monthly Reports. 5. Failure to Maintain an O & M Manual.	\$3,500
Glen Run Condos, Dover #5600	AOD	1. Failure to Provide Standby Disinfection. 2. Failure to Conduct MPA Testing. 3. Failure to Submit Source Protection Plan. 4. Failure to Submit. Bacteriological Sampling Plan. 5. Failure to Submit Consumer Confidence Report.	\$3,500
Colonial Estates Water Corp., Rutland Town #5499	AOD	1. Failure to Provide Standby Disinfection. 2. Failure to Conduct MPA Testing. 3. Failure to Submit Source Protection Plan. 4. Failure to Submit Consumer Confidence Report. 5. Failure to Maintain an O & M Manual.	\$2,000
RMC Mobile Home Park, Berlin #5344	AOD	1. Connecting to an Unapproved Source.	\$6,500
Washington North Trailer Park #5502	AOD	1. Failure to Provide Standby Disinfection. 2. Failure to Submit Source Protection Plan. 3. Failure to Submit Consumer Confidence Report. 4. Failure to Submit Monthly Reports. 5. Failure to Maintain O & M Manual.	\$2,500

AOD = Assurance of Discontinuance AO = Administrative Order
SEP = Supplemental Environmental Project SA = Settlement Agreement

TNC Update

By Carey Hengstenberg, Environmental Analyst

If you own or operate a transient non-community water system (TNC), you are not alone. Over 700 TNC water systems are in Vermont, accounting for about half of the total number of public water systems in the state, and they serve over 100,000 people per day!

As a public water system, your requirements to comply with the state and federal regulations are continually changing. A TNC Update Section will be included in each edition of *Waterline* to inform you of regulatory changes and provide information to help you maintain and protect your water system.

Sanitary Surveys

According to federal and state regulations, all TNCs are required to have a routine sanitary survey every five years. A sanitary survey is an onsite review of the water sources, facilities, equipment, operation, and maintenance of a public water system. The WSD will be contacting you to schedule a survey with the system operator and owner. If your water system has had a positive coliform or *E. Coli* sample in the past three years, you should expect a visit within the next year. To prepare for your sanitary survey, you should do the following:

Review your files. The records and construction details for the water system get “lost” when ownership management changes. Try to locate these documents because they may have details about the construction and maintenance of your system. Also, know the location of your septic tank, leachfield and any underground storage tanks on your property.

Drilled Well Construction. Locate the details of the well construction. If the well was drilled or modified after 1986, check the well casing for a small metal well tag with a well report number on it. If your well does not have a tag but you believe that it was drilled after 1966, you may still be able to find the well report. Call the WSD at (800) 823-6500 and we

If you have any questions about TNC sanitary surveys or ground water under the direct influence of surface water, call Carey Hengstenberg at 241-3424 or email careyh@dec.anr.state.vt.us.



From Left to Right: Joan McCloud (US Forest Service), Jen Edmonds (US Forest Service), Carey Hengstenberg (WSD). Photo taken during a sanitary survey for the Texas Falls Picnic Area in Hancock, VT.

can search for your well report using either the well report number or the owner’s last name. Another solution is to call the local well drilling company you believe drilled your well because they may have a copy of the well report.

Spring and Dug Well Construction: Shallow water sources such as dug wells and springs are vulnerable to surface water contamination. If you have a spring, you should know where it is located and how it is constructed. If your spring is buried or has underground infiltration pipes, you will need to locate them as well. For both springs and dug wells, you will be required to do testing for “Ground Water Under the Direct Influence of Surface Water (GWUDI)” after your sanitary survey.

Housekeeping: Keep written records of all repairs and maintenance performed on your water system. For example, save the receipts when you replace components of your system such as the well pump, pressure tank, filters, water softeners, etc. Also, keep copies of your coliform sample results for five years and your nitrate/nitrite results for ten years.

Questions: If you are thinking of modifying or improving your water system, adding treatment, or you are interested in testing for chemical contaminants that are not required, contact me or we can discuss it during the site visit.

Vermont Drinking Water Week Water

Fair & Poster Contest 2002

by Elizabeth Walker, NeRWA

This year's poster contest had numerous entries from talented artists around the state. All were excellent and very well thought out, making the judging a challenge for the committee. This year's winners are:

Grade 6: 1st Holly Kipp, Woodbury Elem. School - \$100 Savings Bond

Grade 5: 1st Dale Guisinger, Charleston Elem. School - \$100 Savings Bond
2nd Justin Whipple, Charleston Elem. School - \$50 Savings Bond
Honorable Mention, Katie Iadanza, Hinesburg Elem. School

Grade 4: 1st Victoria Martin, Charleston Elem. School - \$100 Savings Bond
2nd Patrick Kipp, Woodbury School - \$50 Savings Bond
Honorable Mention, Noah Camahan, Union Elem.

The Water Fair was held on Friday, May 10th on the State House Lawn, on what turned out to be a sunny, beautiful day, with displays of posters, performances by the National Theatre for Children, lawn games, a water cycle demonstration, a groundwater model and other educational displays, a demonstration by the American Society of Dowers, and the awards presentation. Some groups also toured the Montpelier Water Filtration Plant. A favorite activity was the scavenger hunt since the reward for solving the educational clues was Ben & Jerry's ice cream. Over 250 students enjoyed this year's program.

Dave Harris from E.J. Prescott, Master of Ceremonies for the awards presentation, introduced Lt. Governor Douglas Racine, who gave a motivating speech about protecting our water resources and presented the poster contest winners



From left to right: Ruth Taylor (WSD), Anthony Ciccarelli (EPA Region 1), Barbara McGongle (EPA Region 1)

with their certificates. Jerry Potamis, the EPA Vermont Program Director, honored our very own committee member, Shaun Fielder of NeRWA, with EPA New England's Environmental Educator Award for 2002. Congratulations Shaun, it is well deserved!

The Water Tasting contest had five entries this year, all from the groundwater category. This year's winner is the Long Trail Brewing Company, receiving a certificate from Lt. Governor Douglas Racine during the awards ceremony, and having boasting rights for the next year as the best tasting water in Vermont.

Drinking Water Week activities and the poster contest were made possible by donations from numerous local businesses.

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Visit us on the web at:

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If you have any comments or suggestions about this newsletter, please contact the editor, Roger Bergeron, at 802-241-1411 or rogerb@dec.anr.state.vt.us.

Summer 2002

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