



**TO:** Chairman and Board Members  
**FROM:** Mark Foree, General Manager  
**THRU:** Paul Miller, Manager, Operations and Water Quality  
Will Raymond, Water Treatment Supervisor  
**DATE:** April 6, 2015  
**SUBJECT:** **Presentation of the Presidents Award from the Partnership for Safe Water**

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### **Overview**

It is with great pleasure that we inform the TMWA Board of Directors that TMWA's Chalk Bluff Water Treatment Plant has received the Presidents Award from the Partnership for Safe Water. This prestigious recognition places Chalk Bluff and its staff as one of only 18 plants in the U.S. that have been thus recognized. Attaining the Presidents Award required a team with both years of experience and a passion and commitment to outstanding water quality.

### **Recommendation**

Recognize and congratulate members of the Operations Team and all of TMWA for a job well done in achieving the *Presidents Award* for the Chalk Bluff Water Treatment Plant. From the Chairman of the Performance Enhancement Assessment Committee of the Partnership of Safe Water: "The entire team at the Chalk Bluff Water Treatment Facility has demonstrated its commitment to superior treatment plant performance and its leadership in quality improvement to utilities throughout North America."

### **Discussion**

The Partnership for Safe Water is a voluntary utility program focused on improving the quality and safety of water produced by optimizing operations. It is a cooperative effort between EPA, American Water Works Association, Association of Metropolitan Water Agencies, National Association of Water Companies, and Association of State Drinking Water Administrators. In an August 2013 staff report to this Board, we reported the achievement of the Partnership for Safe Water Phase III Directors Award. At that time, fewer than 2% of the utilities in this country had achieved this recognition. Attached is that Board Report for reference.

The Presidents Award recognizes the highest possible level of individual filter performance. Since 1997 only 18 utilities across the country have achieved the Presidents Award and the level of commitment and certified performance that it represents. It is a testament to the commitment of all members of TMWA, and a tribute to the commitment and performance from each of the

Operations team members to have achieved this. There were countless tangible and intangible factors that resulted in the Presidents Award recognition but the core drivers in this achievement were the Operations team's collective possession of the following attributes:

1. **Passion**: dedication to producing outstanding, quality water. One must have this passion to consistently achieve TMWA's high standards through the many challenges faced over time.
2. **Teamwork**: the operations staff must support one another in attaining a shared vision of quality in challenging, ever-changing conditions.
3. **Experience**: there are 15 journeyman operators with a minimum of 13 years and a maximum of 23 years' experience in treating water at Chalk Bluff.
4. **Focus**: with 24/7/365 operations, the group maintains intense vigilance in addressing both routine operations and periodic challenges.

In the congratulatory letter from the Partnership for Safe Water:

“The Chalk Bluff Water Treatment Facility is among an elite group of utilities to achieve this award. The optimization of individual filter performance is a key water quality performance goal of the Partnership for Safe Water's Treatment Plant Optimization program.

This program is designed to help utilities assess treatment plant performance and make enhancements in operations to reduce the risk of exposure to Cryptosporidium, and to achieve superior water quality beyond what is required by current regulations. Treatment plant professionals trained in the Partnership for Safe Water requirements examined the plant operational data and found that the Chalk Bluff Water Treatment Facility has satisfied the most stringent measures of individual filter performance.”

Also attached is the congratulatory letter from the Partnership. We are very pleased and proud of this accomplishment and recognition.



Working Together to Protect Public Health by Optimizing Water System Operations

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January 21, 2015

To: Paul Miller  
Truckee Meadows Water Authority  
Chalk Bluff Water Treatment Facility  
1355 Capital Blvd.  
Reno, Nevada 89520-3013

Dear Mr. Miler,

The Partnership for Safe Water’s Steering Committee is happy to announce that the **Presidents Award** has been bestowed to the **Truckee Meadows Water Authority’s Chalk Bluff Water Treatment Facility**. On behalf of the Partnership for Safe Water Steering Committee, I wish to congratulate the Chalk Bluff Water Treatment Facility staff for this outstanding achievement. This award recognizes the highest possible level of individual filter performance.

The Chalk Bluff Water Treatment Facility is among an elite group of utilities to achieve this award. The optimization of individual filter performance is a key water quality performance goal of the Partnership for Safe Water’s Treatment Plant Optimization program.

This program is designed to help utilities assess treatment plant performance and make enhancements in operations to reduce the risk of exposure to *Cryptosporidium*, and to achieve superior water quality beyond what is required by current regulations. Treatment plant professionals trained in the Partnership for Safe Water requirements examined the plant operational data and found that the Chalk Bluff Water Treatment Facility has satisfied the most stringent measures of individual filter performance.

The entire team at the Chalk Bluff Water Treatment Facility has demonstrated its commitment to superior treatment plant performance and its leadership in quality improvement to utilities throughout North America. Please accept my congratulations on this outstanding achievement.

Sincerely,

Robert C. Cheng, Chair  
Partnership for Safe Water  
Steering Committee

RCC:BM

cc: Partnership Steering Committee  
PEAC Chair





Working Together to Protect Public Health by Optimizing Water System Operations

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January 21, 2015

To: Paul Miller  
Truckee Meadows Water Authority  
Chalk Bluff Water Treatment Facility  
1355 Capital Blvd.  
Reno, Nevada 89520-3013

Dear Mr. Miler,

Congratulations on successfully receiving the **Presidents Award** of recognition for the **Truckee Meadows Water Authority's Chalk Bluff Water Treatment Facility** from the *Partnership for Safe Water* treatment plant optimization program. This achievement is no small task, and you and your staff should be very proud of this outstanding accomplishment.

The *Partnership* would like to help you announce the accomplishment to your local news media. We will send a news release (similar to the sample enclosed) to media contacts you provide and to those affiliated with AWWA's Public Affairs/ Communications department. We will also share the news with the **California-Nevada Section AWWA** and can work with the section should you wish to pursue recognition at the local level.

The enclosed release is only a sample and should be customized to meet your needs. Your utility's accomplishment will also be highlighted in *Partnership* communications and recognized at the 2015 AWWA Annual Conference in Anaheim, California. We are happy to provide assistance should you require additional public relations and communication services.

Please complete the enclosed media contact list and plaque information form and e-mail or fax both documents to us at: [partnership@awwa.org](mailto:partnership@awwa.org), or 303.794.6303.

Your participation in the *Partnership for Safe Water*, and your award accomplishment, demonstrates your ongoing commitment to providing customers with the highest quality water. The *Partnership* staff at AWWA congratulates the entire team on this outstanding achievement and encourages you to continue working toward full optimization and the completion of Excellence in Water Treatment Award requirements.

Please contact me by phone at 303.347.6220, or by email at: [bmartin@awwa.org](mailto:bmartin@awwa.org) if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Barb Martin".

Barb Martin  
*Partnership* Program Manager

BM; ts  
Enclosures





**FOR IMMEDIATE RELEASE**

**CONTACT:**

(Utility Manager First, Last) (contact info), or Barb Martin, Partnership Program Manager, 303-347-6220, [partnership@awwa.org](mailto:partnership@awwa.org)

**{TREATMENT PLANT NAME} ACHIEVES HIGHEST LEVEL OF PERFORMANCE**

*The {(name) WTP} is among an elite group to reach this superior level of performance*

{UTILITY/ WTP CITY OR DENVER, CO} – {Date} – The City of {municipality name; WTP name} Water Treatment Plant received the prestigious Presidents Award from the Partnership for Safe Water.

The *Partnership* is a drinking water optimization program sponsored by AWWA, the USEPA and other water organizations, to recognize water suppliers that continuously provide drinking water quality that surpasses regulatory requirements through treatment plant and distribution system optimization. The *Partnership's* Presidents Award for Water Treatment recognizes plants that meet the program's highly stringent optimization goals for individual filter effluent turbidity.

*(The following two paragraphs would be customized by the utility/ plant to reflect specific utility information and quotes they would like to share with the media):*

The {City of \_\_\_\_} has been participating in the *Partnership's* treatment plant optimization program since {join date} and is a subscriber of the distribution system program. (include statement if true). {Utility and/or Plant Name} received the Directors Award for {Treatment/ Distribution (insert the program name(s) here)} in {year}. {verify this statement – add other utility/ plant specific info in this section as needed.} The {WTP name} is the {number (first, third, fifth, etc.)} in {State} to achieve this level of performance.

“Reaching Presidents Award status is a very significant achievement in our ongoing work to meet stringent performance goals,” said {Utility/ Plant Manager name, Title.} “Improving the quality of our water is a goal we will always try to meet and exceed. The Presidents Award is an important milestone as we seek to continuously improve and ultimately satisfy the requirements for the Excellence in Water Treatment award.”

The Partnership for Safe Water is a self-assessment program for water treatment plant and distribution system optimization. More than 250 utility subscribers, collectively serving more than 100 million people, commit to the *Partnership's* goals of providing safe, high-quality drinking water by achieving operational excellence in water treatment or distribution. *Partnership* utility subscribers participate in a rigorous self-assessment and peer review process, developed by industry experts, and achieve recognition for their commitment to the delivery of safe water for their community.

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*The Partnership for Safe Water is an alliance of the American Water Works Association, Association of Metropolitan Water Agencies, Association of State Drinking Water Administrators, United States Environmental Protection Agency, National Association of Water Companies, and the Water Research Foundation.*

**PARTNERSHIP FOR SAFE WATER MEDIA CONTACT LIST**

Fax to: Partnership Coordinator, AWWA (303) 347.6169

Or Email to: [partnership@awwa.org](mailto:partnership@awwa.org)

**Contact name:** \_\_\_\_\_

Medium name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Contact name:** \_\_\_\_\_

Medium name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Contact name:** \_\_\_\_\_

Medium name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Contact name:** \_\_\_\_\_

Medium name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

 **PARTNERSHIP FOR SAFE WATER**

**Phase IV Presidents Award**

**Plaque Order Form**

**Fax or email to:**

Program Coordinator  
AWWA/ Partnership for Safe Water  
6666 W. Quincy Avenue  
Denver, CO 80235  
Phone: 303-347-6169  
Fax: 303-794-6303  
[partnership@awwa.org](mailto:partnership@awwa.org)

Name of individual completing this form: \_\_\_\_\_

Please ship the plaque to (*Plaque will be shipped via UPS – Please cite a physical address only, not a P.O. Box, if possible.*)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Engrave the plaque as follows (**please type/print**):

**Utility Name**

\_\_\_\_\_

**Treatment Plant Name**

Each recipient is entitled to one plaque at no charge as part of their Partnership membership. If you wish to purchase additional plaques, they can be purchased for **\$600** each. Send your check (payable to AWWA) along with this form to the Partnership/AWWA address shown above. If you wish to purchase additional plaques with a credit card, please complete the information below, mail, fax or email the information to [partnership@awwa.org](mailto:partnership@awwa.org), or contact the Partnership at (303) 347-6169 to place the order.

**PAYMENT**

Amount Due: \_\_\_\_\_

Check Enclosed:

**Credit Card (see below):**

Visa

MasterCard

American Express

Discover

CC# \_\_\_\_\_ Exp. Date \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_

(updated 11/2012)



## STAFF REPORT

**TO:** Chairman and Board Members  
**THRU:** Mark Foree, General Manager  
**FROM:** Paul Miller, Manager Operations and Water Quality  
**DATE:** August 15, 2013  
**SUBJECT:** Partnership for Safe Water – Phase III Director’s Award

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### Summary

The Partnership for Safe Water (PSW) is a voluntary, water-utility program focused on improving the quality and safety of treated water by fostering the optimization of treatment and distribution operations. TMWA’s Chalk Bluff Water Treatment Plant has recently been presented the Directors Award of Recognition from the PSW. I would like to recognize members of the Operations Team and all of TMWA for a job well done in achieving this award. Our staff enthusiastically embraced the Partnership Filter Effluent Turbidity Goal of 0.10 NTU (Nephelometric Turbidity Units) and worked diligently to continuously maintain this high level of quality. These team members – both individually and as a group – have contributed to an organizational culture that is unwavering in its commitment to produce excellent, safe drinking water for our community.

### Purpose/Background

The Partnership for Safe Water is a unique, cooperative effort between EPA (Environmental Protection Agency), American Water Works Association, Association of Metropolitan Water Agencies, National Association of Water Companies and Association of State Drinking Water Administrators. The PSW encourages and assists utilities like TMWA to voluntarily enhance their water systems performance for greater control of microbial contaminants.

The objective of the PSW is to encourage water suppliers to minimize the risk to their consumers of exposure to pathogenic microorganisms in drinking water through continuous improvement in surface water treatment plant performance. The PSW has developed tools to facilitate improved performance, including the core of the program – a self-assessment procedure. This procedure is based on a proven technique developed by EPA, which results in the systematic analysis, identification and correction of factors which could limit the performance of the treatment system. The self-assessment process requires that the utility honestly and openly examine its water treatment plant operations – including the physical plant and operations and administration practices – to identify areas for potential performance improvement. The water system then establishes an action plan and begins to work on improvements identified by the self-assessment.

The results of the self-assessment are reported to the PSW and a team of utility peers evaluates the report to determine if the water plant is progressing toward treatment optimization sufficiently to warrant the granting of the Director's Award.

Utilities must work through an arduous and difficult self-assessment process – identifying factors which may have been limiting the performance of their treatment plant and taking steps to address those factors. By aggressively pursuing the objectives of the Partnership, the utility demonstrates a commitment to continuous improvement in the performance of their treatment facilities to help protect the health of their customers.

The Partnership currently includes more than 220 water utilities across the nation. Each has committed to the enhancement of drinking water quality and operational excellence in water treatment.

This award recognizes that not only does TMWA have an excellent treatment facility at Chalk Bluff – one that is well designed and capable of meeting enhanced treatment goals – but is also operated and maintained by a team of people who are highly capable and dedicated to achieving these high standards, and who continuously look for additional ways to improve.

TMWA joined the PSW several years ago and has been submitting data since 2005. Since that time we have been producing water with less than 0.10 NTU 100% of the time, and less than 0.06 NTU greater than 95% of the time.

Attached is the letter of award from AWWA. We are very pleased and proud of this accomplishment.

AMERICAN WATER WORKS ASSOCIATION

ASSOCIATION OF METROPOLITAN WATER AGENCIES

ASSOCIATION OF STATE DRINKING WATER ADMINISTRATORS



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

NATIONAL ASSOCIATION OF WATER COMPANIES

WATER RESEARCH FOUNDATION

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Working together to protect America's drinking water

Paul Miller, P.E.  
Manager, Operations and Water Quality  
Truckee Meadows Water Authority  
1355 Capital Blvd., PO Box 30013  
Reno, NV 89520-3013

Dear Paul,

The Partnership for Safe Water has reviewed The Truckee Meadows Water Authority's Phase III submittal for the Partnership Treatment Optimization Program Phase III Directors Award. **On behalf of the Partnership for Safe Water program, I am very pleased to notify you that The Chalk Bluff Water Treatment Plant has been granted the Phase III Directors Award. Congratulations on this accomplishment!**

The Partnership for Safe Water is a voluntary utility program focused on improving the quality and safety of water produced by water treatment plants by optimizing operations. The Phase III process involves using self-assessment methods to move forward on optimization of the treatment plant.

The report that you submitted was evaluated by a Program Effectiveness Assessment Committee (PEAC) team consisting of utility peers based upon an established Partnership protocol.

The PEAC review team was particularly impressed with the following areas:

- The overall level of effort to provide an informative and complete report.
- The explanation of dealing with significant challenges related to winter runoff, various source water differences, and the contingencies contemplated and utilized to meet these challenges.
- The performance data showing consistently excellent water quality.
- The Chalk Bluff WTP's settled water goal of 0.5 NTU.
- The recognition and repair of filter IMS plate failures to mitigate short-circuiting.
- The Apprenticeship Program.

The PEAC review team encourages utility staff to review and consider the benefits of further actions in the following areas in their continued optimization efforts:

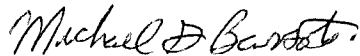
- Fully embracing the Partnership Combined Filter effluent goal of 0.10 NTU rather than 0.1 NTU. Adopting this goal with this additional significant figure will be important as the plant progresses to meet Phase IV optimization criteria.
- Describing and documenting filter-to-waste criteria/procedures.
- Assigning project champions and documenting their specific contributions.

- Describing and documenting manual procedures used to determine coagulant dose (jar testing, etc.), as well as manual operation procedures for when automation is interrupted on short or long-term occasions.
- Prioritizing, describing and documenting action plans and completion dates.
- Refocusing on improvements completed through the self-assessment process to remind staff how far they have progressed to obtain their current level of tenacity in resolving issues.

Truckee Meadows Water Authority is commended on the effort and dedication shown in researching, preparing, and submitting this Phase III self-assessment report. A tangible result of the Phase III self-assessment process is the development of action plans that allow a utility to move forward and further their optimization efforts. The Phase III award recognizes a good faith commitment to tenaciously pursue optimization via ongoing data review and future completion of the action plans established in the Phase III report. As your utility continues to work towards optimization, the next step is to continue implementing the action plans that resulted from the self-assessment process.

Specific questions regarding the Phase III report review and feedback can be directed to me at 802-864-7454(102). Thank you for your commitment to water quality and public health protection.

Sincerely,



Michael G. Barsotti  
PEAC Chair

cc: Barb Martin, Partnership for Safe Water Manager  
Dave Miller, PEAC Vice chair

## Report Review Summary

### Areas of Strength

- Meet optimization goals
- Demonstrated improvement
- Documentation/Demonstration of addressing complacency
- Attempt to provide and informative/complete package

### Demonstrated Good Faith Effort

- Understand/explain performance deviations
- Acceptance of optimization goals
- Involvement of all parties in the partnership process
- Commitment to Resources (Staffing, Funding)
- Documented Application of Process Control Skills
- Priority setting capability
- Training/communications capability
- System modifications based upon performance needs
- Development of action plans to improve performance
- Convincing/Understandable description of changes/progress

### Areas for Improvement

- No areas for continued improvement were identified in this review.