NACWA Congratulates This Year’s NEAA Honorees
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Individual NEAA Awards | Environment Award

Dr. K. Jack Kooyoomjian, Ph.D
Member, Board of Directors
Prince William County Service Authority, VA

Eric Rothstein
Principal
Galardi Rothstein Group, NC
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Individual NEAA Awards | Federal Public Service Award

Elizabeth “Betsy” Behl
Former Director of the Health and Ecological Criteria Division, U.S. Environmental Protection Agency - Office of Water, DC

The Honorable Senator Cynthia Lummis (R-WY)
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Individual NEAA Awards | Local Public Service Award

Cheryl L. Grieb
Osceola County Commissioner, FL

Mayor Thomas C. Henry
City of Fort Wayne, IN

Roy Rogers
Member, Board of Directors
Clean Water Services, OR
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Individual NEAA Awards | Utility Leadership

Frank P. Greenland, P.E.
Watershed Programs Director, Northeast Ohio Regional Sewer District, OH

Mary Lynn Henley, P.E.
Principal Engineer – Watershed Management, City of Tacoma Environmental Services, WA

William "Bill" Tatum
Former Project Manager - Central Regional Wastewater System, Trinity River Authority of Texas
Member Agency NEAA Awards  |  Community Leadership

DC Water, DC
Workforce Development Program
The DC Water Contract Compliance and Business Development Team

Orange County Sanitation District, CA
Final Expansion of the Groundwater Replenishment System

San Francisco Public Utilities Commission, CA
SFPUC Social Impact Partnership Program
Final Expansion of the GROUNDWATER REPLENISHMENT SYSTEM

The Groundwater Replenishment System (GWRS) is the result of a collaborative effort between the Orange County Water District (OCWD) and the Orange County Sanitation District (OC San). In March 2023, the final expansion of the GWRS was successfully concluded, achieving the goal of producing up to 130 million gallons of drinking water a day (MGD), enough water for nearly one million people in north and central Orange County.

The GWRS provides a new, local, drought-resilient supply to the 2.5 million people in OC San’s and OCWD’s shared service area by recycling 100 percent of OC San’s reclaimable wastewater flows for the first time – something unheard of with other wastewater recycling projects. The facility replenishes the local groundwater basin, protects it from seawater intrusion, and maximizes water reuse for the region.

The GWRS is a flagship project in the water sector and has garnered global attention for its innovative reuse of a previously wasted resource. The system has brought water reliability and resilience to Orange County residents and businesses.
The Social Impact Partnership (SIP) Program is…

- A unique opportunity for contractors and private firms to contribute to the well-being of communities where SFPUC projects are located.

- Commitments support local communities in addressing inequities, building community trust, improving quality of life, and creating meaningful sustainable impact.

- Financial and Volunteer Hours/In-Kind Contributions produce a

<table>
<thead>
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<th>Contribution Type</th>
<th>Amount</th>
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<td>Financial Contributions</td>
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<tr>
<td>Value of Volunteer &amp; In-Kind</td>
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<tr>
<td>Total SIP Contributions Provided*</td>
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- Financial contributions exceeding $10 million, coupled with $4.6 million worth of Volunteer Hours/In-Kind contributions, collaborate to create a significant social impact.

- Targeted Program Areas

  - Job Exposure and Internships
  - Education
  - Environment and Community Health
  - Small Business Support
  - Housing and Economic Support

  - SIP Dual Impact

  *As of 1/24/2024
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Member Agency NEAA Awards | Operations & Environmental Performance

City of Columbus Department of Public Utilities, OH
City of Columbus Biosolids Program

Knoxville Utilities Board, TN
KUB Biologically Enhanced High-Rate Clarifier

LOTT Clean Water Alliance, WA
Biological Process Improvements

Milwaukee Metropolitan Sewerage District, WI
Kletzsch Dam Fish Passage

Narragansett Bay Commission, RI
NBC IFAS Implementation

Seattle Public Utilities, WA
RV Wastewater Program
100% beneficial reuse since April 2016

Compost Facility

Built in 1980, the City of Columbus Compost Facility is one of the oldest continuously operating facilities of its kind. Each year, the facility produces over 60,000 cubic yards of Com-Ti, a Class A, Exceptional Quality Biosolids Compost, generating over $800,000 in annual revenue for the rate payers.

The City’s free yard waste drop off program diverts over 14,000 tons of yard waste from the landfill annually, putting organic matter back in the soil where it belongs.

Outlets

The City of Columbus’s diverse and robust outlet portfolio spreads the benefits of biosolids across Ohio’s soils. Biosolids are a rich source of organic matter and nutrients, promoting plant health and carbon sequestration. This valuable resource is used to reclaim mine sites and regenerate farmland throughout the state, all to better steward the environment and mitigate climate change.
KNOXVILLE UTILITIES BOARD
BIOLOGICALLY ENHANCED HIGH-RATE CLARIFIER

KUB’s Biologically Enhanced High-Rate Clarifier gives KUB the ability to biologically treat up to 120 million gallons of wastewater per day, which increases the utility system’s capacity during heavy rainfall events, ensuring wastewater is returned clean to the Tennessee River.
BIOLOGICAL PROCESS IMPROVEMENTS PROJECT

NEAA24 Operations & Environmental Performance Award

PROJECT GOALS
- Biological nutrient removal system upgrade using the latest technologies
- Reconfiguration of existing basin into five multi-cell treatment trains with enhanced operational controls
- Optimization of the treatment process, replacement of aging equipment, and improved process reliability

SUCCESSFUL CONSTRUCTION
- First in the state to use an alternative procurement process for a best-value construction only contract
- Three sequenced construction stages to allow for continuous plant operation and full permit compliance
- Completed on time and within budget, and funded with low-interest loans
- Proactive construction coordination yielded $1.4 million in engineering support contract savings

TEAM-BASED DESIGN
- Multi-year, multi-discipline design process
- Integrated project team delivery approach leveraging expertise of LOTT staff and design engineers
- Innovative design tools like 3D modeling to proactively address operational issues

OUTSTANDING RESULTS
- A level of process control truly rare in the industry
- Excellent treatment performance, with total inorganic nitrogen as low as 0.4 mg/L and an average of 1.6 mg/L
- Energy savings of 2.5 million kilowatt-hours per year
- Enhanced ability to meet anticipated permit limit changes and future community growth

STATE-OF-THE-ART TECHNOLOGY
- Energy-efficient equipment such as large bubble mixers and high efficiency blowers
- Customized nutrient probes and controls to adjust treatment process in real-time
- Cascading ammonia feedback for aeration air control and nitrate feedback for internal recycle control

LEARN MORE
To learn more about this project scan this code or visit lottcleanwater.org/bpi
To find out more about LOTT: scan this code or go to lottcleanwater.org
Kletzsch Dam was the largest remaining barrier to the passage of native fish in the lower 30 miles of the Milwaukee River. Located just 5 miles upstream from Lake Michigan, it limited reproduction of many fish by preventing them from reaching critical spawning and juvenile rearing habitat in the watershed.

The project addressed required dam repairs and provided fish passage for native species within the Milwaukee Estuary Area of Concern (AOC).

Project Partners:
- Milwaukee Metropolitan Sewerage District
- Wisconsin Department of Natural Resources
- Milwaukee County Parks
In response to a massive fish kill due to anoxic conditions in Narragansett Bay in 2003, the Rhode Island Department of Environmental Management issued strict nitrogen permit limits for the Narragansett Bay Commission’s Field’s Point Wastewater Treatment Facility. In addition to the burdensome costs associated with building traditional nitrogen removal facilities, the Field’s Point WWTF site posed space challenges, as it is located in a dense urban working waterfront.

To meet the challenges posed by cost and siting, the Narragansett Bay Commission embarked on adopting the largest application in the world of the Integrated Fixed Film Activated Sludge (IFAS) process. A decade later, the facility’s average seasonal nitrogen loads have dropped from 13.4 mg/L to 3.1 mg/L. Nitrogen loads to upper Narragansett Bay have reduced by 83% and water quality has improved dramatically. NBC’s robust water quality monitoring program has underscored the success of the project, documenting improvements in the health of the receiving waters and the ecosystems of the estuary. According to Dr. Candace Oviatt from the University of Rhode Island Graduate School of Oceanography, “Narragansett Bay is cleaner than it has been in 150 years,” thanks to the nitrogen reduction efforts.

“Narragansett Bay is cleaner than it has been in 150 years.”
—Dr. Candace Oviatt, URI GSO, 2016
New RV Wastewater Pump-Out Service
A Mobile Service to Reduce Pollution Spills

A community-centered, low-barrier service that
- stops potential pollution spills at their source
- reduces costly spill clean-ups
- protects human and environmental health
- partners with non-profits for additional support services (food, hygiene supplies, vaccines)

Reactive RV wastewater spill responses have decreased from almost 110 in 2019 to less than 30 in both 2022 and 2023.
Member Agency NEAA Awards | Public Information & Education: E-Media

**Inland Empire Utilities Agency, CA**  
Be Sewer Smart

**Johnson County Wastewater, KS**  
#ForTheW

**Louisville & Jefferson County Metropolitan Sewer District, KY**  
Louisville MSD cAIRity Program

**Northeast Ohio Regional Sewer District, OH**  
NEORSD’s Podcast, “Clean Water Works”
BE SEWER SMART

Our actions dictate whether or not we can keep our water flowing seamlessly.

FOG (fats, oils, and greases) clogs and non-flushable wipes in the pipes spell disaster for household & city infrastructure and wastewater treatment plant operations. Heightened during the peak of the COVID-19 pandemic, IEUA’s ongoing Be Sewer Smart campaign highlights the growing issue of FOG, wipes, and other hygiene products being improperly disposed down the drain while reinforcing proper methods of disposal.

With collateral designed completely in-house, residents are able to get a behind the scenes look at the effort required to maintain and clean sewer drains, items commonly found, and related issues that occur through eye-catching short-form videos, photos, and animated graphics.
For the work. For the water. For the world. #ForTheW

#ForTheW: Who We Are

"...We are all different, but we are all here for the same mission: to ensure the renewal of life’s essential resource...."

#ForTheW: What We Do

"...It’s not about winning awards every year. It’s about the impact we make every day..."
Wastewater Treatment can be a smelly proposition
Smell something? Say something.

Report an odor to MSD

clAIRity PROGRAM

Let’s Clear the Air Together

Odor Control Live Stream for residents of 40291
Tuesday, July 12 6 to 7 PM

LouisvilleMSD.org/odor
NORTHEAST OHIO REGIONAL SEWER DISTRICT
CLEAN WATER WORKS PODCAST

NEAA24 COMMUNITY LEADERSHIP AWARD

The Northeast Ohio Regional Sewer District’s in-depth and fun podcast led by Mike Uva and Donna Friedman covers any and all topics related to clean water, wastewater treatment, stormwater management, and the people, projects, and programs serving Lake Erie and our local waterways and communities.

Download + subscribe: neorsd.buzzsprout.com

AWARD WINNER
2023 Cleveland Rocks Awards

CONTENT LEADER
10,000 downloads and counting
Member Agency NEAA Awards | Public Information & Education: Educational Program

City of Tacoma, Environmental Services, WA
If It Hits the Ground, It Hits the Sound

Houston Public Works, TX
Give Water a Break Campaign

Metro Water Recovery, CO
Virtual Classroom Experience

Metropolitan Wastewater Management Commission, OR
City of Springfield, OR
City of Eugene, OR
Clean Water University Program

Narragansett Bay Commission, RI
NBC Watershed Explorers Summer Camp

NEW Water, WI
Planning for the Future in Northeast Wisconsin

Passaic Valley Sewerage Commission, NJ
Pollution Prevention Coloring Book and Animated Video

Western Monmouth Utilities Authority, NJ
Environmental S.T.E.M. Careers Merit Badge Summer Camp
City of Tacoma - Environmental Services
If It Hits the Ground, It Hits the Sound!
A local community Art focused stormwater pollution prevention campaign

Reached over 220k Tacoma residents through murals, vehicle wraps, & social media

Partnered with 14+ external organizations who have joined our outreach efforts

Collaborated with 21 local artists

Tacoma Public Schools to pilot stormwater pollution prevention curriculum
Houston Public Works initiated a comprehensive marketing campaign to inform Houstonians about drought and year-round water conservation efforts in response to Houston’s growing water demands and the increasing frequency of drought events. Using a mix of digital and traditional assets, Houston Public Works spread the message with eye-catching graphics and witty slogans that prominently display Houston’s “Space City” culture. Houston Public Works utilized a diverse range of promotional channels to amplify the reach of the “Give Water a Break” campaign, including:

- TV, Radio, Hulu and Youtube Ads
- Social Media Ads
- Educational Videos, Flyers, Trifolds and Posters
- Physical Event Displays
- In-Person Educational Outreach Events
- Media Partnerships
- and More

With over 17.9 million impressions, this campaign has been highly successful and widely well-received. Moving forward, Houston Public Works plans to continue funding the “Give Water a Break” campaign and expand the toolkit of educational resources.
Virtual Classroom Experience Takes Education Program to a New Level

GOALS AND OBJECTIVES

- Accommodate the shift in learning styles with an opportunity that is sustainable and manageable with existing staff resources.
- Provide an option for tour requests that exceed capacity for in-person visits.
- Expand outreach to younger students within Metro’s service area and across the region.

THE PROGRAM

The virtual experience started with a pilot program in 2022 that included seven classrooms from within Metro’s service area and one rural school from Wyoming. The target audience is elementary students (3rd through 5th grades).

OUTCOMES/RESULTS

- The virtual classroom experience was incorporated into the regular education program.
- In addition to pilot participation, Metro virtually engaged with about 25 classrooms during the 2022 – 2023 school year. That number translates to approximately 600 students.
- The online option is now offered to large groups that exceed capacity for in-person tours.
- The virtual option is sustainable with existing staff.
- Metro’s reach increased within its service area.
CLEAN WATER UNIVERSITY
Adventures in stormwater, drinking water, and wastewater.

Metropolitan Wastewater Management Commission

partners in wastewater management

SPRINGFIELD OREGON
Eugene
In 2023, the Narragansett Bay Commission hosted its first summer camp for fourth and fifth grade students.

The one-week experience was free of charge and gives students from Rhode Island’s urban core the opportunity to explore the science, art, and social significance of clean water through exposure to clean water careers, hands-on water quality monitoring and community stewardship activities. The experience empowers the students to become ambassadors for clean water in their homes, social groups, and classrooms.

Campers took field trips to both salt water and freshwater sites for water quality monitoring, macroinvertebrate studies, and learning about protecting ecosystems and habitats. They also spent time with NBC’s biologist learning about wastewater biology, microscopes, and laboratory safety and procedures. Additionally, each day included reflections on our responsibilities to be environmental stewards.
“Planning for the Future in Northeast Wisconsin”

NACWA 2024 Public Information & Education Award

Leveraging education and communications to build trust, be transparent, and explain the need and cost for critical upgrades at NEW Water.

Shout out to our NEW Water #Team for partnering to tell our story!

Thank you NACWA for the honor & congratulations to all Awardees!

#StrongerTogether
PASSAIC VALLEY SEWAGE COMMISSION
PVSC Education Outreach Program. Animated Video & Coloring Book

NEAA24 COMMUNITY LEADERSHIP AWARD

PVSC’s newly developed *Pollution Prevention Coloring Book* and recently produced *Pollution Prevention Animated Video* are two notable components of its Elementary School curriculum.

The engaging, beautifully illustrated coloring book depicts individuals taking part in environmental cleanup efforts and features activities such as wordsearches and crossword puzzles using common phrases related to pollution and wastewater. It is designed to:

- introduce children to the pollution issues facing our environment in a fun, detailed, informative and interesting way.
- to teach children basic concepts about wastewater, stormwater, garbage, recycling, and hazardous wastes.

The animated video revolves around the adventures of PVSC’s charismatic cartoon mascots, *Pollution Prevention Penny* and *Messy Marvin*. The video follows the two of them as they travel around town, meeting animals who have had their lives drastically affected by pollution. PVSC’s goals in introducing this coloring book and this new, animated video are essentially two-fold:

- To further PVSC’s mission to educate the students about the effects of pollution on the local waterways and the various steps they can take to help mitigate pollution.
- To encourage students to become environmental stewards.

Phone: (973) 466-2908 • Fax: (973) 344-7114
Email: education@pvsc.com
Check us out on the web! www.pvsc.com
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Member Agency NEAA Awards | Public Information & Education: Video

Arlington County, VA
Re-Gen Education and Outreach Video

Great Lakes Water Authority, MI
One Water News Drops

Hampton Roads Sanitation District, VA
National Infrastructure Week: James River Treatment Plant SWIFT Improvements

Madison Metropolitan Sewerage District, WI
Flushables Video Campaign
2024 National Environmental Achievement Award
Arlington Re-Gen Education and Outreach Video

Watch the video here!

Sustainable Improvements

Thermal Hydrolysis
In a hot environment similar to a pressure cooker, heat breaks down solids and removes pathogens

Renewable Natural Gas
Biogas produced from the anaerobic digestion process will be upgraded to renewable natural gas, a renewable energy source that displaces fossil fuel use

Wastewater Treatment Plant
Arlington County Water Pollution Control Plant

Anaerobic Digestion
Microbes digest the solids, which stabilizes the biosolids and reduces odors

Dewatering
A dewatering device removes water from the biosolids

Soil Amendment
The final product can be used for gardens, forests, farms, and lawns

High Quality Treated Effluent

Visit arlingtonregen.com to learn more!
The foundation of the Great Lakes Water Authority’s (GLWA) operational ethos lies in its collaborative partnerships with member organizations and stakeholders. As we unite our efforts for the betterment of our region, a noteworthy illustration of this collaboration is the joint initiatives and materials created by GLWA, in conjunction with our member partners, to serve as valuable resources for public education.

A new vehicle that GLWA created for the purpose of public education is a video series called “One Water News Drops.” These short, informative videos keep the public, member partners and our team members informed about important happenings within GLWA and across the region.

The videos range between 45 seconds and two minutes, with the goal being to package information into easy-to-understand, bite-sized videos where anyone can quickly get up to speed on the latest information.

GLWA remains steadfast in its dedication to creating public educational content, encompassing videos designed not only to impart knowledge but also to inspire a profound and enduring influence on viewers and their future choices. Furthermore, GLWA maintains an unwavering commitment to ongoing collaboration with its member partners in the pursuit of identifying vital issues that demand increased public awareness.
More effective wastewater treatment

Meets drinking water quality standards

Sustainable source of groundwater

Compatible with the Potomac Aquifer

Provides for economic opportunities in the region
Flushables Video Campaign

• Three animated video PSAs
• Educate on smart flushing practices
• Multi-platform digital advertising
  *YouTube, Google, Social media, Cinema*
• 1.5 MILLION views in 5 months

Madison Metropolitan Sewerage District
madsewer.org/flushables
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Member Agency NEAA Awards  |  Public Service

Louisville & Jefferson County Metropolitan Sewer District, KY
Louisville MSD Community Benefits Program
Louisville MSD
Community Benefits Program

NEAA24 PUBLIC SERVICE AWARD
Together...the community benefits!

More than $3.3 M in commitments to our community since 2019
Education | Workforce | Economic Development

msd
Safe, clean waterways®
CONGRATULATIONS TO THE 2024 NATIONAL ENVIRONMENTAL ACHIEVEMENT AWARD WINNERS

Member Agency NEAA Awards | Workforce Development

Great Lakes Water Authority, MI
Internship Program

Knoxville Utilities Board, TN
KUB Utility Apprentice Program

Metro Water Recovery, CO
Journeyman Trainee Programs

Orange County Utilities, FL
H2O Pipeline: Classroom to Career

Seattle Public Utilities, WA
Seattle Public Utilities Apprenticeship Program

South Platte Renew, CO
High-Performance Leadership Program for Water Professionals
The Great Lakes Water Authority (GLWA) Internship Program was created with the objective of providing on-the-job learning and real-world experience to successfully prepare students for careers in the water sector, while equipping students with essential skills to achieve lifelong success, and most importantly, building GLWA's talent pipeline.

The program finished its second class in the fall of 2023. Twenty-two interns from diverse backgrounds and educational institutions have taken part in the program to-date, working in several administrative and operational areas within GLWA.

This program helps develop new talent for the future of the water sector. It is also a pathway for GLWA to identify new, sustainable solutions to help address the need for a qualified, diverse and knowledgeable workforce to fill roles that are imperative to the Authority's operations.

GLWA is committed to continuing the internship program into 2024 and onward. This program has set GLWA up with a sustainable plan to continue to fill vital jobs in the water sector with highly educated and qualified workers who are committed to providing water of unquestionable quality to our communities, as well as effective and efficient wastewater services.
KUB’s Utility Apprentice Program creates a pipeline for applicants with little to no utility experience to learn trade and technical skills through on-the-job training at KUB in a full-time role.
**Journeyman Trainee Programs** Help Fill Critical Positions and Promote Career Advancement

Metro Water Recovery has successful journeyman trainee programs: Mechanical Industrial Technicians (MIT) and Electrician Instrumentation Technicians (EIT).

The trainees work under the direction of a supervisor and an MIT/EIT Senior.

**GOALS AND OBJECTIVES**

- Ensure Metro has a qualified, diverse, and knowledgeable workforce with candidates that are prepared to fill these critical positions today and in the future.

- Promote and develop current employees and new talent.

- Candidates receive a sound theoretical foundation that allows them to progress through their careers.

**OUTCOMES/RESULTS**

- As a result of the journeyman trainee programs, Metro has skilled professionals to fill EIT and MIT positions.

- Trainees earn various technical certificates based upon areas of expertise.

- MITs have the option to continue their coursework at the Community College of Denver to earn an associate degree.

- EITs who complete the program earn an associate degree.

- The new programs rolled out in 2018 and five graduates were hired to fill full-time positions in 2022 – including two MITs and three EITs. Enrollment increased steadily from July 2022 to July 2023 with seven MITs and three EITs currently participating.
Orange County Utilities’ H₂O Pipeline Classroom to Career Program is a vocational initiative designed to train high school seniors to become Class C water or wastewater treatment operators.

**METHODOLOGY**
The curriculum was developed using the California State University (CSU), Sacramento water and wastewater treatment instruction manuals. Instructional methods include classroom lessons, site visits to water and wastewater plants, hands-on training, guest speakers, and professional conference attendance.

**RESULTS**
All ten students enrolled in the inaugural year of the program successfully completed volumes 1 and 2 of the CSU, Sacramento wastewater treatment courses and passed all required proficiency exams. Five of the six students who sat for the Florida Department of Environmental Protection Class C wastewater treatment exam passed the test on their first try. Four graduates of the program’s first year are currently working at one of Orange County Utilities’ wastewater treatment facilities.
Re-designed Apprenticeship Program
Building a Sustainable Pipeline of Diverse Operations and Maintenance Staff

In 2020, Seattle Public Utilities redesigned its apprenticeship program to include:

- better outreach and recruitment
- expanded professional development
- improved community partnerships

Apprenticeship demographics now better reflect utility customer demographics

Dedicated professional development support for in-house frontline instructors and trainers
High Performance Leadership Program for Water Professionals

Heather Hurtado – Wastewater Operator

GROW Model for Coaching

Drew