

PMP
SYSTEM SUPPORT
CROSS CONNECTION
INSPECTION SERVICES
SMALL SYSTEM MANAGEMENT
LARGE SYSTEM MANAGEMENT
WASTEWATER CONTRACT OPERATIONS



Management, Operations & Services



Water or Wastewater Issues?

WhiteWater has complete solutions.

When it comes to clear solutions for your water or wastewater facilities, those that combine proven experience with up to date expertise, from designing and building your facility to its operation, no other provider can match WhiteWater, Inc. We have owned and operated systems for over 20 years and assisted many other New England water and wastewater providers during that time.

Our experience over the years has shown it's not easy staying current with all the new laws and regulations governing water and wastewater, but that's just what WhiteWater does. Continuing education is one of the most important factors in WhiteWater's ability to deliver unparalleled service. Our personnel are required to stay current by upgrading their certifications and maintaining their educational credits on a regular basis. In addition, all operations employees are members of one or more of the following organizations:

American Water Works Association

(AWWA), New England Water Environment Association (NEWEA), Massachusetts Water Pollution Control Association (MWPCA), New England Water Works Association (NEWWA), National Association of Water Companies (NAWC) and Massachusetts Water Works Association (MWWA). As active members, our employees stay abreast of the industry's most recent developments insuring the most efficient and cost-effective solutions to your water and wastewater issues.



specialists and plant operators. Working as a team, their unified effort gives WhiteWater the ability to solve your complex problems and issues with solutions unique to your situation. So, take a moment to review our services that are available to you and see how they can add to your operation's efficiency and effectiveness.

When you partner with WhiteWater you get the added benefit of an association with its affiliated companies. Together, we can offer the talents of a multi-disciplined staff of more than 350 employees. These men and women include engineers, planners, computer specialists, construction managers, financial specialists, sampling

WhiteWater will bring your system into compliance and keep it there by tailoring any of our services to meet your specific needs. While you put your resources to work doing what you do best, WhiteWater will do what we do best – work around the clock to bring you and your community peace of mind. So, give us a call today and tomorrow you can...

sleep well, because you've put WhiteWater on the job.

WASTEWATER CONTRACT OPERATIONS

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- Wastewater Sampling
- Monitoring Well Sampling
- Certified Operators
- Management Services
- SOP Manuals
- Treatment Plant Operation
- Treatment Plant Maintenance
- Contract Operation & Maintenance
- Sewer Leak Detection and Repairs
- Sewer Main Replacement
- Sewer Main Installation
- Professional Engineering Services
- Pump Station Installation
- Pump Station Maintenance
- Pump Station Replacement
- Rebuilt Pump Service
- Controls Service
- In Line Monitoring Systems
- Chlorination Systems
- Chemical Treatment Systems
- Compliance Issues
- Financial Issues



Careful management, monitoring and maintenance of wastewater systems are essential to safeguard public health and meet strict regulatory standards. Why struggle alone with the issues and requirements related to the operation and maintenance of a wastewater facility? By making WhiteWater, Inc. your partner, you harness the collective power of our operational and support staff to insure your wastewater facility is in compliance. Our certified professional team will operate and maintain your facility at its highest possible levels with a minimal reliance on outside contractors, and do it 24 hours a day, 7 days a week. Our certified employees have diversified training and operational experience maintaining a variety of wastewater systems including Zenon Plants and Tertiary Treatment Systems.

Whether your wastewater facility is big or small, bringing WhiteWater on board will insure the most efficient and cost effective approach available to you.



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LARGE SYSTEM MANAGEMENT

LARGE SYSTEM MANAGEMENT

- Water Sampling
- Certified Operators
- Management Services
- SOP Manuals
- Treatment Plant Operation
- Treatment Plant Maintenance
- Contract Operations & Maintenance
- Water Leak Repairs
- Water Main Replacement
- Water Main Installation
- Pipeline Tapping
- Water Main Chlorination
- Pump Station Installation
- Pump Station Maintenance
- Pump Replacement
- Rebuilt Pump Service
- In Line Monitoring Systems

- Chlorination Systems
- Chemical Treatment Systems
- Corrosion Control
- Compliance Issues
- Financial Issues

WhiteWater provides full-service operation of your water system around-the-clock, 7 days a week insuring you're in compliance with all water system related laws, including the Safe Drinking Water Act, specific state regulations, and any other applicable local regulations. Water quality (color, odor, taste and health-related contaminants) will be maintained at the highest levels of purity attainable by your treatment and distribution system equipment. Loss of water pressure and other system issues under our control will be minimized.

WhiteWater will operate, maintain, repair and manage your water system in a safe, secure and efficient manner. We will also coordinate all necessary laboratory testing services using a state certified facility. The operation of your water system will meet or exceed all regulatory requirements including public health standards for water quality.

WhiteWater stands behind this pledge and will be responsible for any fines or penalties levied by any government agency as a result of our actions.



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SMALL SYSTEM MANAGEMENT

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SMALL SYSTEM MANAGEMENT



Small water and wastewater systems serving as few as 25 people will find meeting local, state and federal regulations a costly proposition at best. WhiteWater offers a comprehensive, cost-effective solution combining skilled facility management with certified technical know-how that satisfies all regulatory requirements facing our customers.

WhiteWater will perform all the necessary sampling, testing and analyses to insure your system is in compliance with all regulatory agencies concerned. We will also submit all documentation that your state or municipality requires and are prepared to carry out any other service, with your approval, to insure the proper operation of your facility.

A certified laboratory will perform any analysis not done in-house. For this purpose, WhiteWater has retained a highly qualified state certified laboratory to insure effective analysis of your water and wastewater. Their statement of qualification is available upon your request.



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INSPECTION SERVICES

- Assisting owners in finding qualified contractors
- Value Engineering Review – Analysis of Life Cycle Costs
- Reviewing and Certifying Payment Requests from Contractors
- Field Inspection Services
- Preparation of "as-built" drawings

INSPECTION SERVICES

In an era of fast-track construction, limited budgets and increased governmental and industry regulation, the need for independent, objective third-party inspection and qualification of your critical systems is paramount. WhiteWater, Inc. offers a complete turnkey source of on-site inspectors to insure your project is designed and installed to meet your material and workmanship requirements and contract specifications.

WhiteWater personnel can provide construction observation and management on a variety of public works, environmental and utility projects. Our managers and staff are experienced in providing on-site observation and project oversight, and because they have "done it themselves," they recognize potential problems in the field quickly allowing an early response, which minimizes construction delays and overruns for your project.



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CROSS CONNECTION

- Cross Connection Surveys
- Backflow Device Testing
- Submission of Required Documents
- Tracking of all Survey, Testing and Device Information



Our vehicles are clearly marked with WhiteWater insignia, or customized to your specification. Each vehicle is equipped with all the tools and accessories necessary to complete mandatory scheduled tasks, including backflow device test kits and confined space entry equipment.

WhiteWater manages its cross connection-testing program using the latest computer software. This allows us to customize your letters, forms, or other correspondence required by the responsible governing agency. WhiteWater submits all of your required monthly and annual reporting along with any other necessary documentation. We provide this service promptly and completely relieving you of the regulatory paperwork requirements.

The United States Environmental Protection Agency (EPA) and your state's environmental regulatory agency mandate that all water suppliers have a Cross Connection Control and Backflow Prevention Program. WhiteWater has an approved program that is professionally administered by our seasoned field technicians to meet this requirement for you.

We've established a strong track record of responsibility while surveying systems and testing devices for many communities. All of our technicians that perform mandatory testing hold valid Backflow Prevention Device Tester's Certification and are completely familiar with today's ever-changing regulatory environment. These professionals will insure that your system is in compliance.



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CROSS CONNECTION

SYSTEM SUPPORT

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- Hydrant Painting
- Hydrant Flow Testing
- Hydrant Maintenance
- Valve Operation
- Valve Box Cleaning
- Water Leak Audits
- Pipeline and Valve Box Locating
- Valve Box Location Drawings
- Meter Reading
- Billing Services
- Meter Installations
- Meter Replacement Program

Preventive maintenance and early repair are the key elements in the successful operation of any water distribution system. WhiteWater employs a full-time, in-house maintenance and repair staff. We specialize in installing, maintaining and repairing water facilities such as mains, valves, service lines and hydrants.

Our automated system is the foundation of our organized and efficient approach to preventative maintenance and repairs. A comprehensive, computer-based maintenance program, allowing prompt diagnosis of potential problems, lets our staff make corrections before the operation of your water system is seriously interrupted. It provides information to insure preventative maintenance is performed properly and on time, and allows us to identify and anticipate the timely repair of operating equipment. It also keeps a complete record of your operation's maintenance history and its related costs.

WhiteWater is fully committed to its contract operations 24 hours a day, 7 days a week.



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Beyond budgets, your operations people will find the manual to be a quick "finger-tip resource" providing complete information concerning parts, suppliers and warranties. In the event of an emergency, fast access to reliable information can make all the difference in the world in getting your facility back to full operation quickly.

You may be pleasantly surprised at the cost savings you will realize through use of the reference manual developed especially for your facility, along with the on-time preventative maintenance. Call us today to make an appointment with our knowledgeable staff who will be glad to discuss your operation and its unique needs.

WhiteWater, Inc., in association with its affiliates, offers a Preventative Maintenance Program or PMP. This program is based on the concept that it is less costly to maintain existing equipment and facilities in top form than it is to incur and pay for unexpected breakdowns and equipment overhauls.



First, we determine the present state of your equipment and facilities. Second, we catalog the information. And third, we schedule a series of preventative maintenance tasks to bring them to peak operating condition and keep them there. Using proven maintenance task management software, tailored to your facilities' needs, we are able to generate automatic work orders, purchase orders and keep equipment inventory current based on the schedule.

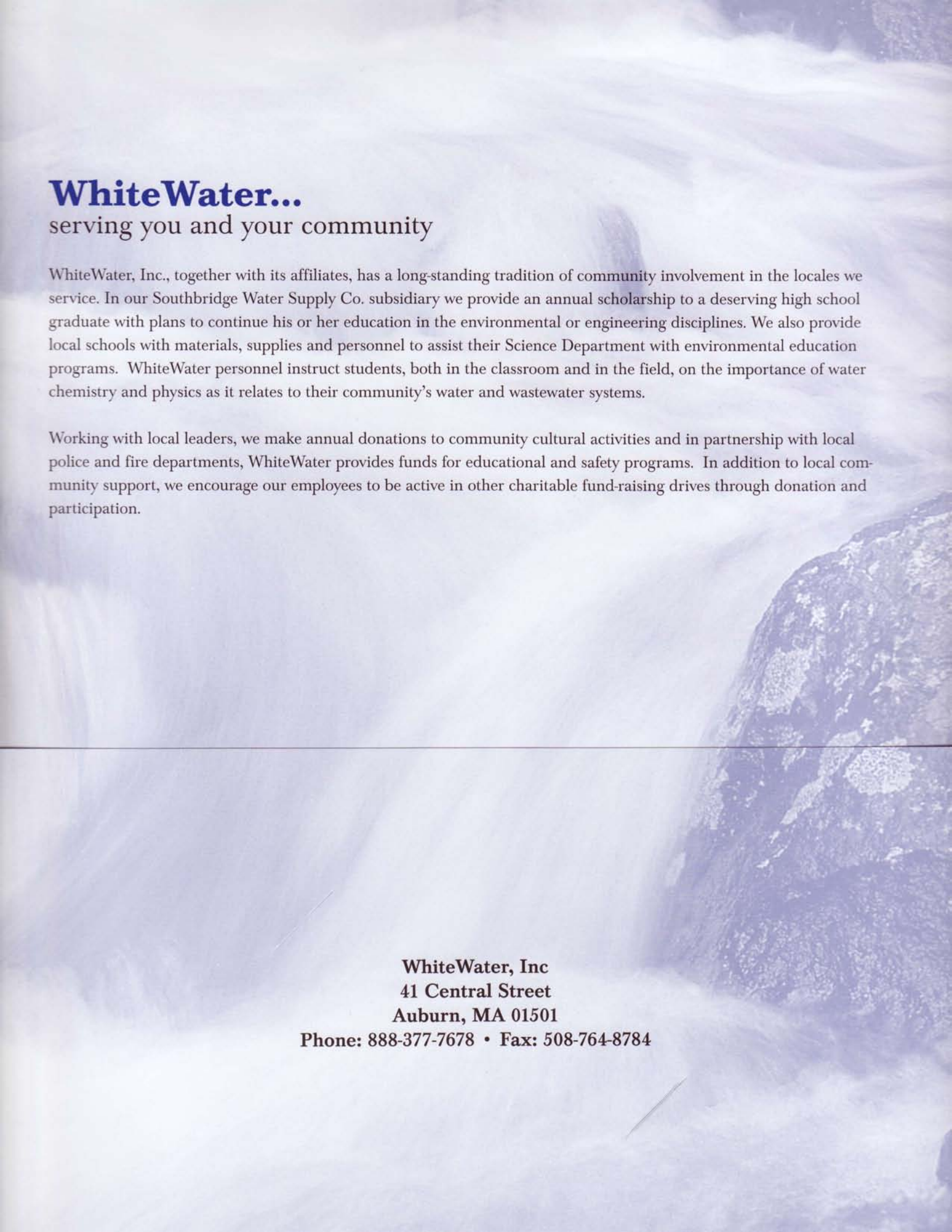
An essential ingredient of the PMP is development of a tailor-made manual, which closely relates to your scheduled maintenance. This single source reference provides a complete description of each plant or pump station and has proven itself time and time again, in demonstrating to your oversight board or commission the condition of your equipment and the need to repair or replace it. This reference is also an essential aid at budget time. Many of our customers have found that the reference's thorough documentation in support of their funding requests is often the deciding factor in gaining approval.



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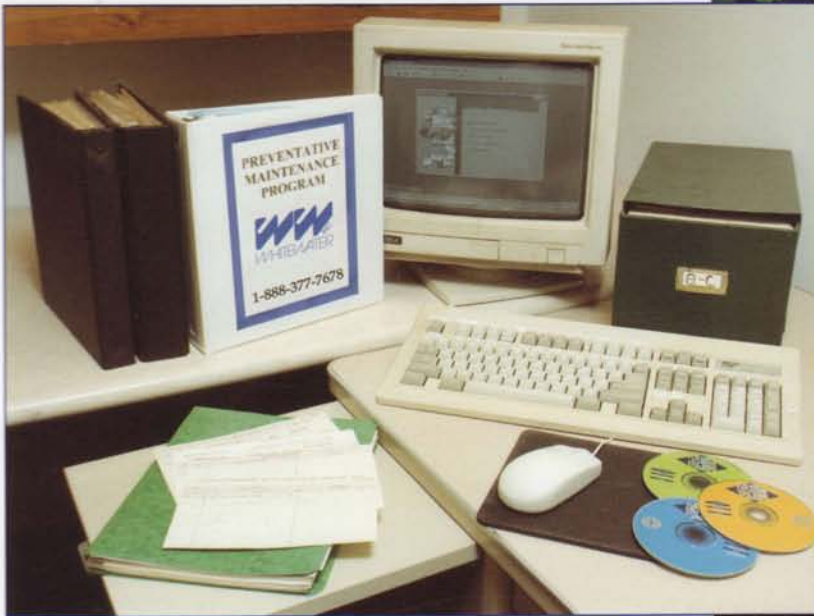
WhiteWater...

serving you and your community

WhiteWater, Inc., together with its affiliates, has a long-standing tradition of community involvement in the locales we service. In our Southbridge Water Supply Co. subsidiary we provide an annual scholarship to a deserving high school graduate with plans to continue his or her education in the environmental or engineering disciplines. We also provide local schools with materials, supplies and personnel to assist their Science Department with environmental education programs. WhiteWater personnel instruct students, both in the classroom and in the field, on the importance of water chemistry and physics as it relates to their community's water and wastewater systems.

Working with local leaders, we make annual donations to community cultural activities and in partnership with local police and fire departments, WhiteWater provides funds for educational and safety programs. In addition to local community support, we encourage our employees to be active in other charitable fund-raising drives through donation and participation.

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*Reaching new heights
of trust and
customer satisfaction with
New England utilities
and industries
through resourceful
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