

Newsletter

AWWA Connecticut Section • CWWA

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JUNE/JULY 2002

Noel Grant Wins Fuller Award 2002

With three of his four children there for the surprise, RWA's Director of Customer Service, Noel Grant, became the awardee of the prestigious Fuller Award. Awarded at the Annual Conference in Newport by AWWA Vice President Katie McCain, Noel was honored together with all 2002 Fuller Award winners at the annual conference in New Orleans, Louisiana.

Noel Grant began his career in the water industry "walking the streets" as a meter reader, and subsequently "digging the streets" as a construction worker. Grant moved indoors to the control room and subsequently to manager of the water quality lab.

Along the way, Noel has served the Connecticut Section on numerous committees, as its trustee, chair and past chair (twice). He captained its State Revolving Fund "TAP" program, which received a National Education Award last year at the AWWA Annual Conference in Washington D.C.

Today, Grant serves AWWA national as its director-at-large, and is a leader in the Young Professional Committee. Noel also chairs the Greater New Haven Regional Workforce Development Board and is actively involved in the New Haven Head-Start Center.

and deserving person," Chris Bogucki, Past Chair, said. "Noel is an inspiration to the



"What wonderful recognition for a most qualified Connecticut Section," said current Chair Don Carver.

CHAIRMAN'S CORNER ... 31st Annual Joint Conference in Newport A Success

A good time was had by all those who had a chance to attend this year's (31st) Annual Joint Conference at the Hyatt Regency in Newport RI. Many thanks to Jeannie Zanella Dyer, Pam Monahan and Kevin Barber for organizing and coordinating this special event.

On hand to offer the National AWWA perspective was AWWA Vice President - Katie McCain. Ms. McCain updated the membership on a number of national issues.

A number of well deserving members were honored during the conference. Life Member Awards were presented to Mr. Len Assard, Mr. John Hiscock, Ms. Aldonia Weymer and Mr. Anthony Zib. A Golden Drop Award was sent to Mr. Robert Yocum in recognition of his 50 years of membership in the Association.

Education Awards were presented to The Public Information Committee Co-Chairs Ms. Joan Huwiler and Mr. Larry Bingaman for their outstanding effort with the School Net 8 Program.

The NEWWA Leadership Award was awarded to Mr. Pete Iovene. As many of you know, Pete recently completed his term as Past Chair of the CT Section - AWWA after many years of service.

The WATER For PEOPLE "Miller Award" was presented to Steve Melanson for all of his work with the WATER For PEOPLE Committee. Steve and his wife Lori were also the grand prizewinners in the WATER For PEOPLE raffle. One of the highlights of Wednesday evening's Banquet was the presentation of the Fuller Award to a well deserving Noel Grant. Noel received the surprise of the night after reaching the

podium - when he looked to his right and saw three of his children standing there. Needless to say, he was speechless.

Other highlights of the Annual Conference included:

- ◆ The Associates Committee Luncheon Keynote Speaker - Norm Bossio - who entertained the crowd with wit and sincerity.
- ◆ The presenters who offered a wide variety of interesting and timely topics.
- ◆ The golf and bocci tournaments - Both played in beautiful RI weather.
- ◆ The WATER For PEOPLE Jeopardy Game - Won by CWWA (The Allegro's).

Thanks once again to everyone who made this Conference a success. I hope you can join us for the 32nd Annual Conference, which will be held in Woodstock, VT.

AQUARIUM TO RECEIVE FOUR SILVER CQIA INNOVATION PRIZES

Bridgeport's Aquarion Water will receive four Connecticut Quality Improvement Award (CQIA) silver entry level CQIA Innovation Prizes for 1) American Flag Pin raising \$7,200 which was donated to the New York City Relief Fund; 2) creation of a Microsoft ACCESS-based program which gives multiple agents the ability to view and book appointments simultaneously; 3) use of a 7-step problem solving process that allows a United Way cross-functional team to identify improvement opportunities, analyze alternatives to the current process and select a course of action geared toward achieving the team's objectives; and 4) the creation of a water education video which is being distributed to schools within the company's 29 service owns - free of charge.

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