

DEPARTMENT OF PUBLIC WORKS

Utility Operations wins prestigious NACo award...

The National Association of Counties (NACo) has awarded Anne Arundel County's Bureau of Utility Operations a 2006 Achievement Award for the Utilities Team Manager Apprenticeship Program. The award was given for the category of personnel management and employee training.

This award is a non-competitive program that recognizes counties for creative and innovative program development and implementation, efficient administrative management of county agencies and responsible government to local citizens.

"NACo is proud to confer this award and recognize your county's hard work to promote responsible, responsive, and effective county government," said Larry Naake, Executive Director of NACo.

The Utilities Team Manager Apprenticeship Program is a training program for the Bureau of Utility Operations' technicians who are interested in pursuing management positions within the Bureau. It is a voluntary seven-year program, with apprentices receiving two years and three months of intensive mentoring and training, and five additional years of on-going experience and completion of required college coursework. The experience the apprentices gain through the program is designed to help them become qualified for management positions with the Bureau of Utility Operations.

The innovative program provides special training for County employees in a cost effective manner and provides a proactive response to the trend of retiring baby boomers by developing a flexible and formalized succession plan for internal em-

ployees. The program enables Utility Operations to identify future leaders in the organization and properly prepare them for advancement with little risk or cost to the County. In addition, this program enhances the Bureau's ability to achieve its goal of being accountable to customers by providing better service at the best possible costs.

***Anne Arundel wins best tasting water competition in Chesapeake region***

The results are in and once again, Anne Arundel County has the best tasting ground water. That's the results of the annual water tasting competition at the Chesapeake Section of the American Water Works Association (AWWA) held this spring at the University of Maryland in College Park.

The Severndale Water Treatment Facility took home first prize for the best tasting ground water in the entire AWWA Chesapeake Region. The Harundale Treatment Facility, which won for the best tasting ground water last year, finished in second place.

The tasting competition consists of two categories, ground water and surface water. Anne Arundel County competes in the ground water division. The competition included samples from surrounding municipalities in Virginia, Maryland, Delaware and the District of Columbia.

The hard work and dedication of Water Operations personnel has once again been recognized by AWWA, a leader in the water industry. Congratulations to Water Operations!

Broadneck Wastewater Plant Earns National Recognition

The Broadneck Wastewater Reclamation Facility has once again received national recognition for 100% compliance with its national pollutant discharge permits (NPDES). Known as the Platinum Peak Performance Award, Broadneck was recognized by the National Association of Clean Water Agencies (NACWA) this week. The Platinum Award is reserved for those facilities nationwide that achieve 100% compliance with the NPDES permits for five consecutive years. Anne Arundel County is routinely among the nation's top award winners.

"It gives us great pleasure to inform you that the Anne Arundel County Department of Public Works' Broadneck Water Reclamation Facility has earned a 2005 Platinum Peak Performance Award," said Ralph Charlton, Chair, NACWA Awards Committee. "Please accept our congratulations on receiving this prestigious Platinum Award-Broadneck Water Reclamation Facility is truly among an elite group of honorees."

In addition to Broadneck, the county's five other eligible plants received Gold Peak Performance Awards which recognize 100% compliance with the NPDES permit for one calendar year. The Mayo facility, although not eligible for national recognition due to its size, also achieved 100% compliance with the NPDES permit.

The Department of Public Works Bureau of Utility Operations is committed to providing environmentally sensitive wastewater treatment to promote and protect the water in the Chesapeake Bay and its tributaries.



Notice of Rate Increase beginning January 2007

Utility rates to increase by 5% to cover estimated expenses. Rates are per 1000 gallons.

	Water	Wastewater	Both
2006 Rate	\$2.00	\$3.52	\$5.52
2007 Rate	\$2.10	\$3.70	\$5.80

Based on household average of 20,000 gallons, will result in average of \$6.24 increase to quarterly bill. For more information visit www.aacounty.org/dpw or call 410-222-7582 for print copy.

Helpful Telephone Numbers for The Department of Public Works

24-hour EMERGENCY service for water and wastewater
(after 3:30 p.m.) ... 410-222-8400
South County... 410-451-4118



After 3:30 p.m., weekends and holiday EMERGENCY Service for stormdrains, roads, traffic lights/signs... 410-222-6120

For weekday EMERGENCIES (between 7:00 a.m. and 3:30 p.m.) involving stormdrains, roads, or traffic lights/signs, please call the appropriate district office. If you do not know what district to call, please call any of these Customer Relations numbers...

Customer Relations...	410-222-7582
General Information...	410-222-7500
Billing Information...	410-222-1144
Bulk Item Trash Service, Recycling Information, Trash Collection...	410-222-6100
Northern Roads District...	410-222-6120
Southern Roads District...	410-222-1933
Central Roads District...	410-222-7940
Crownsville Yard...	410-222-7940
Central Roads District...	410-222-6126
Odenton Yard...	410-222-6126

During snow emergencies (4" or more) customers in all roads districts please call... 410-222-4040

Anne Arundel County
Department of Public Works
2662 Riva Road
Annapolis, Md. 21401-7374
www.aacounty.org/dpw

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