

★ CELEBRATING 10 YEARS ★

JERSEY WATERWORKS CONFERENCE 2024

DECEMBER 13 ★ THE COLLEGE OF NEW JERSEY ★ EWING

The Power of Collaboration: Towards a One Water Future

www.jerseywaterworks.org info@jerseywaterworks.org

#njwater24



✦ CELEBRATING 10 YEARS ✦

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DECEMBER 13 ✦ THE COLLEGE OF NEW JERSEY ✦ EWING

Thank you to our 2024 conference sponsors!



NEW JERSEY
AMERICAN WATER



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JERSEY WATERWORKS CONFERENCE 2024

DECEMBER 13 + THE COLLEGE OF NEW JERSEY + EWING

Towards a One Water Future: Effective Combined Sewer Overflow Solutions with Active Community Involvement



MICHELE LANGA

Staff Attorney, Hackensack
Riverkeeper and NY/NJ
Baykeeper



LU BIVONA

Engineering Aide and Public
Engagement Coordinator,
Camden County Municipal
Utilities Authority



TIMOTHY FEENEY

Environmental Engineer,
Camden County Municipal
Utilities Authority



ANDREA JOVIE SAPAL

Program Coordinator, Jersey
Water Works



SCOTT SCHREIBER

Executive Director,
Camden County Municipal
Utilities Authority

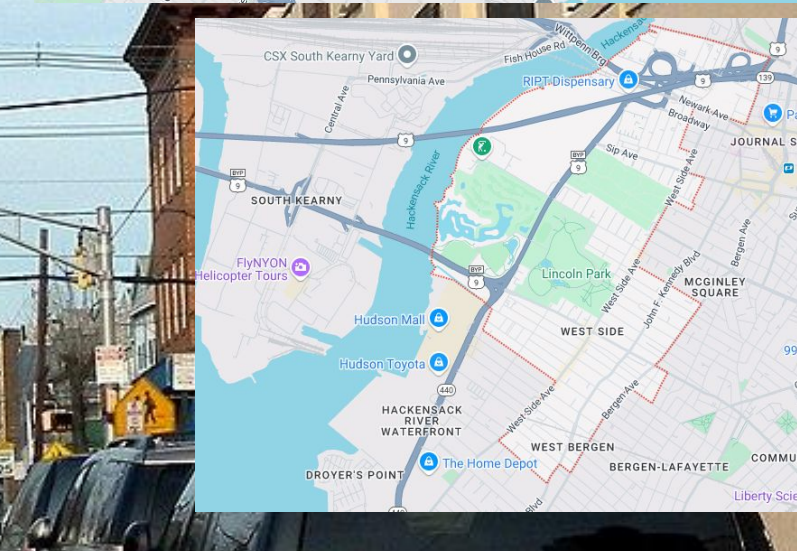
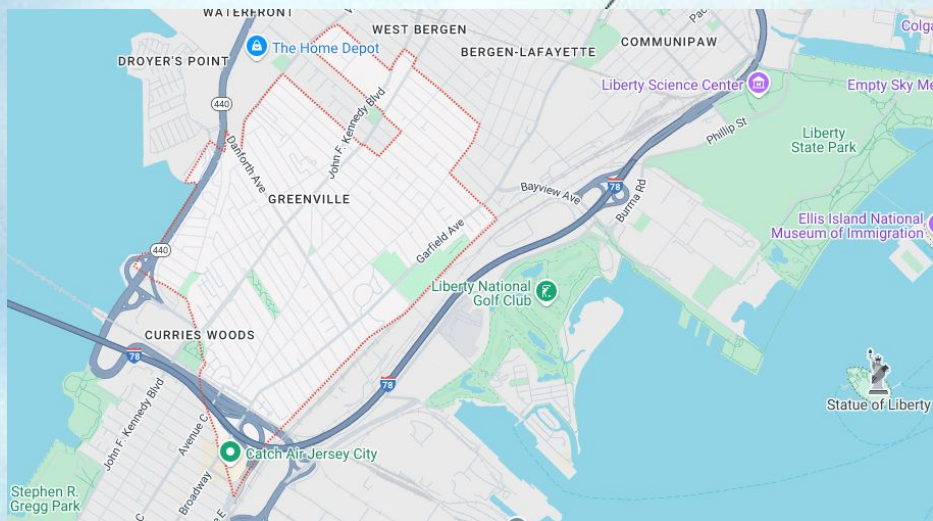


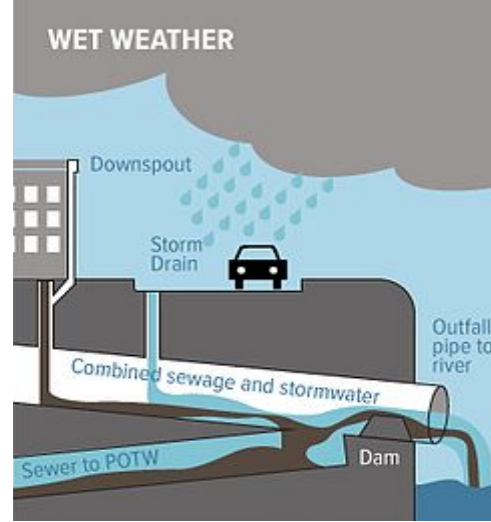
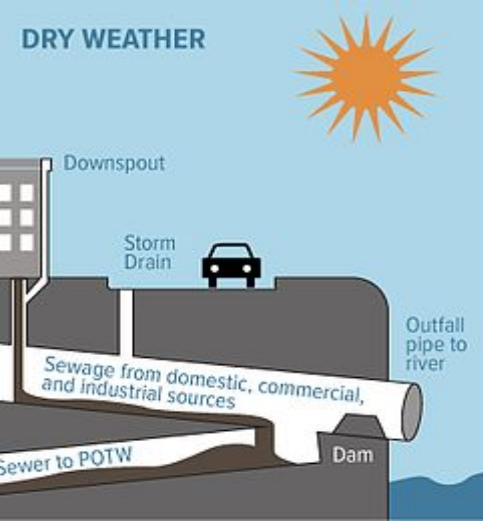
OMAR VICIOSO

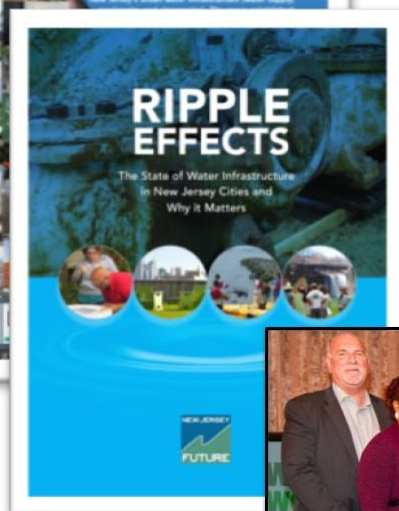
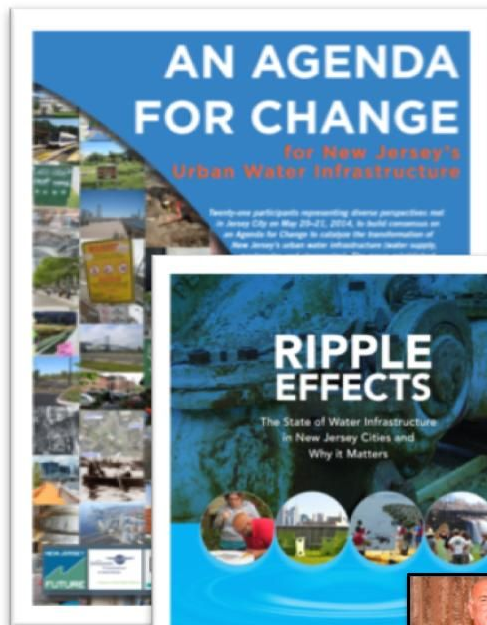
Director of Communications
& LTCP Outreach
Coordinator, North Hudson
Sewerage Authority

1.3 CPC CREDITS

THE POWER OF COLLABORATION: TOWARDS A ONE WATER FUTURE







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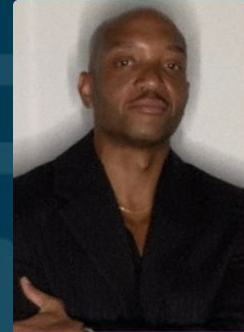
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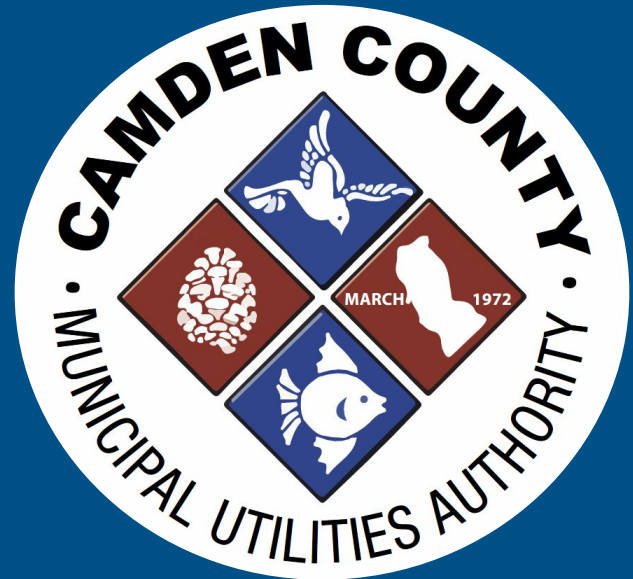
1.3 CPC CREDITS

THE POWER OF COLLABORATION: TOWARDS A ONE WATER FUTURE

CCMUA

Public Engagement

Jersey Water Works
Annual Conference
December 2024



1. **CCMUA Past and Future**
2. Boosting Public Engagement
3. Case Study: Public Participation



About the CCMUA



CCMUA at Y2K: The Need to Be a Better Neighbor

The Good: Within the MUA's first decade of operation, County waterways saw a 95% reduction of sewage related pollutant loads

The (VERY) Bad: one disproportionately disadvantaged neighborhood made to bear the odor burden

The Ugly results:

- CCMUA sued by a resident coalition
- Authority was nearly privatized
- Significant financial loss in closing composting facilities (though the right thing to do!)

But ultimately more good: 1) settlement reached, 2) odor control measures installed, 3) committed to an Environmental Management System





Register before 4/12/23 at
www.CamdenCollaborative.com

3 Camden Environmental provides an opportunity for environmental stakeholders to enter a common agenda for and inclusion in the mental realm.

person at the Hilton for from Camden Mayor Victor ten, EPA Administrator Lisa Congressman Norcross, and ing keynote speaker, NJDEP oner LaTourette. The Summit recognize the 2023 Camden ental Heroes.

y | Water Equity | Waste & Recycling | Open Space & Brownfields



Camden County Municipal Utilities Authority
City of Camden
Gloucester City

SELECTION AND IMPLEMENTATION OF ALTERNATIVES REPORT

NJPDES Permit Nos.
 NJ0026182
 NJ0108812
 NJ0108847

September 2020



CCMUA Under New Leadership: From “Do No Harm” to “Do More Good”

Appointment of Andy Kricun as Executive Director in 2011 – exciting initiatives bloomed or accelerated:

- The Camden Collaborative Initiative unites and connects interested residents, youth, and neighborhood groups with professionals, state and local regulators, and resources
- CCMUA offers to spearhead developing the Long Term Control Plan on behalf of itself and Camden and Gloucester Cities
- Designed and constructed valued neighborhood assets (Michael J. Doyle Fishin Pier [earlier], Phoenix Park, enhanced Liney Ditch Park, Waterfront South Rain Gardens, no trucks sign!) to benefit the neighborhood
- More sustainability initiatives than we can mention (water conservation, green energy, tree plantings)

Takeaway: public engagement has been centered at the CCMUA for over a decade

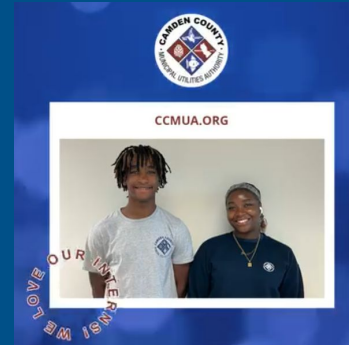
CCMUA Post-COVID: Responding to Uncertain Times and Growing Needs

Major Changes and Adaptation

- Significant senior staff and leadership departures
- COVID! (inflation, supply chain disruption, etc.)
- Uncertain future for regulations and funding sources
- New NJPDES permit has arrived
 - Public engagement requirements not too far from previous
 - Calls for an updated Long Term Control Plan (opportunity to collect feedback and grow from previous effort)



Meet Fran, one of our dedicated Pumping Station Operators! Fran joined CCMUA in January 2023 and has been tirelessly working at our 27 pumping stations, handling pump operations and maintenance. Outside of work, he loves family vacations to Ocean City, the Poconos, and Florida, and enjoys fishing with his son, and cheering his daughter on the softball field. Thank you, Fran, for all you do!



1. CCMUA Past and Future
2. **Boosting Public Engagement**
3. Case Study: Public Participation



A New Blueprint for our EMS Renewed Focus on Engagement

1. Streamlines the EMS, making it much shorter and more readable for a general audience
2. Lays out 9 core values for the MUA to consider in *all* actions, one being
Community Engagement and Transparency
 1. Describes a new process for setting and tracking annual goals, emphasizing stakeholder outreach and input
 2. Calls for new and improved routines for informing the public and promoting opportunities for involvement

Creating the Role: Public Engagement Coordinator

Resolution of

THE CAMDEN COUNTY MUNICIPAL UTILITIES AUTHORITY

AUTHORIZING PAYMENT OF A STIPEND TO CERTAIN CCMUA EMPLOYEES

R-24:2-42

WHEREAS, The Camden County Municipal Utilities Authority may appoint and employ such agents and employees as it may require, and determine their duties and compensation; and

WHEREAS, it may become necessary to revise and amend such positions and/or compensation from time to time; and

WHEREAS, two employees in the CCMUA's Engineering Department have been assigned "Public Engagement Coordinator" as called for in the CCMUA's NJPDES permit; and

Lesson 1: More (And More Diverse) In-Person Outreach

- Tripled the number of tabling and outreach events
- Overhaul involved discussing (casually and formally) ideas with staff -> improvements
- Always looking for ways to make it sillier!
- Diversified our offerings (e.g. teacher resource-specific brochure in development)
- "Rope-a-dope" from fun into informative an effective strategy



Highlight: Kroc Fest

What's In A Design?



Check out some of the innovative ideas that will improve safety, beauty, and environment, with this preview of what a renewed Harrison Ave will look like

BUILD-A-RAIN GARDEN!

We want to know what kinds of plants YOU would like to see in the new bioswales (a fancy name for a rain garden) along Harrison Ave. Here's how:

- Take a sleeve of heart stickers
- Put a sticker on your favorite plant from each of the catalogues for
 - Canopy trees
 - Understory trees
 - Shrubs
 - Flowers and Herbs
 - Grasses and Groundcovers
- We'll collect your choices and give designers!

CONSTRUIR UN JARDIN DE LLUVIA

Queremos saber qué tipo de plantas le gustaría ver en un JDTD en los nuevos "bioswales" (un nombre elegante para un jardín de lluvia) a lo largo de Harrison Ave. Aquí le explicamos cómo:

- Coge una manga de pegatinas de corazones.
- Pon una pegatina en tu planta favorita de cada uno de los catálogos para
 - Árboles de copa
 - Árboles de sotobosque
 - Arbustos
 - Plantas y hierbas
 - Pedregos y cubiertas vegetales
- ¡Recopilaremos tus elecciones y se las daremos a los diseñadores!

WHERE DOES IT FLOOD, CRAMER HILL?

¿Qué hay en un diseño?

Vea algunas de las ideas innovadoras que mejorarán la seguridad, la belleza y el medio ambiente, con este avance de lo que será una renovada Harrison Ave se verá como



2025 Due Dates

If your property is in the municipalities of Audubon, Audubon Park, Berlin Borough, Berlin Township, Camden, Cherry Hill, Collingswood, Glendora Heights, Haddon Heights, Haddon Heights, Laurel Springs, Lumberton, Lindenwold, Oakton, Pine Hill, Pine Valley, Somersville, Trenton, Voorhees & Woodlawn: Dates Due 2/15 (billed 1/2), charges thru 8/31 - 5/15 (billed 4/1), charges thru 12/31 - 9/15 (billed 7/1), charges thru 12/31

January	February	March	April	May	June	July	August	September	October	November	December
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31



If your property is in the municipalities of Burlington, Burlington, Brookside, Brookside, Camden, Gloucester City, Gloucester Township, Mt. Airy, Mt. Airy, Mount Laurel, Mt. Laurel, Pennsauken, Pennsauken, Somersville, Somersville, Waterford & Winslow Township: Dates Due 1/15 (billed 1/1), charges thru 12/31 - 4/15 (billed 3/1), charges thru 12/31 - 7/15 (billed 6/1), charges thru 8/31 - 10/15 (billed 9/1), charges thru 12/31

EMPLOYEE SPOTLIGHT | ALTTIEA JOHNSON



In June we shined the spotlight on Alttiea Johnson, a talented Sewage Plant Operator! Alttiea's expertise and dedication have been invaluable since she joined in July 2022. She ensures our plant runs smoothly and efficiently, all while maintaining a positive attitude. Outside of work, Alttiea enjoys exploring new places and making memories with her loved ones. Thank you for all that you do, Alttiea!

Camden County Municipal Utilities Authority What's in the Pipeline?



Employee Newsletter

Summer 2024



A Note from the Executive Director

The CCMA has experienced a lot of change in the last 6+ years. From Covid disruptions to the retirement and passing of cherished long-term employees, to upgrades of process units at the plant and pump stations, to the renovations of the Administration and Services building - change has impacted each of us. And while change is constant and necessary - especially in a complex industry like ours - I am personally looking forward to getting everyone back to a sense of normalcy when the buildings are finally complete. High on the priority list is an Authority-wide luncheon that is currently being planned and which will be formally announced soon. We will also be resuming in-person All Employee Meetings on a routine basis, with the first being in September. These opportunities will allow us to gather and share both formally and informally. With any luck, the action contract will be settled by the time we all concentrate on getting back to our "new normal".



Charging Ahead with Electric Vehicles!

The CCMA has taken great care to be proactive and thoughtful in light of our world's rapidly changing climate. When we need to replace a segment of the power system or make an upgrade to the plant, we consider how we can make these changes ready not just for 2025 but for 2075. We've come to understand that this forethought has to be extended to all aspects of our operations, and it's now time to put our money where our motor vehicles are!

The state of New Jersey has mandated that by 2035, all new cars and light duty trucks must be either battery electric, plug-in hybrid, or fuel cell vehicles! It makes good sense, then - both for our own responsiveness to this new mandate and for the good of our environment - that we work toward this goal now rather than in a decade. This transition will not happen all at once, but the Authority is planning for a strong start. Within the next year, we plan to:

- Replace 4 vehicles in our fleet with all electric models
- Install 6 standard charging stations and 1 high-speed charging station at the plant, in the parking area, and at the utility plant

It is in the parking lot for the community page in off-hour. We don't need to tell you that it has been HOT lately, in light of ever increasing challenges with over 100 degree days, the CCMA is preparing guidelines with new state

Inside This Issue:

Greening the CCMA Fleet

The Safety Corner

2024 EMS Goals - Summer Update

Employee Spotlights



Safety Corner: Staying Safe in the Heat

We don't need to tell you that it has been HOT lately, in light of ever increasing challenges with over 100 degree days, the CCMA is preparing guidelines with new state

Customer Service

Doing Business with the CCMA

Community & Education

Contact Us

Pay My Bill

Our Mission

Our Vision

Our Values

Our Services

Our Facilities

Our Employees

Our Partners

Our Suppliers

Our Customers

Our Stakeholders

Our Board of Directors

Our Board of Commissioners

Our Board of Supervisors

Our Board of Trustees

Our Board of Members

Our Board of Advisors

Our Board of Consultants

Our Board of Experts

Our Board of Specialists

Our Board of Professionals

Our Board of Researchers

Our Board of Scholars

Our Board of Artists

Our Board of Writers

Our Board of Musicians

Our Board of Performers

Our Board of Athletes

Our Board of Coaches

Our Board of Trainers

Our Board of Mentors

Our Board of Mentees

Our Board of Advisors

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Our Board of Coaches

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Our Board of Mentors

Our Board of Mentees

PAY MY BILL

REPORT ODOR

OPRA REQUEST

CSO STATUS

MY ACCOUNT

OPEN RFPS, RFPs AND BIDS

UPCOMING

FAQs

Lesson 2: Professionalize and Expand Digital and Print Outreach

- Have procured the services of Clearbridge Branding
- Accounts on Facebook, Instagram, and LinkedIn
 - Surprisingly effective for 2-way communication
- New Slew of Bill Stuffers and Employee Newsletters
 - Spotlight on the Employee Spotlights!
- Soon to release an RFP for an overhaul of the Authority's website



We are Camden County's institutional leader in wastewater, stormwater, and resource recovery.

Faced with growing environmental challenges each day, we have acted in support of our communities to deliver essential services that protect and improve the quality of life wherever we operate.

We innovate to protect public health and create value from waste in the form of recycled materials and energy. We promote and implement responsible behaviors, more efficient technologies, and solutions to make the best possible use of our finite resources.

We are committed to providing you, our customers, with the resources for our common future.



**Protecting our community
from flooding with stormwater
management.**

We are addressing flooding conditions experienced by five of our municipalities, including Bellmawr, Brooklawn, Gloucester City, Mt. Ephraim, and Rummee, which are located along Newton Creek, Big Timber Creek, Little Timber Creek, and the Delaware River. These municipalities have faced longstanding issues with repetitive flooding of streets and properties caused by tidal influences on the creeks and river, as well as inadequate stormwater drainage systems. In addition, climate change is expected to create a two-foot level sea rise by 2070. We are currently working on securing third party funding to construct the long-term solutions.

In Camden City, we are working on the **Harrison Avenue Complete Street Program**. The goal is to safeguard against flooding through the installation of subsurface storage and stormwater infrastructure. This will create safe routes of travel for both pedestrians and the motoring public, as well as those who take public transportation. It will protect substantial public and private investment and address long-standing and historic environmental justice issues related to flooding and access, while enhancing safety and utility for bicycles.

We are proactive in securing grants, low-interest loans, and other outside funding mechanisms to accomplish our mission and keep rates low.

DEP Water Quality Restoration Grant - \$1,500,000

NJOEM Hazard Mitigation Grant - \$2,100,000

DEP Stormwater Management Grant - \$1,200,000

NJ Department of Community Affairs -
Sewer Upgrades - \$10,000,000

NFWF Emergency Coastal Resilience Fund - \$1,600,000

NJ State Legislature Appropriation -
Pump Station Upgrade - \$4,000,000

NJ Waterbank - Principal Forgiveness Loans - \$15,500,000



**Unlocking savings and sustainability
by embracing energy independence.**

We are working each and every day to find more ways to be energy self-sufficient and better stewards of our environment. Here are a few of the things we are doing to secure a brighter future for all of us.

1 Solar Panels

10% of the electricity for the operation of the Camden County Water Resource Recovery Facility comes from solar energy.

2 Biogas and Biosolids

Biosolids are a useful and renewable resource produced as a result of wastewater treatment that can also provide revenue to offset operational costs. Biogas is carbon-neutral renewable resource that not only reduces air pollution and our carbon footprint but also reduces our energy costs from the grid by 60%.

Latest Innovations

Food waste from our communities turns to methane, a powerful greenhouse gas when buried in landfills. By including food waste in our Biogas System, we save money and greatly reduce harmful environmental impacts.



Did You Know?

The Cramer Hill Nature Preserve is a protected natural area owned by CCMUA, located in the northern corner of Camden City at its border with Pennsauken opposite Petty's Island. The Preserve is open to the public, and group visits can be arranged by contacting Michael Hogan of the South Jersey Land and Water Trust. silandwater.org/contact

Fleet electrification also delivers energy savings and sustainability gains.

Over the coming years, all new vehicles acquired for the MUA maintenance fleet will be zero-emission electric vehicles and we will provide free public charging stations at our main offices. This will reduce costs, air pollution, and our carbon footprint.



Over the past ten years, we have secured over 40 million dollars in third party funding to support our mission for the community.



The rate is increasing \$5 per quarter for the first time since 2015.

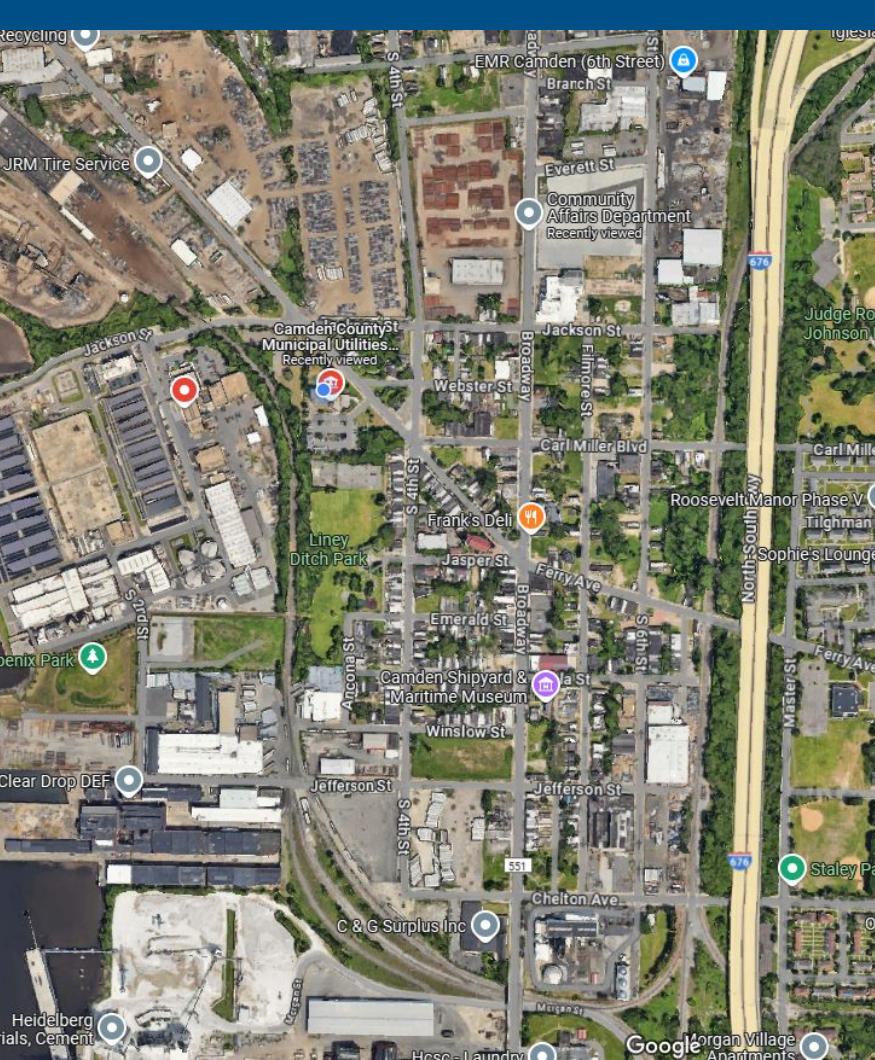
Starting June 1, 2024, there will be a slight increase in our quarterly rate from \$88.00 to \$93.00. This change is necessary to help cover the substantial costs required to meet government regulations. We've been working hard to manage these expenses by securing grants whenever possible, which has helped us avoid earlier and larger rate increases during these inflationary times.

New rate as of June 1, 2024: \$372.00 annually or \$93.00 per quarter.



1. CCMUA Past and Future
2. Boosting Public Engagement
3. **Case Study: Public Participation**

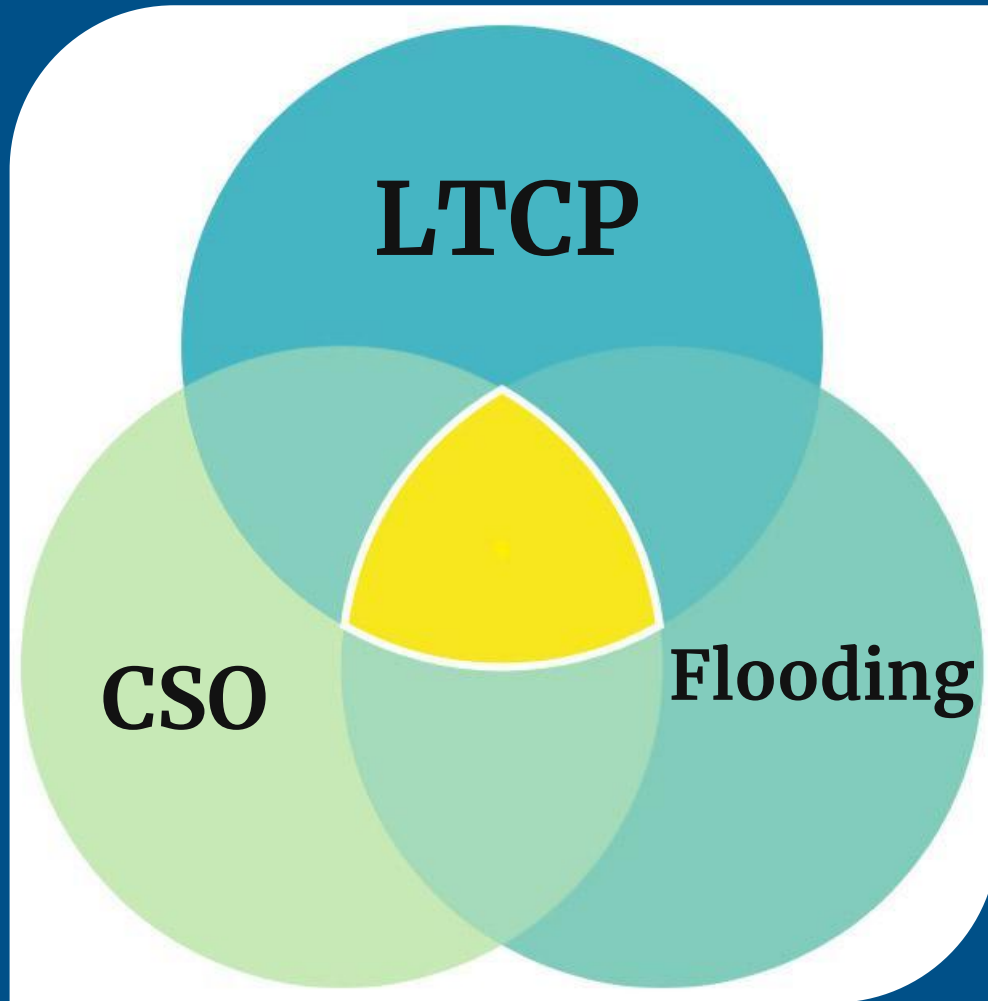




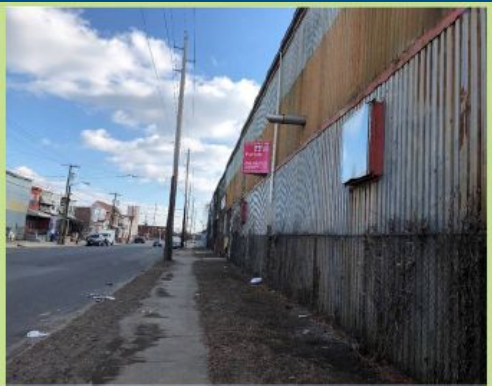
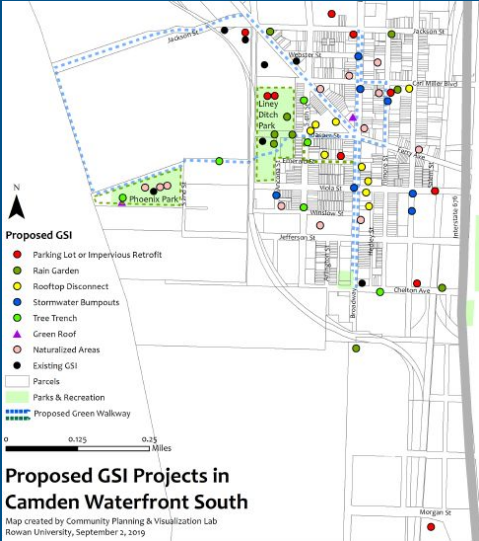
Waterfront South Neighborhood

- Sewage Treatment Plant, Metal Recycling Facility, I-676, Power Plant, Cement Processing
- Air Pollution, Odors, Truck Traffic, Dust
- Potholes, Trash, Vagrant/Drugs
- Flooding, Green Space, Safe Streets





Rowan GSI Plan 2020



Site 25 Existing condition



Site 25 Proposed condition



Catch the Wave: Neighborhood Plan 2020



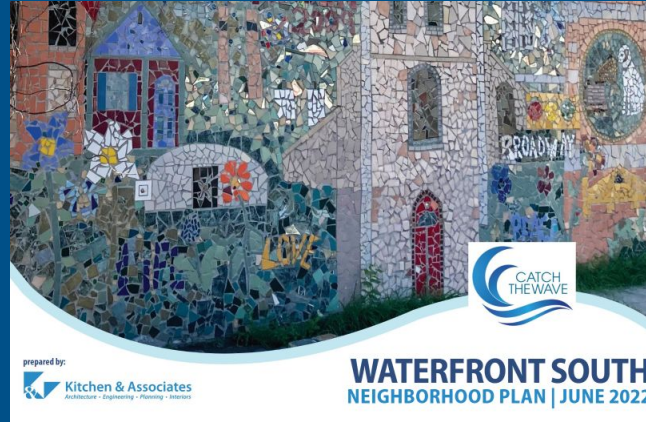
Full Feedback on Broadway

Full Feedback

Listening Session #1: Public Safety

Neighborhood Working Day

Waterfront South, June 2022



prepared by:
Kitchen & Associates
Architecture - Engineering - Planning - Interiors

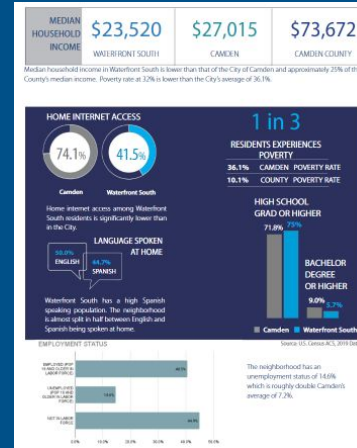
WATERFRONT SOUTH
NEIGHBORHOOD PLAN | JUNE 2022



Peace Park



Liney Ditch Park



Local Orgs: Heart of Camden



**WATERFRONT
SOUTH COLLABORATIVE**

A year filled with heart



*"We build the places to call home.
The spaces that strengthen communities,
support families, and change lives."*

**Impact
Snapshot**

2,000
Children
& Families
Served

Community Meetings and Participation

- Community Meetings
- Flooding Hotspots
- Specific Options
- Surveys/Feedback

WATERFRONT SOUTH COLLABORATIVE



JOIN US! The Waterfront South (WFS) Collaborative is a way to come together and take action on the community issues that impact our lives every day. Focused on residents needs and open to all in WFS (churches, nonprofits, businesses, etc).

**All events held at Heart of Camden,
1840 South Broadway, Camden NJ 08104**

WATERFRONT SOUTH CLEAN UP!

OCT
7

9AM- 1PM

Light breakfast & Lunch

OCT
18

COMMUNITY MEETING

5pm: Food!

5:30: Community updates and discussion

WATERFRONT SOUTH CLEAN UP!

NOV
4

9AM- 1PM

Light breakfast & Lunch

NOV
15

COMMUNITY MEETING

12pm: Food!

12:30: Community updates and discussion

DEC
13

COMMUNITY MEETING

5pm: Food!

5:30: Community updates and discussion

HEARTOFCAMDEN.ORG

OSG, Green Infrastructure & Community Benefit



Funding Package for OSG Grant up to \$1M

OSG Grant
80%

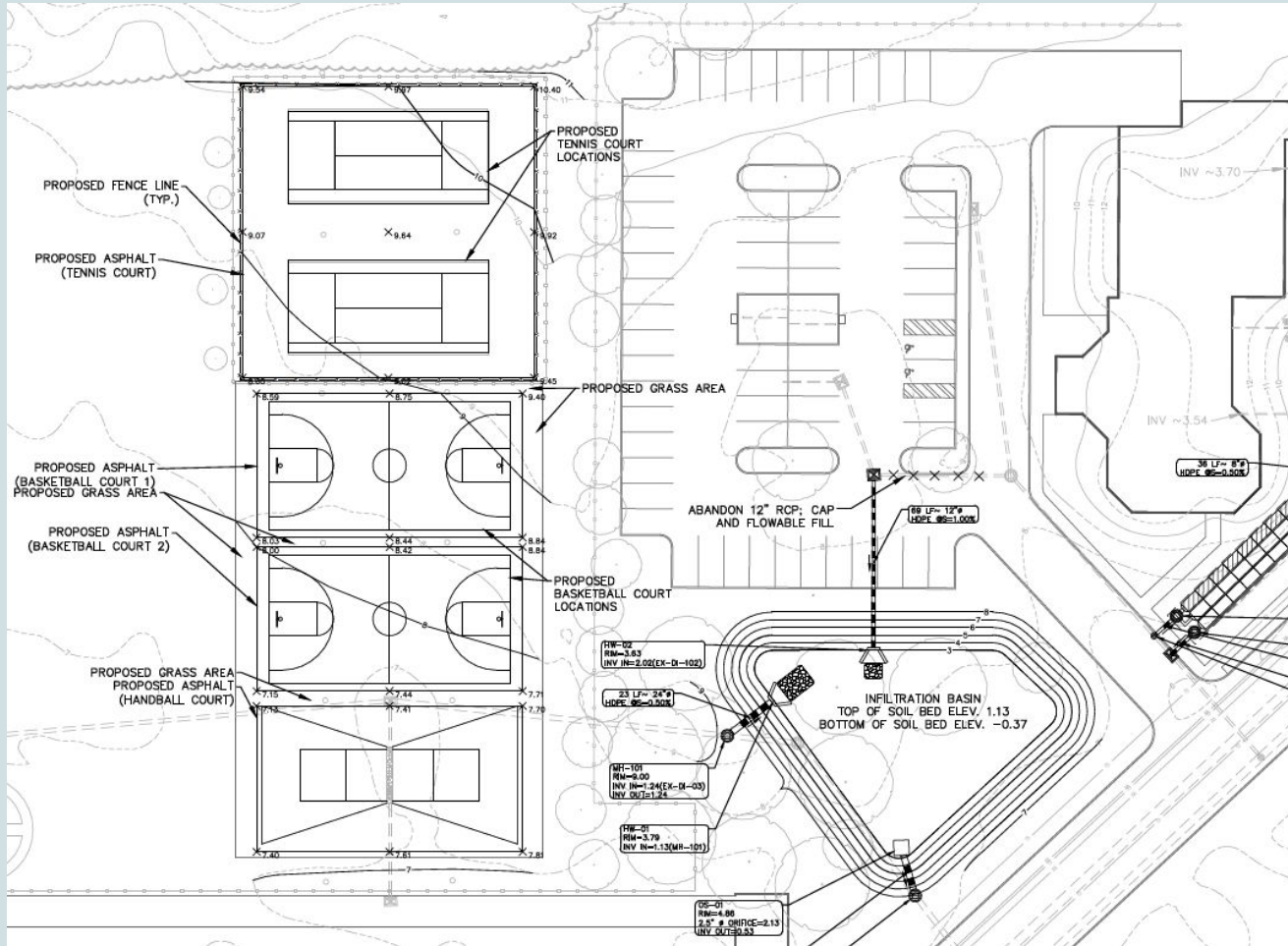
Principal Forgiveness
20%



High Resolution photo of Liney Ditch at the foot of Jasper Street. September 30, 1932



OSG, Green Infrastructure & Community Benefit



- \$1,200,000
- ~2,000,000 gallons / year
- 2 Basketball Courts, Handball Court, 2 Tennis/Pickleball Courts
- 10,000sf Rain Garden

NHSA's Public Outreach: Challenges, Successes, and Lessons

Presented by Omar Vicioso, Director of Communications & LTCP Public Outreach Coordinator

NORTH
HUDSON
SEWERAGE
AUTHORITY



About NHSA

Service Area:

- Hoboken, Weehawken, West New York, and Union City.

NHSA Infrastructure Includes:

- Adams Street Wastewater Treatment Plant (20 MGD) and River Road Wastewater Treatment Plant (10 MGD).
- Manages wastewater and stormwater for over 200,000 residents.
- 16 Combined Sewer Overflow (CSO) Regulators.
- Operates 9 CSO outfalls and 11 pump stations.
- 107 miles of combined sewers (including interceptors, siphons, and force mains).

Mission:

- Protect the Hudson River waterway, public health, the environment, and meet regulatory requirements.





Unique Challenges in Public Outreach



Technical Complexity: Explaining CSO management clearly.



Financial Transparency: Clarifying large project financing strategies.



Diverse Audience: Tailored, multilingual messaging for a densely populated area.



Balancing Expectations: Long-term projects require patience and understanding.

Lessons Learned



TRANSPARENCY BUILDS
TRUST.



PROACTIVE, CONSISTENT
ENGAGEMENT IS
ESSENTIAL.



FLEXIBILITY FOSTERS
GOODWILL AND
COLLABORATION.

Public Participation & Engagement Activities

- Public Meetings: In-person, Virtual, and recorded.
- Tours: Showcasing the Hoboken treatment plant.
- School Outreach: Educating young environmental advocates.
- Tailored Communication: Multilingual materials and visuals.
- Partnerships: Amplifying impact through NJ Future and local groups.



Highlighting Our Community Advisory Board (CAB)



Collaborative group of community members.



Focused on innovative, local solutions.



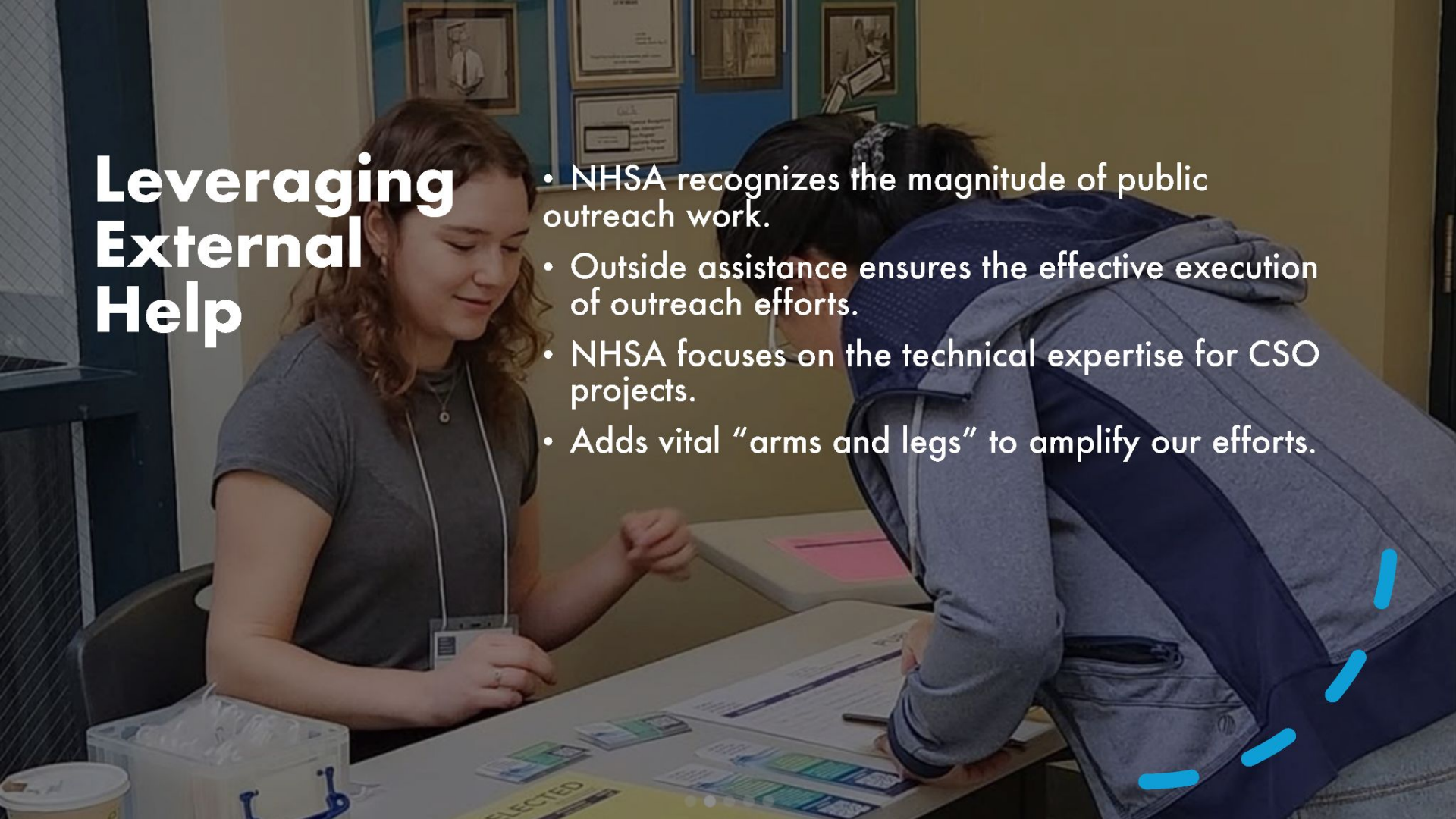
Regular in-person and virtual meetings.



Ensures active and meaningful collaboration.

Leveraging External Help

- NHSA recognizes the magnitude of public outreach work.
- Outside assistance ensures the effective execution of outreach efforts.
- NHSA focuses on the technical expertise for CSO projects.
- Adds vital “arms and legs” to amplify our efforts.



Collaboration for Long-Term Control Plan



FEEDBACK ENSURES
COMMUNITY VOICES
SHAPE DECISIONS.



CLOSE PARTNERSHIPS
WITH LOCAL
GOVERNMENTS.



PUBLIC INPUT LEADS TO
ADAPTABLE DESIGNS
AND PLANS.



Call to Action: Strengthening Connections

Engage, Partner, Collaborate

- Public outreach builds trust and drives solutions.
- Prioritize engagement in water infrastructure projects.
- Embrace community input as a valuable asset.
- Together, we can create sustainable outcomes.

**nhudsonsa.com/
csoltcp**



In Conclusion

- NHSA is committed to innovation, collaboration, and transparency.
- Let's continue this dialogue—questions and ideas are welcome!
- Visit: www.nhudsonsa.com.
- QR Code: Links to NHSA's public engagement resources.



Thank You

[nhudsonsa.com/
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DECEMBER 13 ✦ THE COLLEGE OF NEW JERSEY ✦ EWING

Towards a One Water Future: Effective Combined Sewer
Overflow Solutions with Active Community Involvement

Facilitated Conversation

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Jersey Water Works



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