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Cyber Security Awareness Training

Cyber attacks against local governments and municipalities are becoming increasingly common, sophisticated, and severe. To make matters worse, many local governments are not prepared for cyber attacks. Metro Water Recovery's cybersecurity initiative is tasked with protecting our organization from cyber threats and attacks. Through raising awareness about cybersecurity risks and best practices across our organization, the initiative has produced helpful content that may help you protect your organization as well. We encourage you to follow along with Shawn Frederickson, Metro's Director of Information Technology, on cybersecurity awareness and how you can protect your organization.



Cybersecurity Awareness Training

[Click here to watch the video on YouTube](#)



City of Fort Lupton touring Metro's Northern Treatment Plant

Metro Plant Tours Offered Throughout the Year

Metro often receives the question; do you offer tours? The answer – yes, all year long!

Tours of our facilities are a great way to learn about what happens to the water that goes down the drain.

Our tours let you experience the sights and sounds (and smells!) of wastewater treatment. We offer public tours for a variety of groups – including elementary through college-age students, homeschoolers, teachers, science clubs, scouts, senior citizens and more.

To learn more about our tour options and to schedule your own tour, check out Metro's [website Community page](#). If you have questions, reach out to Colleen Miller, Public Information Specialist, at cmiller@metrowaterrecovery.com.

Introducing Kelsey Gedge Senior Transmission Systems Engineering Manager

Kelsey is a licensed Professional Engineer with a master's degree in environmental and sustainability engineering and has over twenty years of progressive experience in the planning, design, and construction of water and wastewater treatment and collection infrastructure. Kelsey has been at Metro for nearly 18 years, starting out as an engineer, working his way up in the engineering department being promoted to the position of Senior Transmission Systems Engineering Manager in December 2020. Kelsey directs a group of seven engineers in completing capital improvement projects while managing Metro's Transmission Program including overseeing the pipeline and structure condition assessments, providing technical reviews for the interceptor system connection program, and review of Connector requests regarding modifications to or expansions of sanitary sewer service areas.

In addition to his daily work assignments Kelsey participates in Operations Challenge where he loves representing Metro Water Recovery and the Rocky Mountain Water Environment Association as captain of Metro's Elevated Ops team that was crowned national champions for the second time in October 2022 (read more about this to the right).

While not at work Kelsey enjoys spending time with family and cheering on his kids in swimming and marching band competitions.



Kelsey Gedge and his wife participating in a triathlon at Boulder reservoir

Operations Challenge 2022 National Champions

Metro's Operations Challenge team, Elevated Ops, earned the title of National Champions in October of 2022.

The team competed in five different events designed to test skills required for the operation and maintenance of water resource recovery facilities. We are so happy for this team that qualified for nationals through regional events – and took the championship! It takes a lot of dedication on top of their daily work. [Learn more about the event.](#)

Congratulations

Josh Mallorey, Transmission Operations Supervisor

Matt Duncan, Senior Treatment Plan Engineering
Manager

Lance Wenholz, Transmission Operations
Supervisor

Kelsey Gedge (see his story to the left)

Coach: Orren West, Director of Maintenance

Did you know that fellow Connector, City of Westminster also participates in Operations Challenge?



CTO Sherman Papke, Metro Project Manager Muzit Kiflai, Denver Director Jennifer Williams, Arvada Director Bill Ray, and COO Liam Cavanaugh at a Strategic Plan Update workshop in 2022

Strategic Plan Update Charting Our Course

Metro’s [current Strategic Plan](#) gave all stakeholders a clear view of their role in working together to achieve our vision by consistently demonstrating core values to accomplish the mission. The updated Strategic Plan – expected to earn Board approval the first quarter of 2023 and begin implementation in Q2 – will reevaluate trends inside and outside the organization. [Issue 9 of The Connector](#) shared more about the launch of the update.

Metro, with support of Raftelis, has been engaging employees as individuals and in small focus groups over the last three months. Information and feedback gleaned from employees are being integrated with similar input from executive leadership and guided by a special strategic plan committee made up of seven of Metro’s Board of Directors.

We will continue to offer updates via our [Currents blog](#). If you have specific questions, please reach to Muzit Kiflai, Senior Continuous Improvement Manager, at mkiflai@metrowaterrecovery.com.

Colorado 811

Board of Directors Feedback

In September 2022, Metro conducted a survey of its Connectors related to their experience with the recent changes in the One Call Colorado legislation. The results of the summary were shared in [Issue 9 of The Connector](#). Subsequently, Metro wrote a letter to the CO 811 Board of Directors (Board). The Board discussed the collective concerns at their November board meeting and issued a letter of response. Letters follow this story for your reference.

Metro has since been notified that the CO 811 Procedures Committee offers opportunities to voice process concerns. Metro’s Kisha Ortiz, RR&R Work Planner, is a member of the Committee and will be collecting Metro’s data to continue the conversation. However, more entities with similar concerns can join the conversation.

It is highly encouraged that others share examples of their operational concerns. The Committee will meet on January 18, 2023, at 1:00 pm. Below is the call-in information.

Microsoft Teams meeting – CO 811 Procedures Committee Meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 469-998-7697,,711476482#](#) United States, Dallas

[\(833\) 237-1652,,711476482#](#) United States (Toll-free)

Phone Conference ID: 711 476 482#

[Find a local number](#) | [Reset PIN](#)

October 6, 2022

Thomas Acampora
Acting Director, Resource Recovery and Reuse
Metro Water Recovery
6450 York Street
Denver, Co 80229

Toni Pascal
Chair, Colorado 811 Board of Directors
16361 Table Mountain Pkwy,
Golden, CO 80403

Copied:
CO811 Board of Directors
Jennifer Wilson, Colorado 811

Ms. Pascal,

Metro Water Recovery (Metro) is the largest resource recovery and clean water provider in the Rocky Mountain West. Metro cleans and reclaims about 135 million gallons of water every day. We work with 61 local governments, including cities, counties, sanitation districts, and water and sanitation districts to serve approximately 2.2 million Coloradan rate payers.

Since the One Call Colorado legislation became effective, Metro has faced several challenges in our business operations related to the implementation of the new law. We can appreciate the complexity that the CO811 organization and Board of Directors have faced in launching a new organization and coordinating the many utilities, excavators, contractors, and other interested parties. However, two years into the new system, we are still experiencing significant impacts to our business operations.

Below is a more detailed description of three areas of concern and associated impacts Metro has experienced.

Area of Concern #1:

Currently: Metro receives locate requests that are not precise and do not allow for efficient or accurate line location activities.

Impact: These inaccurate documents increase the number of locates greatly and prevent us from screening locates accurately. A lot of time is spent in the field attempting to do locates that are not near our assets.

Recommendation: Make it a requirement for excavators to provide a map, drawing, or profile of current work area in the CO811 ticket request. Also, require Excavators to provide concise locate descriptions.

Area of Concern #2:

Currently: There is an inappropriate use of the multi-day ticket process. Often, one ticket is used for multiple location areas.

Impact: Utility owners are being asked to function as project managers – requiring them to monitor text messages to figure out where daily work is being completed. Often the request area is not within the legal ticket description.

Recommendations: Require contractors to create a concise legal locate description and decrease the locate area by submitting a new ticket as work area decreases. Removing driving directions from legal locate description will dramatically decrease the number of tickets we would receive.

Area of Concern #3:

Currently: We are often receiving erroneous shape files that do not reflect the work area accurately.

Impact: Metro receives many requests that exceed the boundaries of the locate request.

Recommendations: If CO811 were to decrease the automatic boundary and require counties to provide more accurate plat/property mapping it would improve these problems.

In seeking to understand more about these impacts we conducted a short 10 question survey of our 61 Connectors and received 30 responses, a 49% response rate. Key highlights from the survey include.

- 86% of respondents stated that they had to increase their budget due to the One Call legislation
- 46% of respondents stated that they had to increase staffing due to the One Call legislation
- Many responded that they have received a significant increase in the number of line locates they receive and often locates are not accurate
- 1/3 of respondents mentioned in the open comments section that they often receive inaccurate maps and/or had a large increase in the number of requests for line locates
- Several of the responses indicated that the "emergency" use system was often used inappropriately

With this new information, as well as a deeper understanding of how the One Call legislation has impacted Metro, it's our understanding that these issues are not unique to Metro and may be systemic to the larger community.

We respectfully ask that the CO811 Board of Directors discuss these items at the upcoming Board of Directors Retreat scheduled for November 2-4, 2022. Metro is available to answer any questions, clarify/discuss the current state or share our recommendations for improvements. We could attend a future board meeting or participate in a small group discussion.

Regards,

Thomas Acampora

Thomas Acampora
Acting Director, Resource Recovery and Reuse
Metro Water Recovery



UTILITY NOTIFICATION CENTER OF COLORADO (COLORADO 811)

-- Mission Statement --

To promote public safety and the protection of underground infrastructure

-- Vision Statement --

No Damages

December 10, 2022

Mr. Thomas Acampora
Acting Director, Resource and Reuse
Metro Water Recovery
6450 York St.
Denver, CO. 80229

RE: Locate Issues

Dear Mr. Acampora;

Thank you for reaching out to Colorado811 regarding Metro Water Recovery's (Metro) concerns with utility locating in Colorado since Revised Statutes 2018 Title 9, (SB 18-167) went into effect in August 2018. The Utility Notification / One Call Law originated in 1987, and since then, has been revised several times to improve the protection of underground utilities, physical property, and the safety of the citizens of Colorado. The change to the tiered membership in SB 18-167 impacted some of our members and the Board of Directors and staff of Colorado811 recognize and understand those impacts.

On November 4, 2022, the Colorado811 Board of Directors (BOD) met and discussed Metro's letter dated October 6, 2022. Please see the response to each concern below.

Area of Concern #1:

Currently Metro receives locate requests that are not precise and do not allow for efficient or accurate line location activities.

Recommendation: Make it a requirement for excavators to provide a map, drawing, or profile of current work area in the CO811 ticket request. Also, require Excavators to provide concise locate descriptions.



UTILITY NOTIFICATION CENTER OF COLORADO (COLORADO 811)

BOD Response – Per Title 9, section 9-1.5-103, 2.7,

(II) If an area of excavation cannot be accurately described on the locate request, the excavator shall notify the owner or operator of the area excavation using one or more of the following methods:

(A) Physical delineation with white marks on a hard surface:

(B) Electronic delineation on a map, plan sheet, or aerial photograph that can be transmitted electronically from the excavator to the facility owner or operator through the notification association; or

(C) Scheduling an on-site meeting between the excavator and the owner or operators.

The law allows for these options to be used when an excavation cannot be accurately described. However, our damage prevention agent's responsibility is to transcribe the information provided by the excavator. The agent is not able to determine if the description is accurate or adequate. Under current law, Colorado811 cannot require excavators to provide supporting documentation, however we will bolster our ongoing efforts to educate excavators on the many benefits of this best practice.

Area of Concern #2:

Currently: There is an inappropriate use of the multi-day ticket process. Often, one ticket is used for multiple location areas.

Recommendations: Require contractors to create a concise legal locate description and decrease the locate area by submitting a new ticket as work area decreases. Removing driving directions from legal locate description will dramatically decrease the number of tickets we would receive.

BOD Response –

The Recommendations for Concern #2 is a three-part response.

- 1. The BOD agrees the Multi-Day ticket has not achieved the intended goal when it was created. The Underground Damage Prevention Safety Commission (USPSC) Best Practices Committee is working to create a Large Project Ticket with the intent to eliminate the Multi-Day ticket. The*



UTILITY NOTIFICATION CENTER OF COLORADO (COLORADO 811)

USPSC is working with the staff of Colorado811 to implement this ticket type. This project is currently being worked on; however, I am unable to provide a release date.

- 2. Colorado811 Quality Assurance (QA) reviews a percentage of tickets daily. If a Multi-Day ticket is not processed according to procedure, QA contacts the excavator, advises them to update the ticket. QA also provides continued education to eliminate the same error in the future. QA does not view 100% of the daily tickets, there are tickets that may not get reviewed before or after they are released as a Legal Notice.*
- 3. Not all excavation projects start at a street corner or single address, so driving directions are often required to get to the start of the locate area and are an important aspect of the legal ticket. Driving directions are not included in the excavation notification area used to notify owner/operator members. If the driving directions are included in the Locate Description, then those driving directions are not required to be located.*

Area of Concern #3:

Currently: We are often receiving erroneous shape files that do not reflect the work area accurately.

Recommendations: If CO811 were to decrease the automatic boundary and require counties to provide more accurate plat/property mapping it would improve these problems.

BOD Response –

- 1. Colorado811 is currently researching how the reduction of the excavation boundaries will impact damages statewide. The BOD anticipates a conclusion to this issue during our July 2023 BOD meeting.*
- 2. The shapefiles or mapping information being provided by Colorado 811 in the ticket transmission reflects the excavation notification area and not the exact area where excavation will take place. The excavation notification area is used to notify any registered owner/operator member within the area.*



UTILITY NOTIFICATION CENTER OF COLORADO (COLORADO 811)

Colorado811 can only request the most accurate data from counties/municipalities. However, it is the responsibility of each utility owner/operator or counties/municipality to provide the most accurate information. Colorado811 updates street and parcel map data used to process tickets monthly. Monthly updates may occur in multiple counties/municipalities and the frequency is dependent on when new and/or updated data is available.

In conclusion, Colorado811 and its BOD understand how SB 18-167 has affected utility owner/operators. Creating a true One Call Notification process has increased notifications to utility owner/operators. Prior to SB 18-167, many excavators did not notify the Tier 2 members listed on the ticket, resulting in excavations taking place without valid locates. The One Call System now notifies all members of all excavations processed through Colorado811, ensuring owner/operators are notified of ALL excavation activity occurring near their underground infrastructure. This change did increase ticket volume for those members required to convert to Tier I membership, due to an accurate number of notifications being provided to all utility owner/operators in Colorado.

Ms. Carla Sanchez, Director of Member Relations for Colorado811, reached out to Kisha Ortiz to help Metro Water Recovery adjust to the increased ticket volume and answer any questions regarding processes and procedures. Ms. Sanchez and her team will continue to be available to you for additional assistance anytime you should require it. Please understand the Colorado811 staff are held to the boundaries of the law.

Thank you for reaching out to the Colorado811 Board of Directors and voicing your concerns and recommendations. If you have additional comments or concerns, please feel free to contact me at toni@pascalconstruction.com

Regards,

Colorado811

Toni Lynn Pascal

Chairman of the Board of Directors

Connector Engagement Opportunity

2023 Annual Charge Process Webinar

Multiple Metro Connectors participated in the 2022 annual charge education sessions. Based on great feedback, we are offering the information again – with some updates. Metro will be hosting two webinars via Microsoft Teams to share the annual charge process, including a high-level overview of the sampling process. Both sessions will be held for one hour and will share the same information. Below are the dates and times in which the webinar will be offered.

Annual Charge Webinar

February 7, 2023, at 2:00 pm

AND

March 8, 2023, at 9:00 am

If you plan to attend, RSVP to Dawn Ambrosio at dambrosio@MetroWaterRecovery.com. Dawn will provide an invitation with the agenda and meeting link for the specific date of your request.

Metro Minute – Education Series

Stewards of the South Platte River

The second episode of Metro's Metro Minute education series has been shared on our [Currents Blog](#) and social media. Metro Minutes, an initiative led by Strategy and Communication's Public Information Division, features short, accessible, information about our work. This episode seeks to answer where water goes after it swirls down the drain, but perhaps even more than that, the short clip is a testament to Metro's work as stewards of the South Platte River.

Miss the first? Check out our first episode, *Where Does It All Go*, on our Currents Blog:

<https://www.metrowaterrecovery.com/metro-minutes-where-does-it-all-go/>



Metro Water Quality team and volunteers sampling South Platte River

2022 Electrofishing Survey Results Posted

Since the early 1970's, Metro Water Recovery has monitored the water quality of the South Platte River. [Learn more via the Currents Blog](#)



Resource Recovery and Reuse Department Head Pat Stanley (left) , and Board Chair Andrew Johnston (right), present Brandon Tymkovich Equipment & Transportation Technician II (middle) with his award.

Brandon Tymkovich Named 2022 Board Chair Award Winner

Brandon is the 11th recipient of the Award

At our Board of Directors meeting held on December 20, the recipient of Metro Water Recovery's 2022 Board Chair Award was announced. Board Chair Andrew Johnston recognized Brandon Tymkovich, Equipment & Transportation Technician II in Resource Recover & Reuse (RR&R) Fleet Maintenance, as the 2022 Board Chair Award Winner. Here's a selection from his remarks:

Brandon is an innovative thinker who looks at a problem and visualizes the repair or fabrication. Statements like "above and beyond" don't begin to describe what he brings to the team and our mission.

Brandon started his career at Metro on January 30th, 2001, in Facilities Maintenance, then moved to RR&R in 2009 as the Fleet Maintenance "shag" which is the parts runner for the shop. Between 2009 and 2022, he was promoted multiple times. Over the years, Brandon made it his goal to learn as much as he could from the mechanics in the shop. He took it upon himself to take classes after work and became a Fleet Maintenance Mechanic providing stellar performance year over year.

In 2020, Brandon was assigned to the Terra Gator rebuild team and excelled during his training on the project. In 2021, his knowledge and leadership abilities were tested as he was put in charge of the 2021 rebuild along with two other mechanics who had not been involved in any prior rebuilds. In 2022, he was assigned another Terra Gator rebuild with two new mechanics to assist. His work ethic and attention to detail provided clear guidance, attainable goals, and a strategic focus to consider assets and logistics related to these projects.

Brandon's name has also been added to an award plaque located in the lobby of the Administration Building at the Robert W. Hite Treatment Facility. This award recognizes Metro employees who consistently exceed job expectations, work to meet department and division objectives, and collaborate with coworkers to complete tasks to create a positive work environment. The selection process for the annual award begins with employees nominating their peers. A panel narrows nominations to the top three, while the Board Chair makes the final selection.



The Resource Recovery and Reuse (RR&R) Managers and Planners are Mike Coff, Arlisa Michael, Bryan Mitchell, Tom Acampora, Jeff Hayden, Kisha Ortiz, and Rob White (left to right).

Currents Employee Feature

RR&R Managers & Planners

Metro Water Recovery’s Resource Recovery and Reuse (RR&R) Managers and Planners direct and support teams focused on the Transmission System, METROGRO Farm, and the fleet which supports those facilities. Their work ranges from scheduling interceptor cleanings and line locates, to tracking biosolids application on farmland and capital projects at the Robert W. Hite Treatment Facility (RWHTF), to researching and ordering parts and equipment and scheduling routine maintenance. [Learn more about this amazing team!](#)

Important Dates to Remember

January 16, 2023	Q4 Sewer Connection Charges Due
January 17, 2023 (5:30 pm)	Board of Directors Meeting
January 2023	Commercial Water Use Report Reviews Due back to Metro
February 7, 2023 (2:00 pm)	Annual Charge Webinar
February 21, 2023 (5:30 pm)	Board of Directors Meeting
March 8, 2023 (9:00 am)	Annual Charge Webinar
March 15, 2023	Q1 2023 Annual Charges Due
March 21, 2023 (5:30 pm)	Board of Directors Meeting
April 15, 2023	Q1 Sewer Connection Charges Due

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<https://www.linkedin.com/company/metro-water-recovery/>

[Previous issues of The Connector can now be found on Metro’s website.](#)



METROGRO® update

News for neighbors and customers

A PUBLICATION OF METRO WATER RECOVERY

ISSUE XXXIV WINTER 2022

Decades of Environmental Stewardship

In celebration of more than six decades of environmental stewardship, Metro Water Recovery initiated an education campaign in 2022 with direct outreach to its external stakeholders. The **Stewardship Campaign** included two public meetings and the launch of a new webpage – which focused on the organization’s continuous work to protect public health and the environment.

The public meeting recording is available on the **Stewardship** webpage located in the **About Us** section of the website. Listen to learn more about Metro’s commitment to improve the health of the South Platte River – including details about a long-term project that has improved aquatic life and habitat in the river.

The 20-year **Aquatic Life/Habitat Improvements Project** has changed the river’s depth of flow, velocity, stream coverage, and channel complexity. Through the project, Metro has partnered with six counties, the Colorado Parks and

Wildlife, the Colorado Department of Public Health and Environment, and the Environmental Protection Agency. The first four phases of the project are complete.

Metro’s commitment to protect the South Platte River is the result of the combined efforts of more than 400 employees. Every day, Metro collects and reclaims about 135 million gallons of wastewater from homes and businesses located in the communities it serves. During treatment at two facilities (Denver and Brighton), more than 95 percent of the regulated contaminants are removed before the treated water is returned to the South Platte River. It takes a village to protect one of Colorado’s most important natural resources!

The water Metro cleans accounts for about 85 percent of the river’s flow for nine or more months out of the year. The water recovered during the treatment process transforms what has been historically considered a waste product into an asset with many beneficial uses. 🌱



Secondary channels serving as protective and resting cover

Additional online resources

Virtual Wastewater Treatment Tour: <https://treatment.metrowaterrecovery.com>

Community Survey: <https://www.metrowaterrecovery.com/stewardship>

Water Quality Report: <https://www.metrowaterrecovery.com/wqr>

Stream Sampling Data: <https://www.metrowaterrecovery.com/sampling>

Fish Count Data: <https://www.metrowaterrecovery.com/fishcount>

Macroinvertebrate Data: <https://www.metrowaterrecovery.com/macro>

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Harvest 2022



Combine and grain cart during harvest on the METROGRO Farm

The METROGRO Farm has felt the challenges 2022 brought to the agricultural communities in eastern Colorado.

In the fall, Metro planted approximately 14,000 acres of winter wheat. However, due to the

ongoing drought and extreme wind conditions throughout the growing season, staff was only able to harvest 2,340 acres, with a total yield of about 24,000 bushels. As a result, 7,000 acres of failed wheat crop were planted with milo in late May.

It appears the 2023 wheat crop planted in September and October may be more productive than the previous year. Although, it will depend upon soil conditions that are still very dry throughout most of the farm.

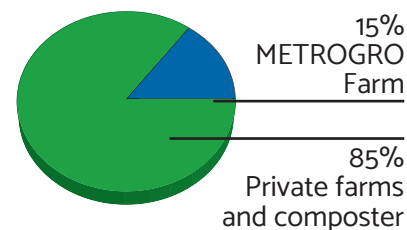
In addition, several fields of six-row winter barley were planted this year to determine if it is a viable option in the future for combatting sawfly infestation. 🌱

Biosolids Distribution for 2022

The chart below summarizes the breakdown of biosolids distributed to the METROGRO Farm, private farms, and a private composter in the first eight months of 2022. All biosolids produced during that period at the Robert W. Hite Treatment Facility (RWHTF) and the Northern Treatment Plant (NTP) were beneficially reused.

Distribution from RWHTF Dry Tons
METROGRO Farm 3,017.96
Private farms 17,589.56

Distribution from NTP Dry Tons
METROGRO Farm 161
Private composter 615.74



A total of 21,384.26 dry tons (104,108.59 wet tons) of biosolids were beneficially reused from January through September.

Dry weight is the solids from biological treatment of wastewater after all water is removed. The average METROGRO® Cake solids content for the first nine months of 2022 is 20.72% for the RWHTF and 19.72% for the NTP. 🌱

Learn More About PFAS

It takes a village to keep our water clean and safe. Per- and polyfluoroalkyl substances (PFAS) are not by-products of the wastewater treatment process but are present in the wastewater that enters facilities from homes and businesses. PFAS enters the sewer when people wash, rinse, or clean products containing the chemicals. Technologies to remove PFAS

from wastewater exist but do not destroy the chemicals. Metro Water Recovery is committed to being part of the solution and has developed a webpage with community resources, so stakeholders can help keep PFAS out of the water cycle. The information is located in the **Community** section of Metro’s website (www.metrowaterrecovery.com). 🌱



Questions or comments? The METROGRO® Update is a publication of Metro Water Recovery. If you have questions or comments, please contact: Patrick Stanley, Metro Water Recovery, 6450 York Street, Denver, CO 80229, 1-800-237-6603, MetroWaterRecovery.com