



36 Annual Pretreatment, Pollution Prevention th and Stormwater Conference & Exhibition



March 2-4, 2009 Hyatt Regency, Monterey, CA

Dear Friends and Colleagues,

Welcome to the 36th Annual Pretreatment, Pollution Prevention and Stormwater (P³S) Committee Training Conference. For 36 years this conference has provided attendees with great value for their training dollar. It provides training from experienced, knowledgeable leaders in wastewater public education, pollution prevention and sewer use ordinance compliance, the majority of whom are Committee members. You'll leave the conference with the most current information in the field. Plus, in addition to quality training, the conference registration fee includes a ticket to the wonderful Monterey Bay Aquarium.

Being in Monterey is a picturesque reminder of what we as environmental professionals strive to protect. The urban setting reminds us of the importance of protecting our communities and the surrounding rural area reminds us that we must also protect our environment.

My "Top Ten" reasons to attend the 2009 P³S Annual Training Conference are:

- 1. Nationally recognized, qualified and experienced speakers
- 2. Pretreatment training that includes:
 - Basic to advanced Industrial User inspection/monitoring/ enforcement procedures
 - FOG Food Service Establishment inspection/monitoring/ enforcement procedures
 - Speakers from the USEPA and Regional Water Quality Control Board
- 3. Stormwater Training that includes:
 - Regulation Updates
 - Construction BMP Implementation
- 4. Pollution Prevention Training that includes:
- Presentations by USEPA National Award Winners
- Discussion of Small to Large P2 Programs
- Specific Pollutant of Concern Projects
- · Emerging Contaminants
- 5. Networking with professionals from all areas of California, the USEPA and State Regulators about common issues
- 6. The Monterey Aquarium (need I say more?) included in your conference registration
- 7. Location, location—the beautiful Monterey Peninsula
- 8. Registration fee includes (except student) continental breakfast, breaks, evening receptions
- 9. Opportunity to meet and interact with equipment and service exhibitors in the industry
- 10. Returning to work with the most current information, new ideas, and documented training to renew your certification after the Monterey Experience. Attendees with full conference registration can earn up to 20.4 contact hours.

As a Wastewater Professional for the last twenty years I have realized that we are the frontline environmental protectors of our communities. I want to say thank you for the dedication and professionalism I have seen from fellow water and wastewater colleagues.

Norman Domingo, South Bayside System Authority Conference Chair

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2009 Pretreatment, Pollution Prevention, and Stormwater Conference Committee

Conference Chair

Norm Domingo, South Bayside System Authority

Program Chair

Cassie Prudhel, City of South San Francisco

Brochure And Mailing

Allen Grayson, Lawrence Livermore National Laboratory
Brett Clark, Lawrence Livermore National Laboratory

CWEA Staff

Julie Taylor, *Director of Education and Training*Marci Chase, *Senior Meeting Planner*

Arrangements And Finance

Lynne Scarpa, City of Richmond Joe Lucia, City of Hayward, retired

Vendor Exhibits

Anton Loof, Oratech Greg Kent, Bio Clean Environmental Services

Signs

Alice Chang, City of Bakersfield

Binders

Lewis Harrison, City of San Francisco Public Utilities Commission Sally Bin, City of San Francisco Public Utilities Commission

Room Coordination

Peter Fong, City of Benicia

Industrial Facility Of The Year Award

Tim Potter, Central Contra Costa Sanitary District John Boyd, County of Los Angeles Sanitary District

Session Chairs

Gary Welling, City of Santa Monica
Jack Betourne, City of Napa
Philip Lo, LA County Sanitation District
Preeti Ghuman, LA County Sanitation District
Nadia Borisova, East Bay Municipal Utility District
Nick Klump, East Bay Municipal Utility District
Phil Bobel, City of Palo Alto
Karin North, City of Palo Alto
Tim Potter, Central Contra Costa Sanitation District
Mike Dunning, Union Sanitary District
Kari Ving, SFPUC
Amy Miller, USEPA

Pretreatment Training

Keith Silva, USEPA Region 9 Greg Arthur, USEPA Region 9 Anna Yen, USEPA Region 9

Stormwater Training

Jill Bicknell, EOA Scott Taylor, RBF Consultants

Pollution Prevention Training

Melody La Bella, *Central Contra Costa Sanitation District* Heather Ottaway, *San Francisco Regional Water Quality Control Board*

CONFERENCE HIGHLIGHTS

OPENING SESSION:

The Opening Session for the 36th P³S Annual Training Conference begins with the topic of global warming as a factor in decision making. The Chief Operating Officer from Santa Clara Valley Water District will share how policy decision has been affected by a current water shortage. After the break, current urgent environmental needs as seen by the Save the Bay Organization will be addressed. The session will round out with Tam Dudoc from the State Water Resources Control Board, Tam will address us with clean water priorities and how to put it all together. Closing the opening session, Bruce Wolfe Executive Officer for the San Francisco Bay Area Regional Water Quality Board, will give us insight into bringing broad water quality goals to the local level.

BREAKOUT SESSIONS:

- Emerging Issues in Pretreatment and Pollution Prevention
- Fats, Oils, and Grease
- Public Education and Outreach
- EPA Stormwater
- Pretreatment Facility Inspection of SIUs and CIUs
- Stormwater Pretreatment Issues
- Environmental Compliance Inspector Training
- Pretreatment Program, Permit, Enforcement, Compliance and USEPA update
- Global Warming and Climate Change

LUNCHEON AWARDS: Monday Luncheon

The P³S Awards Committee will present the 2008 Industry of the Year Awards. Businesses in Northern and Southern California will be recognized for their implementation of innovative solutions to wastewater, stormwater, and pollution prevention challenges. The committee will also award the "Order of the Silver Cover" to recognize individual volunteers who by their professional commitment have furthered the committee goals.

LUNCHEON KEYNOTES:

TUESDAY LUNCHEON KEYNOTE SPEAKER

Chris Nihill is a Manager/Trainer responsible for training programs on a variety of issues including leadership, substance abuse, stress management, teambuilding, communication skills and workplace violence. She will bring us her insight on interpersonal working relationships.

WEDNESDAY LUNCHEON KEYNOTE SPEAKER

Alexis Strauss, USEPA Region 9 Director, will share the USEPA priorities for, "Achieving National Water Quality Standards with the Implementation of Programs at the Local Level."

FULL DAY WORKSHOPS ON WEDNESDAY:

EPA PRETREATMENT TRAINING

Keith Silva, USEPA Region 9, will lead the session with basic inspector training and federal program update training for pretreatment streamlining and will keep attendees current with federal requirements.

Always innovative and engaging, Greg Arthur and Anna Yen, USEPA Region 9, will give their insight into the practical side of inspection training. Their sessions promote professionalism and outside the box thinking. Be sure to bring your questions for Keith, Greg, and Anna.

STORMWATER & ENFORCEMENT TREATMENT 101

Jill Bicknell, EOA Consultants, will start the full-day workshop with Stormwater Treatment 101: Selection, Design Considerations, Maintenance, and Inspection of Treatment BMPs. Jill will close the workshop with a session on how to conduct a BMP inspection.

Scott Taylor, RBF Consultants, will also step up to the podium with Treatment Best Management Practice (BMP) Design, O&M, Performance, and Cost Considerations.

POLLUTION PREVENTION

Heather Ottaway, San Francisco Regional Water Quality Control Board, and Melody La Bella, Central Contra Costa Sanitary District, will be the training leads for this first all-day workshop on Pollution Prevention. Pollution Prevention has become an important technique in achieving required water quality permit goals. Sessions will focus on introducing the P2 concept, quantifying measurable results, product stewardship, pollutant prioritization, and large and small agency implementation. It is significant to note that Pollution Prevention is a priority in the Bay Area. The USEPA has recognized

these efforts with their annual 2007 Pollution Prevention. Karin North, City of Palo Alto, and Jennifer Jackson, EBMUD, coordinated a region wide effort in the which hundreds of pounds of pharmaceuticals which may have gone to the bay was collected and incinerated. They are also working tirelessly to develop pharmaceutical take-back programs.

EQUIPMENT AND SERVICES EXHIBITION:

After sessions finish, equipment, safety and software manufacturer representatives will be available to demonstrate products and answer questions during exhibit hours Monday afternoon and all day Tuesday.

There will also be a public outreach table where you can acquire outreach literature from various wastewater agencies. Your Conference Chair will also have a sewer science lab set up. Come by and check everything out!

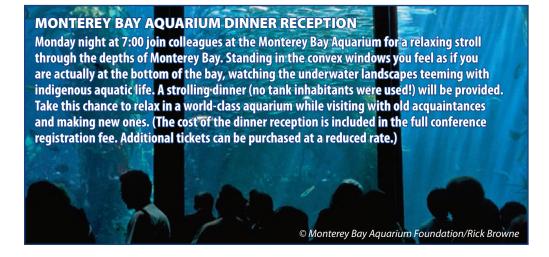
CWEA CONTACT HOURS:

The Annual P³S Training Conference provides 20.4 hours of contact hours for full conference attendance, which fulfills the contact hour requirement for annual certification in these disciplines: Collection Systems Management, Compliance Laboratory Analysis and more!

P³S COMMITTEE MEETING:

Join P³S committee volunteers Tuesday morning at 7:30 for an hour-long breakfast meeting where you can:

- Meet the current board
- Learn more about:
 - committee organization
 - current statewide projects
 - available resources (possible project funding)
- Share your ideas about training needs
- Network your public outreach



2009

CWEA Pretreatment, Pollution Prevention, and Stormwater Conference Program

OPENING GENERAL SESSION

OPENING GENERAL SESSION							
MONDAY MORNING MARCH 2	REGISTRATION: 7:00 A.M. TO 4:00 P.M.						
	Торіс	Speaker	ORGANIZATION				
8:50 – 9:00	Welcome and Introductions Welcome and Announcements	Cassie Prudhel, P ³ S Program Chair Norman Domingo, P ³ S Conference Chair	City of South San Francisco South Bayside System Authority				
9:00 – 9:05	Session Introduction	Phil Bobel, P ³ S Opening Session Chair	City of Palo Alto				
9:05 – 9:45	Global Warming—A Primary Driver in Decision Making	James Goldstene, Executive Officer (Invited)	California Air Resources Board				
9:45 – 10:25	Water Shortages will Dictate Strategies	Jim Fiedler, Chief Operating Officer	Santa Clara Valley Water District				
10:25 – 10:45		Break					
10:45 – 12:00	Environmental Groups See Urgent Needs	David Lewis, Executive Director	Save the Bay				
	Putting It All Together and Prioritizing Actions for Clean Water	Tam Doduc, Chair	State Water Resources Control Board				
	Bringing Broad Goals to the Local Level	Bruce Wolfe, Executive Officer II	San Francisco Bay Regional Water Quality Control Board				
12:00 – 1:30	Lunch Awards Program: Order of the Silver Cover Industry of the Year Awards	Tim Potter, Awards Co-Chair John Boyd, Awards Co-Chair Joe Lucia, Treasurer	CCCSD LACSD City of Hayward, retired				



Monday Afternoon Sessions

MONDAY AFTERNOON MARCH 2 EMERGING ISSUES IN PRETREATMENT AND POLLUTION PREVENTION

Session Chair: Karin
North, City of Palo Alto

FATS, OILS, AND GREASE

Session Chair: Kari Ving, San Francisco Public Utilities District (SFPUC) Public Education and Outreach

Session Chair: Preeti Ghuman, LACSD **EPA STORMWATER TRAINING**

Session Chair: Amy Miller, USEPA

1:40 - 2:20

Kevin Kelly, Cal State
Long Beach
Environment-Associated
Endocrine and
Physiological Disruption
in Marine and Estuarine
Fishes—Common Themes
in California's Northern
and Southern Halves

Ryan Harrison, City of Palo Alto An Overview of City of Palo Alto's FOG Program and Its Results Craig Proctor, Inland Empire Utilities Agency Reducing Residential Sources of Salinity— Softener by Softener

Bruce Fujimoto, SWRCB (Sacramento) Update on the State Construction and Industrial General Permits Mike Adackapara, RWQCB 8 (Santa Ana) MS4 Permitting and Enforcement in the Santa Ana Region

2:25 - 3:05

Dan Chang, Professor, Civil and Environmental Engineering University of California Anti-Microbials Down the Drain—The Tip of an Iceberg? Kari Ving, Biofuel Coordinator, SFPUC SFGreasecycle Biofuel Program: Introduction, Inner Workings and Insight Preeti Ghuman, Los Angeles County Sanitation Districts The Innovative Plan to Reduce Residential Chloride Loading

Break

Dale Bowyer, RWQCB 2 (Oakland) *Update on the San Francisco Bay Municipal Regional Permit* Mona Dougherty, RWQCB 1 (Santa Rosa) Phase II/Phase I MS4 Permitting in the North Coast Region

3:05 - 3:20

3:20 - 4:00

Susan Klosterhaus, SFEI Alternative Brominated Flame Retardants in San Francisco Bay Wildlife and Sediments Chuck Hinson, Senior Inspector, SFPUC Automatic Grease Removal Devices: The Bottom-Line Benefit of AGRDs to FSEs

Jennifer Nichols Kearns and Kris McFadden, City of San Diego Think Blue San Diego, A Multifaceted Approach to Stormwater Education **Eugene Bromley,** USEPA Region 9 **EPA Stormwater Permitting Update**

4:05 - 4:45

Jen Jackson, EBMUD Update on No Drugs Down the Drain and Regulatory Hurdles for Ongoing Pharmaceutical Collection Tracy Keough, Vice
President and Managing
Director, O'Rorke, Inc.
From FOG to
SFGreasecycle: Converting
SF Greasecycle from a
Household Name to a
Household Habit

Michael Scahill, Central Contra Costa Sanitary District The Community Newsletter: Marketing a Vision **Jeremy Johnstone, and Amy Miller,** USEPA Region 9 **EPA Stormwater Enforcement Activities in California**

7:00 - 10:30

MONTEREY BAY AQUARIUM DINNER RECEPTION



TUESDAY MORNING SESSIONS

REGISTRATION: 7:00 A.M. TO 4:00 P.M.

P³S COMMITTEE MEETING BREAKFAST: 7:30 TO 8:30 A.M.

TUESDAY MORNING MARCH 3

INSPECTION OF SIUS/CIUS

Session Chair:
Michael Dunning,
Union Sanitary District

Public Education and Outreach

Session Chair:
Nadia Borisova, EBMUD

STORMWATER PRETREATMENT ISSUES

Session Chair:

Jack Betourne, Napa County
Flood Control and Water
Conservation District

ENVIRONMENTAL
COMPLIANCE INSPECTOR
TRAINING

Session Chair: Nick Klump, EBMUD

9:00 - 9:40

Mike Auer, Union Sanitary District Sampling of Industrial Facilities Richard Looker, SF RWQCB
Trash in Stormwater

Karen Ashby, Larry Walker Associates Conducting Program Effectiveness Assessment for Stormwater Programs **Dale Bowyer,** SFRWQCB **and Jesse Kupers,** OFD (invited) **Stormwater Inspections**

9:45 - 10:25

Sara Scheidt, City of Sunnyvale Litigation the Last Resort. A Metal Finisher Enforcement Case Study **Rob Cole,** Central Marin Sanitation Agency Enhanced P2 Activities and Public Outreach Terri Fashing, Marin County Stormwater Pollution Prevention Program Implementing Post-Construction Stormwater Requirements in Marin County using a Low Impact Development Approach

Deve

Break

10:25 - 10:40

10:40 - 11:20

TBD, San Jose Inspecting Electronics Facilities

Heather Ottaway, SFRWQCB Asking the Right Questions to Evaluate the Effectiveness of Public Outreach Efforts

Greg Gearheart, State Water Resources Control Board **Richard Muhl,** Central Valley Regional Water Quality Control Board

Mark Grey, Building Industry Association of Southern California and Construction Industry Coalition on Water Quality

Sandy Matthews, Larry
Walker Associates, California
Stormwater Quality Association,
(CASQA) Construction
Subcommittee Chair
State Construction General
Permit—Status, Impacts and

Statewide Training Program

Gayle Tupper, EBMUD *Interagency Cooperation*

11:25 – 12:05

Norm Domingo, SBSA Inspecting Metal Finishing Facilities Betsy Elzufon, Larry Walker Associates Surveys and Beyond— Measuring the Effectiveness of Your Public Outreach Programs

12:05 - 1:30

LUNCH PROGRAM: "CAN'T WE ALL GET ALONG?"Speaker: Chris Nihill, Manager/Trainer

Session Chair: Norman Domingo, South Bayside System Authority



TUESDAY AFTERNOON SESSIONS

TUESDAY AFTERNOON MARCH 3

PRETREATMENT PROGRAMS

Session Chair:

Tim Potter, Central Contra Costa Sanitary District

STORMWATER PRETREATMENT ISSUES

Session Chair:

Gary Welling, City of Santa Monica

GETTING UP TO SPEED WITH CLIMATE CHANGE

Session Chair:

Philip Lo, LACSD

ENVIRONMENTAL **C**OMPLIANCE INSPECTOR **T**RAINING

Session Chair:

Nick Klump, EBMUD

1:40 - 2:20

Jeff Skinner, Central Contra Costa Sanitary Agency Permit Reinvention—The Simplification of a Mobile Washer Permit Program

Eben Schwartz, California Coastal Commission. Case Study: Public Outreach Shelly Sullivan,

Executive Director. AB32 Implementation Group, Sacramento Climate Change and the California AB32 Climate Action Plan

Bill Garrett, LACSD **Preparing for Inspections**

2:25 - 3:05

Anna Yen, USEPA Region 9 The "pH" in Pharmaceutical: An Enforcement Case **Evolution**

Jamie Malpede, City of Santa Monica

Effectiveness of Dry Weather Diversions

MaryEllen Dick,

Break

Manager, City of San Jose **Green Vision: Sustainability** and Climate Action Plan for the City of San Jose

3:05 - 3:20

3:20 - 4:00

Heidi Geiger, City of San Jose City of San Jose's Industrial *Users Academy—Paving the* Way to Compliance

Greg Kent, BioClean; Steve Wilson, City of Ontario Maintenance of Structural **BMPs**

Jim Sandoval, CH2MHill **Greenhouse Gas Emissions** from Wastewater Treatment **Plants**

Joel Schwartz, Visiting

Institute, Sacramento

Over?

Fellow, American Enterprise

Climate Change: Is the Debate

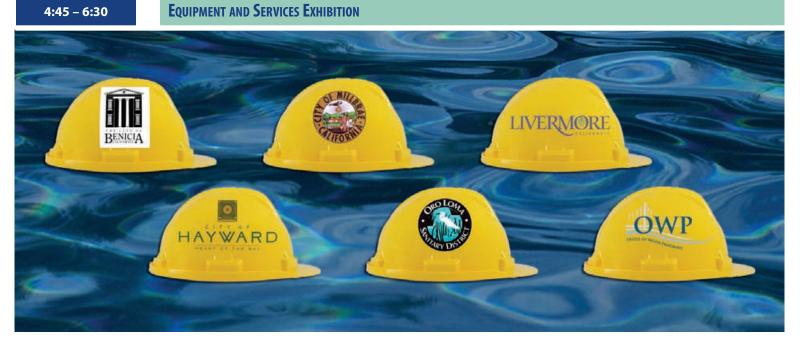
Chris Murray, SCSD Dealing with Difficult Customers

4:05 - 4:45

Keith Silva, USEPA Region 9 **Pretreatment Update**

Cathy Hoang Mendoza, and Ralph Rodriguez, City of San Jose

Construction Wet Weather to Year Round Inspections



WEDNESDAY TRAINING SESSIONS

	Conference Registration: 7:00 a.m. to 12:00 p.m.
WEDNESDAY MORNING MARCH 4	EPA PRETREATMENT TRAINING

8:30 - 10:00 Welcome and Introduction Keith Silva, USEPA Region 9

> Pretreatment Program Overview and Implementing Regulations Keith Silva, USEPA Region 9

Session Chair: **Keith Silva**, USEPA Region 9

STORMWATER TREATMENT 101: SELECTION, DESIGN CONSIDERATIONS, MAINTENANCE & INSPECTION OF TREATMENT BMPs

Session Chair: Jill Bicknell, P.E., EOA, Inc.

Overview of Stormwater Treatment Reauirements Jill Bicknell

Selection of Appropriate BMPs: Pollutants of Concern, Site Considerations Treatment Mechanisms, Incorporation of Low Impact Development (LID) Techniques Jill Bicknell, P.E., EOA, Inc.

Break

POLLUTION PREVENTION

Session Chairs: Melody La Bella, CCCSD, Heather Ottaway, SF RWQCB

Back to Basics: An Introduction to **Pollution Prevention Betsy Elzufon**, Larry Walker Associates

Measurable and Quantifiable Pollution **Prevention Program Results Heather Ottaway, SF RWQCB**

10:00 - 10:20

10:20 - 11:50

Pretreatment Standards—General and Specific Prohibitions, Local Limits, and **Categorical Standards Anna Yen,** USEPA Region 9

Treatment BMPs: Design, O&M, Performance and Cost Considerations: Vegetated Swales and Buffer Strips, Bioretention Areas, Extended Detention Basins, Wet Ponds **Scott Taylor,** P.E., RBF Consultants

The Evolution of Pollution Prevention and the Importance of Supporting Product Stewardship Initiatives, Melody La Bella, CCCSD

Pollutant Prioritization—A New Approach **Stephanie Hughes,** Consulting Engineer

11:50 - 1:00

1:45 - 2:05

1:00 - 1:45

Pretreatment Permitting and Sampling Keith Silva, USEPA Region 9

Speaker: Alexis Strauss, USEPA Region 9 Director

Industrial User Inspections Greg Arthur, USEPA Region 9 Treatment BMPs: (continued): Infiltration Devices, Media Filters, Proprietary Devices

LUNCH PROGRAM: "ACHIEVING NATIONAL WATER QUALITY STANDARDS WITH THE IMPLEMENTATION OF PROGRAMS AT THE LOCAL LEVEL"

Maintenance and Inspection Programs: Property Owner Responsibilities, Municipal BMP 0&M Verification Programs How to Conduct a BMP Inspection Jill Bicknell, P.E., EOA, Inc.

Break

Successful Pollution Prevention Programs: A Small Program Example **David Contrares,** Mt. View Sanitary District

Successful Pollution Prevention Programs: A Medium Program Example Jennifer Kaiser, Vallejo Sanitation and Flood Control District

Successful Pollution Prevention

Karin North, City of Palo Alto

Programs: A Large Program Example

2:05 - 2:40

2:40 - 4:00

Local Program Performance Keith Silva, USEPA Region 9

Ouestions and Answers Adjourn

Case Studies Jill Bicknell, P.E., EOA, Inc. **Scott Taylor,** P.E., RBF Consultants

> • Making the work matter, for ourselves and our audience, in the face of tight budgets and burnout

Panel Discussion on Pollution Prevention Programs including the following topics:

Justifying proactive vs. reactive programs

• With shrinking newspaper staffs, how outreach efforts might change in the future. How do we make the connections count?

Ouestions and Answers Adjourn

Wrap-up and Course Evaluation Keith Silva, USEPA Region 9

Ouestions and Answers Adjourn

CONFERENCE REGISTRATION

at (510) 382-7800, ext. 117.

36th Annual CWEA Pretreatment, Pollution Prevention, and Stormwater (P³S) Conference, March 2–4, 2009

Online Registrations Accepted at www.cwea.org/conferences

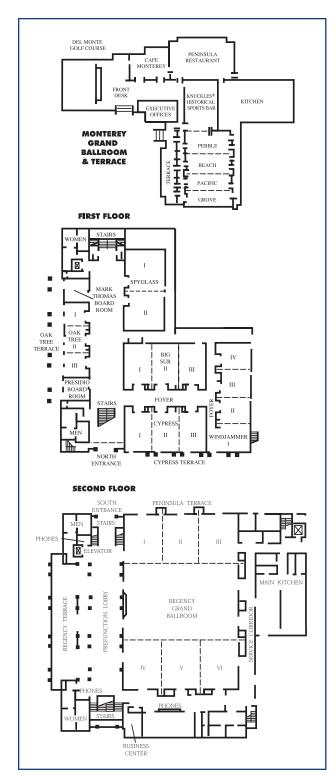
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☐ CWEA, CA-NV AWWA, or WEF MEMBER (must list i	membership number for member rates	s) #	
☐ REGULAR RATE Please apply the additional po	rtion of the regular fee for one year of	CWEA membership: ☐ Yes ☐ No	
Full Conference Attendance	Regu	ılar Member	
(Includes all conference meals, receptions, and Mo		Discounted Rate	
Early Registration (Before 2/05/09)	□ \$5	27 🚨 \$395	
Registration (After 2/05/09)	□ \$57	77 🚨 \$445	
Retired Member		□ \$160	
Student (9 units or more, does not include meals)	School	Ø	
One Day Conference Attendance			
☐ Monday (3/02) Includes Awards Luncheon and Mo	onterev Bav Aquarium event		
Early Registration (Before 2/05/09)	□ \$34	42 🚨 \$210	
Registration (After 2/05/09)	□ \$39		
☐ Tuesday (3/03) Includes Luncheon and Vendor Exp		2 7200	
Early Registration (Before 2/05/09)	□ \$3 ⁴	42 🚨 \$210	
Registration (After 2/05/09)	□ \$39		
☐ Wednesday (3/04) Includes Luncheon	- 43.	2 7200	
Please select the session you will be attending			
□ Pollution Prevention			
☐ EPA Pretreatment Training			
□ Stormwater Treatment 101			
Early Registration (Before 2/05/09)	□ \$3 <i>4</i>	42 🚨 \$210	
Registration (After 2/05/09)	□ \$3: □ \$3!	-	
☐ Guest for Monterey Bay Aquarium event		75	
Extra lunch ticket Mon Tue Wed	□ \$4	40 per day	
See back cover for important policy informa	tion Total	Fees Enclosed	
Mail check or credit card information to CWEA, 7677	Oakport Street, Suite 600, Oakland,	CA 94621-1935	
Or register online at www.cwea.org/conferences			
For payment by check, make checks	For payment by credit	t card include the	
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with this form to the address above	above or fax to CWEA	at (510) 382-7810	
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☐ Please check here if you need special accommodations to fully participate.	Signature:		
Attach a written description of your needs.	Account no.		
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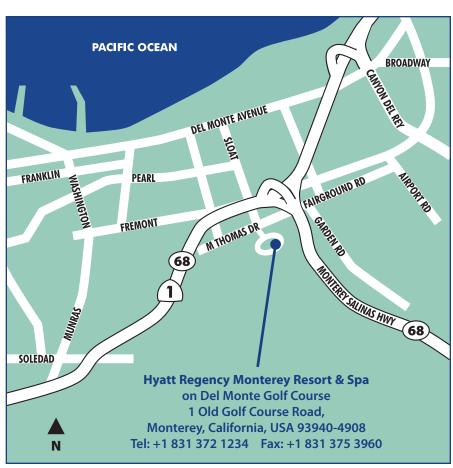
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See you in Monterey March 2-4, 2009!

A block of hotel rooms are being held for the P³S at the Hyatt Regency Monterey until Monday, February 9 for a special discounted rate of \$110 a night, plus a \$10 a night resort fee and a 10% room night tax. You can book directly with hotel by calling them at (888) 421-1442.

For more information, please visit the CWEA website (http://www.cwea.org/conferences) and follow the links to the P³S Conference.













CALIFORNIA WATER ENVIRONMENT ASSOCIATION 7677 Oakport Street, Suite 600

7677 Oakport Street, Suite 60 Oakland, CA 94621-1935



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Written cancellation notice is required, and must be received at least 15 days prior to the conference date. A 25% service fee shall be retained on all cancellations. No refunds shall be given for cancellations made less than 15 days prior to any conference.

Payment Policy:

All fees for conference registration shall be paid in full at the time of pre-registration or on-site registration. Full payment may be made by credit card, personal check or company/ agency check. Purchase orders are acceptable and must be attached to the registration form. Registrations received by CWEA without full payment or purchase order will not be processed.

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