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PUBLIC HEALTH AND PRIVATE WELLS IN NEW HAMPSHIRE

Excerpted from DES's Private Well Working Group White Paper, 2/15/08

By Pierce Rigrod & Paul Susca

While the purpose of New Hampshire's Safe Drinking Water Act is "to provide a comprehensive drinking water protection program for the citizens of New Hampshire," the statute deals only with the oversight of public water systems. In recent years it has become increasingly clear that protection is also needed for the 36% (468,800 people) of the state's population using private wells as a source of drinking water. In New Hampshire, natural contaminants such as arsenic and radionuclides (radon, uranium, radium and gross alpha), are known to occur in a significant percentage of wells at concentrations that exceed health-based maximum contaminant limits (MCLs), particularly in bedrock wells under certain geologic conditions. Because New Hampshire's groundwater can be somewhat corrosive, lead and copper from older plumbing are also frequently detected in tap water. Anthropogenic (human caused) contaminants are also present in some areas, typically associated with certain land uses or previous contamination events. *Many of the contaminants that may be present in homes served by private wells are odorless, tasteless, and colorless. The only way to identify their presence is to have the water tested.*

Exposure to contaminants in water from private wells is a public health issue for a significant percentage of private well users. The significance of this issue is growing, since private wells now serve a greater percentage of the state's population than they did eight years ago and this trend is likely to continue with more diffuse development patterns.¹ In addition, new health studies indicate that some natural contaminants (such as arsenic and manganese) may produce human health effects at concentrations at or below current health-based guidelines and criteria.

In addition to water quality concerns, too often private wells drilled for new homes do not produce enough water to meet household needs. DES's Water Well Program commonly receives inquiries or complaints from home buyers whose new homes are served by private wells with marginal or insufficient yields. Many municipalities and planning boards also receive complaints from homeowners in newly created subdivisions with insufficient water yields and pressure. While private wells should produce at least two gallons per minute in order to adequately meet household demands for drinking, bathing and other uses, 15 percent of wells drilled in bedrock for domestic supply yield 2 gallons or less than that amount.²

DES's Source Water Protection Program is now updating its current strategy in conjunction with a private well "working group" and is evaluating the options to better protect public health of New Hampshire's private well users.

For more information about private well testing visit http://des.nh.gov/well_testing.htm or to find out more about the DES Source Protection Strategy update, visit <http://des.nh.gov/dwssp/strategy.htm>.

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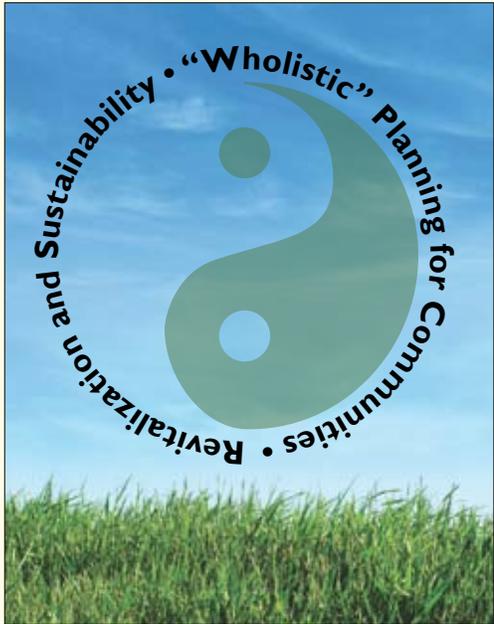
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1 *Annual Compliance Report on Public Water System Violations*, NHDES (1998, 2006)

2 Statistical analysis of DES Well Water Database, Rick Schofield, DES Water Well Program Manager, (December 2007)



NHPA SPRING CONFERENCE MAY 15 AND 16 AT THE RADISSON HOTEL, NASHUA

The theme of the conference this year is **Revitalization and Sustainability – “Wholistic” Planning for Communities**. The conference will focus on these issues in practice through case studies and examples of how New Hampshire planners are using collaboration with other professions and innovative planning tools to help revitalize, redevelop and foster sustainability in their communities. Look forward to some thought-provoking sessions, mobile workshops and exploring the great City of Nashua to see firsthand how these tools have been implemented.

AICP Certificate Maintenance credits have been approved for all of the sessions, including the keynote speaker. For more information, see the events/programs page at www.nhplanners.org or contact Kerrie Diers, Professional Development Officer at kerried@nashuarpc.org

MEMBERSHIP UPDATE

For a number of years, the membership of NHPA hovered at around 150. In the past two years, however, our membership has increased to its current 190! Joining the NHPA is the best way for New Hampshire planners to stay connected with each other. If you know of a planner in New Hampshire who's not a member of NHPA, have that planner involuntarily committed until he/she joins (what I mean is, you'd have to be crazy *not* to join). The application form is on the NHPA website.

New members!

Andrew Smith, City of Keene
 Angela LaBrecque, Town of Meredith
 Cynthia May, Town of Bedford
 Dari Sassan, NH Office of Energy and Planning
 Jennifer Devost, Upper Valley Lake Sunapee Regional Planning Commission
 June Garneau, North Country Council
 Linda Madorma, Southern New Hampshire Planning Commission
 Meg McPherson, NH Office of Energy and Planning
 Myranda McGowan, Strafford Region Planning Commission
 Nathan Miller, Upper Valley Lake Sunapee Regional Planning Commission
 Neena Gupta, City of Keene
 Peter Dzewaltowski, Upper Valley Lake Sunapee Regional Planning Commission
 Rachel Ruppel, Upper Valley Lake Sunapee Regional Planning Commission
 Richard Vandenberg, Credere Associates, LLC
 Rip Patten, Credere Associates, LLC
 Stacey Ames, Town of Alton
 Tom Franks, NH Office of Energy and Planning
 William Rose, North Country Council

If you're new and we missed recognizing you, just send me an email and we'll catch you the next time around.
 –Ben Frost

INCLUSIONARY ZONING GRANTS

New Hampshire Housing has created a new grant program for the state's municipalities. The Inclusionary Zoning Implementation Program (IZIP) will provide grants of up to \$9,000 to cities and towns to hire qualified consultants for the purpose of preparing inclusionary zoning ordinances. Grants will be awarded on a competitive basis. Applications for IZIP grants will be accepted under two deadlines: May 15 and July 15, 2008. No match is required.

Funding is provided by New Hampshire Housing, the New Hampshire Charitable Foundation, the New Hampshire Community Development Finance Authority, and

the New Hampshire Department of Transportation's Community Technical Assistance Program (CTAP). IZIP funds coming from CTAP may only be used by those 26 communities identified by CTAP as being in the I-93 expansion corridor. Other IZIP funds are available to communities statewide.

The pool of qualified IZIP consultants has been developed as a result of a request for qualifications made last year.

For more information, go to www.nhhfa.org/fl_zoning.cfm, or contact Ben Frost at (603) 310-9361 or bfrost@nhhfa.org.

FAQ FOR AICP MEMBERS

By Stacy Doll (formerly with the North Country Council)

Member Requirements

I have a CPD certificate valid to the end of 2009 but would like to earn new credits in the period between April 14, 2007, and December 31, 2009. May I roll over credits earned from April 14, 2007, to December 31, 2009, and apply them to the CM reporting period that will begin in January 2010?

Yes, you may roll over up to 16 excess credits to the next reporting period, even if you do not need to start accruing CM credits until January 2010. During any reporting period, you may roll over a maximum of 16 credits, and these cannot include the minimum required law and ethics credits for the next reporting period.

When can a new AICP member start accruing CM credits?

After exam candidates take and receive their official pass score reports, they will receive an invoice for AICP membership dues. Once dues have been paid, AICP membership is officially granted. The CM reporting period for new AICP members will begin the first January after AICP exam candidates have been invited to join AICP. AICP members may not apply credits for courses they participated in before they became AICP members to their CM requirements, but they may begin earning credits from the time AICP membership is officially granted.

What are the CM requirements for members with suspended AICP membership?

All members with suspended membership under the AICP Reinstatement Policy will be notified in January 2008 of the new inactive membership policy under CM sections 1.5.2 and 1.5.3. Their status will be assessed under the new CM program.

Eligible Educational Activities

How are mobile workshops assessed?

Mobile workshops will be assessed as other activities and therefore must meet eligibility criteria. However, only time dedicated to instruction will be awarded credit. Providers must deduct the time that will be spent in transit from a site or to a site. In-transit workshops will count for something less than the equivalent time in a classroom.

Do keynote speeches qualify for CM credit?

Yes, as long as they meet the eligibility criteria and provided that they meet the minimum time required. Portions of a keynote that are not related to education (such as the award of honors, promotion, consumption of a meal, etc.) should not be counted in the CM credit allocation. In addition, the content of a keynote that is eligible for CM credit must be non-promotional and non-partisan.

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Is participation in a roundtable exchange awarded credits?

No, participation in a roundtable exchange is not awarded credit.

Are online chat-rooms / discussions awarded credit?

No, online chat-rooms / discussions are not awarded credit.

Are downloadable audio files such as mp3s, podcasts, audio CDs, or other recordings eligible for CM credit?

Yes, as long as they meet the criteria for the content of CM activities. Downloadable audio files of at least one hour in length may be eligible for CM credit as long as the audio recording and the event from which the podcast was recorded have been registered with APA. In addition, CM eligible audio recordings must also include collateral or supportive material that can be downloaded to accompany the audio recording. Such material may include PowerPoint slides, articles that were referenced in the audio recording, and web links to other pertinent information.

Do poster sessions count for CM?

No, poster sessions do not qualify for CM credit.

Can activities geared towards professional development, but not directly planning related, count for CM?

Per the CM criteria, an activity must be designed to meet a specific planning-related training objective. Examples of courses that may qualify include:

- Conflict resolution, with a focus on planning
- Advanced training in GIS
- Environmental law
- Management, with a focus on planning
- Project management, related to planning

Examples of courses that would not qualify for CM include:

- General project management
- Advanced Excel training
- Contract law

Would an introduction to planning course be eligible for CM credit?

No, because a course that provides an introduction to the entire planning field is considered remedial for a certified planner.

Would an introduction to arts and culture in planning course be eligible for CM credit?

Depending on the participating planner, such a course may count toward CM. In general, introductory courses may be eligible for CM credit when they are not remedial for the participating planner. Two such instances could be an introductory course on an emerging specialty or trend within planning, or an introductory course in a specialty outside of the planner's expertise or training, such as an introduction to arts and culture in planning course for a transportation planner.

Are other activities that are peripheral to planning eligible for credits?

Yes, as long as they are related to planning and meet the criteria.

Additional Questions

Must the required (and any other) ethics credits be specifically related to the AICP Code of Ethics and Professional Conduct?

Our code is specific to our professional conduct. Therefore all qualifying ethics courses must be related to the AICP Code.

Must the required (and any other) law credits be specifically related to planning law, or can they be general law courses?

All qualifying law courses must be related to planning to be CM eligible. These may include environmental law, land-use law, redevelopment law, administrative law, and housing law.

What are some ways in which members can meet the CM law requirements?

APA has an annual planning law review audio/web conference in June. A CD-ROM of the program is available from APA's PlanningBooks.com. APA's National Planning Conference offers the Bettman Symposium, a series of sessions pertaining to planning law. In addition, APA is creating an online course on planning law to help meet the CM requirement. Many chapters also offer planning law sessions and workshops.

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What are some ways in which members can meet the CM ethics requirements?

The Stollman Ethics Symposium at APA's National Planning Conference is dedicated to planning ethics. Many chapters host an ethics session at their chapter conferences. In addition, APA is creating an online course on planning ethics to help meet the CM requirements. Many chapters also offer planning ethics sessions and workshops.

Will extra CM credit be granted for an activity that runs over the scheduled time?

No, APA will not grant extra CM credit for an activity that runs over the timeframe registered with APA.

Finding CM Activities in the Online Log

What do I do when my search for activities where I earned CM credits produces no results?

Please make sure that when searching for activities that you search by city and state. Example: Chicago, IL (please leave the keyword field blank).

Why can't I find a session or mobile workshop from APA's 2007 National Planning Conference in Philadelphia in the list of approved CM activities?

All the eligible activities from APA's 2007 APA national conference were listed as of November 7. If you don't see a session or workshop from the national conference in the list of approved CM activities, it means the event was not approved for CM credit.

Why can't I find a session from a chapter conference or a chapter- or division-sponsored activity in the list of approved CM activities?

There are several reasons why you may not find a chapter or division activity on the list:

- APA may still be reviewing the particular activity you are looking for. Please check the list of approved CM activities often for new entries.
- The conference session or activity may not have met the criteria for CM approval. APA staff will inform providers of sessions and activities that have not been approved for CM credit.
- The provider may not have registered the conference session or activity. We encourage all APA chapters

and divisions to register their activities with us so that attendees may receive CM credit, but the chapter or division may not have done so yet. Please contact your chapter or division for more information.

Why can't I find a non-APA sponsored event in the list of approved CM activities?

There are several reasons why you may not find non-APA sponsored activities on the list:

- APA may still be reviewing the particular activity you are looking for. Please check the list of approved CM activities often for new entries.
- The activity may not have met the criteria for CM approval. APA staff will inform providers of sessions and activities that have not been approved for CM credit.
- The provider may not have registered the activity. Because we are not aware of all the educational programs our members routinely attend, we encourage you to let us know about an event you attended. To recommend a provider or activity for participation in the CM program, please e-mail us and we will invite them to participate. Or, download a CM fact sheet and give it to the provider.

To find out what kinds of activities are eligible for CM credit, please read the eligibility guidelines.

I can't travel to attend training or conferences, so I'm looking for online, audio conference, or CD-formatted continuing education activities. Where are they listed?

APA is currently reviewing many web-based training events. Please check the list of approved CM activities often for new entries.

APA is also expanding its own online educational program to provide members with accessible and affordable educational products. These products include webcasts, CD-ROMs, podcasts, and online courses. Currently, APA and AICP provide audio conferences on a wide variety of planning topics: from affordable housing, green communities, downtown revitalization, community planning, complete streets, planning and public health, and more. We will develop a variety of online courses over the next two years. Click here for more information about APA audio/web conferences and AICP CD-ROM training packages.

We are reaching out to providers suggested by our members and that participated in our CPD program. To recommend a provider for participation in the CM program, please e-mail us and we will invite them to participate. Or, download a CM fact sheet and give it to the provider.

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I taught (or was a speaker at) a continuing education event and want to get CM credits for preparation and teaching time. How do I claim credits for teaching or speaking?

Presenters or instructors will be able to log credits for the activities they lead when CM officially launches on January 1, 2008. If you taught at a conference after April 14, 2007, and the activity is listed as an approved CM activity, please record it in your personal records and look for more information about CM logging in January.

Please note that only courses that earn CM credit for attendees will earn CM credit for the instructor or presenter. Activities that do not have clear educational goals or that serve an audience of planning commissioners, the general public, or planners with less than two years of planning experience generally will not qualify for CM credit.

Why was the online CM log activated in advance of the official CM program launch in January 2008, especially when the list of approved CM activities is incomplete?

The online CM log was launched early to allow AICP members to get a head start on reporting their CM credits earned since April 14, and to become familiar with the new CM webpages. The first CM reporting period will begin on January 1, 2008, and end on December 31, 2009. We are adding registered activities to the website daily and encourage you to check the CM listing often for new entries.

CM Providers

How can I get a continuing education provider I know of to participate in the CM program?

E-mail us and we will invite them to participate. Or, download a CM fact sheet and give it to the provider.

Why can't I find an event on the list of approved CM activities when the provider advertised the event as offering CM credits?

The activity may have been submitted but not yet been approved by APA for CM credits.

We have asked providers not to promote themselves or their activities as being approved for CM credit unless they have been notified explicitly by us that they have been so approved. However, providers are welcome to say that they are seeking CM approval.

Retired AICP Members

I'm retired, and my APA membership type is Retired or Life. Do I have to comply with CM requirements?

AICP members who meet APA's definition of "Retired" are exempt for the CM requirement. APA defines a Retired member as someone who is 65 years old or older, who is not working, and who has been a member of APA for at least 10 years. If you do not meet all three of these criteria, you are not considered an APA Retired member and you are not exempt from CM requirements.

Later this year, we will send Retired and Life members written confirmation of their status. Please look for that communication if you want to ensure your status is documented with APA.

I'm semi-retired or work part time. Do I have to comply with CM requirements?

Yes. If you do not meet all three criteria for APA Retired membership (65 or older, not working, and an APA member for at least 10 years), you are not considered an APA Retired member and you must comply with CM requirements.

Exemptions and Waivers

How do I apply for a temporary exemption from CM requirements, as described in the CM Program Details?

After January 1, 2008, e-mail AICP to request a temporary exemption from CM requirements. Section 1.5 of the CM Program Details explains the circumstances under which temporary exemptions and waivers from CM requirements will be available.

Credits and Certificates Earned under the CPD Program

Why are continuing education activities I attended prior to April 14, 2007, that were in my CPD log not on the list of approved CM activities?

Only activities that took place on or after April 14, 2007, were added to the CM listing in your CPD log. AICP members had the opportunity to log their CPD credits online until May 22, 2007. Members who logged 60 or more CPD credits were issued a CPD certificate. If no certificate was issued, credits earned prior to April 14, 2007, were lost and cannot be logged into the CM system. *(continued on next page)*

How do I transfer post-April 14, 2007, events listed in my CPD log to my CM log?

The CM logging system will not automatically transfer CPD credits to your CM log. We recommend printing the CPD list and using it to choose activities from the list of approved CM activities.

Continuing education activities that were approved for the CPD program — which officially ended on April 13, 2007 — had to be reviewed and approved again to be eligible for CM credits. Some activities that were approved for CPD credit may not be approved for CM credit. Also, the CM program requires providers of professional development to submit activities to be reviewed for CM credit. If a provider has not registered with us, or if the activity was not submitted or approved, you will not be able to claim CM credits.

I earned a CPD certificate in the last two years, but my CM reporting period posted online does not reflect this.

This will be corrected online in time for the official start of the CM program in January.

All AICP members who have CPD certificates that earn them the right to begin the CM program later than January 1, 2008, received an e-mail from AICP at the end of October that specified their CPD certificate end date and their CM reporting period start date. Please rely on the dates in that e-mail.

All AICP members who earned CPD certificates should have received them by September 1, 2007. If you earned at least 60 CPD credits, met the required split between APA- and non-

APA sponsored events, and believe you should have received a CPD certificate but did not, please e-mail us.

Why do sessions at APA's 2007 National Planning Conference in Philadelphia give only 1.25 CM credits when they were listed for 1.5 CPD credits in the conference program and the online CPD log?

The CM standard assigns credit based on actual contact hours, rounded to the closest one-quarter hour increment. CPD credits were rounded up to the nearest half credit. APA national planning conference sessions are one hour and a quarter in duration, which equates to 1.25 CM credits.

Technical Problems

How can I get help with a technical problem I encounter when I use the member log (e.g. I get an error message)?

- Please e-mail AICP. Include the following information in your message:
- Approximate date and time the problem occurred
- The web address (URL) where the problem occurred (copy from your web browser and past into the message.)
- APA ID (This six-digit number is at the top of the e-mail message that attached this PDF, on your Planning label, and at the top of each issue of interact.)
- A detailed description of the problem, including, if possible, the text of the error message (if you got one).
- If possible, copy and paste a screenshot of the page where you are experiencing the problem.
- The more information you provide, the better we will be able to help.

FAQ FOR PROFESSIONAL DEVELOPMENT PROVIDERS

Provider Registration and Activity Approval

How will providers retroactively register their credits and become registered providers for courses offered in the transition period of April 14, 2007, through the summer of 2007 (the period when no online reporting system was in place)?

Providers of educational programs that took place during the transition period have been invited to register with APA and submit those programs from CM credit. If their courses are

retroactively approved, they will be entered into the online database and calendar. AICP members will then be able to add these credits to their online CM logs.

Will APA National handle all details of provider registration?

Yes, APA staff will be dedicated to handling CM registration approvals using a web-based system.

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How is APA reaching out to potential providers of CM offerings?

APA is tracking requests that come in now and will notify providers who have already contacted us, as well as all APA chapters and divisions. We will contact all other providers from our CPD list and our mailing lists. With the assistance of chapters and divisions, we will reach out to other providers not on our lists to notify them of the online registration process. We will contact providers that are identified by members, partners, and others.

What is the minimum number of credits that a provider can register for CM credits?

The minimum number of credits that may be obtained for CM is 1 credit.

How long will credit review take?

Turnaround will be slower in the initial start-up period from late summer through December 2007, but we will guarantee a response within three weeks of submission of complete information in 2008.

How will the provider registration function for a university course? For example, how much will CM registration for a university course worth 30 credits cost?

The CM provider registration and the first 2 credits are \$95; each additional CM credit is \$50. Thus, for a course that meets for a total of 30 hours over a semester or other specified time period, the total cost would be \$1,495.

Are minor changes to an already-approved activity acceptable?

Yes, but only minor changes are allowed. Examples of minor changes would be a secondary speaker, the date, the time (so long as the same number of hours is maintained), and the meeting room location. Within the course, examples illustrating particular trends, policies, or concepts may be changed to better suit the region or city in which the activity is held.

Must the CM event receive credit approval ahead of time, or can it be approved after the fact?

It is in your best interest to receive CM approval before the event in order to market it and have it placed in the APA events calendar with the CM designation. However, you can still receive CM approval after the event so long as the request is made no more than 90 days after the event took place.

What is meant by “activities must include a mechanism of recording attendance of each AICP member”?

AICP members are required to use the honor system and guidance from the AICP Code of Ethics and Professional Conduct to verify attendance at CM educational events. However, from time to time APA will audit member and provider records to verify records. The CM program calls for a mechanism of recording attendance of AICP members at CM activities. Examples of such attendance mechanisms include a registration list of attendees at a conference, program evaluations, or sign-in sheets. Such verification should be maintained by the provider for three years should the provider be audited.

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Mobile workshops will be assessed as other activities and therefore must meet eligibility criteria. However, only time dedicated to instruction will be awarded credit. Providers must deduct the time that will be spent in transit from a site or to a site. In-transit workshops will count for something less than the equivalent time in a classroom.

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All qualifying law courses must be related to planning to be CM eligible. These may include environmental law, land-use law, redevelopment law, administrative law, and housing law.

Must all providers pay an annual registration fee and a per-credit fee?

Yes, all providers of professional development, including APA and its chapters and divisions, will pay an annual registration fee and a per-credit fee.

Could a chapter or group build a lending library of APA CD-ROMs and other such CM-approved materials to assist members in obtaining quality programs that are affordable and accessible? Will there be additional fees assessed to the chapter or group to make this material available?

If the training material is approved for CM credit, it can be loaned out through a borrowing library that the chapter is responsible for creating and maintaining. Asynchronous study material (such as online courses and CD-ROMs) will have to be registered annually in order to qualify for CM credit.

FLOODPLAIN LEARNING ON DEMAND

OEP's Floodplain Management Program released a new web site in December 2007 called Floodplain Learning on Demand. OEP, in conjunction with the University of New Hampshire GRANIT, developed this on-line education module, which can be used by anyone with an interest in learning more about floodplain maps, regulations or the National Flood Insurance Program (NFIP).

You can watch video clips of local officials and residents and hear their thoughts about floodplain development and mapping, and joining the NFIP. You can also take a quiz and test your floodplain knowledge.

To view the site please go to: www.NHfloodED.org

SPRING IS COMING – ARE YOU PREPARED?

Spring is coming and potentially so are the floods. Over the last two years, many New Hampshire residents have suffered property damage due to spring flooding. If you live in or near a floodplain area, be FloodSmart and purchase a flood insurance policy. You'll need to take action soon since there is a 30-day waiting period (some exceptions do apply) before a flood insurance policy goes into effect.

For more information, talk to your insurance agent or contact FEMA's FloodSmart at www.floodsmart.gov or 1-888-379-9531.

COMMUNITY SPOTLIGHT – CONWAY

The following article is also currently featured on the FEMA Region 1 web site. FEMA Region 1 selected the Town of Conway as the New England Mitigation Community of the Month for April. (<http://www.fema.gov/about/regions/region1/mithome.shtm>).

The Town of Conway is located in the northwestern portion of Carroll County, in the North Country of New Hampshire. The town's estimated 2006 population is 9,202.

The Saco River flows through Conway from the north to the east and is joined by the Swift River in the Village of Conway.

Conway joined the NFIP almost 30 years ago on April 16, 1979. Currently, there are 76 flood insurance policies in Conway. There have been 45 paid losses totaling \$172,331 in Conway.

Flooding, whether from heavy rains, ice jams or snowmelt from the mountains, carries the greatest risk for Conway. Seasonal flooding of the Saco River and Swift River as well as other small streams has been recorded. The major impacts of flooding in Conway are road closures, which isolate the western part of Town during significant events.

Conway is being recognized because it currently enforces floodplain management regulations that prohibit building of new construction in the floodplain areas, thereby reducing the potential impact of flooding on structures. The town created a

Floodplain Conservation Overlay District, which is defined as the special flood hazard areas on FEMA's Flood Insurance Rate Maps for Conway.

Only certain land uses are allowed by special exception in the floodplain areas. Examples of such uses include: uses compatible to open space, limited agricultural extraction of certain materials, and railroads, streets, driveways, bridges, utility, transmission lines, and pipelines.

Special provisions state that there be no expansion of present nonconforming buildings or pre-existing septic systems in the floodplain. Also, existing nonconforming buildings within the district, which have been substantially damaged, may be repaired within one year provided that they comply with the minimum standards of the NFIP regulations.

Since the adoption of the floodplain management ordinance in 1986, no building permits have been issued for development in the floodplain. All buildings that are currently located in the floodplain were built prior to the town's adoption of regulations.

To view Conway's floodplain regulations, please see Chapter 147.13.14—Floodplain Conservation Overlay District at the following:
<http://www.conwaynh.org/assets/pdf/zo041007.pdf>