

HOOISIER PIPELINE

SUMMER/FALL 2019



The official publication of the Alliance of Indiana Rural Water

The logo for the Alliance of Indiana Rural Water, featuring a stylized blue and red 'A' shape. Below the logo, the text reads "Fall Conference October 23 & 24 Fort Wayne, IN". A large blue number '19' is also visible, likely representing the year 2019.

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RURAL WATER

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INSIDE: LEADERSHIP SUMMIT | SPRING CONFERENCE RECAP | WATER AUDITS

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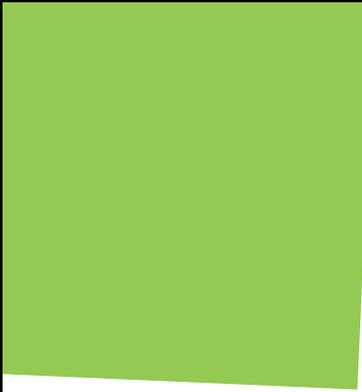


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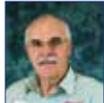
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Todd Gardner
Alliance Board President

Rural Pride

Most rural water and wastewater systems are managed and operated by members of the communities they serve. The pride and sense of ownership these local employees have is indispensable. I have had the opportunity to meet and talk with many operations specialists and employees throughout the state while serving with the AIRW. The knowledge and pride the operations specialists have for the systems they work at is evident in their willingness to participate in open discussions in the classes they attend. The networking that takes place during any rural water/wastewater event passes knowledge of past and current issues from operations specialist to operations specialist, and thus from rural system to rural system. Many systems have solved problems or at minimum gained ideas from others in the business from networking.

I see rural water employees, whether it be office staff, general laborers, or operators, as our most valuable assets. Training is critical and needed for this group, but just as important is supporting and encouraging networking with neighboring communities and others throughout our industry. I have seen the benefits of building strong relationships and networking firsthand. A system can reach out at 10 pm to a neighboring community for that needed part – and not only do they offer the part to you, they deliver it to you. That is what rural communities do. They help each other out.

I have had the privilege of passing on the value that was instilled in me growing up on a rural Indiana farm, of “helping your neighbors” while working in the rural water industry. I have been fortunate to work for both the City of Knox and BBP Water

Corporation, which place value in helping our neighboring communities. BBP Water is currently assisting a local town with its need to fill a water operations specialist position. We knew they had a need and we had the ability and means to help them temporarily fill the position. BBP’s mission to provide clean safe drinking water to the community, cannot stop at the last address on our water system, it must extend to our neighbors. This is a value that extends from the board down.

We hear how great neighbors make great communities. Let’s practice that concept at a higher level and show how rural water communities can be great neighbors with each other. The wealth of knowledge in our industry is unique and the assistance we can get from each other is like the “wealth of knowledge passed down from generation to generation.” Take time to meet with your neighboring systems, like any other good relationship, you’ll likely gain more from it than you expected. ★

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Sign up by contacting the Alliance office.





Fleet Program

NRWA has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members. State associations determine eligibility and provide a fleet code that allows access to substantial vehicle discounts. Vehicles may be purchased at your local dealer or the national fleet auto group at www.nrwafleet.com.

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Have a water problem? Want to support safe drinking water and protect America's water resources? Or maybe you'd like to further your career in the water industry. The National Rural Water Association's Water Pro Community is THE place to network with utility personnel, access training on new technology and regulations, discuss utility-specific topics with your peers and stay up to date with the water & wastewater industry.

<http://waterprocommunity.org/>



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Connie Stevens
Executive Director

Keeping up With Legislation

Summer is here and some utility projects have started, while others are trying to get off the ground. Some utilities are still looking for their best option for a funding source, such as State Revolving Loan Fund (SRF), USDA Rural Development (USDA RD), CoBank, Live Oak Bank, NRW Revolving Loan or your local banks. Of course, all are looking for grant funds in hopes to lessen the burden of debt. The good news is that SRF, USDA RD and OCRA have a grant program. Thanks to HEA #1406, there will be another option. Effective July 1, 2019, there will be a Water Infrastructure Assistance Fund. This authorizes the Indiana Finance Authority (IFA) to set parameters for the purpose of providing loans, grants and other financial assistance.

All of these options have something in common. They all have certain criteria that have to be met to qualify. If you go to our website there is a link to each of these programs that will provide you with these requirements.

The new Water Infrastructure Assistance Fund will have a “project priority” list for purposes of awarding loans and grants. In order to be on the priority list your utility must:

1. Have an asset management program
2. Demonstrate to the authority that the utility has a plan to participate with one or more other participants in cooperative activities.
3. If applicable, to conduct or participate in efforts to determine and eliminate the cause of non-revenue water in its water distribution system. (Water Audit)

Speaking of “water audit,” SEA #4 is one of the most notable bills of 2019 to pay attention to. It requires every water utility, at least once in each calendar year, to perform an audit of its water distribution system to determine the causes of the water utility’s “non-revenue water.” In even numbered years, it requires the results of the annual audit to be verified by an independent evaluator and reported to the IFA and requires the IFA to issue a report concerning the audit results. It provides that the Indiana Finance authority (IFA) shall coordinate the executive branch activities related to the state’s water programs. It requires the IFA to divide Indiana into study areas and to hold annual meetings with the officers and employees of the water and wastewater utilities located in each study area. It authorizes the utilities within a study area to meet voluntarily to determine area water and wastewater priorities, promote cooperation among utilities and discuss other matters. It establishes a storm water management task force to study issues related to storm water management systems. It specifies that: (1) customer specific data, including information excluded from public access under Indiana’s access to public records act; and (2) a required cybersecurity plan, submitted in connection with an application for a permit for a public water system or a wastewater treatment plant, are exempt from the requirement that certain required analysis and plans must be made publicly available. Finally, it amends the definition of “customer lead service line improvement.”

There are other bills of interest available on our website. Just click on the link for each of the bills. Most all of these will be discussed at our Leadership Summit on August 1 and 2 in Bloomington, Indiana. There will be more discussion and details on what all this legislation means to our water and wastewater utilities. Please share this article with your managers, clerks and especially your board members. You are all effected by this and we want to help your utility get through it all. ★

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Kelly Gardner
Assistant Executive Director

Workforce Development

An increase for water and wastewater operations specialists is in high demand because many operators are nearing retirement age. Many utilities are going to be forced to replace their highly skilled and knowledgeable operators. The Alliance of Indiana Rural Water (AIRW) nationally recognized Apprenticeship training program was developed in response to the industry's need to train the next generation of skilled workers by standardizing training. The Apprenticeship program is a great opportunity to train the next generation, and pass on the current operations specialists' valuable knowledge. It takes highly skilled water and wastewater operations specialists to ensure health and safety of our communities and to provide safe drinking water and protect our environment by treating the wastewater.

AIRW has 13 apprentices registered in the program from all over the state. Other states like California have 15, Utah – 1, Idaho – 7, Washington – 1, and Missouri – 6. All 50 states are facing the same issues of filling open positions as operators retire.

AIRW has worked with Indiana Finance Authority (IFA) to create an Apprenticeship Assistance Program that will help small rural utilities take advantage of our apprenticeship program. The IFA will make available a limited amount of financial assistance in the form of a grant to utilities participating in our

State Association's Apprenticeship Program. Eligible utilities may apply for assistance in two areas for the Apprenticeship Assistance Program: training and salary. An eligible utility is a city, town, county, non-profit water corporation, conservancy district or regional sewer or water district that is able to meet the requirements of the Apprenticeship Program, described in the Apprenticeship Standards for the National Rural Water Association. In addition, eligible utilities must meet at least one of three outlined criteria regarding median household rates/incomes.

AIRW has begun piloting two utilities that are eligible for the Apprenticeship Assistance Program through the IFA. This is a pivotal opportunity in the industry that will help rural utilities train the younger generation and fill the gap with licensed operations specialists.

The apprenticeship program alone has been a huge accomplishment for the industry, but couple this with funding so small utilities can fully utilize the apprenticeship program, and we have a real winning combination in our state. ★

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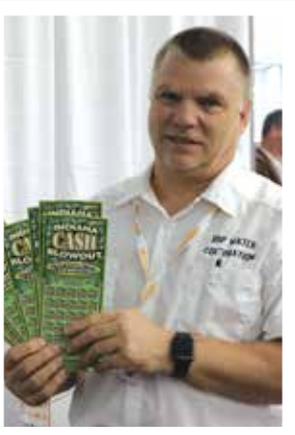
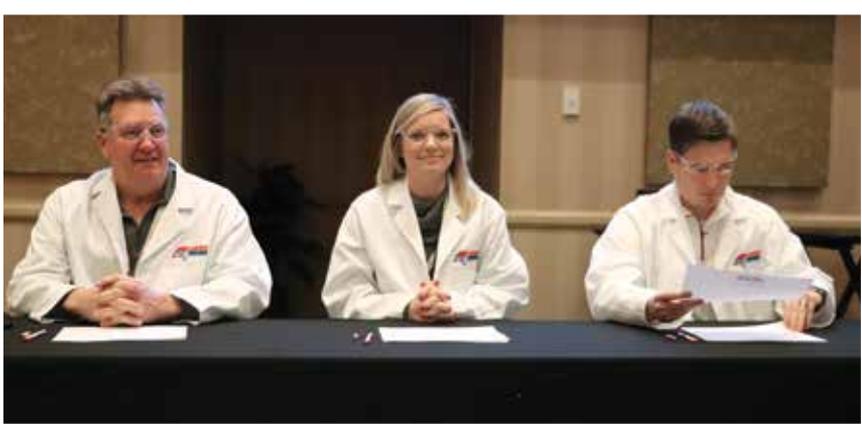
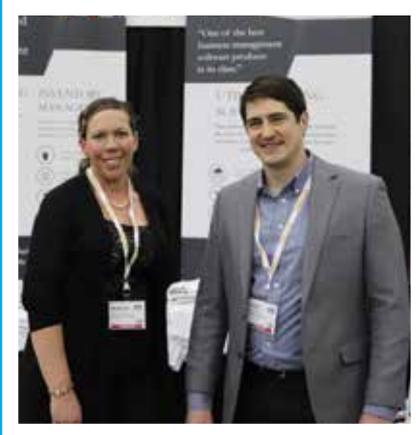
2019 Spring Conference Recap

Thanks to you, we surpassed last year's record with over 860 people in attendance! Thank you to everyone who participated in the conference at the beautiful French Lick Resort. This year we welcomed everyone on Tuesday evening with a FANTASTIC hospitality party sponsored by National Water Services at Legendz. If you didn't make it there this year, make sure you plan to attend next year!

Wednesday morning we hit the ground running and participants started off to their special track of classes: administrative, water or wastewater. That afternoon our Awards Luncheon included a program to honor the best of the best in the industry and award four outstanding students with \$2,000 scholarships! Wednesday evening included our exhibitor reception complete with a food, drinks, and prizes. New this year, we added a fun new game to the reception: Water World Jeopardy, hosted by our very own "Rex Trebek" (you know him as Rex Blanton). Not only was this game a hoot and a blast for the audience and contestants, but also every contestant walked away with a prize. Congratulations to the winning team, Ken Gorbett and Lorean Johnston, who walked away with \$200 cash!! As if that wasn't enough to fit in one day, we ended the evening with pizza, bowling, and drinks! It was a great time to wind down from a full day of classes while mingling with peers and friends.

Thursday, everyone woke up to a delicious hot breakfast buffet before starting in on another day of classes. NRWA President, Kent Watson, addressed our attendees as well as students from Spring Valley High School. Mr. Watson presented Andre Almedina with an anonymous award and \$250 for winning the essay contest about water conservation. Also, during breakfast, we held the first round of our Regional Taste Test Competitions. Mapletown Utilities will advance





to the Best Tasting Water in Indiana contest to be held in Fort Wayne at the Fall Conference. We wrapped up the conference by announcing the big Sportsman's Raffle grand prize winner. Over \$6,500 in tickets were sold for the Sportsman's Raffle, the proceeds of which were donated to WaterPAC!

This year's winner was Adrian Eriksen from E Tank/E Pump, Ltd., who walked away with a Big Green Egg Grill and accessories worth over \$2,500! Jerry Libby from South Henry Regional Waste District was everyone's least favorite person when he claimed BOTH the shotgun raffle AND rifle raffle. Scotty

Manley from the City of Martinsville won the all-inclusive trip for two to the NRWA conference in Nashville, Tennessee, sponsored by Covalen & Midwestern Engineers, Inc. Thank you to all our attendees, speakers, vendors, and sponsors for helping make this another fantastic event! ★

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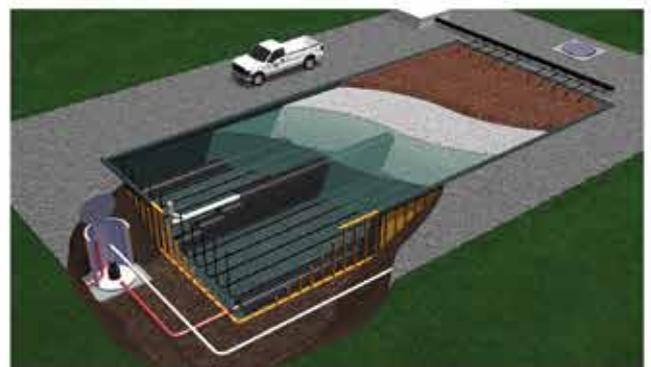


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2019 Alliance Awards

All awards presented by President Todd Gardner and Executive Director, Connie Stevens.



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Richard Saucerman,
Town of Cloverdale



Wastewater System Operations Specialist of the Year
Ron Fuchs,
Waldron Conservancy District



Manager of the Year
Scott Salsbery,
City of Lawrence Utilities



Administrative Professional of the Year
Cindy Lunsford,
Connerville Utilities



Associate Member of the Year
Utility Pipe Sales



President's Choice Award
Dave Harvey,
Water Solutions Unlimited



Steward of the Environment
Ted Stubbs, Brookville Lake
Regional Waste District



Scholarship Recipient
Kaylyn Couch, Daughter of
Mark Couch – Greencastle Utilities

2019 Alliance Awards



Scholarship Recipient
Rose Gerard,
Daughter of Kimberly Gerard –
NineStar Connect



Scholarship Recipient
Emma Neubauer,
Daughter of Ned Neubauer –
Marion Utilities



Scholarship Recipient
Evan Slover,
Son of Brent Slover –
Linton Municipal Utilities



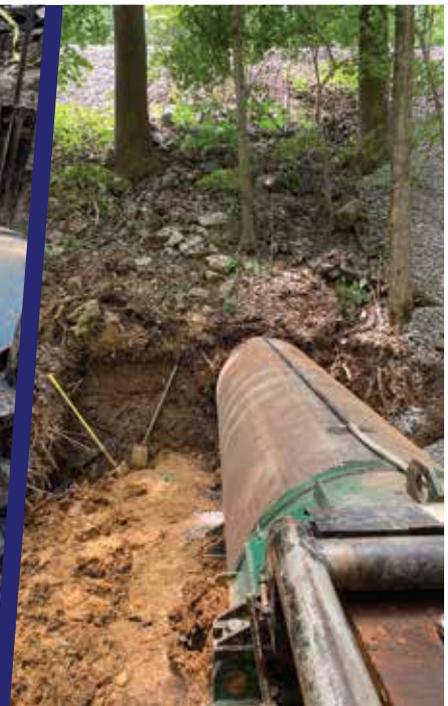
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2019 Operator Expos Recap



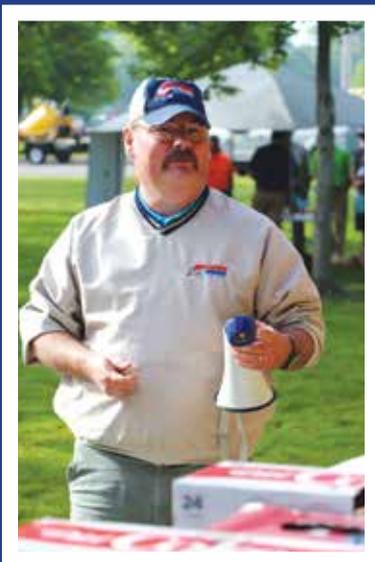
SOUTHERN – HUNTINGBURG, IN
NORTHERN – AKRON, IN



Our Southern Expo was held on May 16, in Huntingburg, Indiana and was a huge success once again! We had over 240 people in attendance and 19 demonstrating companies. Held on May 23, in Akron, Indiana, our Northern Expo was also a big success! We had over 200 people in attendance and 15 demonstrating companies. Both events featured our ‘famous’ hog roast, donated by Water Solutions Unlimited while the Schnitzelbank & Jonsey’s Junction catered the rest of the food.



The Meter Toss, Backhoe Rodeos, and the NEW Expo Royal Flush contests provided chances to win cash and prizes, and didn’t disappoint on the fun!



HUNTINGBURG METER TOSS WINNERS

Powder Puffs:
Kristen Keehn – Edwardsville

Young Bucks: Grant Kissel – BBC

Grizzly Ol’ Veterans:
Lonnie Nowling – Seymour

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Thanks to all our attendees, demonstrators and especially our sponsors. We couldn't do it without you! Hope to see all of you next year! ★



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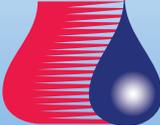
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Dear Attendee:

Please join us for our
2019 Annual Fall Conference
in **Fort Wayne, Indiana** on
October 23 & 24.



Here's what you can expect this year:

-  A hospitality gathering on Tuesday evening promising fun and camaraderie, along with food and drinks!
-  Earn up to **10 Water and Wastewater CEUs**, and receive a **FREE Conference T-Shirt!**
-  An Exhibit Hall filled with exhibitors — where you can see all the **new products** related to our industry and hear about new and exciting **services offered to utility professionals.**
-  Each day offers an **administrative track** of classes in addition to **water and wastewater tracks.**
-  The **“Best Tasting Water in Indiana” Taste Test and Luncheon** on Wednesday will declare one utility's water the tastiest in Indiana! Winners from the 4 regional taste tests throughout the state will compete.
-  **Plan on having some fun during the reception in the Exhibit Hall on Wednesday evening.** As classes conclude for the day, we invite everyone to gather in the exhibit hall for games, drinks, food, and the Sportsman's Raffle!
-  Later Wednesday evening, join us for a **hospitality** event at the host hotel. We'll have snacks, drinks, friends and a lot of fun!
-  The **Annual Membership Meeting** on **Thursday** will include **board elections for THREE positions.** Registration forms to vote or to run for the board are inside and also on our website.
-  **Tours of Fort Wayne's Water Plant** will be hosted **daily!**
-  Be sure to be there for Thursday's **GRAND PRIZE DRAWING - Worth over \$1,500!**

You **really** don't want to miss out on this year's Fall Conference—so, **don't hesitate to make your plans to attend.**

We look forward to seeing you on **October 23 & 24** at the **Grand Wayne Convention Center**
120 W. Jefferson Blvd. in Fort Wayne!

Fall Conference



October 23 & 24 Fort Wayne, IN



Technical Sessions

What follows is a *tentative* list of topics and invited speakers.

WEDNESDAY, OCTOBER 23

8:00 a.m. - 9:00 a.m.

Water Session

Managing Drones and Terrestrial Scanning Data for Your Utility
Philip Bernard, Frontier Geospatial, LLC

Wastewater Session

How to Set Up a Grease Management Program
William Boetcker, Aqua Indiana

9:15 a.m. - 10:15 a.m.

Water Session

Water Conservation and "Lost" Water and Their Impact on Utility Revenues
Scott Miller, Baker Tilly

Wastewater Session

Principles of System Design and Hydraulics of Pressure Sewers
Keith McHale - Environment One Corporation

10:45 a.m. - 11:45 a.m.

Water Session

Corrosion Control
Mike Ricks - Water Solutions Unlimited

Wastewater Session

Who? What? Where? When?... Wastewater
Rene Repar and Steven Beason
IDEM

1:15 p.m. - 2:15 p.m.

Water Session

What IDEM Expects From a Level 2 Assessment (Part 1)
Travis Goodwin, Alex Powers, and Lucio Ternieden
IDEM

Wastewater Session

Phosphorus Removal
Kristine Harvey - Water Solutions Unlimited

2:45 p.m. - 3:45 p.m.

Water Session

What IDEM Expects From a Level 2 Assessment (Part 1)
Travis Goodwin, Alex Powers, and Lucio Ternieden
IDEM

Wastewater Session

Long Term CSO Compliance – Are You Certain Your Utility Can Comply?
Tim Healy, Craig Williams, Karl Kopec, Brady Dryer
Indiana Water Environment Association
Government Affairs Committee

THURSDAY, OCTOBER 24

8:30 a.m. - 9:30 a.m.

Water Session

Managing High Ammonia Issues
Mike Ricks - Water Solutions Unlimited

Wastewater Session

Enhanced and Simple Wet Weather Treatment with Pile Cloth Media Filtration for SSO and CSO Communities
John Dyson - Aqua-Aerobic Systems, Inc.

10:00 a.m. - 11:00 a.m.

Water Session

GIS & Mobile Data Collection for Small & Medium Utilities
Philip Bernard - Frontier Geospatial, LLC

Wastewater Session

Industrial Inspections, What do you look for?
William Boetcker - Aqua Indiana

11:15 a.m. - 12:15 p.m.

Water Session

New & Upcoming IDEM & EPA Regulations
Stacy Jones and Travis Goodwin
IDEM

Wastewater Session

Case study: Using Algal Biofilms to Meet Stringent Ammonia and Total Phosphorus Limits for Municipal Wastewater Treatment
Daniel Johnson - OneWater

1:30 p.m. - 2:30 p.m.

Water Session

Energy Efficiency & Possible Rebates
Dee Massey and Sherri Winters
Alliance of Indiana Rural Water

Wastewater Session

Aging Infrastructure...
It's just not that easy!
Bob Jordan, Covalen

2:45 p.m. - 3:45 p.m.

Water Session

Modeling Your Lead Service Line Replacement Program
Isaac Pellerin, 120WaterAudit

Wastewater Session

How to Beat Ultra-Low Phosphorus and Metals Targets with Reactive Filtration
Todd Latchaw, Nexom

5 TOTAL CONTACT HOURS WEDNESDAY

5 TOTAL CONTACT HOURS THURSDAY

AGENDA AT A GLANCE	
Tuesday, October 22, 2019	
Noon	Board of Directors Meeting
to 3:00 pm	Early Registration /
8:00 pm	Attendee Packet Pick-Up
to 6:00 pm	Pre-Conference Hospitality Event
8:00 pm	(fun, food, & drinks)
Wednesday, October 23, 2019	
to 7:00 am	Registration Desk Open
5:30 pm	in Lobby
7:45 am	Conference Kick-Off
	Coffee & Donuts
to 8:00 am	Concurrent Training Sessions
9:00 am	Break - Foyer
to 9:15 am	
to 9:15 am	Concurrent Training Sessions
10:15 am	Exhibit Hall Grand Opening
to 10:45 am	
to 10:45 am	Concurrent Training Sessions
11:45 am	Water Taste Test Luncheon
to 1:15 pm	
to 1:15 pm	Concurrent Training Sessions
2:15 pm	Break in Exhibit Hall
to 2:45 pm	
to 2:45 pm	Concurrent Training Sessions
3:45 pm	Reception in Exhibit Hall
to 5:15 pm	Fun, Food, Drinks & Sportsman's Raffle!
to 8:00 pm	Hospitality Room - Hilton Hotel
10:00 pm	
Thursday, October 24, 2019	
to 7:00 am	Registration Desk Open
3:00 pm	in Lobby
to 7:00 am	Hot Breakfast Buffet in Exhibit Hall
8:30 am	
8:00 am	Annual Membership Meeting
	<i>WIN a Kindle Fire!</i>
to 8:30 am	Concurrent Training Sessions
9:30 am	Break in Exhibit Hall
to 10:00 am	
to 10:00 am	Concurrent Training Sessions
11:00 am	Break in Exhibit Hall
to 11:15 am	
to 11:15 am	Concurrent Training Sessions
12:15 pm	GRAND PRIZE DRAWING
to 12:30 pm	in Exhibit Hall
to 12:30 pm	Lunch - On Your Own
1:30 pm	
to 1:30 pm	Concurrent Training Sessions
2:30 pm	Break - Shotgun Raffle
to 2:45 pm	
to 2:45 pm	Concurrent Training Sessions
3:45 pm	



We are pleased to welcome all Regional Sewer and Water Districts to our Fall Conference! As partners in bringing clean water and sanitary sewers to our rural and suburban Indiana communities, we value the participation of our friends from the IRSDA.

Technical Registration

October 23 & 24, 2019

Please print or type.

List all attendees and indicate the type of registration desired.

On-line registration is available with invoicing option!

Please email or fax completed forms:

Email: alliance@inh2o.org • Fax: 317-736-6676

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October 23 & 24
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Address _____

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Phone _____ Fax _____

Email _____

Please list **ALL Attendees** and specify registration type for each:

Name	FIRST-TIME ATTENDEE	FULL	WED. ONLY	THURS. ONLY	SPOUSE/ GUEST
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				

Registration Rates	Member		Non-Member	
	Before October 9, 2019	After October 9, 2019	Before October 9, 2019	After October 9, 2019
Full Registration Two (2) days of technical sessions; and Pre-Conference Hospitality Event (Tues.); Exhibit Hall Access; Taste Test Luncheon (Wed.); Reception (Wed.); Hospitality Room Event (Wed.); Hot Breakfast Buffet (Thurs.)	\$150	\$175	\$250	\$275
Wednesday ONLY Technical sessions; Exhibit Hall Access; Taste Test Luncheon and Reception; Hospitality Room Event	\$120	\$145	\$220	\$245
Thursday ONLY Technical Sessions; Exhibit Hall Access; Hot Breakfast Buffet	\$95	\$120	\$195	\$220
Spouse / Guest Registration Pre-Conference Hospitality Event (Tues.); Exhibit Hall Access; Taste Test Luncheon (Wed.); Reception (Wed.); Hospitality Room Event (Wed.); Hot Breakfast Buffet (Thurs.)	\$75	\$100	\$125	\$150

PLEASE INDICATE NUMBER OF ATTENDEES PLANNING TO ATTEND WEDNESDAY'S AWARDS LUNCHEON. Please list any dietary restrictions: _____

Method of Payment

Please send invoice Enclosed is my check # _____

Credit Card # _____ Exp Date _____

Name on Card _____ Billing Zip _____

CVV# _____ Signature _____

Total \$

Registration forms must be returned to the Alliance office no later than October 9, 2019 for "Early Bird" registration prices.

Any refunds will incur a \$15 cancellation fee ■ No refunds after October 21, 2019.

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Admin. / Regional Districts

October 23 & 24, 2019

Please print or type.

List all attendees and indicate the type of registration desired.

On-line registration is available with invoicing option!

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Email _____

Please **list ALL Attendees** and specify registration type for each:

	FIRST-TIME ATTENDEE	FULL	WED. ONLY	THURS. ONLY	SPOUSE/ GUEST
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				
Name _____	<input type="checkbox"/>				

Registration Rates	Member		Non-Member	
	Before October 9, 2019	After October 9, 2019	Before October 9, 2019	After October 9, 2019
Full Registration Two (2) days of Admin. / Reg. Districts Sessions; and Pre-Conference Hospitality Event (Tues.); Exhibit Hall Access; Taste Test Luncheon (Wed.); Reception (Wed.); Hospitality Room Event (Wed.); Hot Breakfast Buffet (Thurs.)	\$150	\$175	\$250	\$275
Wednesday ONLY Admin. / Reg. Districts Sessions; Exhibit Hall Access; Taste Test Luncheon & Reception; Hospitality Room Event	\$120	\$145	\$220	\$245
Thursday ONLY Admin. / Reg. Districts Sessions; Exhibit Hall Access; Hot Breakfast Buffet	\$95	\$120	\$195	\$220
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PLEASE INDICATE NUMBER OF ATTENDEES PLANNING TO ATTEND WEDNESDAY'S AWARDS LUNCHEON.

Please list any dietary restrictions:

Method of Payment

Please send invoice Enclosed is my check # _____

Visa MasterCard Card # _____ Exp Date _____

Name on Card _____ Billing Zip _____

CVV# _____ Signature _____

Total \$

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Administrative / Regional Districts Registration

Administrative / Regional Districts

Admin. / Regional Districts Sessions What follows is a tentative list of topics and invited speakers.

WEDNESDAY, OCTOBER 23

8:00 a.m. - 9:00 a.m.

Solar Energy & Energy Efficiency for Water & Wastewater Utilities

Brad Morton & Bob Deig - Morton Solar & Electric

We will go over energy efficiency upgrades, available rebates for upgrades, energy and money savings by installing these upgrades.

We will also present solar power installations for water & wastewater utilities, explaining the step by step process working with local utilities, explanation of net metering, installation and return on investment.

IRSDA Meeting / Legislative Updates

9:15 a.m. - 10:15 a.m.

Management Tools for a Small Town Utility

Daniel Hudson and Jennifer Reily- City of Butler

Operating utilities with a limited budget can be a challenge for any small town. Often, the bare essential maintenance is all that can be performed, with long term asset management delayed or removed from schedules. Everyone is anxious to start needed capital projects, and twice as anxious to see proven operational outcomes. The secret to making the best of a disruptive situation is to put everyone on the same side of the table - Utility Maintenance, Operators, Management, Engineers, and City Council—to work collaboratively for the common goal of good governance at a minimal cost.

10:45 a.m. - 11:45 a.m.

IFA Regional Studies

Sarah Hudson - Indiana Finance Authority

Updates on the status of the Central Indiana Regional Water Study and statewide regional meetings. Also the water loss audit & needs survey will be discussed.

1:15 p.m. - 2:15 p.m.

Let Them Know Who You Are!

Carol Booth - National Rural Water Association

Any business or organization should proactively build trust and credibility with their customers. This session will take you through the basic strategic communication steps necessary to engage your community. Whether you utilize paid marketing endeavors or public relations outreach, developing your communications toolbox will provide the organization with community support that will help with time management and cost effectiveness in the future.

2:45 p.m. - 3:45 p.m.

Does Your Community Have Some Economic Gardening and Growing To Do?

Rochelle Owen - USDA Rural Development

Learn about the financial capital resources available to public, private and non-profit entities through USDA Rural Development. Are you a partner at the table? Do you know how to support your community's needs for workforce housing, emerging and existing rural business, and essential community facility development? From physical and mental health care, police and fire protection, and

We are pleased to welcome all Regional Sewer and Water Districts to our Fall Conference! As partners in bringing clean water and sanitary sewers to our rural and suburban Indiana communities, we value the participation of our friends from the IRSDA.

THURSDAY, OCTOBER 24

8:30 a.m. - 9:30 a.m.

What Your Next Utility Rate Increase Should Do For You

Steven Brock - Therber Brock & Associates

Learn what to require and what to expect from a utility rate increase.

10:00 a.m. - 11:00 a.m.

Improving Revenue Collections for Utilities

Gary Sanders - Edmunds GovTech | Logics

Inform participants how policies and procedures at various stages of the customer cycle can impact collections.

11:15 a.m. - 12:15 p.m.

Water Audit - Why You Need to Be Involved

Daniel Lundberg - Indiana Finance Authority

New statewide legislation requires drinking water utilities to conduct annual water loss audits. Often, these audits require an all hands-on-deck approach across an municipality. In this presentation, Clerks, Managers, and Board/Council members will be given practical steps to help their utility implement this best management practice, aimed at helping utilities improve operations and realize financial benefits.

1:30 p.m. - 2:30 p.m.

Cover Your Assets

Rex Blanton - Alliance of Indiana Rural Water

A brief look at maintaining a sustainable program for predictable Water and Wastewater Infrastructure Maintenance.

2:45 p.m. - 3:45 p.m.

Cyber Attacks - Is Your Utility Safe?

Sherri Winters - Alliance of Indiana Rural Water

Cyber attacks are increasing in frequency with businesses, individuals and government entities being targeted. Don't become a hackers next victim. Learn some things to do in order to better protect your utility.





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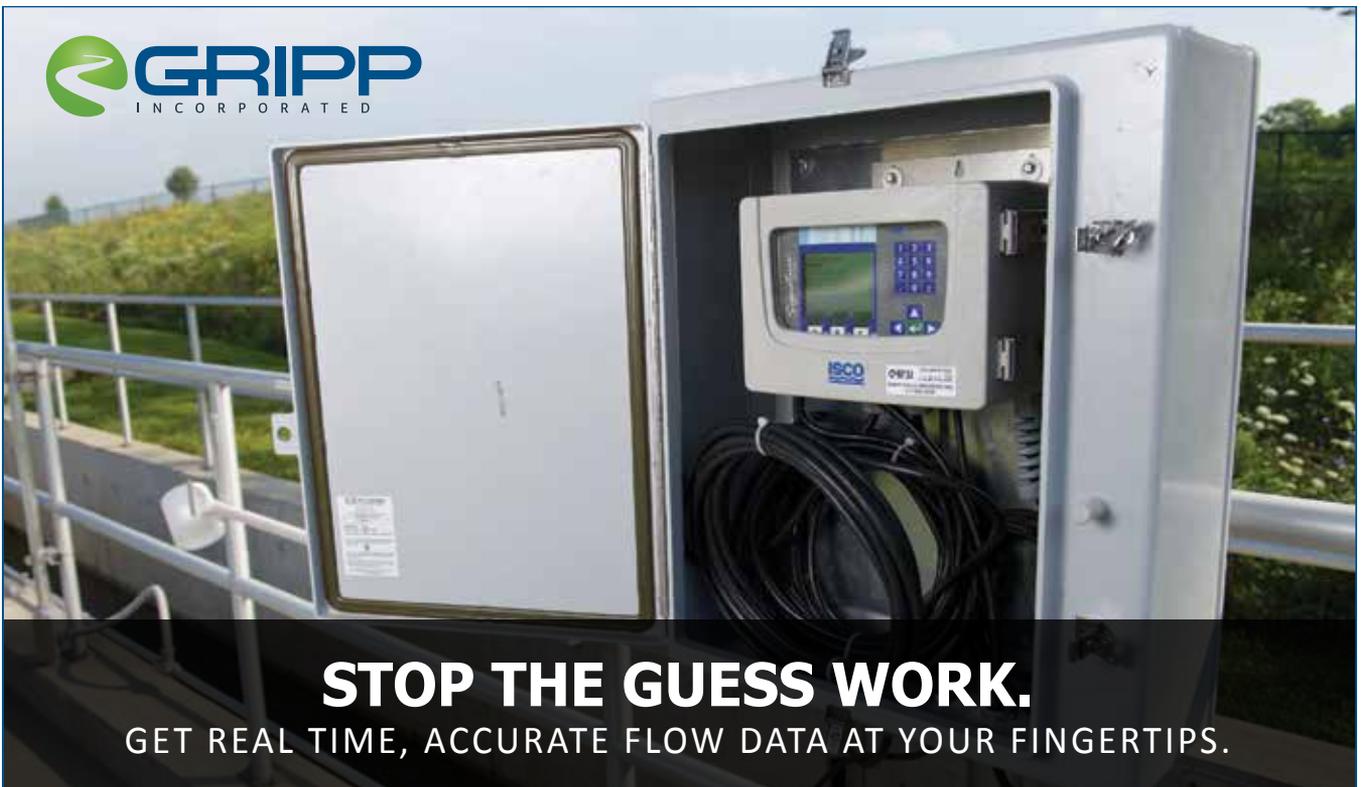
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DAVID ADKINS,
WATER CIRCUIT RIDER

Thank You Water Professionals!

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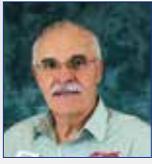
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BY REX BLANTON,
WASTEWATER
TRAINING DIRECTOR



RECOMMITMENT to Safety

Safety in the workplace should always be the number one priority for everyone involved. From the elected officials of municipal facilities to the certified operations specialists and even the systems' customers, all must be aware of the many dangers that water and wastewater professionals are subject to daily. These dangers include but are not limited to the major ones that most of you have attended specific trainings for, like confined space, trenching, lock-out/tag-out, traffic safety and chlorine handling. Some of you may have certifications you received by attending these sessions. But is that enough?

Weekly or monthly "tailgate" sessions should be part of your safety program. These casual meetings, along with the more technical ones listed above are the basis for your employees to be aware of conditions that can cause injury. Keeping the discussion to one particular safety issue will allow better understanding of the possible hazard as well as staying on schedule and not turning into a work day disruption. Listen to your employees and co-workers experiences and concerns to help establish a better overall safe work environment. Getting them

involved in the process can assist with them taking ownership and possibly lead to their assistance with such meetings. Talks can be as short as five minutes to get the point across about a possible hazard employees may face during the upcoming shift.

Some possible subjects could be very basic, almost forgotten hazards we face every day in our workplace, but due to day in and day out exposure, we become complacent. These could include but not limited to the following; Hypothermia and Heat Exhaustion, Slips and Trips, Ladder Use, Electric Power Tool Use, Distracted Driving, Working Alone, Hearing and Vision, and Safe Lifting, just to mention a few. Safety subjects can be found on the internet, along with photos, handout sheets and posters to assist with your awareness efforts for your employees.

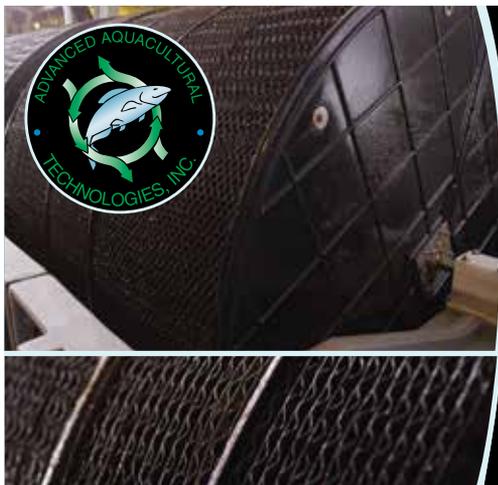
Don't limit these sessions to just your field employees, the office staff must be aware of certain hazards they face as well. Make sure your receptionists are in a sightline of other office workers. Angry and disgruntled customers can become a nightmare for them. And, God forbid, you would ever have an Active Shooter

scenario in or near your utility office building, or any of your buildings for that matter. Also, well-lit parking lots can help stop possible assaults when leaving work on those short winter days.

The reason for this article is that in the last two years, we have lost two Indiana wastewater employees (that I am aware of) due to having the misfortune of falling into a treatment tank. Not only are these tanks possible drowning hazards made more dangerous by aeration, but some also include equipment that can injure, maim or even cause death. Always keep the safety rails between you and the tank, but if you must go inside the rails, safety harnesses are available. Avoid working alone around tanks if possible, be aware of slippery surfaces, and let someone know where you are and at what time you expect to be finished with the task.

Your utility's goal should be that all employees return home to their family injury-free every day. The first step in staying injury free is knowing that you can be injured, or worse, in your work environment.

Feel free to contact me if you want to talk workplace safety and how to get started with building a safer work environment at your facility. ★



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The Tale of the TWO FISHES



There are these two young fish swimming along, and they happen to meet an older fish swimming the other way, who nods at them and says, "Morning, boys, how's the water?" And the two young fish swim on for a bit, and then eventually one of them looks over at the other and goes, "What the hell is water?"
– David Foster Wallace

In the US, we are extremely privileged. Ignorance of where our water comes from and how it gets to our homes is a sign of that privilege. It's a sign that municipal water, you the Water Operations Specialist, infrastructures, and hydraulic engineering projects have succeeded in profound ways in supplying clean

fresh drinking water 24/7. That's amazing, right?

The point of the fish story is that the most obvious and important realities are often the hardest to see and talk about. Despite our ignorance as to where our water comes from and how it gets to our homes, I do believe the majority of society in the US understands that water is essential to life and that we all need it to survive. In our hectic day-to-day lives, we tend to not pay attention to those things that are constant and, even when things are essential, we need simple reminders of what is truly important in our lives.

Get out into your community, talk to your customers/boards, and continue to make them aware of the essential resources your water treatment facility provides. Educational brochures, facts and statistic printed on bills and Consumer Confidence Reports, newspaper articles, presentations are all easy ways to keep water present in our community's minds.

"It is about the real value of a real education, which has almost nothing to do with knowledge, and everything to do with simple awareness; awareness of what is so real and essential, so hidden in plain sight all around us, all the time, that we have to keep reminding ourselves over and over:

"This is water."

"This is water."

"It is unimaginably hard to do this, to stay conscious and alive in the adult world day in and day out. Which means yet another grand cliché turns out to be true: your education really IS the job of a lifetime. And it commences: now."

– David Foster Wallace ★

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BY DEE MASSEY, ENERGY
EFFICIENCY CIRCUIT RIDER

Energy Efficiencies CAN BE FOUND at *No Cost to You*

I am Dee Massey and I joined the Alliance Family in February 2019. I am excited to be here and am excited that the Alliance and the USDA has adopted the importance of Energy Efficiency as part of the program offered to all the members at no additional cost.

Energy consumption in water and wastewater treatment facilities is responsible for about 4% of the United States' usage of energy. This is a large amount of energy being used to treat water. With that in mind there are many ideas and suggestions that may be considered to lower the consumption of energy and, in direct correlation, reduce cost, maintenance time and overhead expenses.

When we think about the cost of energy, many times we view it as how much money it costs to turn on a light or run a pump or blower. Consideration should also be given to simple behavior change. How much money can behavior or action change save? Can the money saved be converted into another salary for another person needed? Can the money saved be an employee bonus at the end of the year? Will the money saved afford organizations monies needed to replace a pump or blower? What can this savings mean to you?

As an Energy Efficiency Circuit Rider for the Alliance of Indiana Rural Water, I can help you consider ideas that you may or may not have taken into account. I'll accomplish this by assessing your facility with you, reviewing energy usage bills (considering future capital purchases), and working with your utility company to find rebates.

Many times it can be overwhelming for operators and other employees of the water or wastewater system to find the time to generate concrete evidence to discuss needed improvements with town boards or other approving bodies of needed purchases. Our program offers tangible reports and calculations that you can utilize to discuss and paint a picture of the return on investment and how it will save future energy and future money. I am here to help you.

The Energy Assessment is one more tool in your toolbox. I would like to help give you some energy saving ideas. I encourage you to contact me today to set up your Energy Assessment. It's a great place to start and a great place to get conversations started with your board members and decision makers.

I look forward to the opportunity to help. I can be contacted at dmassey@inh2o.org ★



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AUDIT

2019
2020

2021



BY GORDON MEYER,
WATER CIRCUIT RIDER

The New Water Audit Report Due 2020

Indiana Senate Bill 4 is now passed and signed into law. Part of the law requires that water systems complete a report for the Indiana Finance Authority (IFA) by using the American Water Works Association (AWWA) Free Water Audit Software by the end of 2020. This is the same report they asked you to complete a couple of years ago when they did their first study. If you don't already have it, you

“When employees of the water system fill out the report themselves they will be able to see where they are now and how to advance into the future.”

can download the free software at the AWWA website. I suggest that you go ahead and get the software and look it over and prepare the information that will be needed to complete the report ahead of time.

The AWWA Water Audits and Loss Control Program (Fourth Edition) M36 Manual provides direction that will be needed to prepare the report. This manual can be purchased at the AWWA website and used as a guide for filling out the software.

Like so many new reports, this will seem like a daunting task and you may be tempted to put it on the backburner until the time that the report is due; however, I highly recommend you start looking at the software as soon as possible and see what information will be needed. This software is a useful tool in seeing where your water system stands with non-revenue water – the water that is being treated and sent into the distribution system, but lost before reaching the customers. You paid money to treat the water or purchase the water but you are not receiving revenue from it.

As always, the Alliance is here to provide you free assistance! Although we will not fill out the report for you, we will be there to assist you along the way. It would not benefit your system for someone else to fill out this report. When employees of the water system fill out the report themselves they will be able to see where they are now and how to advance into the future. As the old saying goes “Give a man a fish and you feed him for a day; teach a man to fish and you feed him for a lifetime.” ★

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BY SHERRI WINTERS,
WATER PROGRAMS DIRECTOR

More About WATER AUDITS



In another article, one of my colleagues has told you about the upcoming required water audits that will be due in 2020. This stems from Senate Bill 4, now *Senate Enrolled Act (SEA) 4*. The digest of this bill can be found at <http://iga.in.gov/legislative/2019/bills/senate/4#digest-heading>. I am going to go into a little more detail... what does this mean for your utility?

Completion of the audit requires a lot of teamwork within a utility's workforce. Operators will need to provide actual, honest numbers for the withdrawal and treatment of their drinking water. Clerks/financial officers and utility boards will need to provide actual, honest numbers for metered customer billing, write-offs, and metered non-revenue water.

Not only does the bill require each utility to complete a water audit determining non-revenue water but, every two years, in even numbered

years, those audits must be validated. Training will be held to assist with completing the water audit. Validation training will also be provided. The Alliance and other groups are working with Indiana Finance Authority (IFA) to help provide both of these trainings. Alliance staff will also be trained to assist, as we did before, with the water audit using the AWWA Free Water Audit Software found on AWWA.org website. It's an easy search using 'water audit' or 'water loss control' as your keywords. If you have difficulty, please let Alliance staff know and we will assist you with obtaining the software.

It is highly recommended that you begin gathering documents *now* to place in a file. Once you get started with your input, it will only take longer if you have to stop and start to search for information. Guidance is provided for the software on the AWWA website. Look for the 'Compiler' that accompanies the software. (All of this

information is also needed and used for Asset Management, for which you are responsible when obtaining State Revolving Loan (SRF) money. But that's another article for another day.)

The bottom line – and reasons for having multiple articles on this topic – is that you are mandated by Indiana law to complete these audits and, more importantly, it is a great tool for water operations. No one person in your organization can complete the software. You will have to work together to obtain accurate information. Once this is done, each subsequent year won't seem so overwhelming. The resulting information will become a living document that will also become the best tool you'll have to improve your overall operations.

Remember, the water we have is all the water we will ever have. Accounting for it is essential to ensure water sources for years to come. Contact us if you have questions or concerns. ★

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BY KEVIN WENZEL,
WASTEWATER CIRCUIT RIDER



HELPING One Another

Over the past year I have worked with a couple of operators who have stepped up and helped neighboring systems near them when they lost their operator in charge. One operator in particular has taken on three wastewater plants. Two of the systems lost their operator due to death and the other to a better job opportunity. This operator is training new people at each plant, running the plants, submitting monthly reports, and attending board meetings. He will probably have to operate these plants for a while because he has to wait at least two years for the new operators to be eligible to take the wastewater exam. These communities are very lucky to have someone who is willing to help them in their time of need. Good job Devin!

Another community lost their wastewater/water operator due to him getting in trouble with IDEM. An operator from a neighboring regional sewer district came to the rescue. This regional sewer district operator would stop by there an hour in the morning, during his lunchtime, and after work to run the plant. He performed all tasks: lab, operations, maintenance, and paperwork. He also had to go back and look through the previous three years records and resubmit it all per the IDEM request. Also, this wastewater plant had just finished construction and there were a lot of kinks to be worked out. After a lot of hard work the operator was able to hand over the plant to the town, ready to go for the next operator in charge.

Good job Tim Woodward from Turkey Creek Regional Sewer District!

I'm glad there are operators out there who are willing to step up and help systems in need. I think communities are finding out that licensed operators do not grow on trees. The Alliance is here to help but we can't be at a system every day. We have the whole state to cover and it would be impossible to stay at one system for a long period of time.

Remember the old saying "An ounce of prevention is worth more than a pound of cure?" We encourage our utility members to be proactive. Because the pool of certified operators looking for jobs is very limited you can expect that your only choice may be to hire someone and train them on-site. It may be at least one to two years before this person is eligible to sit for the certification exam so the time to think about this is now. Do you have an aging operator? What is your backup plan? Consider participating in programs like the Alliance's Water/Wastewater Systems Operations Specialist Apprenticeship program. Utilities hire apprentices who then work and train under the guidance of a certified operator for the two-year duration of the program. The apprentices also are required to complete 288 hours of related course instruction, which involves Alliance classroom sessions, online courses, attendance at conferences, etc. After completing the required on-the-job training and related courses, the apprentice can take the wastewater/water test and become certified and will then be ready to run your system on their own. ★



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BY JOE FRAZIER,
WATER CIRCUIT RIDER



Farewell Brothers and Sisters

I know a lot of you have been hearing that I will be retiring. Well, if everything works out right this will be my last article as a Water Circuit Rider for the Alliance. It has been a hard decision to make. There comes a time when you know it's time to move on to a different chapter in your life and, if everything works out right, I will begin my new retirement chapter October 1, 2019.

After I retire, it certainly will be different not getting up to visit my friends in the

water and wastewater profession. There is one thing I want you all to remember: without you, the towns cannot exist. You all are very important to the community and to your country, the United States of America. If you don't exist there is no clean water to drink, or no way to get rid of the waste properly, without damaging the water aquifer.

If there is one thing I would like for folks to remember me by, it's that Joe Frazier wasn't satisfied until the operator

he was working with was satisfied. I know, though, that the Alliance will ensure that my replacement will put your needs as a priority, and work to make sure your needs are taken care of, in a timely matter. Also, I know this person will take pride in their job so the Alliance of Indiana Rural Water will continue to shine. I will miss you all, but I'm sure I will see you all in future training. Remember, you truly are one of the most important people in the country. ★



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How an Innovative WTP Equipment Manufacturer is Investing in Our Next Generation of Experts

BY JAMIE WRIGHT

My first few minutes waiting in line at Starbucks were enough to prove that times are changing... fast. Local and national news organizations tell us tales of technologic advancement, the rise of artificial intelligence, and changing weather patterns.

As I watch the hive of activity behind the counter, I notice the continuous use of one thing that hasn't changed.

Water.

The most universally required resource on the planet. Some organisms don't need oxygen but one thing that they all need is water.

We need water. When I was a teenager, I remember the media foreshadowing overpopulation and impending water scarcity that was in 1987. The world had only reached around 5 billion in population and now the United Nations projects a water-hungry population of 8.6 billion by 2030, just 11 years from now!

So, what about water?

An innovative company in Santa Rosa, California has apparently been asking the same question. They've been in the municipal drinking water industry for three decades, manufacturing an elegantly simple secondary containment vessel for chlorine gas designed to process and prevent a

chlorine gas release, protecting workers and surrounding communities from a serious health hazard.

TGO Technologies, the maker of the secondary containment vessel called "ChlorTainer," began asking their customers and other industry experts in the waste and water treatment industries one simple question.

"What's the most important investment we can make to protect the future of water?"

They discovered something interesting and surprising. The overwhelming answer had nothing to do with water... but rather, the stewarding of our water.

AGING WORKFORCE WILL IMPACT PLANT MANAGEMENT

The collective knowledge hidden within our workforce is often viewed as the most valuable asset in the waste and water treatment industry.

But the industry is going to experience a loss of these key knowledge holders, specifically, the plant management who guide the current and future direction. In fact, the "2018 Longer Working Careers Survey" of 143 large U.S. employers revealed that while older employees are crucial for business success, 83% of employers, "have a

significant number of employees at or nearing retirement.” (Willis Towers Watson, 2018).

Plant managers look to innovative companies as they adapt to workforce changes. By providing simplified solutions and training, vendors and suppliers like TGO Technologies can become strategic partners to help plant managers shorten the learning curves in plant operations, as less experienced workers replace their retiring colleagues.

“As long as the equipment information is effectively passed on, there shouldn’t be any problems for new people,” noted Alex Mares, the water utilities supervisor for Lake Havasu City, AZ. “Meanwhile, overall, our city is looking at optimizing training programs to get new guys interested in plant operations, including drawing them from our own distribution system crews, toward getting them interested in training for whole-plant operations.”

Another manager noted how the design of the secondary containment vessels, and the manufacturer’s training in their use, can help.

Mike Holloway, the chief operator at Walnut Creek Special Utility District in Lake Bridgeport, TX, believes that equipment design is a crucial component to efficiently operating his water treatment facility.

Reflecting on his organizations use of TGO Technologies’ chlorine gas containment system, Mr. Holloway says that, “Training for this equipment is pretty straightforward; we just need to have somebody with experience on site when we are changing out the chlorine cylinders.”

“It’s not a long process to learn,” he continued. “We don’t need six months to train somebody. It shouldn’t take more than four changeouts to learn it well.”

WHAT’S NEXT: HOW WE CAN HELP

If we agree that water is a crucial resource for our modern society, wouldn’t the stewards of our water benefit from the same entrepreneurial passion that currently drives our technological advancement?

What if water were the next oil? The management of this most crucial resource would command the same entrepreneurial passion that we see driving transformative technological advancements.

The communities and industries that depend on safe water, those that protect our water resources, may call upon us to develop comprehensive investments that combine innovation, creative problem solving, and educational engagement.

How can we engage youth in a meaningful way, igniting their natural curiosity, interest, and energy in this promising field?

As the knowledge holders, we have the ability to create paths leading the brightest minds to a promising, meaningful career in the water industry.

Water has no boundaries. Enriching careers that span government, environmental protection, engineering, science and technology await those who discover the water industry.

Let’s inspire them! Let’s invest in their future. ★

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FORD FLEET PROGRAM



The National Rural Water Association and the Ford Motor Company have created a partnership to offer special fleet discounts to State Rural Water Associations and their utility system members. This partnership combines the buying power of 31,000 individual utilities to provide reduced fleet pricing on utility vehicles. The Ford Fleet Team is #1 in commercial fleet customer satisfaction according to surveys. The Rural Water Ford Fleet Program is a valuable member benefit for water and wastewater utilities. State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles. Fleet vehicles must be registered in the name of a member water or wastewater system.

Member utilities should contact their State Rural Water Association to access the Rural Water Ford Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group, get all the details you need online at: www.nrwafleet.com. Incentive discount pricing is available on fuel-efficient cars, vans, SUVs and trucks. Systems can save up to \$5800 off factory invoice per vehicle. Happy shopping!

2019 Program Details:

- Limited to water/wastewater utilities that are current members of a State Rural Water Association
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles
- Vehicles must be registered and operated in the 50 United States
- Call your State Association today to get your Fleet Identification Number (FIN)

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F-Series Super Duty F250-F550	\$5800
F150 (Excludes Raptor)	\$5500
F150 4X2 Reg Cab	\$4500
Transit	\$3700
Transit Connect	\$2100



BBP Water Corporation in Spencer, Indiana utilized the Affinity Fleet Program when purchasing a 2019 Ford F250 and saved \$5800!



The National Rural Water Association and the Chrysler Group have created a partnership to offer a Volume Incentive Program (VIP) to State Rural Water Associations and their utility system members. This partnership combines the buying power of 31,000 individual utilities to provide reduced fleet pricing on utility vehicles. You will have access to special fleet benefits as a preferred Chrysler Group customer. The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities. State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles. Fleet vehicles must be registered in the name of a member water or wastewater system.

Member utilities should contact their State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group, details are online at: www.nrwafleet.com. Incentive discount pricing is available on Jeep SUVs and Ram trucks. Systems can save up to \$7,500 off factory invoice per vehicle. Happy shopping!

2019 Program Details:

- Limited to water/wastewater utilities that are current members of a State Rural Water Association
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 12,000 miles
- Vehicles must be registered and operated in the United States
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Ram Promaster City Cargo Van	\$4500
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**Example incentives only. Many other option or powertrain items can be utilized under the VIP program.*



Backwashing the Filters

By Tom Sheline

Backwashing the filters, is
an important chore.....

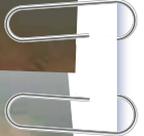
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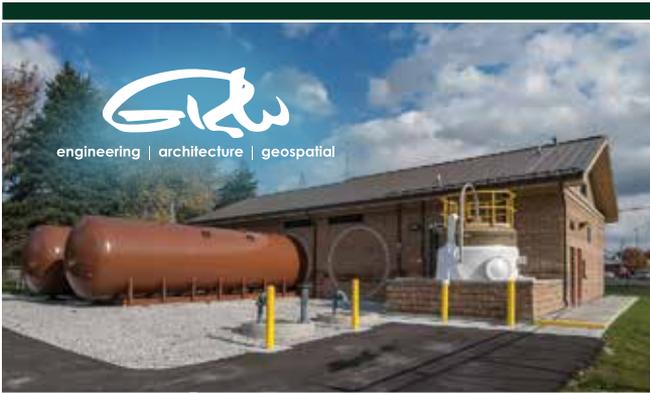
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I would like to thank you on behalf of the Town of Poseyville. Your circuit rider, Dave Adkins, has made three trips to Poseyville in recent weeks to help our water department. We have had several leaks in the recent past that have been difficult to find. One of these, a 30-40 gpm leak was a game changer as far as daily pumping goes.

Dave's expertise and experience have been assets to our utility. He used special detection equipment that we cannot afford to pinpoint these leaks. The savings your organization helped provide us is close to \$10,000 in extra street repairs alone. We spent lots of extra man-hours looking for the 30-40 gpm leak without any results. Dave had a leak narrowed down to a 100 square foot area in about 2 hours of listening to our fire hydrants. This service cannot be overlooked or underappreciated so, again, thank you for your support.

*Jeremy Farrar, Utilities Manager
Town of Poseyville*

Morgan County Rural Water needed some assistance with a suspected leak, and we contacted Dave Adkins on March 21, 2019. Dave was home ill at the time, but took the call and arranged to be with MCRW on Monday, March 25, 2019.

Conditions were not good, but Dave heard what he described as a leak, which supported or contractor's opinion. Turned out to be a fitting leak within 10 feet of his mark. Good work and thank you.

*Glen Miller, Manager
Morgan County Rural Water Corporation*

At the town of Walton, we would like to express our gratitude for the assistance we received from Joe Frazier of the Alliance. Joe's help was beneficial in locating a water service line on a piece of property for a new potential business in the Town of Walton. Thank you Joe Frazier!

*Richard Lee, Manager
Town of Walton*

I really appreciated the opportunity to hear your (Sherri Winters') presentation at Hoosier Hills Regional Water District's office on Tuesday. It was excellent work, providing the information to the operators of rural water districts in this part of the state. Thank you, and please keep protecting and advising our rural water companies.

*Peter Campbell King
Cline, King & King, PC*

I just wanted to tell you that Kelly Gardner and Rex Blanton did a wonderful job with our new Apprentice's orientation. Not only did they make our new employee feel welcome and part of the Alliance family, but they did a great job explaining the process and making sure everyone (sponsor and apprentice) understood what is expected of them going through this program. I feel that, at the end of his apprenticeship, we will have a well-rounded employee who has the knowledge necessary for our District to continue into the future. We are excited to be a part of such a wonderful program! Kudos to all your staff for a job well done!

*Nancy Harmon
Office Manager, South Henry Regional Waste District*

Thank you for all that you do. We (Town of Huntertown) are grateful that the Alliance is operating in our great State of Indiana. We continually send our personnel to the seminars provided by the hardworking staff members of the Alliance and benefit greatly from the individual Circuit Riders that visit smaller communities such as ours.

Case in point, recently, we had a water leak on a service line underneath one of our roadways. Being able to call on your services has proven most effective in locating and minimizing the destructive sequences associated with fixing a water leak. Our Town thanks you for your dedication to helping out smaller communities with limited resources.

The Alliance is a much-needed paragon of the municipal water and wastewater service of Indiana. We have a great and mutually beneficial relationship with the Alliance and hope that it will only become stronger in the future.

*Gabriel Brindle
Huntertown Utilities WTP Operator and Foreman*

Jim Marcum, Mathew Cull and the Town of Eaton Council would like to thank Mr. Joe Frazier with the Alliance of Indiana Rural Water for coming in and helping locate water lines for our sewage project that is underway. It is very appreciated!

*Jim Marcum, Water Superintendent; Matthew Cull,
Water Helper; Teresa Welsh, Council Vice-President*

Thank you so much for being a part of our STEM family night! We appreciate you helping make it such a big success!

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