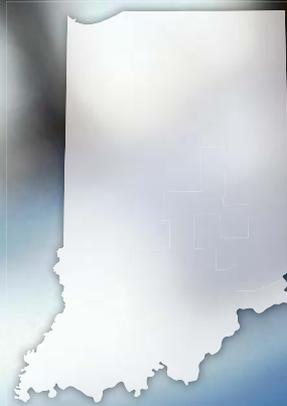


# HOOOSIER PIPELINE

WINTER/SPRING 2018



The official publication of the Alliance of Indiana Rural Water



Alliance of Indiana Rural Water  
P.O. Box 789, Franklin, IN 46131  
Address service requested

**INSIDE:** FALL CONFERENCE RECAP | TOMORROW'S INNOVATORS | LOCATING LEAKS

# SMART INFRASTRUCTURE

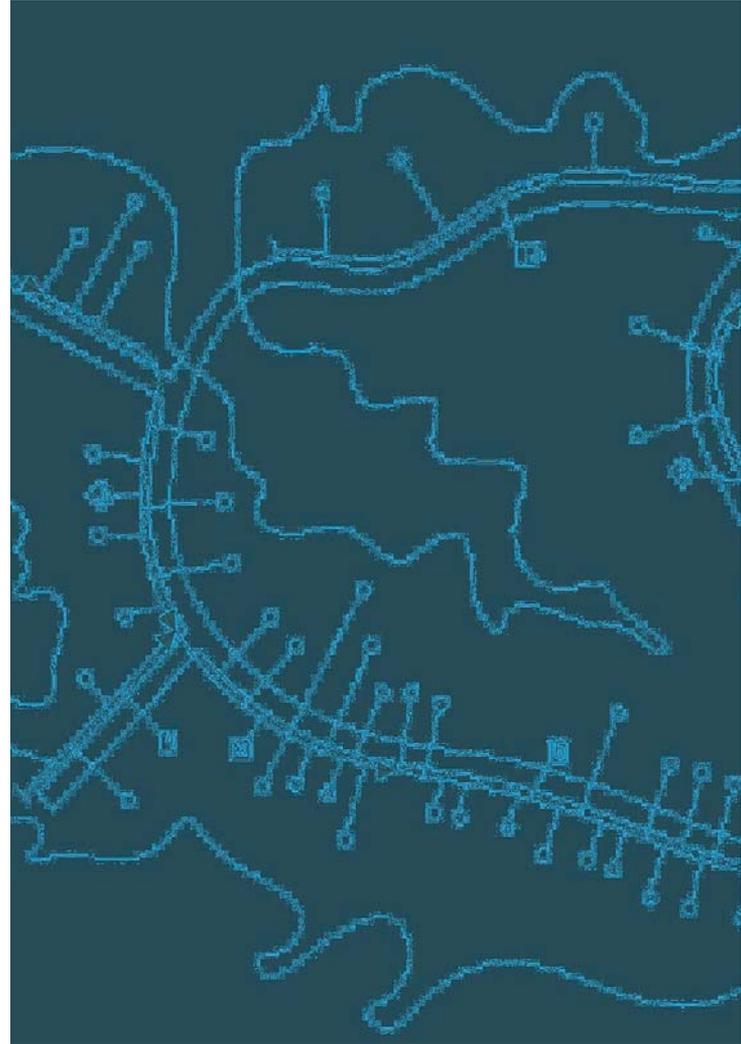
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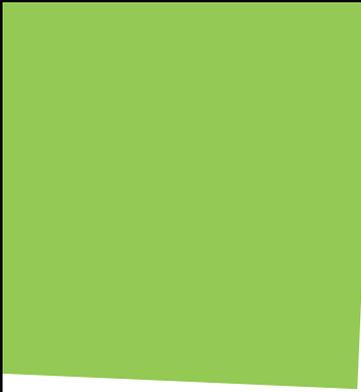
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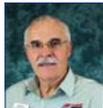
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# HOOOSIER PIPELINE

WINTER/SPRING 2018



The official publication of the Alliance of Indiana Rural Water

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Todd Gardner  
Alliance Board President

## A Positive Impact

**W**ith any organization, whether you are the CEO or the meter reader, you are the face of your organization whenever you interact with customers. Leaving a positive impact today will help with resolving tomorrow's problems. For instance, it's challenging to have to tell someone the leak in their front yard is their responsibility to fix. Would you rather deal with the fall-out from someone's poor communication

skills with customers or know everyone on staff can handle themselves in a professional manner that represents your organization well?

Training is critical for making sure our daily tests and routine duties are done safely, efficiently and correctly. That same training expertise needs to carry over into how to respect customers' complaints and yet also follow the ordinances, bylaws, and rules governing

your system. This could be the most challenging skillset that we can pass on to the next generation of water and wastewater professionals. Keep in mind this may be the first job some employees have had in a private/public sector that involves direct contact with customers. Make sure to help educate employees on how to interact with customers, and, remember, it's important to lead by example! ★



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Connie Stevens  
Executive Director

# National Apprenticeship Week: The Announcement of the Water & Wastewater Apprenticeship Program

National Rural Water Association (NRWA) has partnered with the Department of Labor (DOL) to announce the nationally recognized standards of apprenticeship for the Water and Wastewater Operations Specialists.

Over the next three to five years, the water and wastewater sector is expected to lose up to 50% of the workforce to retirement. Many of these employees have worked at the same utility for the majority of their careers, and they will depart with decades of valuable institutional knowledge.

As the affiliate of NRWA, the Alliance of Indiana Rural Water has rolled out this program in Indiana, starting in Steuben County. The board of directors for the Steuben Lakes Regional Sewer District (SLRSD) voted unanimously to participate in the program. They have six apprentices registered to participate.

This is a two-year program where the apprentice is required to work a minimum of 36 hours per week for a utility. This on-the-job training requires working in every aspect of the water or wastewater system, including: tools, equipment, work place safety, vehicle, heavy equipment, system operation and maintenance, quality control, reports and more. The apprentice is also required to attend 144 hours of classroom training **per year**. This will include courses such as OSHA Safety and CPR/AED/First Aid Certification, Confined Space, Chlorine Safety, all aspects of Operation and Maintenance, Treatment Techniques, Cross Connection Control, Operator Mathematics, Security, Emergency Response, and Laws and Regulations.



*“By the end of this two-year apprenticeship program there will be a well-trained operator, ready to take the certification exam.”*

By the end of this two-year apprenticeship program there will be a well-trained operator, ready to take the certification exam. As most of you know, these exams are not easy to pass and for good reason. Being a Certified Water or Wastewater Operation Specialist carries a lot of responsibility. The water quality in your community effects people’s lives 24 hours a day, every day. They must be knowledgeable or people get sick and sometimes worse.

NRWA CEO Sam Wade stated: “The Apprenticeship Program will ensure a well-trained and capable water sector workforce to meet the increasing demands of the water industry. Advancements in water treatment and supply technology have increased the skills and training needed to protect public health and the environment.”

Water/Wastewater professionals are responsible for meeting stringent regulatory standards, replacing aging infrastructure, recruiting and training new operations specialists, and responding to and recovering from disasters. ★



# Fall Conference Recap



Once again our Fall Conference was at the beautiful Grand Wayne Convention Center in Fort Wayne. The conference was attended by over 425 people, representing 127 different utilities, and 74 different vendor companies.

We offered 10 technical contact hours for water and wastewater, and even managed to have lots of fun! From the 'pre-conference' dinner to the reception in the exhibit hall and our Sportsman's Raffle – this conference was an event experience like none other!

Our Sportsman's Raffle is always a hit, and this year's grand prize of \$1,750 cash was won by Chris Pruitt of Utility Services Corp. Some of the other great prizes included a kayak, Coach purse, Yeti cooler, and much more! Thank you to everyone who purchased tickets, and those that pooled for the

larger prize: BBC Pump & Equipment Co., Inc., Blue River Technologies, CF Environmental Laboratory, LLC, Clow Valve Company, Eco Infrastructure Solutions, Engineering Resources, Inc., Everett J. Prescott, Inc., FER-PAL Construction USA, LLC, Ford Meter Box Company, Inc., Gripp, Inc., GRW, Hurst Technical Services, HydroCorp., Inc., LWG, Never Gall, Ortman Drilling & Water Services, Peerless-Midwest, Inc., Sandhill Environmental Services, LLC, SpanSet USA, Utility Supply Company, & Water Solutions Unlimited.

Also, a very special thanks to our Raffle Committee: Mike Ricks, Water Solutions Unlimited; Dan Wright, FPBH Inc.; and Phil Bonneau, Ortman Drilling & Water Services, Inc.

Wednesday's luncheon featured our annual water taste test contest. Congratulations to Connersville Utilities!

They were awarded the 2017 Best Tasting Water in Indiana! A representative from Connersville will travel (all expenses paid) to Washington DC in February to compete in the Great American Water Taste Test competition and meet with Indiana's delegation.

On Thursday morning during our hot breakfast buffet and annual meeting we raffled off a Kindle Fire HD to winner Marcus Allhands from South Henry Regional Waste District. Our mobile app featured a fun contest for a cash prize of \$150! Omar Gonzalez from the Town of Walton took home the cash just by using and being active in the app. Lastly, before everyone went off to their last class of the day we raffled off a shotgun to proud winner Henry Ruiz from Kingsford Heights.

Thank you to everyone who attended, spoke, displayed and sponsored! ★



**“Thank you to everyone who attended, spoke, displayed and sponsored!”**



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***Thank you to all the 2017 Fall Conference Sponsors!***

# THE BEST TASTE ON TAP – Connersville Utilities!

Officials at the Alliance of Indiana Rural Water have found the best-tasting water in Indiana. On October 18th, 2017, Connersville Utilities was announced as the winner of a statewide competition to identify the tastiest rural water in the state. The competition was conducted during lunch on the first day of the Alliance of Indiana Rural Water annual fall conference at the Grand Wayne Convention Center in Fort Wayne, Indiana. Throughout 2017, the Alliance held four different regional competitions around the state. The regional winners were: Patoka Lake Regional Water District, Auburn Water Department, the Town of Bourbon, and Connersville Utilities.



Participating water samples were judged on three categories: clarity, odor, and taste. The competition is part of the Quality On Tap! campaign to emphasize high quality, standards, and, consequently, taste of rural water. As the winner of the “Best Tasting Water in Indiana” Connersville Utilities will advance to compete in “The Great American Water Taste Test,” a national contest, at Capitol Hill in Washington, DC in early February 2018. This event is part of the Rural Water Rally, an annual legislative event for the 49 state affiliates of National Rural Water Association.

“Because of the quality of this water, Indiana has a good chance at the national taste test in

Washington, DC,” added Alliance of Indiana Rural Water Executive Director, Connie Stevens. ★

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# Dear Attendee:

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in **French Lick, Indiana** on  
**March 14 & 15.**



## Here's what you can expect this year:



Don't miss our **NEW Clay Shoot event held right on site at the French Lick Resort**, followed by our pre-conference hospitality gathering on Tuesday promising lots of fun and camaraderie, along with food and drinks!



Earn up to **10 Water and Wastewater CEUs**, and receive a **FREE Conference T-Shirt!**



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Each day offers an **administrative track** of classes in addition to **water and wastewater tracks.**



An **Awards Luncheon** on Wednesday will honor the best in the industry. If you know someone who deserves recognition, make sure to complete our Award Nomination Form in this packet!



**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** second to none! We'll have pizza, drinks, friends, and, of course, a lot of fun!



A chance to win a **free trip for two to the NRWA Water Pro Conference** in Fort Worth, Texas. Sponsored by Covalen & Midwestern Engineers



Be sure to be there for Thursday's **GRAND PRIZE DRAWING - Worth over \$2,500!**

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

We look forward to seeing you on March 14 & 15 at the French Lick Resort  
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# Technical Sessions

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

## WEDNESDAY, MARCH 14

## THURSDAY, MARCH 15

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

### Water Session

**Trials & Tribulations to Protecting Our Source Waters**

Toby Days - Alliance of Indiana Rural Water

### Wastewater Session

**Ending Pump Ragging: without changing pumps or adding grinding equipment**

Todd Sturtz P.E. - Deragger, Inc.

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

### Water Session

**The Economic Significance of Flexible Drop Pipe**

Carlos Guerra & Doug Wilson - Hose Solutions

### Wastewater Session

**Mechanical Integration of Emergency Power Systems**

Thomas Stadulis - Cummins Sales and Service

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

### Water Session

**Phosphate Chemical Addition –**

*The City of Rensselaer's Road to Lead and Copper Protection*

Tracy Boehmer - Commonwealth Engineers, Inc.

### Wastewater Session

**Moving Solids**

Barbara Smith - Wastewater 101

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

### Water Session

**Drinking Water Testing - Then, Now and the Future (Part 1)**

Stacy Jones, Matt Prater, & Peter Poon - IDEM

### Wastewater Session

**What's all the Phos About? (Part 1)**

Pat Beamon - Archaea Solutions, Inc.

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

### Water Session

**Drinking Water Testing - Then, Now and the Future (Part 2)**

Stacy Jones, Matt Prater, & Peter Poon - IDEM

### Wastewater Session

**What's all the Phos About? (Part 2)**

Pat Beamon - Archaea Solutions, Inc.

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

### Water Session

**High Accuracy Data Collection with Mobile Devices**

Michael DeMory & Joe Madej - Seiler Instrument

### Wastewater Session

**Maintaining Wastewater Treatment During Repairs**

John T. Croom - AUC Group, L.P.

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

### Water Session

**Making the Most of Portable Ultrasonic Flow Meters for Operators & Managers**

Jeff Merman - Automatic Controls Company

### Wastewater Session

**Biological Sludge Control: Eliminating Solids**

*Accumulation in Wastewater Treatment Lagoons or Holding Ponds*

Chip Bettle - Blue Frog Technologies

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

### Water Session

**Treatment via E-Floc Electrocoagulation**

Doug Ralston - Engineering Resources, Inc.

### Wastewater Session

**Troubleshooting Tips for Common Issues in Municipal WWTPs: Emphasis on Wastewater Microbiology**

Ryan Hennessy - Midwest Contract Operations

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

### Water Session

**Basic Generator & Transfer Switch Maintenance (Part 1)**

Mark Baker - Evapar

### Wastewater Session

**Successful Inflow and Infiltration**

*Reduction Projects to Maintain IDEM Compliance*

Drew Flamion, P.E. - Commonwealth Engineers, Inc.

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

### Water Session

**Basic Generator & Transfer Switch Maintenance (Part 2)**

Mark Baker - Evapar

### Wastewater Session

**Advanced Technologies for Keeping Lagoons Within the Compliance**

Wade Stinson - Wastewater Compliance Systems

## AGENDA AT A GLANCE

### Tuesday, March 13, 2018

Noon	<b>Board of Directors Meeting</b>
to 3:00 pm	
6:00 pm	<b>Clay Shoot</b>
to 3:00 pm	<b>Early Registration / Attendee Packet Pick-Up</b>
8:00 pm	
to 6:00 pm	<b>Pre-Conference Hospitality Event (fun, food, &amp; drinks)</b>
8:00 pm	

### Wednesday, March 14, 2018

to 7:00 am	<b>Registration Desk Open in Lobby</b>
5:30 pm	
7:45 am	<b>Opening Remarks Coffee &amp; Donuts</b>
to 8:00 am	
9:00 am	<b>Concurrent Training Sessions</b>
to 9:00 am	
9:15 am	<b>Break - Foyer</b>
to 9:15 am	
10:15 am	<b>Concurrent Training Sessions</b>
to 10:15 am	
10:45 am	<b>Exhibit Hall Grand Opening</b>
to 10:45 am	
11:45 am	<b>Concurrent Training Sessions</b>
to 11:45 am	
11:45 am	<b>Awards Luncheon</b>
to 1:15 pm	
1:15 pm	<b>Concurrent Training Sessions</b>
to 2:15 pm	
2:15 pm	<b>Break in Exhibit Hall</b>
to 2:45 pm	
2:45 pm	<b>Concurrent Training Sessions</b>
to 3:45 pm	
3:45 pm	<b>Reception in Exhibit Hall Fun, Food, Drinks &amp; Sportsman's Raffle!</b>
to 5:15 pm	
8:00 pm	<b>Bowling Event - Pluto's Alley</b>
to 10:00 pm	

### Thursday, March 15, 2018

to 7:00 am	<b>Registration Desk Open in Lobby</b>
3:00 pm	
7:00 am	<b>Hot Breakfast Buffet in Exhibit Hall</b>
to 8:30 am	
8:00 am	<b>Opening Remarks WIN a Kindle Fire!</b>
to 8:30 am	
8:30 am	<b>Concurrent Training Sessions</b>
to 9:30 am	
9:30 am	<b>Break in Exhibit Hall</b>
to 10:00 am	
10:00 am	<b>Concurrent Training Sessions</b>
to 11:00 am	
11:00 am	<b>Break in Exhibit Hall</b>
to 11:15 am	
11:15 am	<b>Concurrent Training Sessions</b>
to 12:15 pm	
12:15 pm	<b>GRAND PRIZE DRAWING in Exhibit Hall</b>
to 12:30 pm	
12:30 pm	<b>Lunch - On Your Own</b>
to 1:30 pm	
1:30 pm	<b>Concurrent Training Sessions</b>
to 2:30 pm	
2:30 pm	<b>Break - Shotgun Raffle</b>
to 2:45 pm	
2:45 pm	<b>Concurrent Training Sessions</b>
to 3:45 pm	

5 TOTAL CONTACT HOURS WEDNESDAY

5 TOTAL CONTACT HOURS THURSDAY



*We are pleased to welcome all Regional Sewer and Water Districts to our Spring 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

**March 14 & 15, 2018**

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**

## Host Hotel

French Lick Resort  
8670 West State Road 56  
French Lick, Indiana

### RESERVATIONS:

888-936-9360  
www.frenchlick.com

ROOM RATE: \$127/night  
GROUP CODE: 0318ARW

Room Block Rate Expires 2/12/18



Utility / Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Please list ALL Attendees and specify registration type for each:

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

	FIRST-TIME ATTENDEE	FULL	WED. ONLY	THURS. ONLY	SPOUSE/ GUEST	CLAY SHOOT (\$50/person)
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					

## Registration Rates

### Full Registration

Two (2) days of technical sessions; and Pre-Conference Hospitality Event (Tues.); Exhibit Hall Access, Awards Luncheon (Wed.); Reception (Wed.); Hospitality Bowling Event (Wed.); Hot Breakfast Buffet (Thurs.)

### Wednesday ONLY

Technical sessions; Exhibit Hall Access; Awards Luncheon and Reception; Hospitality Bowling Event

### Thursday ONLY

Technical Sessions; Exhibit Hall Access; Hot Breakfast Buffet

### Spouse / Guest Registration

Pre-Conference Hospitality Event (Tues.); Exhibit Hall Access; Awards Luncheon (Wed.); Reception (Wed.); Hospitality Bowling Event (Wed.); Hot Breakfast Buffet (Thurs.)

	Member		Non-Member	
	Before March 5, 2018	After March 5, 2018	Before March 5, 2018	After March 5, 2018
Full Registration	\$140	\$165	\$200	\$225
Wednesday ONLY	\$95	\$120	\$130	\$155
Thursday ONLY	\$85	\$110	\$120	\$145
Spouse / Guest Registration	\$55	\$80	\$90	\$115



Please list any dietary restrictions:

## Method of Payment

NUMBER ATTENDING AWARDS LUNCHEON (WED.) \_\_\_\_\_

Please send invoice  Enclosed is my check # \_\_\_\_\_

Pay with Credit Card  Visa  MasterCard Card # \_\_\_\_\_

Exp Date \_\_\_\_\_ Name on Card \_\_\_\_\_ Billing Zip \_\_\_\_\_

CVV# \_\_\_\_\_ Signature \_\_\_\_\_

Registration	\$
Clay Shoot Reg. \$50/ea	\$
<b>Total</b>	\$

Registration forms must be returned to the Alliance office no later than March 5, 2018 for "Early Bird" registration prices.

All refunds will incur a \$15 cancellation fee. ■ No refunds after March 7, 2018

Phone: 317-789-4200 • Fax: 317-736-6676 • Email: alliance@inh2o.org • Address: P.O. Box 789, Franklin, IN 46131

# Admin. / Regional Districts

March 14 & 15, 2018

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**On-line registration is available with invoicing option!**

Please email or fax completed forms:

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

## Host Hotel

French Lick Resort  
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### RESERVATIONS:

888-936-9360  
www.frenchlick.com

ROOM RATE: \$127/night  
GROUP CODE: 0318ARW

**Room Block Rate Expires 2/12/18**



**Spring Conference**

**March 14 & 15  
French Lick, IN**

Utility / Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

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

	FIRST-TIME ATTENDEE	FULL	WED. ONLY	THURS. ONLY	SPOUSE/ GUEST	CLAY SHOOT (\$50/person)
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					
Name _____	<input type="checkbox"/>					

## Registration Rates

### Full Registration

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	Member		Non-Member	
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Full Registration	\$140	\$165	\$200	\$225
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CVV# \_\_\_\_\_ Signature \_\_\_\_\_

Registration	\$
Clay Shoot Reg. \$50/ea	\$
<b>Total</b>	\$

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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, MARCH 14

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

#### Rural Water Systems – Perspectives on the Industry’s Major Challenges

John DeLuca  
CoBank

Rural water utilities are wrestling with a variety of issues ranging from aging infrastructure, regulatory requirements, water quality and supply, technology changes, financing options and changing customer bases. Consolidation may offer benefits, but it's also triggered debate on its community impact. How systems react to these challenges will impact their customers for years to come.

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

#### Value Added Services for Your Utility (Part 1)

Connie Stevens  
Alliance of Indiana Rural Water

We are all looking for the “biggest bang for the buck”, and your customers are no exception. Join us for a discussion on ways you can enhance your value and image to your customers without adding to your expenses.

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

#### Value Added Services for Your Utility (Part 2)

Connie Stevens  
Alliance of Indiana Rural Water

We are all looking for the “biggest bang for the buck”, and your customers are no exception. Join us for a discussion on ways you can enhance your value and image to your customers without adding to your expenses.

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

#### What Do You Do When Third-Party Entities Act As Your Agents Without Your Consent or Authority

Pete King  
Cline, King & King, P.C.

Alert utilities to third-party vendors who are collecting from customers on behalf of the utility but without the utilities knowledge or consent.

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

#### The Value of a Municipal Utility

Christina De Witt  
Umbaugh

The presentation will explain and explore the positive aspects of a municipal utility and how it adds value to the overall community.

### THURSDAY, MARCH 15

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

#### Regionalization, Consolidation, Privatization... Will This Affect My Utility?

Pete King  
Cline, King & King, P.C.

Pros and cons of regionalization, consolidation, or privatization. How do you decide what's best for your utility?

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

#### Utility Budgeting

Andre Riley  
Umbaugh

Define the steps and time line for building a budget. Connect the dots between utility budgeting and tax supported budgets (how they work together).

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

#### Building Relationships

Ben Adams  
Commonwealth Engineers, Inc.

Important planning / management aspects associated with the negotiation of inter-local treatment agreements between municipalities & rural entities.

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

#### Social Justice in Setting Water and Wastewater Rates

Richard Radcliff  
Beam, Longest & Neff

Attendees will learn about regulatory, sustainability and other factors that are resulting in rising costs of operation and maintenance at water and wastewater systems. As costs rise, their impacts on the ability to pay for these services disproportionately affect lower income users. The right to water, and opportunities to allocate costs equitably to consumers will be discussed.

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

*We are pleased to welcome all Regional Sewer and Water Districts to our Spring 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.*



# 2018 AWARD NOMINATION FORM



**Spring Conference**  
**March 14 & 15**  
**French Lick, IN**

Recognizing the outstanding contributions of rural water & wastewater professionals is one of the highlights of the Alliance's Annual Spring Conference. Each year the Alliance of Indiana Rural Water presents awards in recognition of outstanding performance.

**Award winners in each category will be honored on Wednesday, March 14th during the Awards Luncheon.** Please take advantage of this chance to recognize someone for a job well done! To assist the Alliance Awards Committee in selecting deserving individuals, please fill out the form below; attach additional pages if necessary.

**Nominations must be received by February 12, 2018.**

**Please select all that apply:**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Water System Operations Specialist of the Year | <input type="checkbox"/> Wastewater System Operations Specialist of the Year | <input type="checkbox"/> President's Choice Award         |
| <input type="checkbox"/> Manager of the Year                            | <input type="checkbox"/> Administrative Professional of the Year             | <input type="checkbox"/> Steward of the Environment Award |

**Nominee's Name:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_ **Shirt Size (Circle One):** S M L XL 2XL 3XL

**System Name:** \_\_\_\_\_

**Nominator:** \_\_\_\_\_

**Telephone Number of Nominator:** \_\_\_\_\_

1. How long has nominee been employed with system?
2. What are the responsibilities of the nominee in his / her current position?
3. What is / are your primary reason(s) for nominating him / her for this award?
4. Please indicate what type of training the nominee has received:
5. Please list awards or certificates the nominee has received:
6. What contributions has the nominee made to the improvement of his / her system?
8. Will the nominee be attending the conference?  Yes  No  
One award in each category will be presented. You may nominate one person per form.  
(Please copy this form and submit one for each person you wish to nominate.)

**Send to:** [alliance@inh2o.org](mailto:alliance@inh2o.org) OR Fax: 317-736-6676 OR P.O. Box 789, Franklin, IN 46131

**Nominations MUST be received by February 12, 2018 to be considered.**

\*The Alliance reserves the right to publish names and photos of all awards winners in future publications.

# 2017 Scholarship Clay Shoot & Golf Outing *Recap*



The 2017 Scholarship Golf Outing & Clay Shoot was a fun filled success! We had an exciting clay shoot and played a full day of golf with 22 teams. Matt Lenz of Aqua Indiana won first prize for the Clay Shoot this year, and the Covalen Team won the golf tournament. Our famous longest drive contest was conducted **while sitting on a toilet once again**. Teams donated \$20 to the scholarship fund for a chance to hit the longest drive... the only catch was you had to sit on a toilet while hitting the ball! The prize for the longest drive was a new golf bag; but the biggest reason to participate was that, on their

next shot, participants got to drop their ball 165 yards from the hole on a par 5 – not to mention all the fun we had and great pictures it created.

Thank you to all our sponsors and everyone who attended for helping to make the golf outing a success!

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- Umbaugh
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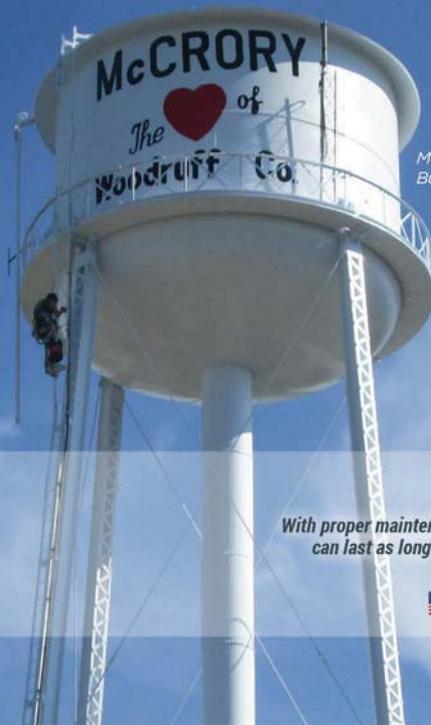


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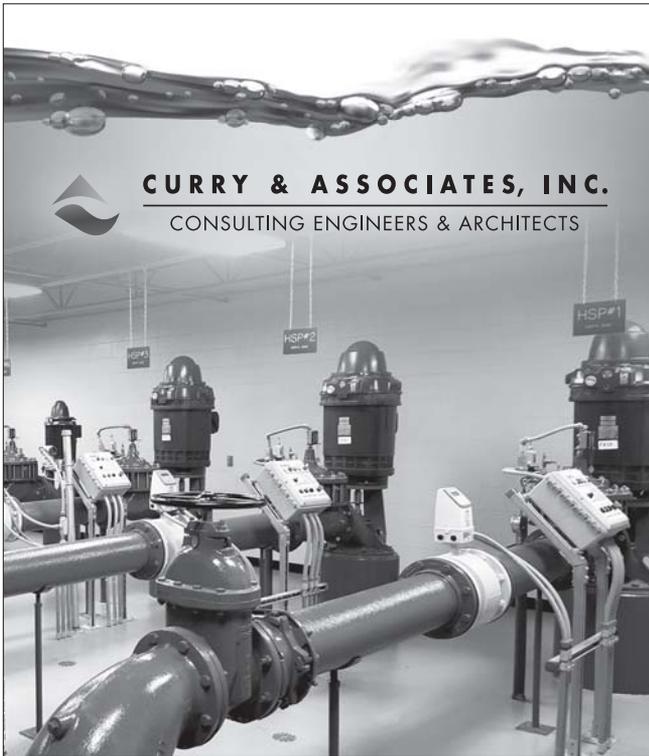
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1-317-462-1646



# Scholarship Application

(Please Print or Type)

## A. Personal Information

Name: (Last) \_\_\_\_\_ (First) \_\_\_\_\_ (MI) \_\_\_\_\_ (Gender) M F

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## B. Member Information *(Applicant must be a dependent child of an Alliance voting member)*

Utility Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Relationship to employee: \_\_\_\_\_

## C. High School Information - *(Transcript must be submitted with application)*

Attach a typed list of academic awards, memberships or other special recognition you have received dating back to your sophomore year.

School Name: \_\_\_\_\_ Graduation Date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

GPA: \_\_\_\_\_ SAT Score (total): \_\_\_\_\_ Class Rank: \_\_\_\_\_ out of: \_\_\_\_\_

## D. College / University Information

Will Fall 2017 be your first semester? Yes \_\_\_\_\_ No \_\_\_\_\_ *(If "No," college transcript is required)*

If "No," indicate credit hours completed: \_\_\_\_\_

If "No," indicate credit hours required to graduate: \_\_\_\_\_

School Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Please indicate: \_\_\_\_\_ 4 Year College/University  
\_\_\_\_\_ Vocational/Technical School  
\_\_\_\_\_ 2-Year Community/Junior College  
\_\_\_\_\_ Other, Specify: \_\_\_\_\_

Major Course of study: \_\_\_\_\_  
(Priority will be given but is not limited to water/wastewater related studies)

**Continued on other side...**

**E. Financial Information**

Please indicate which of the following income ranges matches your gross family income:

\_\_\_\_\_ Under \$30,000    \_\_\_\_\_ \$30,000 - \$50,000    \_\_\_\_\_ \$50,000 - \$70,000    \_\_\_\_\_ Over \$70,000

If you are receiving other financial aid please itemize by name and amount.

Name: \_\_\_\_\_ Amount: \_\_\_\_\_

Name: \_\_\_\_\_ Amount: \_\_\_\_\_

Name: \_\_\_\_\_ Amount: \_\_\_\_\_

If there are any family circumstances that influence your need for financial assistance, please describe:

\_\_\_\_\_  
\_\_\_\_\_

**F. Essay**

On a separate page in 250 words or less. **(Please type)**

Write a brief essay on your goals as they relate to your education, career, and future plans.

**G. Certification**

In submitting this application, I certify that the information provided is complete and accurate to the best of my knowledge. False information will result in revocation of any scholarship granted.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent's/Guardian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICIAL RULES**

This grant will be made to defray the cost of educational expenses at an accredited institution of higher learning approved by the Alliance of Indiana Rural Water. Disbursement of the money will be made upon presentation of proof of enrollment (transcript or invoice.) The scholarship money will be paid directly to the scholarship winner.

Applicants must be a citizen or legal resident of the United States, a resident of the state of Indiana and **a dependent child of a voting member system employee**. In order to be eligible, applicants must complete the application form in its entirety and return it to the Alliance by the entry **postmark deadline, January 31, 2018**. All applications will be first screened on the basis of leadership responsibilities in community activities and school activities and on grade point average. Scholarship recipients will be selected on the basis of the number, length of commitment, and quality of leadership responsibilities in community and school activities, awards, honors, academic records, career goals and financial need. Applicants will be evaluated on a comparative basis at the sole discretion of the committee. All decisions are final. Application material and decisions of the committee shall be confidential. Acceptance of scholarship constitutes permission to use recipient's name and/or likeness for purpose of promotion. No transfer of scholarship is permitted. Applicant must plan to attend an accredited school in the fall of 2018. Recipients will be notified by mail.

Family members of employees of the Alliance of Indiana Rural Water and / or members of the Board of Directors are not eligible.

**Mail application, transcript(s), & essay to:** Alliance of Indiana Rural Water  
*(must be postmarked by January 31, 2018)* P.O. Box 789  
Franklin, IN 46131

**OR Email application, transcript(s), & essay to:** alliance@inh2o.org  
*(must be received by January 31, 2018)*

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# Tomorrow's Innovators Practice Imaginative Thinking and Teamwork



By Toby Days, Sourcewater Specialist

**O**n the inside lane we have the tenacious crew hailing from Terre Haute, IN and defending 2016 National *FIRST* LEGO® League North American Champions – Team Storm. And on the outside lanes, we have hundreds of teams of students ages 9 to 16 from 80 countries, all competing in the 2017/2018 *FIRST* LEGO League Challenge Hydrodynamics Extravaganza!!

On your mark, get set, flow! Each year in August, *FIRST* LEGO League introduces a scientific and real-world challenge on which teams can focus

and do research. The robotics part of the competition involves designing and programming *FIRST* LEGO Mindstorms robots to complete tasks. The students work out solutions to the various problems they are given and then meet for regional tournaments to share their knowledge, compare ideas, and display their robots.

This year's *FIRST* LEGO League Challenge is hydro dynamics:

People use water every day, but they don't think much about how and why they use water. Whether it's directly



Claire, Devon and Trevor Langley (pictured) and Team Storm won the 2016 North American *FIRST* LEGO League North American Open Championship in Carlsbad, CA.



Team Storm (L-R): Team mentor Devon Langley, Coach Lori Langley, Aidan Truby age 14, Trevor Langley age 13, Claire Langley age 9, Katie Henthorn age 10, and Coach Tom Langley.



Team Storm doing some water sampling with John Allen at the Seelyville Water Treatment Plant.

(drinking or washing) or indirectly (manufacturing the products they use or producing food or energy), humans have a lot of different water needs. The students' project challenge for the HYDRO DYNAMICS season is to improve the way people find, transport, use, or dispose of water.

#### MEET TEAM STORM

The 2017 Team Storm is made up of four intuitive students aging from nine to 14. All team members are from the Terre Haute area and are eager to understand how the academic disciplines of Science, Technology, Engineering and Mathematics (STEM) impact their world and can prepare them for the workforce of tomorrow. The team meets twice a week to work on the *FIRST* LEGO League challenge and to get prepared for the *FIRST* LEGO League competition. This year Team Storm decided to take a four-prong approach to address the Hydro dynamics challenge:

- Research & Analysis of the topic
- Find a problem
- Develop an innovative solution
- Share the team's findings with others

**All team members are from the Terre Haute area and are eager to understand how the academic disciplines of Science, Technology, Engineering and Mathematics (STEM) impact their world and can prepare them for the workforce of tomorrow.**

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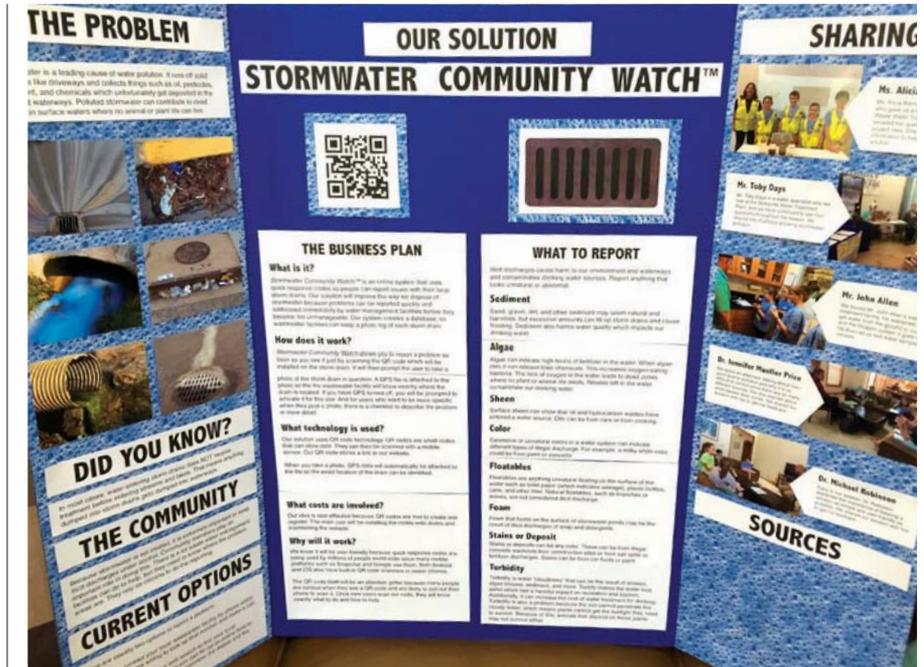
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# Tomorrow's Innovators

## RESEARCH

The team began to investigate the fascinating topic of hydro dynamics by visiting the Seelyville Water Treatment Plant. John Allen, Seelyville Water Treatment Operations Specialist, took the kids on an in-depth tour of the water treatment plant. He explained the fascinating journey water takes to get from the aquifer Seelyville draws from, through the complicated treatment process, and into individuals homes and businesses as safe clean water that can be used for drinking, bathing, cooking, and even for making the many products and services we all depend on.

The Team then contacted Alicia Barnard MS4, City of Terre Haute MS4 Coordinator, who took them on a tour of the Terre Haute Wastewater Treatment plant. She explained where all the wastewater comes from, the type



Team Storms poster board that explains their FIRST LEGO League Hydro Dynamics project.



Alicia Barnard giving Team Storm a tour of the Terre Haute Wastewater plant.

# Tomorrow's Innovators

of pollutants for which they treat and monitor, and the treatment processes involved to remove all of the contaminants and produce water that is safe to return to the environment. Throughout Alicia's presentation the kids became particularly interested in knowing what the response would be for the various kind of pollutants reported, specifically how each problem would be addressed.

Team Storm continued their research by talking and visiting with professors at Rose-Hulman Institute of Technology, Alliance of Indiana Rural Water, Terraform Creative Services and Hannum Wagle & Cline Engineering.

## FIND A PROBLEM

This season, our team learned that stormwater is a leading cause of water pollution. It runs off solid surfaces and collects pollutants such as oil, pesticides, sediments, bacteria, and other chemicals, and then deposits them into the nearest waterway. And in most cases, stormwater runoff entering drains does not receive any treatment before entering streams, lakes, and other surface waters.

**Our solution will improve the way we dispose of stormwater runoff because problems can be reported quickly and addressed immediately.**

Because of this, water management and treatment facilities across the country depend heavily on citizens to bring problems to their attention so they can take the necessary measures to address the problem. However, the current method for reporting this information relies on citizens to make a phone call or complete an online form, and people do not always know whom to contact. "And let's face it, people are unlikely to do something that requires a lot of time and effort," said Lori Langley, Team Storm coach.



QR Code attached to a storm drain.

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# Tomorrow's Innovators

## DEVELOP AN INNOVATIVE SOLUTION

We want to make it easy for people to report a problem so it can be corrected quickly. So we created: The Stormwater Community Watch, an online system using QR Codes to create an easy way for people to report storm drain and outfall pollution as well as educate people on the problem. QR Codes are a type of barcode that is a machine-readable optical label that contains information about the item to which it is attached.

Our solution will improve the way we dispose of stormwater runoff because problems can be reported quickly and addressed immediately. All you have to do is scan the QR code easily visible on a storm drain and you will be taken right to the website where you can instantly upload your photo, and you're done! (The code in the photo actually works and will take



And the winners are... Team Storm!



Team Storm competing.

# Tomorrow's Innovators

**Team Storm won the Champion's Award (best overall team) and earned the highest robot score in the robot game. They also were honored to receive a nomination for the Global Innovation Award, recognizing their QR Code project solution.**

you to a mock website in progress in case you want to scan it.)

Your photo message will be sent to the management system that can address the problem and GPS will be attached to the photo file, reporting the exact location of the problem. You can also provide more information if you like by checking off boxes to indicate if there is sheen (oil), sediment, or algae present.

Our idea is cost-effective because QR codes are free to create and register. The main cost will be installing the codes onto drains and maintaining the website. Many water management facilities already have websites, so our page could be added to already existing sites.

We know it will be user-friendly because quick response codes are being

used by millions of people worldwide since many mobile platforms such as Snapchat and Google use them. Both Android and iOS also have built-in QR code scanners in newer phones."

"We hope that our simple, easy solution will allow more people to take an active role in protecting their community's stormwater," says Lori Langley, Coach for Team Storm.

At the end of November, Team Storm had an incredible day at the qualifying tournament hosted by Purdue University (located at McCutcheon High School in Lafayette). They will advance to the Northern Indiana State Championship on December 9, hosted by IPFW (Indiana University/ Purdue University,

Fort Wayne). Team Storm won the Champion's Award (best overall team) and earned the highest robot score in the robot game. They also were honored to receive a nomination for the Global Innovation Award, recognizing their QR Code project solution. They will now participate in an additional competition to determine the best two solutions in the State of Indiana.

You can send encouraging messages and follow Team Storm's progress in the *FIRST* LEGO League challenge by following their social media pages.

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[www.facebook.com/FLL100ProjectRookie](http://www.facebook.com/FLL100ProjectRookie)  
Twitter: @TeamStorm100  
Flow on Team Storm!!! ★

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# How Do We Keep Our Waterways Clean and Our Aquifers Pure for Future Generations?



Joe Frazier, Water Circuit Rider



**T**he best way to keep our waterways clean, and to make sure we have plenty of potable water, is **education, education, education**. You start by educating our youth. Start with grade school, by showing them the importance of clean water and how to keep it clean. Then you move up to high school age, and then on up to college age. After that, it's time to educate everyone on your water system, and around your system.

Your next question is, "how do I do this?" You can start by being present at your county fairs and community events. Since you should have an emergency response plan, make sure you educate everyone that is on your emergency board. Remind them that, despite all the water in this great big



world, only 1% is suitable to drink. I say again, **only 1% of the water in the world is suitable to drink.**



Make sure everyone is aware of the importance of not dumping oil on the ground, or even disposing of it in a storm drain. Weed killers and certain fertilizers should not be discarded in drains or waterways. A storm drain should never be a disposal site. Sooner or later, the water is going to make it to a waterway, and possibly filter into your aquifers. Once that happens everybody is in big trouble, because they have no clean water to drink.

If you need help with your emergency response plans or vulnerability assessments, the Alliance of Indiana rural water can help. On another note, if you apply for a USDA loan these two plans are required, and they will ask you questions about your plans at the start of the loan process. Let's work together to protect our potable water! ★



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# The Difficulties of Locating Leaks in Rural Water Systems



Gordon Meyer Water Circuit Rider

The locating of water leaks in rural water systems can be a long drawn out affair due to the many miles of water main located along hills and valleys, and long distances between flush hydrants, shutoff valves, and customer meter connections.

Couple that with the fact that most of the mains are made from PVC pipe – which does not carry the sound of water leaks very far along the main – and it becomes obvious why using acoustic leak detectors can be extremely difficult.

I have had some success in searching for leaks by closing the shutoff valve on mains that are not looped and slowly opening the valve after a minute or two, then placing the locator on the valve. If you don't have a locator, you can just place your ear on the valve and listen. You may hear a small amount of water going through the valve due to normal usage; but, if you hear a large amount of water rushing through the valve as you open

it, you could have a leak on that line and need to investigate it further. This can also be done on looped mains by closing the valves at both ends and slowly opening one of the valves and listening to it, but don't forget to open both valves back up to return to the normal flow.

The search for the leak can also be attempted by using a probe to locate the line and by placing the locator on the probe. You may be able to hear the leak but you would need to be practically on top of the leak to hear a small one. Another attempt to locate a leak is by the pothole method, which consists of digging a hole down to main about every 500 feet and placing the locator directly on the main. This would be a time-consuming and costly way to search for the leak.

Because pipes are buried in fields and along road ditches, about the only way that you can trace the leak is to walk or drive the entire length of the main searching for signs of wet spots,

green patches of grass during drought seasons, bare spots or steam rising from the ground when there is frost or a light snow covering. Or, you may even hear the sound of running water and smell fresh chlorinated water.

The best time to search for leaks is to walk the mains in the winter. Crops are out of the fields and the woods are easier to walk through, so you may see water running in small streams that are usually dry. Then you can test the water for a chlorine residual. Or, if your water is fluoridated, you can test the water for fluoride since it stays in the treated water longer. But don't forget that natural fluoride also exists in nature. However, if you get a fluoride residual reading of 0.6 ppm or higher, there is a good chance that this is a treated water leak. Some leaks are also found during the crop planting and harvesting seasons by farmers when their equipment sinks in the mud. Larger leaks may be located without having to use a locator, simply by the sound and by feeling the vibration of the ground caused by the leak.

These are just a few methods of searching for water leaks in rural water systems. I'm sure that many of you have been able to locate leaks by using other methods.

If you have any questions about this article or anything else feel free to contact me at [gmeyer@inh2o.org](mailto:gmeyer@inh2o.org) or call me at 317-408-4286. ★



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# 3 DAYS TO UNFOUL FOOT TRAILS GRAVITY NOT REQUIRED



"We needed a solution and we needed it fast. Covalen came in and not only solved our problem, but they did it in record time. Even better, the park visitors would never know the extent of the trenching because of Covalen's creative landscape camouflage."

- Brent Lockamy,  
Town Engineer

Reservoir Park is a central attraction in Southern Pines, NC. The pristine park was plagued by frequent sewage tank pumping and overflow fouling the footpaths. This 165-acre site is home to a 95-acre lake. Nature trails, hiking trails, fishing, and boating are some of the activities enjoyed by hundreds of people every day. The necessary solution which had been deemed impossible by local utility experts, was sent to COVALEN.



The 'impossible' solution needed to not close the entrance to the park for any interruption. But from a technical challenges included 2300' of service lateral that had to be laid over 30' - 40' of elevation changes across two hills to the gravity line.

As is often the case with 'impossible' sewage, low gravity projects, COVALEN solved it with flying colors. In just 3 days, the park's sewage issue was solved and the foot trails were pristine once again.

The most fulfilling aspects of the project was COVALEN's ability to quickly provide a solution that met all of the needs of the Town of Southern Pines: within budget, on-time, and with minimal disruption to the park and visitors.



2300' of service lateral installed beside the non-stop traffic of the two-lane road that provides access to the park.



Once the wastewater is ground to slurry by the grinder pump station it is discharged through 11/4" HDPE dr11 pipe.



Total install complete in just 3 days. And, park visitors would never even know we'd been there.



# Can You Keep a Secret?



Rusty Reeves, CET, LRWA Deputy Director

*Reprinted from Rural Water, 2nd quarter 2017, with permission from NRWA.*

**C**an you keep a secret? If you work in the water or wastewater industry, sure you can! As a water or wastewater system manager, decision maker, or operations specialist you keep silent everyday about what you really do and what you are responsible for.

**The first secret is the true cost of the water or wastewater services.** Through the years, the water and wastewater industry has worked

hard to keep the cost of water and wastewater services as low as possible. Systems are able to accomplish this by keeping wages low, not providing benefits for employees, not funding reserve accounts, wasting funds on unnecessary expenditures, borrowing funds from other accounts, failing to establish and follow operation and maintenance programs, repairing only the crucial assets, and failing to replace aging infrastructure.

These mentioned practices do not apply to all water or wastewater systems. There are many systems that work hard to hire the right people, provide adequate wage and benefits, fund reserve accounts, properly maintain and/or update the system to meet changing regulations, and the growth of the system, while charging a fare rate for services. To these water and wastewater systems, I say keep up the good work and be proud of what you do.

**The second secret is the regulations and governance with which you have to comply.** Your customers do not know that you have to comply with regulations and/or permits from multiple entities. As a water or wastewater system you have to comply with requirements of your funding agency, which can be either the United State Department of Agriculture, the state Drinking Water Revolving Loan Fund, the Clean Water State Revolving Loan Fund, other State or Federal

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sponsored funding sources or private funding sources. The guidelines that you have to comply with are described in the loan or grant conveyances.

All water and wastewater systems have to comply with all applicable regulations enforced by either the US Environmental Protection Agency, or primacy in your state: the Department of Health or the Department Environmental Quality. In some states, the water and wastewater also have to comply with regulations administered by the Department of Natural Resources, Water Well Drillers Regulations, and the State and Local Emergency Services/Response Unit.

Some water or wastewater systems have to comply with all applicable Federal, State, and Parish/County regulations administered by your State Department of Revenue, Auditor's Office, Ethics Commission, Attorney General's Office, Public Service Commission, Secretary of State's Office, One Call Program (811), Department of Transportation (right of ways/permits) and your Parish/County Attorney's Office. Additionally you have to operate within the requirements of your System's By-Laws, Charter/Articles of Incorporation, and Policies and Procedures. Some systems may have other governance that I have not mentioned.

**The third secret is the real hours that you work.** Your customers base their opinions on what they see you do or what you say. Your customers see you riding in the trucks around the system and taking payments at the office. They also see you at the parts house, local grocery store, or other venues around town. Unless you are marking water or wastewater lines to prevent damage to your system or repairing a leak in their neighborhood, your customers do not see you working on something that directly affects them.

On a daily basis, you work really hard to provide safe drinking water and uninterrupted service to your customers at the lowest possible cost. They rarely see you when you have to respond to urgent or emergency situations after hours, during storms, or at 5:00 pm on Friday or Saturday evening. You have missed family gatherings, your

children's ball games, rodeo events, dance recitals, etc. to ensure that the services you provide are available 24/7/365. Most of the time you function with a smile on your face, and a heart that is in your work. You proudly, professionally perform your duties.

**The fourth secret is the training that is required.** For the most part your customers do not realize that state and federal regulations require water and wastewater systems to have certified operations specialists on staff. As water and wastewater operation specialist, you attend classes and take exams to either acquire or maintain the required certifications for your system to operate in compliance. After you acquire your certifications, you attend training and workshops to stay abreast of new and ever-changing water and wastewater regulations as they apply to your water or wastewater system. In addition, you attend training and seminars on new equipment and programs to keep up with automation in the water and wastewater industries.

I have spoken of **four secrets** that I feel plague our industry, and I know I am preaching to the choir, but remember the choir sings to the congregation. We very seldom take time to tell our customers what our responsibilities as water system managers, clerks, or system operation specialists really involves.

The truth is that for some water and wastewater systems the only times that you really communicate with your customers is when you send them a water bill, disconnect notice, boil water advisory, public notice for drinking water violation, and/or annual Consumer Confidence Report (CCR), etc. To your customers, most of these notices appear to be negative information.

In the water/wastewater industry, very few systems take advantage of advertising or sharing the positive information regarding:

- the system's operation cost,
- the regulations they have to comply with,
- the continuous work that is involved in keeping a system operating
- the ever increasing need of upgrades to meet unfunded mandates

I feel that, with all I have mentioned in this article regarding keeping the secret, I need to include a few ways to get the word out to your customers. We live in a world with various types of technology that allows us to send a message across the world in a few seconds. It may be time that we start using different forms social media, websites, and other technology to get the positive word out about what you do. You can also get the word out by attending civic-related meetings and inform the civic-minded persons in attendance about the job you perform. Invite your decision makers to view your facility or to attend some of the training sessions to learn more of what is required to operate and maintain your system.

As water and wastewater professionals, we need to share with our customers, the **secrets** that I have mentioned in this article. It is time that we let the **secrets** out of the bag and start telling our story. ★

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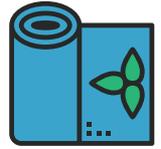
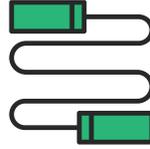


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# When Was the Last Time You Exercised Your Valves?



By Sherri Winters, Water Programs Director

Inevitably, during training classes, when I ask water operators, “How many of you have a valve exercising program?” very few raise their hands. Of those that do, they usually add, “The ones we can find” or “We know some don’t work.” So, ask yourself, do you have a valve exercising program? Are all your valves in working order? Do you know where they are? How do you document each valve? Are our maps accurate for each valve? It is best to have a well-documented exercising program than to find defective or inoperable valves during an emergency. There are four general things to consider:

1. **Locate Valves** – You will require a good mapping system to begin the program. If this means marking up your current paper maps, then do it! However, with advances in technology, Geographic Information System (GIS) mapping seems to be the best option. GIS is rapidly changing. It is more affordable than, say, five years ago.
2. **Fully Exercise Valves** – Once the valves are located, make sure to fully exercise each one. This will include fully opening and closing each valve. Take great care in noting how many turns to open and close, whether each part is operable (bonnet nut, discs, operating nuts, etc.) and how much torque it requires. Which gets us to the next step...
3. **Maintain Detailed Records** – A good valve exercising program will require detailed records for each valve. I have seen a few detailed records kept on index cards, in a binder and more recently on GIS.

This documentation is necessary to maintain an inventory of parts needed and, perhaps more importantly, to ensure money is budgeted for spare parts.

4. **Schedule and Repair** – For those valves in need of repair, schedule the repairs as soon as possible. In some cases, it may require immediate attention. (Sometimes this is due to not using the proper torque.) This is another reason to accurately document each valve. Some may require more torque and others the minimum torque.

There may be many reasons or excuses that a water utility doesn't have a good valve exercising program. Some of these include: It will create more work; not all the valves can be found; there is not enough time, or you don't have the manpower. In some cases, you may find that hiring a contractor to perform your valve exercising will save you time and money.

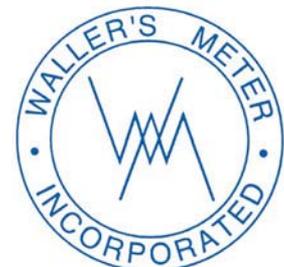
Beginning a valve exercising program doesn't have to be insurmountable. Start with an initial idea of your approach. Write it down. Decide where to start. Write it down. Schedule a timeframe for your start. Write it down. Document everything, i.e., location, make, type, size, number of turns, close direction, and year of installation (if known). Write it down. This will be the start of your written valve exercising program.

You will find that the more you progress with your program, the fewer 'emergencies' you may have. Another benefit will be fewer man-hours spent, a good parts inventory, and, best of all, proof to your governing board that

you are spending less money and increasing revenue.

Things will assuredly change over time and you may elect to change your written procedures. That is to be expected. Consider this a 'living document.' Updates are necessary.

As always, if you have any questions or concerns about this or other operation and maintenance programs, simply call our office to discuss. ★



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# Recapturing Revenue from Water Loss: A Utility's Perspective

By Jackie Haines, NRWA

Reprinted from Rural Water, 3rd quarter 2016, with permission from NRWA.

Every utility has received that phone call, from that customer who had a leak and now has an “outrageous” water bill. In some instances, the leak is found relatively quickly. In others, not until the bill comes in. No matter how the customer discovers the excessive bill they are now responsible for, they aren’t exactly singing along to the Aretha Franklin version of “Oh Happy Day” when they call to ‘discuss’ the charges.

An estimated 70% of water customers are unaware their responsibility to the waterline and the water begins at the meter. Most home owner’s insurance policies don’t cover waterlines or leaks, but 90% of homeowners believe they are covered. Unfortunately, when a leak occurs, they quickly learn when they receive the bill.

Because most customers either can’t or won’t pay the full amount of the leak, the water system suffers revenue loss ranging from a few dollars to several thousand dollars per occurrence. Water-world-wide, this seems to be an issue.

The City of Milford, UT, recently chose an insurance option designed to protect the system and the customer. After implementing ServLine in April,

Rural Water Association of Utah talked to Monica Seifers, City Recorder, about her experience with ServLine:

When asked what interested the City of Milford most about ServLine, Seifers stated, “Being able to provide consumers with a service that we weren’t able to provide. In the event there was a leak, they would be covered.”

“I thought it was going to be complicated [*to get set-up*], it was simple, easy. I like things to be simple,” Seifers added. (Read Monica’s full interview in the sidebar.)

## BEYOND IMPLEMENTATION

Sure, getting everything set-up sounds quite easy. But Rural Water is no stranger to the ‘water line WARRANTY companies’ who are out there. With negative press about cities endorsing those companies, then consumers not getting paid, it’s easy to be hesitant about ServLine. After all, it does sound too good to be true... right?

Tom Reese, General Manager of Northern Ohio Rural Water, had an existing leak policy. If a customer had a leak of over 10,000 gallons above their average usage, the water system would adjust the bill to 50% off. However, the customer, still in shock with the large bill,

didn’t leave the conversation any happier.

Furthermore, the utility was faced with thousands of dollars of revenue loss. Reese stated that over a six-year period Northern Ohio Rural Water wrote off over \$175,000 and still had upset customers.

After starting the program in December of 2015, Northern Ohio Rural Water has already recaptured \$20,000 of revenue from leak protection. Reese elaborated, “We project that by choosing ServLine, we will realize a profit of \$60,000 to \$95,000 per year to go into our general fund.”

Plus, his customers are very happy. After utilizing the ServLine flyer insert to educate his customers, 10,600 of the utility’s customers were set up for ServLine leak protection. Reese says this represents 97% of his utility’s customers.

“In fact, on our new customers, we get more than 99% of them and we typically add 200-300 per year,” added Reese.

As for the additional water line coverage, 150 customers see the value of having their lines covered as well. The end result of choosing ServLine has been not only recapturing revenue, but also increasing customer satisfaction. Happy customers make for a happy utility! ★

**NRWA:** How did your utility customers respond to the implementation of ServLine?

**TOM:** For two months we inserted the flyer about leak coverage and water line protection. The third month we put the information on their bill in red lettering again, informing them about the coverage and how to opt-out. All phone calls were handled by

ServLine by our office just transferring the calls. The number of unhappy customers was fewer than 10.

**NRWA:** What was your experience when your customer needed to file a claim?

**TOM:** ServLine and Hanover Insurance handles all questions... the only thing we provide is the customers usage history.

**NRWA:** How long did it take to get payment for the leak from ServLine?  
Tom: Turn-around is like 7-10 business days.

**NRWA:** Was filing the claim easy?  
Tom: To our knowledge the process is very painless, and our customers seem happier.

**RWAU:** How did you hear about ServLine?

**Monica:** Actually I heard about it through Rural Water. One of their field staff brought a ServLine brochure to our office and explained what it was all about. Our team learned more at the RWAU spring Annual Conference in St. George.

**RWAU:** Tell us about your experience with ServLine so far?

**Monica:** WONDERFUL!! They are so professional and knowledgeable, they walked us through everything, explained everything.

**RWAU:** Was it complicated to get started?

**Monica:** Not at all. I thought it was going to be complicated, it was simple, easy. I like things to be simple.

**RWAU:** We understand you weren't only interested in protecting your utility but you were more concerned with your customers, tell us about that.

**Monica:** ServLine protects on overcharges due to leaks, it provides an opportunity to have inexpensive leak coverage. Earlier this year we had a consumer in town that had a private sewer line break. Unfortunately, they had to pay \$10,000 out of pocket.

**RWAU:** How are you letting your consumers know about ServLine?

**Monica:** We are in the process of sending out ServLine flyers in their monthly statement. We are excited to bring this extended service to the people of our community here in Milford.

**"I thought it was going to be complicated, it was simple, easy. I like things to be simple."**

### Negative Press – Insurance vs Warranty?

It's no secret warranty programs for water lines are in the press and some have a bad reputation of not paying up when a claim is filed.

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### Testimonials

The support from ServLine has been outstanding. Many of our 3200 members have made calls to the local Entranosa ServLine number, and NO ONE has had a negative comment about the quality of the service they received. I have had high expectations - and I'm impressed, just so you know. Good program.

- *John L. Jones, CEO,  
Entranosa Water &  
Wastewater Association*

I can report that this program is generating about \$2000/mo. revenue for my utility with no investment required. We have a voluntary 98% participation rate.

- *George Hanson, GM,  
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# Health Insurance Made Easy and Affordable Yes, Seriously.

By Kathy Law, Iowa Rural Water Association

**K**eeping up with health insurance is hard, but the Iowa Rural Water Association's new affinity partner, Healthy Benefits, is making it easier and more affordable for IRWA members!

## FIRST, A LITTLE HISTORY

Not that long ago, individual health insurance rates were much cheaper than group rates in Iowa. For that reason, many employers bought individual coverage for themselves and even encouraged their employees to buy individual coverage for the savings. While historically, many employers thought offering group coverage would just be too expensive, the situation has changed!

So, what does the health insurance marketplace look like today? Individual health insurance rates have skyrocketed and many carriers are considering leaving the Iowa market. If you or your employees have individual coverage, what should you do now? Now is the time to consider offering group health insurance.

## LET'S DO SOME MATH

The rates illustrated in **Table 1** reflect the actual Iowa marketplace.

As you can see, health insurance on a group plan is less expensive for employees and creates tax savings for the employer. In **Table 1**, we show an employer contributing \$100 per employee per month. The employer can choose not to contribute anything or contribute more; it's completely at the employer's discretion.

## NOW, LET'S SAVE EVEN MORE

Healthy Benefits for IRWA members offers a unique benefits program for utility system members through the state of Iowa and in select states nationwide. With Healthy Benefits, IRWA members receive a 7% premium discount on a Lifestyle Health medical plan.

### "PLAN A" ON AN INDIVIDUAL PLATFORM

- Approximately \$600 per month

**\$600 per month**  
*(individual rate)*



### "PLAN A" ON A GROUP PLATFORM

- Approximately \$375 per month
- -\$100 per month for employer contribution
- Employees use pre-tax dollars to pay their portion of the premium - saving them approximately \$75 per month

**\$200 per month**  
*(group rate)*

**Your \$100/mo. investment per employee**   **Your \$400/mo. in savings to your employees**

Table 1.

Lifestyle Health is an innovative, ACA-compliant health benefit solution for employers with at least four employees. Lifestyle Health believes the only way to truly manage healthcare costs is to improve the health and wellness of its members. Research has shown that an individual's health is dramatically impacted by their personal health and lifestyle choices, which is why Lifestyle Health focuses heavily on a wellness component to control health insurance costs.

## DID YOU KNOW?\*

- In companies with a strong culture of health, individuals report higher job satisfaction and better job performance
- Individuals, on average, are three times more likely to take action on their health when their organization has a strong health culture
- Offering a turnkey, high quality health program for employees can pay off in the form of higher satisfaction and retention rates
- The only way to truly manage cost is to manage the health of a population

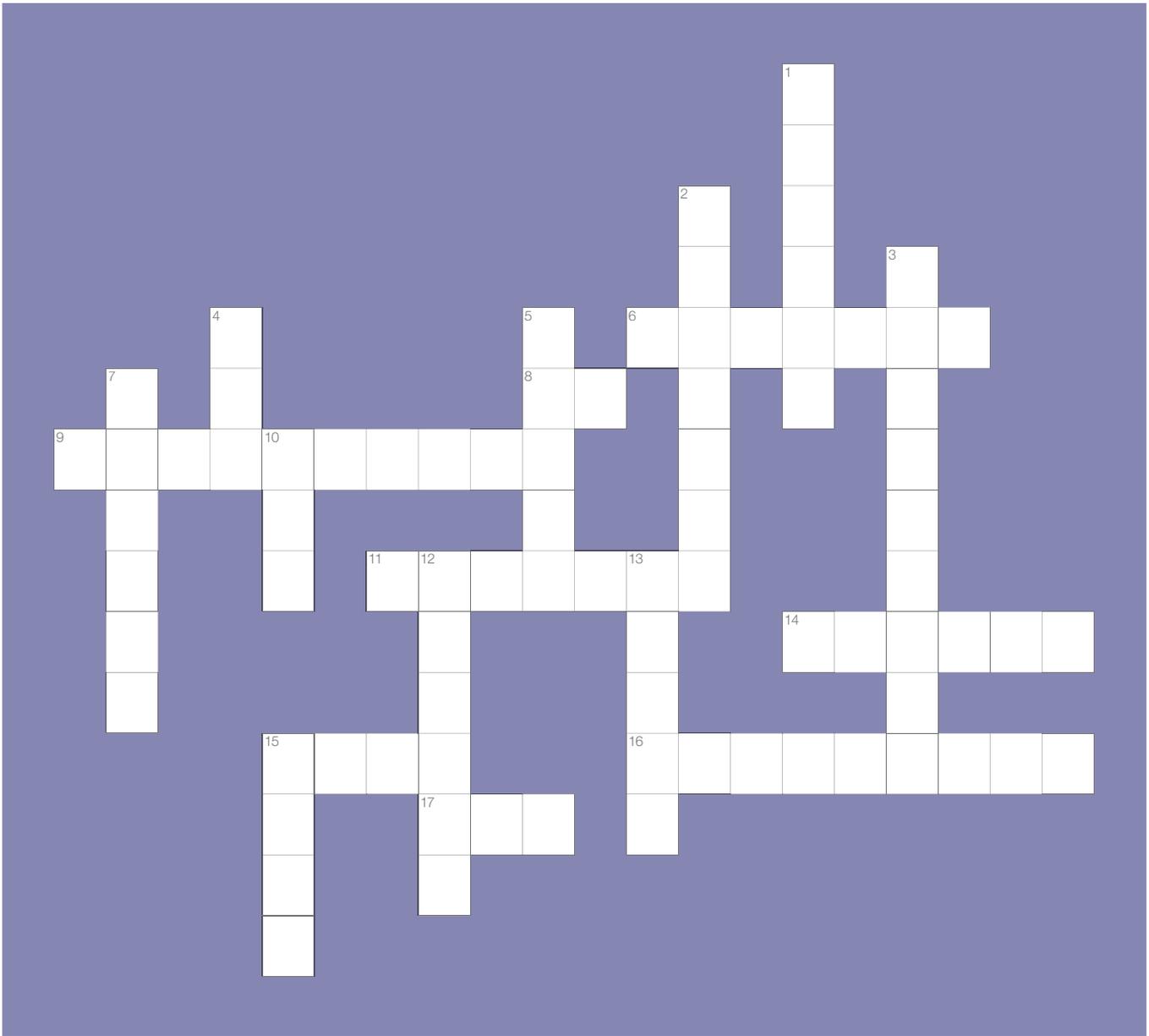
## EVEN MORE BENEFIT FEATURES

The Healthy Benefits program doesn't stop with a health insurance premium discount either. Other benefit features include:

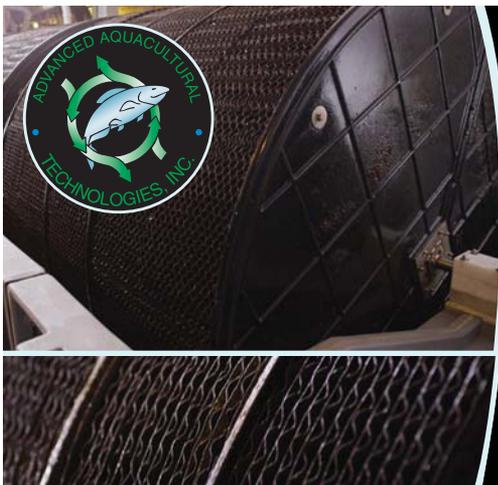
- Lifestyle MD: on-demand access to telemedicine consultations anywhere, anytime, at no cost to you
- Direct Health: 100% outpatient lab benefit program through a preferred lab vendor
- Just Diabetic Supplies: auto-ship program offers 100% benefit for diabetic testing supplies
- Rx Concierge Service: access to leading drug manufacturers' patient assistance programs for greater savings
- Patient Care Coordination: offers assistance in scheduling all outpatient diagnostic and surgery services to save you money
- Integrated Wellness Program: employees can reduce deductible with wellness participation

When you're ready to see how much you can save on your health insurance premiums, simply contact Cathy Law at the Iowa Rural Water Association. ★

\*Source: [www.lifestylehealthbenefits.com/about/research](http://www.lifestylehealthbenefits.com/about/research)



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# Crossword Collection II

By Barb Smith, Wastewater 101

**ACROSS**

6. Three hundred feet is the \_\_\_\_\_ distance at which manholes should be installed for an eight-inch sewer line.
8. \_\_\_\_\_ stands for cycles per second.
9. In a trench deep enough to require a ladder, the worker must not be required to travel more than \_\_\_\_\_ to get to a ladder.
11. A lantern ring in a pump \_\_\_\_\_ gland will improve seat water distribution.
14. Another name for a lantern ring is \_\_\_\_\_ ring.
15. The flushing water pressure in a water-lubricated wastewater pump should be at least \_\_\_\_\_ psi more than the pump discharge pressure.
16. The bottom of a water line crossing above a sewer line must be \_\_\_\_\_ inches from the crown of the sewer.
17. A mechanical ventilation system for the wet well portion of a lift station which operates continuously should be able to exchange the air in the wet well \_\_\_\_\_ times an hour.

**DOWN**

1. The pH of 6.0 is \_\_\_\_\_.
2. This is an acceptable means for applying herbicides to control roots in wastewater collection.

3. Leakage of seal water around the packing on a centrifugal pump is required because it acts as a(n) \_\_\_\_\_.
4. According to 'Ten States Standards,' when a sewer line is installed parallel to a water line it must be a minimum of feet away.
5. This valve prevents any solution or water from backing up into a chlorine line.
7. An engineer must approve any trench shoring design above \_\_\_\_\_ feet deep.
10. The minimum distance from the edge of the spoils to the edge of the trench is \_\_\_\_\_ feet.
12. Important considerations when reviewing the plans for a lift station include \_\_\_\_\_.
13. A(n) \_\_\_\_\_ permit is required for any CSO outfall pipe.
15. Any excavation over \_\_\_\_\_ feet deep must have a ladder for the worker to get in and out of the trench. ★

**ACROSS**

6. MAXIM 8. HZ 9. TWENTYFIVE 11. PACKING  
 14. SPACER 15. FIVE 16. EIGHTEEN 17. SIX

**DOWN**

1. ACIDIC 2. FOAMING 3. LUBRICANT 4. TEN  
 5. CHECK 7. TWENTY 10. TWO 12. ACCESS  
 13. NPDES 15. FOUR



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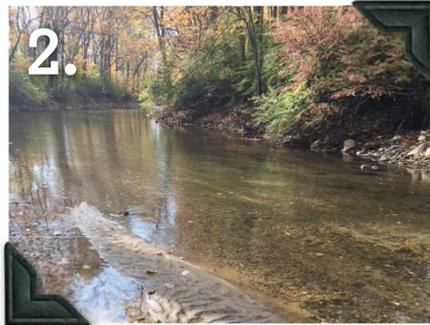
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These photos were all taken somewhere in Indiana.  
 Can you pinpoint the location? (Answers at bottom.)



- 1. Bog Dunes State Farm
- 2. Burnett Creek, Battle Ground
- 3. John Adams Mill, Wildcat Creek, Cutler
- 4. St. Joseph River, South Bend
- 5. Sugar Creek, Turkey Run
- State Park, Marshall

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