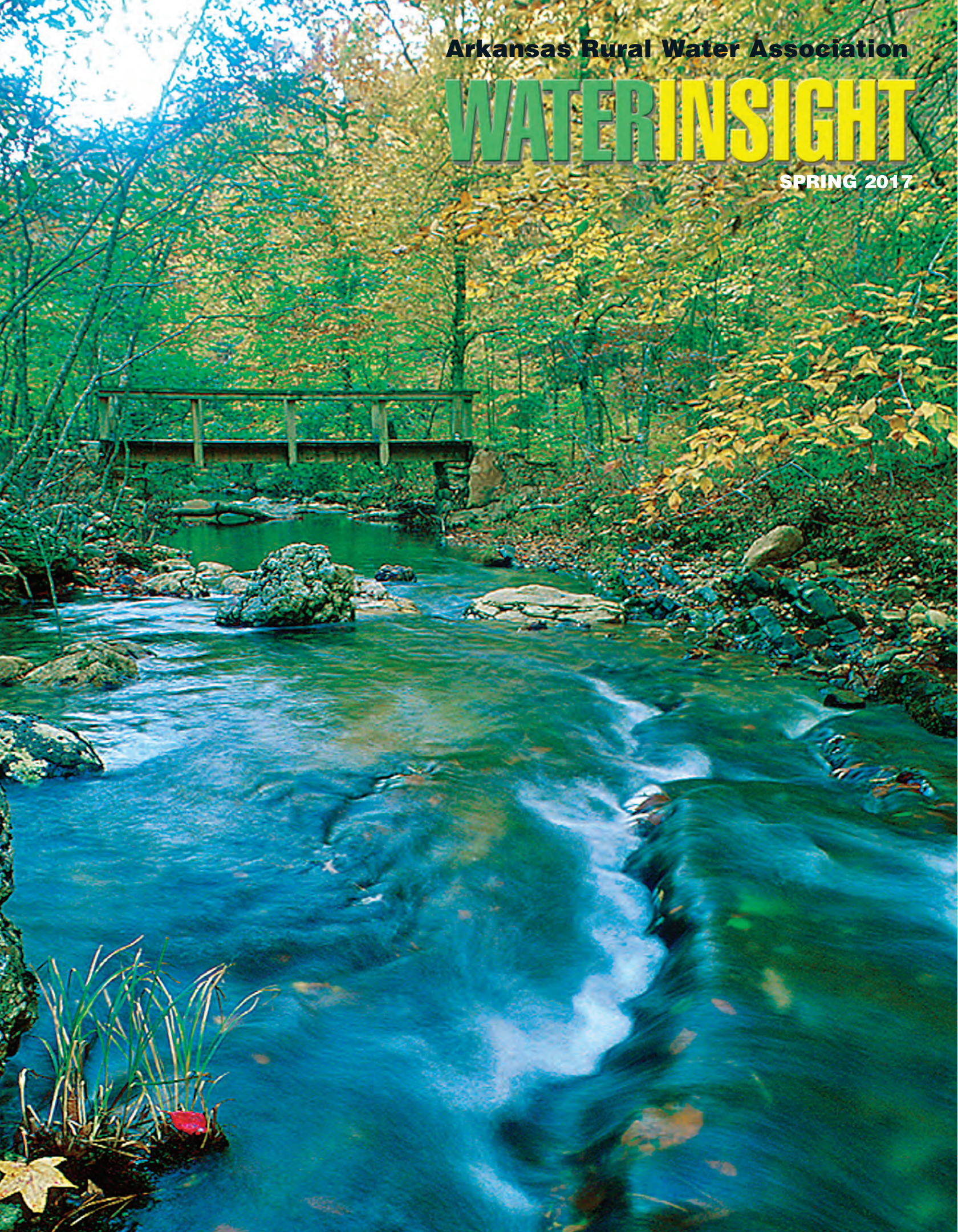


Arkansas Rural Water Association

# WATERINSIGHT

SPRING 2017





## FROM YOUR CHIEF EXECUTIVE OFFICER DENNIS STERNBERG



**A**rkansas Rural Water Association attended the National Rural Water Association Water Rally in Washington D.C. on February 6-8, 2017. In attendance from the Arkansas Rural Water Association Board of Directors were Steve Wear, Greg Cross, Cecil Zolliecoffer, Tate House and myself.

Aspen Pines, Wyoming was named the Best Tasting Water in the Nation at the NRWA 2017 Water Taste Test. The winners were selected by a panel of judges who included U.S. Senate Committee on Appropriations Deputy Staff Director Fitzhugh Elder, IV; Joe Gilson, a member of the Donald J. Trump administration working in the USDA; USDA Water and Environmental Programs Senior Engineer Nicole Schindler; USDA Water and Environmental Programs Community Programs Specialist Lisa Chesnel; and USDA Rural Development Archaeologist Basia Howard.

I would like to thank all of our six Arkansas U.S. Congressional members for seeing and understanding the most efficient way to continue to assist water and wastewater systems compile with EPA regulations across the state and this nation by them continuing to support Rural Water funding requests. During the NRWA Water Rally in February 2017, some of the ARWA Board members met with all six of the Arkansas delegation or staff to discuss the continued need for funding for Rural Water programs which consist of the USDA Circuit Rider, Wastewater Technician, FSA Source Water, EPA Training & Technical Assistance programs, and for the USDA Loan & Grant funding for water and wastewater systems.

On the Senate side, Senator Boozman and Senator Cotton were both very supportive of these programs and understand the need for continued funding for

these types of programs. Senator Boozman agreed to make these programs a priority again this year, as he has in the past. Senator Cotton agreed to support the requests that Senator Boozman makes on behalf of Rural Water.



On the House side, Congressman Womack, Congressman Griffin, Congressman Crawford, and Congressman Westerman all agreed these programs are needed and are very supportive of these programs and understand the need for continued funding for these type of programs. All four of the Congressman agreed to consider making these programs a priority again this year.

To continue funding for the Rural Water programs will require YOUR system to start telling the Arkansas Congressional members of the need for these very vital technical assistance and training programs. These programs have assisted your City, Water District, PWA, PFB and Water Associations for years and must continue to assist your communities in the future to stay in compliance and sustainable for your communities to thrive into the future.

With President Trump wanting to cut programs, these programs will be put on the chopping blocks for sure in the FY18 budget. NOW is the time to start telling the Arkansas congressional members of the need for these programs to continue.

On to another topic, I hope everyone will be making plans to attend the upcoming Arkansas Rural Water Association 40th Annual Technical Conference September 10-13, 2017, at the Hot Springs Convention Center, Hot Springs, Arkansas. Make sure you pre-register to be eligible for the GRAND PRIZE drawing a brand new 4-wheeler on Tuesday, September 12, 2017, at the luncheon. The staff has designed a great agenda for the water and wastewater personnel, and we will have the exhibit hall full of exhibitors displaying the latest water and wastewater products for all to see.

So, make plans for this event, and watch the mail for all the registration information to be coming out soon. Till then, take care, and remember to call ARWA for any of your training and technical assistance needs.



## Arkansas Rural Water Association

*Working To Improve Life  
In Rural Arkansas*

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From Your Chief Executive Officer .....	2
President Trump's Proposed FY18 Budget for Agriculture and Environmental Protection Agency .....	4-6
National Rural Water Association Statement .....	7
2017 Water Rally in Washington, D.C. ....	8 and 9
Vulnerability by Tim Carey .....	11
ABC is Not as Easy as 123 by James Philipp .....	14
Excavation Safety by Risk Services/INSURICA .....	15
CoBank — A Bridge To Tomorrow .....	16-17
Long Range Planning by Chris Harris .....	19
New Staff Member by Tee Easley .....	21
Vulnerability Assessments (VA) and Emergency Response Plans (ERP) by Josh Freeman .....	23
Lagoon Aeration by Jim Barkie .....	25
Maintain Pumps by Rodney Baldwin .....	27
2017 ARWA Training Schedule .....	28
Rural Cooking .....	30
Water Operator License Examinations .....	31
Letters and E-Mails .....	32-34
Advertisers Index .....	35

### Cover Photos

Ouachita Mountain Stream

Magazine Editor — Fatina Dodson

### ARWA Mission Statement

*To provide Arkansas' Rural Water Utilities the highest level of  
Training and Technical Services in order to obtain  
Quality Water at the lowest possible cost.*

Arkansas Rural Water Association is a non-profit organization of rural and small publicly owned water and wastewater systems. Our goal is to enhance the lives of Arkansans. Our efforts to achieve this goal are focused on providing training and technical assistance to the managers and operators of all eligible systems serving populations not greater than 10,000. We work with other non-profit organizations in representing the interest of public water and wastewater systems at both the local and national levels.

- ARWA is affiliated with the National Rural Water Association •

contents



# PRESIDENT TRUMP'S PROPOSED FY18 BUDGET FOR DEPARTMENT OF AGRICULTURE

The Department of Agriculture (USDA) provides leadership to promote sustainable agricultural production, protect the long-term availability of food through innovative research, and safeguard the health and productivity of the Nation's forests, grasslands, and private working lands based on sound public policy and efficient management. USDA also works to ensure food safety, provide nutrition assistance, and support rural communities. The Budget request supports core Departmental and mission critical activities while streamlining, reducing, or eliminating duplicative, redundant, or lower priority programs where the Federal role competes with the private sector or other levels of government.

The President's 2018 Budget requests \$17.9 billion for USDA, a \$4.7 billion or 21 percent decrease from the 2017 annualized continuing resolution (CR) level (excluding funding for P.L. 480 Title II food aid which is reflected in the Department of State and USAID budget).

## The President's 2018 Budget:

Safeguards the Nation's supply of meat, poultry, and egg products by fully funding the Food Safety and Inspection Service, which employs more than 8,000 in-plant and other frontline personnel who protect public health in approximately 6,400 federally inspected slaughter and processing establishments nationwide.

Provides \$6.2 billion to serve all projected participants in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

WIC provides grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant and postpartum women, infants, and children who are at nutritional risk.

Fully funds wildland fire preparedness and suppression activities at \$2.4 billion, 100 percent of the 10-year average for suppression operations, to ensure the resources necessary to protect life and property.

Reduces funding for lower priority activities in the National Forest System, such as major new Federal land acquisition; instead, the Budget focuses on maintaining existing forests and grasslands.

Continues to support farmer-focused research and extension partnerships at land-grant universities and provides about \$350 million for USDA's flagship competitive research program. In addition, the Budget focuses in-house research funding within the Agricultural Research Service to the highest priority agriculture and food issues such as increasing farming productivity, sustaining natural resources, including those within rural communities, and addressing food safety and nutrition priorities.

Reduces funding for USDA's statistical capabilities, while maintaining core Departmental analytical functions, such as the funding necessary to complete the Census of Agriculture.

Eliminates the duplicative Water and Wastewater loan and grant program, a savings of \$498 million from the 2017 annualized CR level. Rural communities

can be served by private sector financing or other Federal investments in rural water infrastructure, such as the Environmental Protection Agency's State Revolving Funds.

Reduces staffing in USDA's Service Center Agencies to streamline county office operations, reflect reduced Rural Development workload, and encourage private sector conservation planning.

Reduces duplicative and underperforming programs by eliminating discretionary activities of the Rural Business and Cooperative Service, a savings of \$95 million from the 2017 annualized CR level.

Eliminates the McGovern-Dole International Food for Education program, which lacks evidence that it is being effectively implemented to reduce food insecurity.

Arkansas Rural Water Association has 3-USDA Circuit Riders, 2-USDA Wastewater Technicians, 1-Source Water Technician and 1-Energy Circuit Rider working under the Department of Agriculture that could be eliminated if these numbers hold.

## What can you do about this to help save these program services?

You can contact both of Arkansas' U.S. Senators immediately by letter, email, phone call to their Senate office or in person when they are back in state and tell them what these programs mean to your water or wastewater system.

### Washington, D.C. Office Senator John Boozman

141 Hart Senate Office Building

Washington, DC 20510

Phone: (202) 224-4843

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Web site: <http://www.boozman.senate.gov/>



**Washington, D.C. Office**  
**Senator Tom Cotton**  
124 Russell Senate Office Building  
Washington, DC 20510  
Phone: (202) 224-2353  
Web site: <http://www.cotton.senate.gov/>

You can contact the 4-Arkansas U.S. Representatives immediately by letter, email, phone call to their congressional offices or in person when they are back in state and tell them what these programs mean to your water or wastewater system.

**Washington DC Office**  
**Congressman Rick Crawford**  
2422 Rayburn HOB  
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Fax: (202) 225-1314  
Web site: <http://westerman.house.gov/>

## PRESIDENT TRUMP'S PROPOSED FY18 BUDGET FOR ENVIRONMENTAL PROTECTION AGENCY

**T**he Environmental Protection Agency (EPA) is responsible for protecting human health and the environment. The budget for EPA reflects the success of environmental protection efforts, a focus on core legal requirements, the important role of the States in implementing the Nation's environmental laws, and the President's priority to ease the burden of unnecessary Federal regulations that impose significant costs for workers and consumers without justifiable environmental benefits. This would result in approximately 3,200 fewer positions at the agency. EPA would primarily support States and Tribes in their important role protecting air, land, and water in the 21st Century. The President's 2018 Budget requests \$5.7 billion for the Environmental Protection Agency, a savings of \$2.6 billion, or 31 percent, from the 2017 annualized CR level.

### The President's 2018 Budget:

Provides robust funding for critical drinking and wastewater infrastructure. These funding levels further the President's ongoing commitment to infrastructure repair and replacement and would allow States, municipalities, and private entities to continue to finance high priority infrastructure investments that protect human health. The Budget includes \$2.3 billion for the State Revolving Funds, a \$4 million increase over the 2017 annualized CR level. The Budget also provides \$20 million for the Water Infrastructure Finance and Innovation Act program, equal to the funding provided in the 2017 annualized CR. This credit subsidy could potentially support \$1 billion in direct Federal loans.

Discontinues funding for the Clean Power Plan, international climate change programs, climate change research and partnership programs, and related efforts—saving over \$100 million for the American taxpayer compared to 2017 annualized CR levels. Consistent with the President's America First Energy Plan, the Budget reorients EPA's air program to protect the air we breathe without unduly burdening the American economy.

Reins in Superfund administrative costs and emphasizes efficiency efforts by funding the Hazardous Substance Superfund Account at \$762 million, \$330 million below the 2017 annualized CR level. The agency would prioritize the use of existing settlement funds to clean up hazardous waste sites and look for ways to remove some of the barriers that have delayed



the program's ability to return sites to the community.

Avoids duplication by concentrating EPA's enforcement of environmental protection violations on programs that are not delegated to States, while providing oversight to maintain consistency and assistance across State, local, and tribal programs. This reduces EPA's Office of Enforcement and Compliance Assurance budget to \$419 million, which is \$129 million below the 2017 annualized CR level.

Better targets EPA's Office of Research and Development (ORD) at a level of approximately \$250 million, which would result in a savings of \$233 million from the 2017 annualized CR level. ORD would prioritize activities that support decision-making related to core environmental statutory requirements, as opposed to extramural activities, such as providing STAR grants.

Supports Categorical Grants with \$597 million, a \$482 million reduction below 2017 annualized CR levels. These lower levels are in line with the broader strategy of streamlining environmental protection. This funding level eliminates or substantially reduces Federal investment in State environmental activities that go beyond EPA's statutory requirements.

Eliminates funding for specific regional efforts such as the Great Lakes Restoration Initiative, the Chesapeake Bay, and other geographic programs. These geographic program eliminations are \$427 million lower than the 2017 annualized CR levels. The Budget returns the responsibility for funding local environmental efforts and programs to State and local entities, allowing EPA to focus on its highest national priorities.

Eliminates more than 50 EPA programs, saving an additional \$347 million compared to the 2017 annualized CR level. Lower priority and poorly performing programs and grants are not funded, nor are duplicative functions that can be absorbed into other programs or that are State and local responsibilities. Examples of eliminations in addition to those previously mentioned include: Energy Star; Targeted Airshed Grants; the Endocrine Disruptor Screening Program; and infrastructure assistance to Alaska Native Villages and the Mexico Border.

Arkansas Rural Water Association has 1-EPA Trainer/Technicians position that could be eliminated if these numbers hold.

### **What can you do about this to help save these program services?**

You can contact both of Arkansas' U.S. Senators immediately by letter, email, phone call to their Senate office or in person when they are back in state and tell them what these programs mean to your water or wastewater system.

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Fax: (202) 225-1314

Web site: <http://westerman.house.gov/>



March 16, 2017

## **NRWA statement on the President's elimination of USDA drinking water and wastewater infrastructure funding**

The President's budget eliminates the USDA water and waste loan and grant program, which has been the lifeline for rural water and small communities across Rural America. Instead, the Administration is placing its confidence with the EPA State Revolving Loan Funds. This demonstrates how blind the Administration is to its rural constituency and the lack of knowledge of what is most effective in funding the majority of the nation's water and wastewater infrastructure.

There are approximately 52,000 community water supplies in the nation, of which 92% serve less than 10,000 population. In 2016, USDA Rural Utilities Service dedicated their funding exclusively to Rural America - 85% of projects were for small communities, with populations of 5,000 or less. The USDA Water and Environmental Program is a vital lifeline for rural residents funding the water infrastructure we rely on today.

We support the President's call for increased investments to address aging and dilapidated infrastructure. However, this proposal guts the USDA infrastructure budget which has funded rural infrastructure for the past 70 years. USDA has the only water infrastructure programs specifically targeted to rural populations.

Private financing is not the solution and does not provide affordable terms for rural communities. Rural areas include lower-income, working class families with higher populations of retired residents and veterans on fixed incomes. This budget will not work for these rural Americans.

Shifting the federal portion of available financing to the EPA is unworkable, when data documents approximately 75% of SRF funding goes to systems serving over 10,000 population.

If the President is serious about assisting small and rural communities with infrastructure funding, he should utilize the USDA water programs that have a proven record in effectively and efficiently serving Rural America.

*The National Rural Water Association is the largest water utility organization in the nation, with over 31,000 members. NRWA members provide safe and affordable water and wastewater services to over 34 million Americans in rural areas.*



# 2017 Water Rally in Washington, D.C.



Steve Wear, Tate House, Senator Boozman, Greg Cross, Cecil Zolliecoffer, Dennis Sternberg



Cecil Zolliecoffer



Tate House



Dennis Sternberg, Greg Cross, Tate House, Senator Cotton, Steve Wear, Cecil Zolliecoffer



Steve Wear, Tate House, Congressman Westerman, Cecil Zolliecoffer, Greg Cross, Dennis Sternberg



# Aspen Pines, Wyoming Named Nation's Best Tasting *Water*



WASHINGTON, D.C. – With a wide smile Mike Hoeft, a Water System Operations Specialist from Aspen Pines Water and Sewer District in Wyoming, walked to the stage and accepted the Gold Medal award for the Nation's best-tasting water at the Great American Water Taste Test on Feb. 8 in Washington, D.C. The Taste Test is held annually as part of the National Rural Water Association's Rural Water Rally.

"I collected this sample myself," Hoeft said. "We've won several taste tests and every time I was the one who collected the sample."

Hoeft explained that the water has great taste because it requires

no treatment. The water is drawn from a series of deep wells.

Moroe, Utah won the Silver Award and Franklin, Ken. earned the Bronze. The five finalists also included Steele, N.D. and Consolidated Baseyards Public Water System 258 from Wailuku, Hawaii, which won the first ever taste test hosted by the Hawaii Rural Water Association.

The five finalists were selected from a field of 39 water samples submitted from across the nation. Each state rural water association holds their own taste test and winners are eligible to compete in the national competition. Finalists are selected in a preliminary round

tasting, with the finals judged by a panel of expert guest judges. This year's panel included U.S. Senate Committee on Appropriations Deputy Staff Director Fitzhugh Elder, IV; Joe Gilson, a member of the Donald J. Trump administration working in the USDA; USDA Water and Environmental Programs Senior Engineer Nicole Schindler; USDA Water and Environmental Programs Community Programs Specialist Lisa Chesnel; and USDA Rural Development Archaeologist Basia Howard.

Judges rated each water sample based on its clarity, bouquet and taste.





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# Vulnerability

By Tim Carey, Circuit Rider

Your water system is one of the most important industries that exist because of the need to have potable drinking water. The second use of water is to supply our industries and homes with an unlimited supply anytime we turn on the faucet. The issue that remains unchanged and is still one of our main concerns is vulnerability. What have we done to ensure that our water system is not vulnerable to anyone or anything that may hurt our customers or our facility?

In this article, I would like to give some suggestions that may save your community and protect your system. This means that measures should prevent loss of service or contamination through terrorist's acts, vandalism, or pranks. If you take all of these issues into consideration, your water system should remain unaffected, or at least operational.

The first issue should consist of all critical components of your system such as the type of treatment, location of buildings, pumps and treatment equipment, also the location of tanks, power sources, and shutoff valves. By having all these listed, measures can be taken in a timely manner.

For instance, are your facilities fenced, including well houses and pump pits, and are gates locked where appropriate? Are your doors and windows and other points of entry such as tanks, roof hatches, and vents kept closed and locked?

Do you have external lighting around the critical components of your water system? Do you inspect all aspects of your system? Does your system have an accountability policy, such as keeping a record of locks and keys, and who the keys have been assigned to? This record will facilitate lock replacement and key management. Vehicle and building keys should be kept in a lock box when not in use. Water system keys and entry codes should be limited to water system personnel only.

When you receive chemicals and supplies, this should be done in the presence of water personnel. Never let anyone not employed by your system possess your keys.

Your water system should regulate authorized use of hydrants for purposes other than fire protection. You should require authorization and backflow devices if a hydrant is used for anything other than firefighting. You should designate specific hydrants for use as filling stations with proper backflow prevention. Then, notify your local law enforcement and the public that

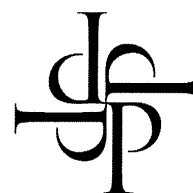


these are the only sites designated for this type of use.

Flush hydrants should be kept locked unless being used by system personnel.

These are just a few things that you as an operator should pay special attention to. We have security vulnerability self-assessment guides that can help prepare you for these types of emergencies. With the new threat of terrorism, such as ISIS, all kinds of

new threats are upon us. A few are as follows: Water pipes, and flow direction are a new concern. Fencing around wells and clear wells are becoming more important every day. There are reports of terrorist groups researching ways to disrupt water systems and/or contaminate water supplies. Small town America has not had a worry in years. The threat is real, and holding back on security is not a good way to look to the future. If ARWA can help advise you on any of these issues, please call us. Prevention is easy. Aftermath is devastating.



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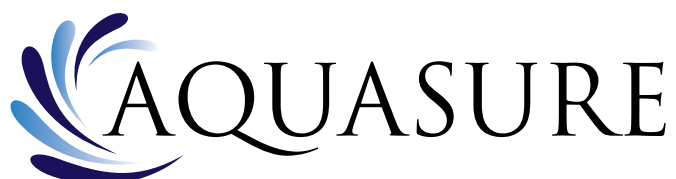
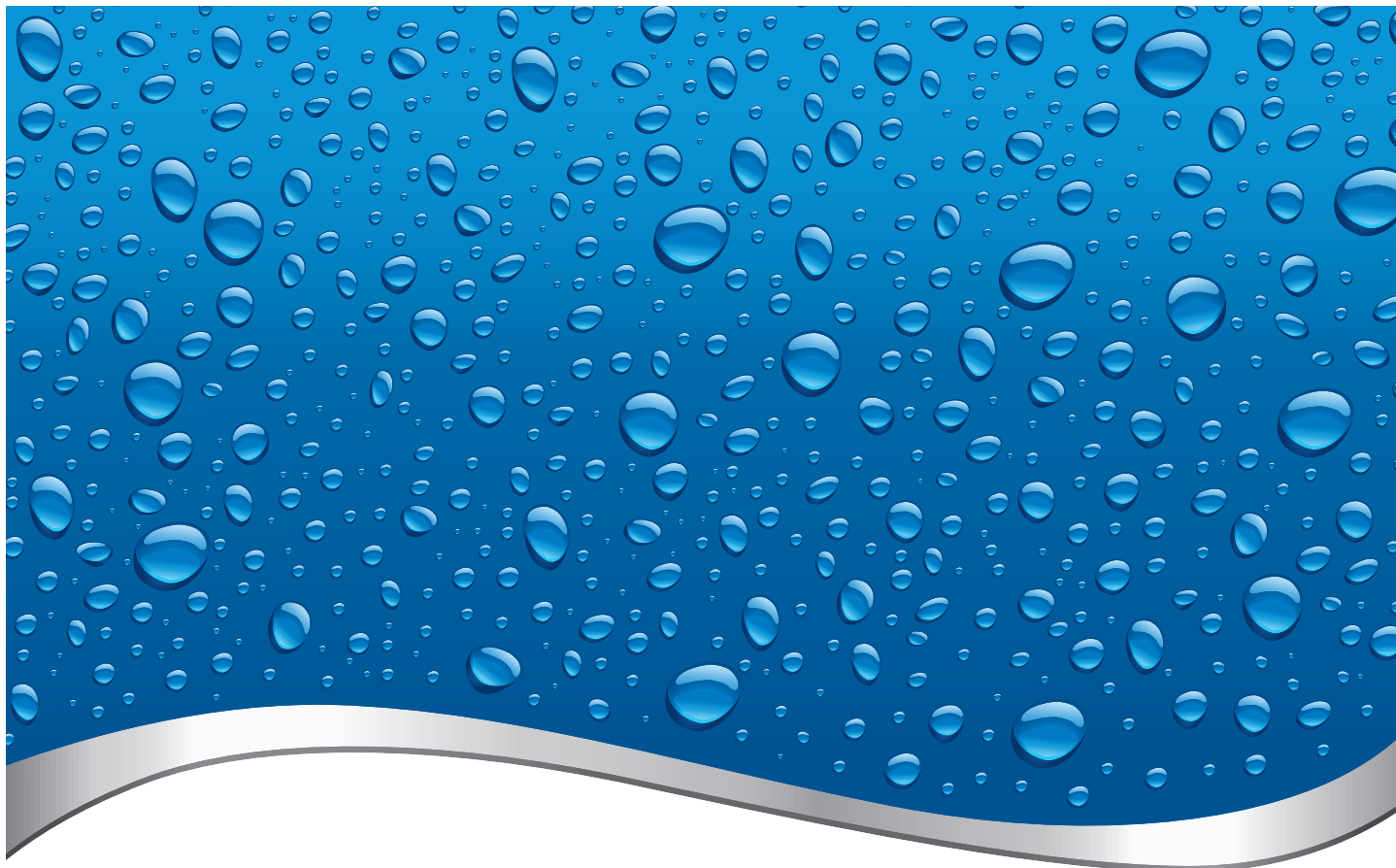
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501.666.6653 | [David.Feild@INSURICA.com](mailto:David.Feild@INSURICA.com)

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# ABC is Not as Easy as 123

By James Philipp, MPA

**G**reat day to all Arkansas water and wastewater operational specialists. I wanted to remind the administrators, managers, and operators seeking a water license that the ABC exam is not as easy as 123. The Arkansas Department of Health has utilized ABC as the testing organization for all water license exams for almost three years, and during that time, the passage rate has been dismal at best.

This can be attributed to several things:

1. Management is not providing the new operator with the recommended study resources PRIOR to beginning training; 2. New operators with not enough experience on the job are taking upper level exams; 3. Operators are NOT studying as required and suggested well in advance of the exam dates. It is absolutely essential for all water systems to purchase the recommended study materials and make them available to the operator in training. Recommended study material can be found on the ADH website and the ABC certification website.

The 2017 training calendar has been posted on the ARWA website, [www.arkansasruralwater.org](http://www.arkansasruralwater.org) and has been mailed to systems throughout the state. The calendar can be downloaded and printed for additional copies. We are excited about the six (6) water and wastewater renewal



classes that will be held at six separate training locations for operator convenience and utility savings. These hands on classes are designed to provide the licensed operator with valuable information in the operation of a water and wastewater system and to provide the necessary 24 hours of continuing education in one convenient location.

Also coming back this year is the outdoor operator EXPO in June. This follows the annual scholarship golf tournament that allows ARWA to provide college scholarships to deserving Arkansas students. We invite and encourage all systems to participate in these fun, educational, and worthy events. The 40th annual ARWA technical conference in September is expected to be bigger and even better this year.

ARWA is here to provide training and technical assistance in all areas of water and wastewater treatment, distribution, collection, management and with a new energy conservation position to help reduce energy consumption. Should your utility need assistance, please do not hesitate to call us.

Until my next letter, continue to educate yourself and your public, work safely, always use appropriate PPE and most importantly, keep that water flowing.

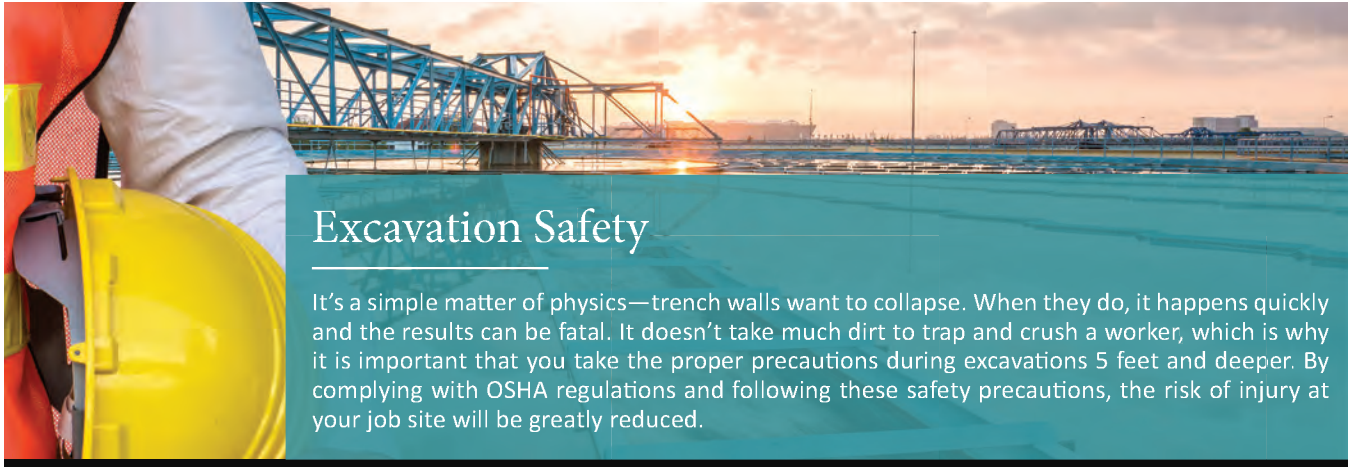
## WHY SHOULD I JOIN?

**T**he rural water and wastewater industry face many challenges now and in the future due to increasingly complex regulations. These regulations place an increasing technical and financial burden on small communities and systems. Rural communities and systems must stay informed to keep up with changing laws and regulations governing their systems. Operators, managers, board members, and owners must maintain an adequate level of training to deal with these changes. ARWA offers numerous services and educational opportunities in order to make this possible. We welcome communities and utilities to join our association.

- ARWA is a non-profit organization with the purpose to assist water systems with day-to-day operational and management problems.
- Largest water and wastewater utility membership association with over 600 utility members.
- Training and renewal hours in Water, Wastewater, Backflow Tester Certification and Backflow Re-Certification, Backflow Repair, the ARWA EXPO, and the ARWA Annual Technical Conference.
- Governed by a sixteen member non-paid Board of Directors.
- Water Circuit Riders, Wastewater Technicians/Trainers, Water Trainers, and Source Water Technician that provide on-site training and technical assistance.
- Legislative voice for water and wastewater utilities.
- Employs field staff that provides water and wastewater training and on-site technical assistance for ARWA members year-round.

- Through our quarterly magazine, "Water Insight", members stay up to date on water related news and association activities.
- Comprehensive technical training program for water and wastewater operators, managers and board members.
- Members receive a yearly Training Calendar of continuing education training sessions each January.
- All of the training sessions for operator certification renewal offered by ARWA are approved by Arkansas Department of Health and Arkansas Department of Environmental Quality. Members receive discounted prices at ARWA's Annual Technical Conference and Operator Expo.
- ARWA works with the Arkansas Department of Health, Arkansas Department of Environmental Quality, the USDA Rural Development Administration, the Arkansas Natural Resources Commission, and other state and federal governmental entities that influence water, wastewater, and solid waste policies in Arkansas.
- Lobbying - Arkansas Rural Water Association monitors water and wastewater legislation in both Little Rock, Arkansas and Washington, D.C.
- NRWA Water Rally - The Washington, D.C. "Water Rally" provides an opportunity for small system representatives to meet with our Congressional delegation to express the concerns of the water and wastewater industry on funding and regulations.





## Excavation Safety

It's a simple matter of physics—trench walls want to collapse. When they do, it happens quickly and the results can be fatal. It doesn't take much dirt to trap and crush a worker, which is why it is important that you take the proper precautions during excavations 5 feet and deeper. By complying with OSHA regulations and following these safety precautions, the risk of injury at your job site will be greatly reduced.

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### ■ DESIGNATE A COMPETENT PERSON

All excavation and trenches shall be supervised by a competent person. The competent person will conduct an inspection of all excavations, adjacent areas, and protective systems before the start of each day and as conditions warrant.

### ■ LOCATE UTILITIES

No excavation or trenching work shall be performed until all underground utilities have been properly marked and located. Where utility lines are marked, their exact location shall be determined without affecting the integrity of the line. Mechanical means of excavating shall not be allowed close to underground utilities that are to be left in place. Pot holing shall be utilized to determine exact location. Never use a steel rod or pole to poke into the ground, only probes designed for utility location should be used to avoid electrocution.

### ■ SOIL CLASSIFICATION

The competent person shall make a determination on the type of soil being excavated. Types of soil are "Type A, B, or C. Type A is stable rock or clay type soil that has not been previously disturbed. Type A soil is rare. Type B soil is cohesive soil that can be determined to have a compressive strength between 0.5 tons per square foot and 1.5 tons per square foot. Type C soil is sandy, sandy loam, previously disturbed or soil with a compressive strength less than .5 tons per square foot.

### ■ EMPLOYEE PROTECTION

The configurations of sloping and benching systems shall be selected and inspected by a competent person and shall be in accordance with the requirements of 1926.652 subpart P paragraph (b)(2),(b)(3) or (b)(4). For the purpose of employee safety, no soils will be classified as type A soil.

Type B soil requires that the excavation be sloped or benched at an angle of 1:1 if less than 20 feet deep.

Type C soil requires that excavations be sloped or benched at an angle of 1.5:1 if less than 20 feet deep. Excavations over 20 feet must be designed by a Professional Engineer.

Employees can be protected in excavations that aren't able to be sloped or benched due to structures, utilities, roadways etc, by utilizing manufactured protective systems. These can be made up of Hydraulic shoring or trench boxes that have been properly engineered.

### ■ EMPLOYEE ACCESS

Employees must be provided with access and egress to an excavation at least every 25 feet. This can be accomplished with the use of ladders.

### ■ CONFINED SPACE

Where the presence of hazardous atmospheres exists, employees shall treat such area as a confined space. Hazardous atmospheres can be defined as containing less than 19.5% or greater than 22% Oxygen, Carbon Monoxide at levels above 35 parts per million, Lower Explosive Limits greater than 10% and the presence of Hydrogen Sulfide.

### ■ CONCLUSION

These are some of the common compliance issues seen with excavations, before entering excavations, ensure that all employees have received the proper training and instruction. There are no second chances when a trench or excavation collapses.

**David Feild**

501.666.6653 | [David.Feild@INSURICA.com](mailto:David.Feild@INSURICA.com)

## A BRIDGE TO TOMORROW:

# Using Bridge and Interim Financing to Build Rural Water and Wastewater Systems

Rural Arkansas communities in need of upgrading their water or sewer facilities often turn to the financing programs offered by the United States Department of Agriculture (USDA) or the Arkansas Natural Resources Commission for support. These government agencies offer financing at low cost and over longer terms, which work well for many rural systems.

But as helpful as these programs are, they often cannot serve all of the needs of a project. Additionally, such loans cannot be drawn until construction has begun, and construction cannot begin until the pre-construction work has been completed. This presents a Catch-22 for many water and wastewater systems.

That's where bridge financing comes in. Bridge financing secures the ability to pay for final design and pre-engineering work, or to buy land, necessary to get the project off the ground more quickly.

### Bridge Financing in Action

Interim construction financing generally follows a "Letter of Conditions" that the borrower receives from the USDA, specifying the steps that must be taken before the USDA funding comes through. Since it can take a long time to fulfill the requirements of that Letter of Conditions, bridge financing can be crucial to filling the gap. CoBank, one of the nation's largest private lenders to the rural water industry, works to bridge that gap between project kick-off and permanent USDA financing.

One of CoBank's current customers, a rural utility system, illustrates the point. Last year, the customer began working on an initiative to upgrade and expand its water distribution system to increase capacity and comply with environmental requirements, and was able to secure financing through USDA.



By Bentley Hodges, CoBank

But the utility had a lot of work to do before the USDA would approve the start of construction. The system had to engage in several rounds of engineering, surveying and securing of easements before the new pipe could be installed, and also had to purchase land for a planned 150,000-gallon water

tower. A bridge loan from CoBank got the project off the ground.

### A Benefit for Engineers

In some ways, bridge financing is designed with engineers in mind. Engineers often have to decide between working for customers who are able to pay them right away for the work they are doing and working for those who cannot pay them until their financing from the state or federal government comes in. That puts the water and wastewater systems at a disadvantage when they're seeking in-demand engineering firms for pre-construction work.

Bridge financing allows the borrower to pay the engineering firms immediately for that work and then roll the costs into the interim loan once construction begins. Given all the expenses that come before ground can even be broken, a bridge loan can be the difference that allows a utility to hire and pay top-quality engineers up front.

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### A Trusted Financial Partner

A key consideration for water and wastewater systems thinking of using bridge and interim/construction financing for projects is to work with a trusted financial partner that knows how to navigate the government funding process. Drawing on years of experience, CoBank partners closely with both customers and USDA to ensure that the experience is seamless and positive.

Since USDA is ultimately paying back the loan, no collateral is required on the part of the borrower. At the end of the process, CoBank can help rural systems make a smooth handoff to the permanent loan from USDA—allowing Arkansas utilities to focus on the difference their projects will make in strengthening their communities and serving their customers.

*If you'd like to find out more about whether bridge and interim financing might be right for your water system or how we can help finance your next project, please contact Bentley Hodges at CoBank, at 303-793-2139, or [bhodges@cobank.com](mailto:bhodges@cobank.com).*

### Interest Rate Outlook

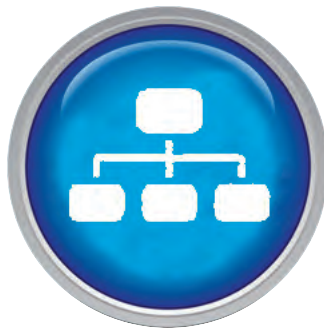
One of the big question marks for the U.S. economy in 2017 will be how quickly the Federal Reserve raises short-term interest rates. The Fed has raised rates three times since the current economic recovery began almost eight years ago – in December 2015, again in December 2016, and once again this March. With the economy still growing relatively slowly, and with inflation well under control, the Fed has departed from its traditional practice of raising rates regularly at every meeting of the Fed Open Market Committee until it hits its target rate. Instead, it is moving much more gradually.

Many market observers believe there will be at least two more short-term rate hikes in 2017. But that's assuming there are no unexpected economic or geopolitical developments that shock the U.S. economy and throw the recovery off track. For borrowers, a key point to remember is that rates remain extraordinarily low by historical standards across the entire yield curve. Any rural water district or other business thinking about raising debt capital should consider the potential for higher rates in their budget and capital planning. But that said, those looking to lock in a low fixed rate are in a position to take advantage of rates that are still low by historical measures.

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Location: Tornillo, TX  
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GC or Engineer: Turner Construction Company



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Name of Project: The Falls  
Location: Edmund, OK  
Gallons/Type of water: 398,022 Potable Water  
Owner: City of Edmund, OK  
GC or Engineer: Caleb McCaleb (GC) Johnson & Associates (Engineer)

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# Long Range Planning

By Chris Harris, ARWA Circuit Rider

One of the hardest things to do is plan for an uncertain future. Most water systems will tell you they don't know what they will do tomorrow or whether or not they will be able to keep the doors open. However, long range planning is something that should be in the front of our minds. When the time comes that your system begins to develop a long term plan, there are three main essential components to consider (1) technical (2) managerial (3) financial. Remember, a plan that fails is far better than no plan at all.



The technical component includes infrastructure, equipment, and expansion. When developing a long range plan, your system needs to evaluate your pumping records for several reasons. One reason is to evaluate how close the system is to reaching capacity, either source or treatment plant. Another reason is to audit your water loss and determine what shape your distribution system is in. Assessing the life expectancy of your distribution lines, pumps, and other appurte-

nances will play a big role in planning your system's future needs and if expansion of your system is even an option.

No matter how big or small a water system is, it still has to be sufficiently staffed. One of the major managerial struggles is keeping your system staffed with competent and reliable employees. It is a struggle for any industry to be competitive with salary and benefits in today's job market. Another

managerial duty for all systems is asset management. All system overseers need to develop protocols for repairing and replacing equipment. Other things to examine are tasks being performed in a timely manner, like meter reading and disconnects, and are there clear and direct protocols in relation to bill collection and disconnects?

If and when the bills are all collected, are revenues sufficient to sustain the systems current and future needs? One misconception about water systems is that since most are non-profit, the system should not collect any more revenue than what is needed to pay debt and operate. However, water systems are BUSINESSES, and if you intend to keep your system operating in the black, collecting revenue for future projects and maintenance is essential. Capital improvements are a must. It is not if your system wears out or breaks down, it's when.

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# New Staff Member

*By Tee Easley, Energy Circuit Rider*

**M**y name is Tee Easley. I am the Energy Circuit Rider for Arkansas Rural Water. I started January 5th of 2017. I have been working in the water industry for three years. Previously, I was the Customer Service Supervisor for Jacksonville Water Works. I currently have my Water Distribution 4 License, and I am working on my Treatment 4 License.

I grew up in Cabot, Arkansas when the population was a little under 3,000. Now I live in Maumelle with my wife, Leslie, of three years in May. We have a 20-year-old son, Trent, who just graduated Army Basic and is stationed in Ft. Stewart, Georgia. We have two dogs and three cats (even a



hairless one!) we enjoy being outdoors, running, cycling, and hiking.

Since joining ARWA in January, I have visited 23 systems and have been able to help a few significantly in energy costs. Everyone here at ARWA has been so helpful to me and are always available when I or anyone at a system in Arkansas needs them. I'm proud to work for an organization that cares so much about this state. My only regret is not coming to work for them 20

years ago.

I look forward to meeting more operators and being able to help where I can. Please feel free to give me a call at 501-676-2255.

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# Vulnerability Assessments (VA) and Emergency Response Plans (ERP)

*By Josh Freeman, ARWA Circuit Rider*

The time has come again to have vulnerability Assessments (VA) and Emergency Response Plans (ERP) updated. USDA/ Rural Development (RD) are requiring systems VA and ERP to be updated and have asked Arkansas Rural Water Association to help assist systems with this process. If you have or are applying for a USDA loan, you need to get your system updated or completed. I have listed below what information is needed in doing a VA and ERP. If your system has both water and wastewater, there will have to be two separate VA and ERP(s) done for each of them. RD will need the certification letter that will be generated through the SEMS software that the VA and ERP will be filled out on. They do not need a copy of the entire plan. RD will just need the letter of certification. This is to be submitted to your systems area Rural Development Office.

The Vulnerability Assessments (VA) will consist of nine areas. The first is Contact Information. This is where you will need to put the water station ID number, water station name, population, etc... On the wastewater side, this will need your NPDES permit number, discharge location, your plants design of flow, etc... The next is Mission/Threat. This will only be your system mission statement and the most likely threat to your system. Then you move on to Critical Equipment. This will consist of the system critical points like pump stations/lift stations, buildings, tanks, hydrants, etc... It would be helpful if you know what the horsepower, phase, volts and what size generator you would need for the pump stations/lift stations. Then Critical Customers which will be schools, hospitals, nursing homes, etc... on the system. The next is a Security Assessment that will consist of forty-five yes or no questions.

The Emergency Response Plans (ERP) will also consist of nine areas. The first is System Specific Information. This is where you need to fill out the system information, primary emergency contact, customer information, and the person responsible for maintaining the ERP. Next, is Alternative Water Source which will be if the system has an alternative water source. Then, you go to Notification Information. This is the big one. You will need all the phone numbers of the people and companies that would be used in an



emergency such as notification/contact information (police, fire, local health department, etc...), local notification (schools, hospitals, pharmacies, etc... on the system), service repair notification (electrician, electric, gas, telephone companies, one-call, etc...), state notification (health department, ADEQ, etc...), media notification(system spokesperson, newspaper, radio, television, etc...), employees, and other notification (board members or council members). Next, is Local Emergency Planning Committee in which each county has an OEMS coordinator. Then, you move to Chain of Command. This will be the systems internal and external chain of command. Communication and Notification is next which gives four components and asks which ones would you like to have as part of your communication plan. Then, there is Safety and Sample Collection, which has Personnel Safety and Sample Collection (such as where would everyone meet in case of an emergency, does the system have a risk management plan and material safety data sheets, etc...), redundancy (back up power, spare pumps and parts, and alternative source of energy), Sample Collection and Analysis (this is your monthly samples for water). Finally, Plans, Actions, and Procedures. This contains first response questions.

If you have any questions, please feel free to contact Arkansas Rural Water Association at 501-676-2255. I hope to see everyone at our 2017 Annual Scholarship Golf Tournament - June 21 and the Operator Expo on June 22, 2017.



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# Lagoon Aeration

*By Jim Barkie, Wastewater Trainer/Technician*

Lagoons being replaced by an activated sludge process are on the increase, yet there are many lagoons across Arkansas still in use today. Most seem to perform well as long as the loading is consistent. When the biochemical, oxygen, demand changes significantly, they struggle to stay in compliance. Most of the time, increasing the dissolved oxygen in the lagoon can extend the life of the lagoon and produce an acceptable effluent. What type of aeration do you need?

Surface aeration may work for you depending on the consistency of the flow, depth of the lagoon, and the BOD loading. Surface aeration constantly keeps the surface of the water moving and can reduce the production of algae by reducing the amount of sunlight penetrating the water. Dissolved oxygen is added to the wastewater and is utilized by the bacteria in suspension to process the organic material in the wastewater.

Diffused aeration may be required if the BOD loading is heavy. Lagoons that intake commercial waste from a cannery or other sources that process agricul-



tural products require more dissolved oxygen than lagoons that process domestic waste only. Diffused aeration also provides better mixing of the wastewater and supplies dissolved oxygen at lower depths. Before you spend money on an aeration system for your lagoon, consider the source of the waste and the potential for that source to change. Take several samples to determine the loading on your lagoon before

deciding on an aeration system. What works good for the wastewater lagoons in the next town might not work for you or could be more than you need.



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# Maintain Pumps

By Rodney Baldwin, Circuit Rider

We have a bad habit of not paying much attention to our pumps. We do very little to maintain one of the most important parts of our system. Without them you cannot pump water to your customers or remove wastewater from your wet wells. When they go down, we have to get in a hurry to get them back on line. Sometimes it's not so easy to do, because we let one pump go down and either don't fix it because of a lack of money or just don't get back to it. Now, we don't have time to waste.

If we will just start trying to maintain all pumps and don't wait until both pumps at each station goes



down before we try to do something about them. Do amp draw test, check voltage to make sure it is correct, grease bearings according to spec requirements, clean dust off motors when pumps are located so that you can get to them, check the pump curve, and test your pumps to make sure you are operating as economical as possible according to your situation. If you need help with pump curve and can't locate it, contact the manufacturer, your pump sales person or Arkansas Rural Water Association for help. You will see your overall cost decrease as you start to operate your pumps at correct capacity.



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7/10-14/2017	8:00 am – 5:00pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry
10/23-27/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry

## • BACKFLOW TESTER RE-CERTIFICATION •

4/3/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry
7/10/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry
10/23/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry

## • BACKFLOW REPAIR •

8/22-24/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane-Lonoke	Jeff Ford/Terry Fortenberry
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## • ARWA WATER TRAINING SCHEDULE •

4/4-5/2017	8:00 am – 5:00 pm	Community Center	100 Woodland Trail – Bono	License Renewal	Susan Poe
4/11-13/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Advanced Treatment	Jim Philipp
4/18-20/2017	8:00 am – 5:00 pm	Charles R. Newton Center	170 Dillard Rd – Midway	Intermediate Distrib.	Jim Philipp
4/24-25/2017	8:00 am – 5:00 pm	Ozark Folk Center	1032 Park Ave – Mtn View	License Renewal	Jim Philipp
5/16-17/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	License Renewal	Jim Barkie
5/23-25/2017	8:00 am – 5:00 pm	Charles R. Newton Center	170 Dillard Rd – Midway	Advanced Distrib.	Jim Philipp
5/31/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Water Exam Review	Jim Philipp
6/1/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Water Exam Review	Jim Philipp
6/6/2017	8:00 am – 5:00 pm	Operations Center	710 E Main St – Clarksville	Basic Water Math	Jim Philipp
6/8/2017	8:00 am – 5:00 pm	Operations Center	710 E Main St – Clarksville	Applied Water Math	Jim Philipp
6/13-14/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	License Renewal	Jim Philipp
7/11-13/2017	8:00 am – 5:00 pm	Operations Center	710 E Main St – Clarksville	Basic Distrib.	Jim Philipp
7/25/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	Basic Water Math	Jim Philipp
7/27/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	Applied Water Math	Jim Philipp
8/15-17/2017	8:00 am – 5:00 pm	Operations Center	710 E Main St – Clarksville	Intermediate Distrib.	Jim Philipp
8/30-31/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Water Exam Review	Jim Philipp
9/26-28/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	Basic Treatment	Jim Philipp
10/10-12/2017	8:00 am – 5:00 pm	Operations Center	710 E Main St – Clarksville	Advanced Distrib.	Jim Philipp
10/24-26/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	Intermediate Treat.	Jim Philipp
11/14-16/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	Advanced Treat.	Jim Philipp
11/29-30/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Water Exam Review	Jim Philipp
12/12/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Basic Water Math	Jim Philipp
12/14/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Applied Water Math	Jim Philipp
12/19-21/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Basic Distribution	Jim Philipp

## • ARWA WASTEWATER TRAINING SCHEDULE •

4/5-6/2017	8:00 am – 5:00 pm	Community Center	100 Woodland Trail – Bono	License Renewal	Susan Poe
4/11/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Sustainability Workshop	Jim Barkie
4/25-26/2017	8:00 am – 5:00 pm	Ozark Folk Center	1032 Park Ave – Mtn View	License Renewal	Susan Poe
5/9-10/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Microbiology	Toni Glymph-Martin
5/17-18/2017	8:00 am – 5:00 pm	Community Center	222 Webber St – West Fork	License Renewal	Jim Barkie
6/14-15/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	License Renewal	Susan Poe
7/11-13/2017	8:00 am – 5:00 pm	Rogers Water Utilities	602 S 2 <sup>nd</sup> St – Rogers	Class I WW	Jim Barkie
7/17-21/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Class III WW	Susan Poe
8/14-17/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Class II WW	Susan Poe
9/11-13/2017	8:00 am – 5:00 pm	Hot Springs Conv Center	134 Convention Blvd – Hot Spr	Class I WW	Jim Barkie
10/16-19/2017	8:00 am – 5:00 pm	Charles R. Newton Center	170 Dillard Rd – Midway	Class II WW	Susan Poe
12/4-8/2017	8:00 am – 5:00 pm	ARWA Training Center	240 Dee Dee Lane – Lonoke	Class III WW	Susan Poe

To see our entire schedule of classes or to get more details please go to our website:

[www.arkansasruralwater.org](http://www.arkansasruralwater.org)



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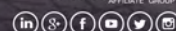
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## Rural Cooking

### • 90-Minute Cinnamon Rolls

¾ cup milk  
1 cup packed brown sugar  
¼ cup soft margarine  
1 tablespoon cinnamon  
3 ¼ cups AP flour  
½ cup soft margarine  
1 (.25 oz) pkg yeast  
½ cup resins (optional)  
¼ cup white sugar

#### Icing:

½ teaspoon salt  
1 cup confectioners' sugar  
¼ cup water  
¼ cup melted butter  
1 egg  
½ tsp vanilla

Heat the milk in a small saucepan until it bubbles. Remove from heat and add margarine. Cool until lukewarm. In a large bowl, combine 2 ¼ cups flour, yeast, salt, and sugar. Mix well. Add water, egg and the milk mixture; beat well. Add remaining flour, ½ cup at a time. Once dough is mixed enough, turn out onto a lightly floured surface and knead for 5 minutes. Cover dough with damp cloth and let rest 10 minutes. Meanwhile, mix brown sugar, cinnamon and soft margarine. Roll out dough into a 12 x 9" rectangle. Spread dough with margarine/sugar mixture. Sprinkle with raisins if desired. Roll up dough and pinch seam to seal. Cut into equal pieces and place cut side up in baking pan or cookie sheet. Cover and let rise until doubled. About 20-25 minutes. Preheat oven to 375 degrees. Bake in oven for 20 minutes, or until browned. Drizzle with icing and ENJOY!!!!

### • Crock Pot Beef Roast

1 Beef Chuck Roast  
1 Pkg Dry Ranch Dressing mix  
1 Pkg Dry Zesty Italian Dressing mix  
1 Pkg Dry Brown Gravy mix  
1 cup water

Mix packages together with 1 cup water until well mixed. Pour over roast and cook in crock pot till tender.

### • Sherry Stanfield's Broccoli Cornbread

2 sticks butter melted in 10 x 13 pan  
4 eggs  
2 boxes Jiffy corn bread mix

Mix these three ingredients well.

ADD:  
8 oz grated cheese  
10 oz cooked broccoli drained  
1 onion chopped fine

Pour all mix well into the 10 x 13 pan with melted butte and cook 25 minutes at 400 degrees.

### • Jesse's Lemon Ice Box Pie

3 egg yolks beaten well

ADD:  
½ cup lemon juice  
1 can Eagle Brand Milk

Mix well and pour into a graham cracker crust.

Bake 8 – 10 minutes, remove from oven and cool.  
Top with Cool Whip.

### • Confetti Cheese Ball

8 oz sharp cheddar cheese shredded  
8 oz cream cheese, softened  
1 (8-oz) can juice-pack crushed pineapple, drained  
1 (4oz) jar pimento-stuffed green olives, drained and finely chopped  
1 medium green bell pepper, chopped  
1 medium onion, finely chopped  
½ cup saltine cracker crumbs  
2 cups chopped pecans, divided  
Chopped fresh parsley (optional)

Combine the cheddar cheese, cream cheese, pineapple, green olives, green pepper, onion, cracker crumbs and 1 cup of the pecans in a large mixing bowl and mix well. Chill, covered, for 1 hour. Shape into a ball. Roll in the remaining pecans and parsley. Chill, wrapped in plastic wrap until serving time.

Serve with assorted crackers.

### • Mexican Taco Pie

1 pound ground beef  
1 medium onion, chopped  
1 envelope taco seasoning mix  
½ cup water  
3 10" flour tortillas  
1 16oz) can refried beans  
1 cup sliced pitted ripe olives, divided  
1 ½ cups shredded cheddar cheese, divided  
Salsa and Sour Cream

Preheat oven to 350 degrees. Brown the ground beef with the onion in a 12" skillet over medium heat, stirring until the ground beef is crumbly; drain. Stir in the seasoning mix and water. Cook until the water is absorbed, stirring frequently. Layer 1 tortilla, refried beans, ½ cup olives, 1 tortilla, beef mixture, ½ cup of the cheese and remaining tortilla on a greased 12" pizza pan. Bake, covered, for 15 minutes; remove the cover sprinkle remaining 1 cup cheese over the top. Bake for 10 minutes longer or until cheese melts. Sprinkle with remaining olives. Cut into 6 wedges. Serve with Salsa and sour cream.





# Arkansas Department of Health

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**Governor Asa Hutchinson**

**Nathaniel Smith, MD, MPH, Director and State Health Officer**

Engineering Section, Slot 37  
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After Hours Emergency 501-661-2136

## WATER OPERATOR LICENSE EXAMINATIONS JANUARY 2017 – DECEMBER 2017 PAPER BASED SCHEDULE

Most current Exam Schedule is available at <http://www.healthy.arkansas.gov/eng/autoupdates/oper/operexam.htm>

**You must register for the exam 45 days in advance. Call (501) 661-2623, ask for Water Licensing Program.**

Listed below are the dates and locations of examination sessions as scheduled, as of **January 1, 2017**. All Treatment and Distribution exam grades will be available at the sessions. Acceptable photo identification (Drivers License or equivalent) will be required to sit for an Exam. Cell phones, pagers and other electronic communication devices are not allowed. Non-Programmable calculators are allowed in exam sessions.

EXAM DATE	REGISTER DEADLINE	CITY	LOCATION	TIME
5/3/2017	3/20/2017	Hot Springs	AWW&WEA Annual Conf, HS Convention Center	9:00:00 AM
6/2/2017	4/18/2017	Fayetteville	Fayetteville Operations Center, 2435 S Industrial Dr	9:00:00 AM
6/2/2017	4/18/2017	Lonoke	ARWA Training Facility, 240 Dee Dee Ln	9:00:00 AM
6/2/2017	4/18/2017	Nashville	Carter Day Center, 200 Nichols Drive	9:00:00 AM
6/9/2017	4/25/2017	Camden	AR Environmental Training Academy, 100 Carr Road	9:00:00 AM
6/9/2017	4/25/2017	Clarksville	CLW (Operations Bld) 710 East Main (Hwy 64 East)	9:00:00 AM
6/9/2017	4/25/2017	Jonesboro	Jonesboro CWL Office Training Rm, 400 E Monroe	9:00:00 AM
9/1/2017	7/18/2017	Fayetteville	Fayetteville Operations Center, 2435 S Industrial Dr	9:00:00 AM
9/1/2017	7/18/2017	Lonoke	ARWA Training Facility, 240 Dee Dee Ln	9:00:00 AM
9/1/2017	7/18/2017	Mtn. Home	Baxter Co OEM Training Facility, 170 Dillard Dr, Midway	9:00:00 AM
9/8/2017	7/25/2017	Camden	AR Environmental Training Academy, 100 Carr Road	9:00:00 AM
9/8/2017	7/25/2017	Clarksville	CLW (Operations Bld) 710 East Main (Hwy 64 East)	9:00:00 AM
9/8/2017	7/25/2017	Jonesboro	Jonesboro CWL Office Training Rm, 400 E Monroe	9:00:00 AM
9/13/2017	7/31/2017	Hot Springs	ARWA Conference, HS Convention Center	9:00:00 AM
12/1/2017	10/17/2017	Fayetteville	Fayetteville Operations Center, 2435 S Industrial Dr	9:00:00 AM
12/1/2017	10/17/2017	Lonoke	ARWA Training Facility, 240 Dee Dee Ln	9:00:00 AM
12/1/2017	10/17/2017	Nashville	Carter Day Center, 200 Nichols Drive	9:00:00 AM
12/8/2017	10/24/2017	Camden	AR Environmental Training Academy, 100 Carr Road	9:00:00 AM
12/8/2017	10/24/2017	Clarksville	CLW (Operations Bld) 710 East Main (Hwy 64 East)	9:00:00 AM
12/8/2017	10/24/2017	Jonesboro	Jonesboro CWL Office Training Rm, 400 E Monroe	9:00:00 AM

The above exam session information is subject to change. You should confirm this information just prior to the scheduled examination period. Also, the latest exam schedule information can be viewed on the Internet at:

< <http://www.healthy.arkansas.gov/eng/autoupdates/oper/operexam.htm> >.

**You must register for the paper-based exam, at least, 45 days in advance. Please use this webpage to register for an exam: [https://health.arkansas.gov/wa\\_engTraining/ExamType.aspx](https://health.arkansas.gov/wa_engTraining/ExamType.aspx) or call (501) 661-2623, ask for Water Licensing Program.**

Please verify that your license application has been filed with this office and that the required exam fee for each exam has been paid. The license exams require significant preparation prior to sitting for the exam. The preparation must include extensive study utilizing the study guide and recommended reference materials. Credit for the mandatory Certification Training Courses must be obtained before taking an exam. Copies of your training documentation must be provided when registering for an exam or provide documentation of its attendance by the exam session.



## ARWA GETS LETTERS AND E-MAILS FROM SYSTEMS



- Dear Tim,

On behalf of Ozark Acres Water Assn., and especially myself, I want to wish you a very Merry Christmas and thank you from the bottom of my heart for all your help and guidance with our little water company. You have been invaluable to us. Please enjoy the lifesavers, as you have been one for us.

Alma Lancaster  
OAWA

- Dear Mr. Sternberg: December 9, 2016

The City of Caddo Valley is currently in the process of increasing water and wastewater rates for commercial and residential customers. To assist our city council with the decision-making process of determining the necessary rate increases. A rate study conducted by Arkansas Rural Water Association was requested. Caddo Valley Water personnel and city council members had the pleasure of working with Josh Freeman, ARWA Circuit Rider. Josh was instrumental in providing and explaining the appropriate rate increases for our systems and agreed to attend the November city council meeting and public hearing to provide clarification on the proposed increases. He also provided an onsite visit during the month of December to assist with any issues that may have occurred since the public hearing.

The City of Caddo Valley would like to recognize Josh for his assistance in this matter. His presentation was professional, efficient, and very effective. Based on his input, the City anticipates a successful rate increase. We look forward to working with Josh in future water issues.

Thank you,  
Jason Johnson, Mayor  
City of Caddo Valley

- Dennis Sternberg, December 13, 2016

I just wanted to drop you guys a note. I recently attended the water review before testing for a Distribution II license. I received notification today that I passed the exam, so I would like to say thank you to you and your staff. I did all my training thru Rural Water, and as the instructor Jim Philipp harped on,

I tried to do at least 10 minutes of studying every day on the handouts that I received at all of the trainings. With the in-class instructions and doing as the instructor recommended, I was able to pass the test on the 1st attempt. So once again, kudos to your time and training in aiding me in being able to obtain my goal.

Jeff Braden, Maintenance Technician  
Mt. Magazine State Park

- Thanks Rodney, December 14, 2016

The meter test was a big help to us dealing with a difficult customer situation. I was almost sure the meter was going to be accurate, but I could not convince the apartment owner. You did a very professional job explaining to the customer just how the test works. I'll get a letter of thanks up to Dennis asap. ARWA is an incredible asset to us and the other water & wastewater utilities around the state.

Kent Latch, General Manager  
Heber Springs Water and Wastewater

- Dear Mr. Sternberg, December 15, 2016

The Heber Springs Water and Wastewater Utility would like to thank ARWA and specifically Susan Poe and Jim Phillip for coming to Heber Springs and hosting a Water and Wastewater Renewal Session on December 13-15, 2016. This training allowed our employees that needed training hours the opportunity to earn them close to home.

The speakers were very knowledgeable and helpful to our employees. Susan and Jim hosted the classes very well and were very professional. This training session is a very nice way to help operators around the state keep their license renewal hours up-to-date without having to go through the same classes over and over.

Please continue the good work at Arkansas Rural Water. It truly is a great organization that is a wonderful asset to, not only our organization, but also to the entire State of Arkansas.

Sincerely,  
Paul Graham, Assistant Manager  
Heber Springs Water and Wastewater Utility

- Mr. Sternberg, December 15, 2016

I completed my Distribution Grade IV course work thru another training program. After completion, I did not feel that I was adequately prepared for testing. I decided to attend advance distribution and test review at Arkansas Rural Water Association. Jim Philipp performed an outstanding job of relaying the concepts of water distribution. Without a doubt, your organization helped me score 90 on my first attempt at a grade IV distribution license.

Thank you,  
Doug Farler, Manager  
Central Arkansas Water

- December 16, 2016

Just wanted to thank you for all the classes you offer. I have attended quite a few this year. Just took the Distribution 4 on December 2. Jim is an excellent instructor. He gives you the information needed if you put in the time to learn it. Really great job on all levels. Thank you for giving me the knowledge to become a better and safer water operator.

Kris Woodruff  
Nashville Public Works

- Dear Dennis, December 19, 2016

Compton Water Association would like to sincerely thank you for your individual and collective efforts to assist us in maintaining this water system.

We would like to express gratitude to Josh Freeman and Jeff Ford for attending our December meeting and representing ARWA, and providing answers and insight to concerned customers that were in attendance. Josh has been great help in getting these rates increased and helping pass information along to CWA Board and customers.

We want to say a sincere "Thank You" and hope you know we depend on Arkansas Rural Water in every way to keep us moving forward.

Sincerely,  
Mitch Jones, President



December 28, 2016

Just wanted to say "Thank You" to ARWA for the help in 2016. I work with two small water systems and received help with both systems in 2016. I had the opportunity to work with, Jim Philipp and Josh Freeman and both were helpful and kind. From rate study, to backflow testing and repair, to helping complete reports, to answering many questions, they helped make my work easier. The help was greatly appreciated. This even helped save some cost to each system. Thanks Jim! Thanks Josh!

Sally

• Dear Mr. Sternberg, January 18, 2017

Mr. Rodney Baldwin spent yesterday in the City of Calion reviewing our water system and providing us with an enormous amount of helpful information. Our water/wastewater superintendent recently resigned, and the man we have hired is new to all of this and has been feeling very overwhelmed. I visited with him this morning, and he is feeling so much better to know that there is help available, like Mr. Baldwin provided yesterday. Now that we know there is this kind of assistance available, we will try not to become a nuisance.

Sincerely,  
Karen Evans, Mayor  
City of Calion

January 18, 2017

Just wanted to thank you for our training session at Degray State Park last week, very informative. We are currently in the process of putting this information to use. We've brought the alkalinity up, brought the ammonia down, and in the process of separating the diffuser system from the sludge return system for better ammonia control.

I would also like to say that in 2014 our permit was renewed with a new phosphorous parameter that the previous operator didn't inform us about. As a result, we failed just about every month. As a result of your 2015 training session, we have been passing at our main plant ever since. The information passed along to all our other parks that are just now going under these parameters. Again, this information is invaluable to us, thanks again.

Brian Doss  
DeGray State Park

• Dear Mr. Sternberg, January 19, 2017

I just wanted to write and tell you what a great job Mr. Jim Phillip did as an instructor for our new employees. They came back from class and told me he was one of the best instructors they had ever

had. He taught them in a way that they could easily understand, and they were able to apply what they learned right away. This was a great asset to the City. We certainly appreciate him and all everyone else at Rural Water does to help us out. I just wanted to say thanks.

Sincerely,  
Kip Davis, Augusta City Manager

• Dear Dennis Sternberg Jan. 24, 2017

As the Mayor of Joiner, I would like to take the time to thank Rural Water Association for their dedication to our city. Also, I would like to thank Tim Carey for all the hard work and effort he has contributed to Joiner. We certainly appreciate your services.

Regards,  
Sissie Winford-Ross, Mayor  
City of Joiner

January 27, 2017

I would like to thank ARWA for the ability to attend this class. It was very educational, and Mr. Barkie is a very informative instructor that made things very easy to understand, and the atmosphere of the school was phenomenal. I'm new into this industry, and I feel my time was well spent at this class.

Sincerely  
Preston Anderson  
Quitman Waterworks

• Dear ARWA, February 1, 2017

I would like to express my appreciation for the time Susan Poe has spent with the City of Flippin. Her knowledge and understanding of Wastewater has helped with our state inspection, from ADEQ working with engineering firms to help aid in the direction of the City of Flippin needs to be in the future. The help that she has given my employees is invaluable to the citizens of Flippin.

Mayor Jerald Marberry  
City of Flippin

• ARWA, February 1, 2017

I would like to thank you for what your knowledgeable staff do for our great state of Arkansas. One of your staff members in particular, Susan Poe. Her knowledge and ability to teach not only in a classroom but in the field environment of Wastewater is unmatched! I had the pleasure of attending the class 3 wastewater class in Lonoke in preparation for the state exam. Her presentation of regulations and general knowledge for the exam is the reason for my passing the exam. Thank you, Susan Poe, for what you do for your students and the citizens

of Arkansas. They are in a safer environment for what you teach in your class.

Thank you again ARWA!  
JJ Wagner, Public Works Director  
City of Flippin

• Good Morning Dennis, Feb. 8, 2017

I just wanted to take a minute to let you know how well Jim Philipp helped me prepare for the T-4 exam in December of 2016. I received my results last week and made an 81 on my first attempt. It's a good feeling to be prepared for a test and walk out with confidence that you passed it. That confidence was gained by knowing what I needed to study and having the knowledge presented in your ARWA training classes. The instructors at ARWA are very knowledgeable, very easy to talk to, and truly care about the people in their classes. Keep up the good work there!

Thanks,  
Mark Ferguson/Water systems Engineer  
Conway Corporation

• Dear Josh, February 9, 2017

I want to take a minute to express my appreciation to you and the Arkansas Rural Water Association for your expertise and commitment to helping and assisting smaller water systems that do not have the equipment nor the qualified personnel to accomplish some of the necessary task that are required.

On January 25th you were able to test 2-6" meters for us that were vital to our system. Although they tested good, should they had not it would have been detrimental to our system's revenue. Without Arkansas Rural Water and its qualified personnel, these smaller water systems would not be able to exist, or their rates would be so high that nobody could afford water due to having to purchase expensive equipment and having extra technical personnel. You save water systems over the state hundreds of thousands of dollars a year. Thank you so very much for what you do and your friendly service.

Sincerely,  
Larry D. Garrett, Director  
Huntsville Water Utilities

• Mr. Sternberg, February 14, 2017

In my tenure as Mayor of the City of Gassville this is the second rate study we have had completed with ARWA. I want to state that this service provided to members is invaluable. I appreciate the work completed by your staff in this case (Susan Poe) she has always taken time to go over any and all questions or concerns involving the water system and is always a pleasure to work with. I can't

stress enough the importance of keeping these positions funded to not only assist Gassville but other Cities throughout Arkansas. Thank you and if I can be of any assistance please contact me.

Respectfully,  
Jeff Braim, Mayor  
City of Gassville

- Mr. Dennis Sternberg:

February 16, 2016

I am writing today to say thank you to Josh Freeman and your organization for once again assisting the City of London, Arkansas. Josh Freeman was instrumental in finding our water leak through his experience and diligence. Josh Freeman and Arkansas Rural Water Association is always there to give us a hand when we need it. We estimate the leak to have been about 1.5 gallons per minute, saving our city a loss of over 60,000 gallons per month. As always, your organization is invaluable to small cities like ours.

Thank You.  
Sincerely,  
Ryan Kimbell,  
London Municipal Water System

February 19, 2017

Just a quick note in support of the Arkansas Rural Water Association's training and support to those in the water and wastewater industry. The services and training this association offers is immeasurable to municipalities, industries and state agencies. As an Arkansas State Park employee, ADEQ requires licensures and renewal training hours which we are able to fulfill with the assistance of the Arkansas Rural Water Association. Thank you for the funding that is provided Arkansas Rural Water Association. We need this agency and its services!!!

Janelle Shepherd  
Arkansas State Park

- Dear Dennis, February 19th, 2017

I took Jim Philipp's water math classes recently in Mountain Home. I'd like to let you know what a great teacher I think he is. He combines humor and interesting stories with an exceptional ability to explain difficult material in a way that's easily understood. I'm not particularly good at math, but with his instructions, I was surprised at how easily I was able to solve complicated problems. He's a wonderful asset to your teaching staff.

Sincerely,  
Yvonne Rich

February 24, 2017

We have received much support from our circuit rider Jim Barkie, He has helped a lot here for Sulphur Springs. Hope he gets recognition for his work.

Sincerely,  
Sherman R. Buckley,  
City Superintendent  
City of Sulphur Springs

- Hey Dennis, March 2, 2017

I really appreciate the training that is provided at Lonoke. I've learned more in the class than I have in an entire course online. Keep up your good work!

Francisco A. Huezo Moncada

March 2, 2017

Thank you for the training services that y'all have provided. My knowledge and confidence level has greatly increased. Jim Phillips is an amazing teacher. Thank you.

Victor Barnes  
Community Water System.



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## ADVERTISERS INDEX

<b>RG3 Meter Company</b>	10
<b>Przybysz &amp; Associates</b>	11
<b>WaterPro</b>	12
<b>American Flow Control</b>	12
<b>Aquasure</b>	13
<b>Engineering America</b>	16
<b>DN Tanks</b>	18
<b>ETEC</b>	18
<b>Texas Aquastore</b>	18
<b>Pittsburg Tank &amp; Tower Maintenance Co., Inc.</b>	19
<b>Tencarva Municipal</b>	19
<b>Henard Utility Products</b>	20
<b>Rural Water Impact</b>	20
<b>Alpha Process Sales, Inc.</b>	21
<b>WUDB System</b>	22
<b>engines, inc.</b>	23
<b>Hawkins Water Treatment Group</b>	24
<b>Shupe and Associates, Inc.</b>	24
<b>CoBANK</b>	25
<b>ServLine</b>	26
<b>Taylor Power Systems</b>	26
<b>Tank Connection</b>	29
<b>Eagle Water Tank Inspection Service</b>	34
<b>Maguire Iron, Inc.</b>	35
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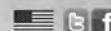
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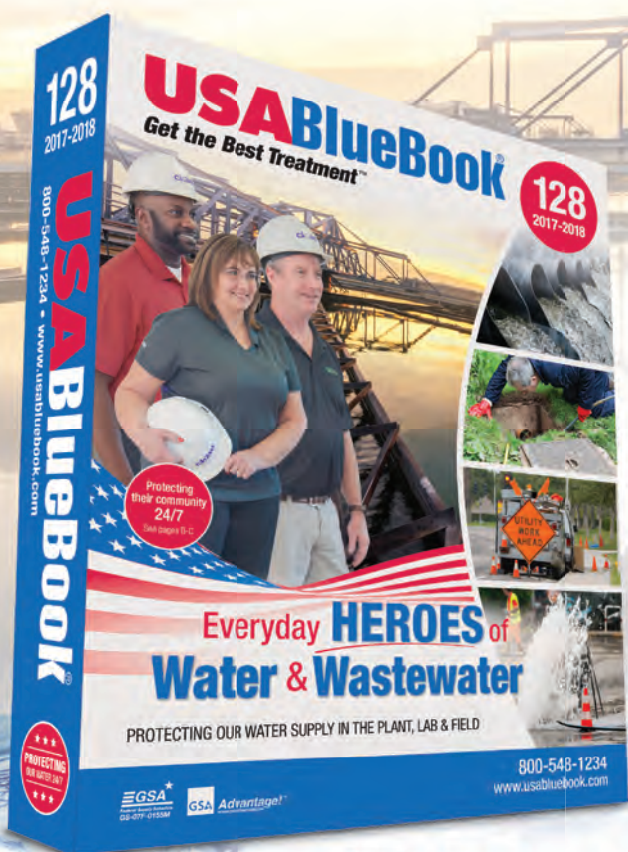
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