

Arkansas Rural Water Association

WATERINSIGHT

SPRING /2012



FROM YOUR EXECUTIVE DIRECTOR

Dennis Sternberg

Arkansas Rural Water Association delegation attended the National Rural Water Association "Water Rally" in Washington D.C. on February 6-8, 2012. Those attending this year from ARWA were Steve Wear, Wayne Stallings, Bobby Brown, Diana Woodle, Dee Woodle, Greg Cross, Mark Bennett, Levi Pillow, Cyndi Rudi and myself. ARWA visited with our Senators and Congressman on the hill on Tuesday and Wednesday of that week to express the need for continued funding for water and wastewater systems and continued funding for the Rural Water Circuit Rider, Wastewater Training/Technician, Source Water and Training & Technical assistance funding. All members understand the need for these programs to continue and all stated that they would do what they could to see that these programs get a fair shake when funding is decided.

Western Greene County Regional Water Distribution District representatives Levi Pillow and Cyndi Rudi attended the NRWA Water Rally this year and their systems water competed in the NRWA "Great American Water Taste Test" against all the other states best tasting water. This year's winner was the Mt. View - Edgewood Water Company from Edgewood, Wash. winning the golden medal award for best tasting water in the nation during the Great American Water Taste Test, held on Feb. 8 at the Rural Water Rally in Washington, D.C.

I would like to personally congratulate the Western Greene County Regional Water Distribution District Board of Directors and staff for maintaining their winning streak of winning the "Best Tasting Water" in

Arkansas for the past several years in Arkansas and always allowing your system to have representatives in attendance at the NRWA "Great America Water Taste Test". Great tasting water and great job for providing the best tasting water to the customers of Western Greene County!

I would like to remind everyone to mark your calendars for this year's Jack Lambert Golf Tournament held at Hurricane Creek Golf Course in Bryant, Arkansas to benefit the Ernie Faucett Scholarship Fund on Wednesday June 6, 2012 and the next day attend the "Operator Expo" to be held on Thursday June 7, 2012 at the ARWA Dale Bumpers Rural Water Training Facility in Lonoke, Arkansas.

Also mark your calendars to attend the 35th Arkansas Rural Water Association Annual Technical Conference August 26-29, 2012 at the Hot Springs Convention Center, Hot Springs, Arkansas.

Please remember to look at the new Arkansas Rural Water Association web site at www.arkansasruralwater.org for all the latest training calendar and agenda's.

I would also like to encourage all utility managers to look at the new "Water University" course that National Rural Water Association has on-line or feel free to contact ARWA at 501-676-2255.

(more photos on page 4)



ARWA Delegation Meeting with Congressman Ross



Arkansas Rural Water Association

*Working To Improve Life
In Rural Arkansas*

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Tim Carey, Circuit Rider

Josh Freeman, Circuit Rider

Rodney Baldwin, Circuit Rider

David Quattlebaum, USDA Source Water

Technician

Fatina Dodson, Receptionist

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by ARWA,

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Cover Photo

Spring at Cane Creek State Park

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 •

Comments



“Water Rally” Washington, D.C.



Top: ARWA Delegation Meeting with Senator Boozman.

Left: ARWA Delegation Meeting with Congressman Womack.

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2012
ARKANSAS RURAL WATER ASSOCIATION
OPERATOR EXPO
ATTENDEE REGISTRATION
SCHEDULE OF EVENTS
June 7, 2012

7:00 A.M.	Open for Demonstrators/Suppliers/Exhibitors
7:30 A.M.	Open to Attendees
8:00 A.M. – 9:00 A.M.	Registration & Continental Breakfast
9:00 A.M. – 11:30 A.M.	Onsite Demonstrations at Exhibitor Booths Field Equipment Operation & Demonstration Leak Repair Contest - Initial Round
11:30 A.M. – 1:00 P.M.	LUNCH PROVIDED BY ARKANSAS WATER PRODUCTS!!
1:00 P.M. – 3:00 P.M.	Onsite Demonstrations at Exhibitor Booths Field Equipment Operation & Demonstration Annual Scholarship Dunking Booth Leak Repair FINALS!
3:00 P.M.	EXPO ENDS

4 Hours of Direct Credit will be given toward Water & Wastewater License Renewal

arwa
GOLF TOURNAMENT
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JACK LAMBERT
 Annual Memorial Golf Tournament
 Proceeds to benefit the
 Ernie Faucett Scholarship Fund
JUNE 6, 2012

The tournament will be held at Hurricane Creek Golf Course in Bryant, Arkansas. Sign-in time will be from 7:45 am until 8:45 am. Tee-Time will be 9:00 am. Lunch will be provided. Proper golfing attire is required. Shirt with collar and dress slacks or dress shorts. **NO BLUE JEANS OF ANY KIND!** Entry fee is \$75.00 per person or \$300.00 per team. This fee includes Green Fee, Golf Cart, Range Balls, Refreshments and Lunch.

Directions to Hurricane Creek Golf Course
 From Little Rock, take I-30 South, exit at Exit 121. Go back over the Interstate onto the service road back toward Little Rock. Hurricane Golf Course is located one-half mile past Landers Chevrolet.

SPONSORSHIP IS NOT TAX DEDUCTIBLE

ARKANSAS RURAL WATER ASSOCIATION

EXPO 2012 is not an exhibit hall. It is a hands-on event with outdoor demonstrations and exhibits geared to water and wastewater utility personnel.

You do NOT want to miss out on:

- Opportunities to see and use the latest tools and equipment available to our industry.
- A great chance to meet and talk with other water and wastewater utility personnel across Arkansas.
- The chance to participate in a variety of contests and be eligible for drawings.

COMPLIMENTARY

- Continental Breakfast • Lunch
- Four hours of DIRECT Training Hours toward your renewal of your water and wastewater license.

YOU MAY REGISTER ON LINE AT: www.arkansasruralwater.org

ARKANSAS RURAL WATER ASSOCIATION
“FREE REGISTRATION”

If your water system is 3,300 population and under, your water personnel are eligible to attend this years OPERATION EXPO “FREE” under the Arkansas Department of Health “Operator Certification Reimbursement Grant”.

To attend “FREE” you:

1. MUST submit a letter to ARWA on your company letterhead stating that your water system is eligible by being a system under 3,300 population served.
2. Name of person(s) planning on attending and the OPERATOR EXPO registration form.

ARWA would like to invite ALL Water & Wastewater Systems to this years 2012 OPERATOR EXPO.

EXPO 2012 is not an exhibit hall.

It is a hands-on event with outdoor demonstrations and exhibits geared to water and wastewater utility personnel.

ATTENDEES REGISTRATION

You may photocopy this form for additional registrants • Register On-Line at: www.arkansasruralwater.org

ARWA MEMBERS: **\$35** • On-site: **\$45**
 NON-MEMBERS: **\$60** • On-site Non-Members: **\$70**
 Golf Tournament (per person): **\$75**

YES, I would like to attend EXPO 2012!

Name: _____ E-mail: _____
 System: _____ Position: _____
 Address: _____
 City: _____
 State: _____ Zip: _____ Operator ID: _____

Mail this form, along with your check to: ARWA • P.O. Box 860 • Lonoke, AR 72086

TEE SHIRTS

Indicate Qty: _____
 Size: S M L XL 2XL 3XL 4XL

Please send your registration form, along with your checks payable to the:

ARKANSAS RURAL WATER ASSN.
 Mail to: ARWA Operator Expo
 P.O. Box 860
 Lonoke, AR 72086

NO REFUNDS

Why Water University?

By Jim Philipp, Training Specialist




The Water and Wastewater industry is in a tremendous state of transition with a generation of operators, office staff and management looking forward to retirement. You've heard for years that the next generation's time is about to come - well folks that time is now here! Our industry must rely on trained, experienced professionals to take the leadership roles in this ever changing, challenging field. If you are reading this, my best guess is that you are one of the professionals dedicated to providing the highest quality water and wastewater services to your communities.

Training, Education, and Certifications are a staple of the commitment you have made to your career development. The Arkansas Rural Water Association and the National Rural Water Association are proud to offer another route for those seeking career advancement, management training and a true understanding of the Managerial, Financial and Operational requirements set forth by the USEPA - Safe Drinking Water Act.

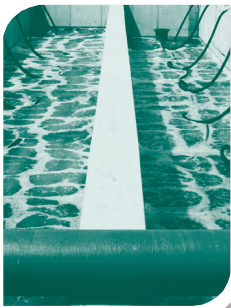
Join the thousands of professionals across the Nation to earn the Utility Management Certification offered by NRWA and your State Affiliate. This Certification will improve your understanding of the Financial, Managerial, and Operational requirements established by the SDWA and will enhance the management profession, industry standing and bring value to your public. Obtaining the Certification will also demonstrate competency to governing boards and improve compensation criteria for the industry.


If you would like more information about Water

University, please call our office at 501-676-2255 or speak with any of the ARWA staff about Utility Management Certification.



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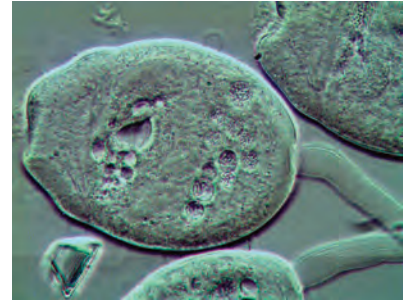
Microbiology And Your Plant

By Jim Barkie, Wastewater Trainer Technician

Last year I attended a two day class about microbiology in wastewater at the Arkansas Rural Water facility in Lonoke. The class was presented by Toni Glymph, a well known microbiologist from Chicago. Learning about the different organisms present in all domestic wastewater was a real eye opener. The various types and the life stages tell a story about the health of your plant. Learning to recognize them, when they are wanted, and when they aren't, can keep you one step ahead and help you diagnose current and potential process problems.

Operating your plant by feel, based on experience is only good to a certain point. Visually you can see changes in your plant but by the time you see it with the naked eye the problem was already in motion. Using a microscope and inspecting your sludge regularly is a great way to know the health of your plant and make adjustments to keep your plant operating properly.

Arkansas Rural Water will be hosting this class again on May 17 and 18, 2012 at our training facility in Lonoke. I strongly encourage all wastewater operators to attend. New operators as well as seasoned veterans enjoy the class, and gain useful knowledge presented in an easy to understand format. Process problems in wastewater plants can be difficult to diagnose due to the many variables of the influent flow and the design of the plant. While some plants and the raw wastewater they treat may be similar, they are rarely if ever exactly the same.



The only thing that does stay constant for all plants is "The Bugs".

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 Josh Meyer - 501-218-3939

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 Little Rock, AR
 501-221-7122

**MAY 17th and 18th, 2012
LAB CLASS REGISTRATION FORM**

SEND PAYMENT TO:
ARKANSAS RURAL WATER ASSOCIATION
P.O. BOX 860
LONOKE, AR 72086

SYSTEM NAME: _____

NAMES ATTENDING: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

PHONE #: _____

_____ PERSON(S) @ \$99.00 EACH FOR TWO DAYS OF LAB

TOTAL ENCLOSED _____

NUMBER OF MICROSCOPES YOU WILL BE BRINGING _____
(WE NEED THIS INFO TO SET UP POWER SUPPLIES)

***IT IS NOT MANDATORY TO BRING A MICROSCOPE
HOWEVER WE CANNOT GUARANTEE ONE WILL BE
AVAILABLE FOR YOU TO SHARE***

IF YOU WOULD LIKE TO PAY BY CREDIT CARD
CALL 501-676-2255 AND ASK FOR DONNA MCGAHA.

**SPACE IS LIMITED FOR THIS CLASS.
PAYMENT FOR THIS CLASS IS NON-REFUNDABLE.**



ARWA Gets Letters and E-Mail From Systems

• To Dennis Sternberg:

February 9, 2012

I wish to take the time to send my appreciation to your organization for the assistance you were able to provide this city in conducting another smoke testing session. This time we used the smoke oil machine and we were able to detect over 35 more violations and three were of high infiltration on our system.

I would also like to add that James Barkie was very professional and a great help in locating violations. It is always a pleasure working with and being trained by your staff.

Even though we did not find where our major infiltration is coming from as of yet we are still in the hunt. Our next step will be to narrow down our high flow area by going out during extreme rain storms and determine where we might have a break. Once this is done we will have to bring in your camera to inspect these areas, and we will have to make an access to get to the location.

William Stahlman, Jr., Public Works Director
City of Bull Shoals

• Mr. Sternberg,

February 16, 2012

Thank you for ya'll giving us the classes for free. It helps so much and helps lots of people and helps people that don't have the money to get help and thank you again.

Larry
Beebe Water

• Dear Dennis,

February 24, 2012

I know this letter has taken awhile to get to you, but every time I get ready to write one, I have had to call you again for help. Arkansas Rural Water has been so much help to us this year with me being new to having to deal with the day to day problems of water and wastewater.

We have had yourself, Rodney Baldwin, Susan Poe and Terry Fortenberry here to assist us with an emergency situation on installing a by-pass pump which involved several hours of their time, but thank goodness you were all here to help us.

I have called Rodney and Susan back several times to help with some more pump station rehabs, which they have us up and running and in great shape after several more hours of their time working on installing new pumps, floats and even a new control panel.

I also had to call Rodney back again this week to inspect our water tanks, which he did and submitted us a report with pictures the next day.

I also had to call Susan back to help us with a long range plan which she took care of in our office and provided a copy before she left as well as fixing us a draft cross-connection ordinance.

I also want to mention how much I enjoyed Ron Hickerson's class as well and will be attending more training and hopefully get all my licenses needed in the future.

(continued on next page)

Letters and E-Mail

(continued)

I really appreciate everything all of you have done for Bradford including the late nights without complaint and always showing up whenever I need you. If we can ever do anything to help Rural Water let us know as well.

Billy Burris
Bradford Water & Sewer

• Dear Mr. Quattlebaum: February 29, 2012

Thank you for the work that you did for us, in advising and helping to develop a Long Range Plan for the Menifee Municipal Waterworks System. Your work is highly appreciated. Thank you.

Jerry J. Green, Water Superintendent
Menifee Municipal Waterworks

• Dear Mr. Freeman: February 29, 2012

We want to thank you for coming out on Tuesday, February 28, 2012 to inspect our water tank for the Menifee Municipal Waterworks System. The report and the pictures have helped us to determine that the tank is in good shape, and does not need to be cleaned at this time. I will pass this information on to the Mayor and Aldermen for their evaluation. Thank you so much, your work was much appreciated.

Jerry J. Green, Water Superintendent
Menifee Municipal Waterworks

• Dear Mr. Sternberg: March 2, 2012

On behalf of the Arkansas Natural Resources Conservation Service (NRCS) Engineering staff, I would like to thank you for allowing us to use your large conference room for our 2012 Engineers Training Session. The location and facilities were a

perfect fit for our session. In addition, Sharon Wakefield from your staff was most accommodating. If there are any projects where NRCS may be able to assist your organization in the future please let me know, as we are actively involved in a wide range of water resource issues.

Michael E. Sullivan, State Conservationist
Natural Resources Conservation Service

• To The Arkansas Rural Water Association: March 5, 2012

We would like to thank Josh Freeman for coming to help our water operator locate leaks. They found a large leak at the end of our lines. It was repaired last week and hopefully will help our water loss.

We appreciate Josh's availability to our system. He always seems to find the time to assist us.

Bobby Lott, President
Acorn Rural Water Association

• Attn: Dennis Sternberg & Directors of ARWA March 9, 2012

We would like to take this opportunity to thank Arkansas Rural Water Association for the services provided by Mr. Terry Fortenberry, your Circuit Rider/Technician, during the month of February 27, 2012. Terry was able to assist in finding a leak in a bayou crossing that was difficult to locate. It is a pleasure to know that your Association is always there to help small companies like ours with assistance. We greatly value the services your Association provides. We hope that you and your directors know what a great service technician like Terry are able to provide. We look forward to continuing to be a member of the Arkansas Rural Water Association.

Mark Haynes, Manager
Staff & Directors
Ladd Water Users Association, Inc.

(continued on next page)

Letters and E-Mail

(continued)

- Mr. David Quattlebaum March 16, 2012

I would like to thank you for taking the time to come and help out with 2012 Annual Family Fun Day and for your support in helping spread the word on preserving and conserving our environment.

Our 2012 Family Fun Event was a success due largely to your efforts. We honestly could not have done this event without your help. I would like to let you and your supervisor know how much we appreciate your efforts. It was hard work but with everyone doing their part it was fun, although fast paced at times. By the way we had 200 visitors.

Again, thank you very much, for your contribution and for helping support our community and other participants. We look forward to working again with you next year for our 2013 Family Fun Day.

Stan Speight
Shelley Flanary, Interpreter
Keith Bell, Interpreter
Cossatot River State Park

- Dear Mr. Sternberg, March 19, 2012

The Heber Springs Water and Wastewater Utility would like to thank you and Terry Fortenberry for coming to Heber Springs and using your sewer camera to videotape some of our sewer mains. As you know, we had over 700 feet of main inspected and found several areas of concern. We appreciate the use of the machine and at such a wonderfully low price.

Without the help of ARWA, the Utility would not have been able to recognize these trouble areas without much more work or expense. ARWA has always been an asset to the Heber Springs Water Department and has gone above and beyond in their assistance to our utility and our consumers.

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.

Paul Graham
Heber Springs Water and Wastewater Utility

- Josh Freeman: March 28, 2012

I just wanted to let you know that you identified our two leak locations correctly. We have dug them both up and made the repairs saving us a considerable amount of water. Thanks for your hard work and enthusiasm in helping us locate the leaks.

Randy Hazlewood, Vice President
Dennard Water Association

- Mr. Sternberg: April 12, 2012

During the month of February 2012, the City of Altheimer was experiencing problems with the high service pumps. I want to express my appreciation for you allowing your circuit riders, Jeff Ford and Rodney Baldwin, to help assist me. They wasted no time getting here to assist me. They were very professional and worked very hard to repair the pumps.

Once again I want to thank you and ARWA for your help.

Johnny Felps, Water Superintendent
City of Altheimer

- Mr. Sternberg: April 17, 2012

Just want to say thanks ARWA for all the great help they have given us in Taylor (Jeff Ford and Jim Barkie). We lost our water and sewer operator and none of us really knew what to do. ARWA came in and have proven to be a great asset to us and get us on the right track. Thanks for the great work.

Clifford Page
Taylor Municipal Water & Sewer

Getting Ready For ISO

By Tim Carey, Circuit Rider

A lot of cities are exploring the possibility of lowering the ISO rating of their town.

One of the first things that has to be looked at, is the amount of water the city has access to at any given time. All water tanks and access points to a water supply should be recorded. Then the water system has to be able to account for all water line sizes. All wells have to be flow tested, to see how many gallons flow out of them per minute.

It helps to have a history of improvements that have been made to the water system.

The next step will be to flow each fire hydrant and record the flows. You will need to have a static pressure which will be the pressure that the hydrant has while it's not flowing. The next step will be to flow test the hydrant. Remember the hydrant has to be all of the way open. While the hydrant is being flow tested, you will need to also record the residual pressure of the hydrant. That is the pressure that is left on the line while the hydrant is flowing. The flow can be tested with a pitot guage.

After each hydrant is tested, the gallons per minute, static pressure and residual pressure should be recorded along with the physical address or location of each hydrant.

The best way to test the hydrants would be to start at

the water tank and branch out, testing each hydrant from the closest hydrant to the farthest hydrant of the water system.

While all flow tests are being completed, the condition of each hydrant should be recorded. The oil in the bonnet should be checked. If the hydrant isn't working properly, steps should be taken to make sure each hydrant is in good repair. Check to see if the bonnet is leaking during operation. If it is, the hydrant may need a new gasket under the bonnet. If the hydrant can't be shut down with a small amount of pressure on the hydrant wrench, the hydrant may need to be rebuilt. We can assist you in this process also.

After all tests of the system have been completed, the Fire Department will have to be contacted. All training records of all firemen will have to be up to date. The list of firemen should be recorded.

Next, all fire trucks will have to be flow tested, and recorded. This will consist of how many gallons each truck holds and how many gallons per minute each pump truck can flow, the sizes of tank trucks the department has and the number of available gallons of water that can be accessed at any given time.

A lot of things need to be considered when asking for an ISO inspection, and if your city needs any help getting ready for this process, feel free to contact me.

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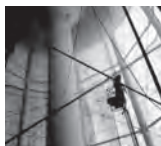
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Dave Ornduff, Regional Manager



PLAN AHEAD

ARWA Scholarship Golf Tournament
June 6, 2012 • Bryant, AR

ARWA Operator Expo
June 7, 2012 • Lonoke, AR

CONFERENCES

ARWA Annual Technical Conference
Hot Springs Conventional Center
August 26 29, 2012

NRWA Annual Technical Conference
Nashville, TN
September 24 26, 2012

ARWA TRAINING SCHEDULE FOR 2012

WATER

April 3-5	Basic Distribution	Lonoke
April 10	Basic Math	Rogers
April 11	ADH Compliance	Rogers
April 12	Applied Math	Rogers
April 24-26	Advanced	Lonoke
May 8-10	Basic Distribution	Bono
May 15-17	Basic Treatment	Lonoke
May 22-24	Basic Distribution	Clarksville
May 31	Water Short School	Smackover
June 12-14	Intermediate Distribution	Mtn. Home

June 20	WUDB – Debt Collection	West Helena
June 26	Basic Math	Lonoke
June 27	Applied Math	Lonoke
June 28	ADH Compliance	Lonoke
June 26-28	Basic Distribution	Rogers
July 10-12	Intermediate Treatment	Lonoke
July 17-19	Advanced Distribution	Mtn. Home
July 24-26	Intermediate Distribution	Rogers
August 7-9	Intermediate Distribution	Clarksville
August 15	Water Short	Bono
August 21	Basic Math	Lonoke
August 22	Applied Math	Lonoke
August 23	ADH Compliance	Lonoke
September 6	WUDB - Debt Collection	Arkadelphia
September 11-13	Intermediate Distribution	Bono
September 12	Water Short School	Heber Springs
September 18-20	Advanced Treatment	Lonoke
September 25-27	Basic Distribution	Lonoke
October 2	Basic Math	Lonoke
October 3	Applied Math	Lonoke
October 4	ADH Compliance	Lonoke
October 9-11	Advanced Distribution	Arkadelphia
October 16-18	Basic Treatment	Mtn. Home
October 23-25	Advanced Distribution	Rogers
October 30-November 1	Intermediate Treatment	Lonoke
November 6	HACH Water Lab (Fee Based)	Lonoke
November 27-29	Advanced Distribution	Bono
November 27-29	Intermediate Treatment	Lonoke
December 4-6	Basic Treatment	Nashville
December 11-13	Advanced Distribution	Clarksville
December 20	WUDB - Debt Collection	West Fork




WATER RESOURCES
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PLAN AHEAD (Continued)

WASTEWATER

April 10-12	Class I Wastewater	Lonoke
May 7-10	Class II Wastewater	Mtn. Home
May 17-18	WW Microbiology (Fee Based)	Lonoke
May 30	Wastewater Short School	Smackover
June 25-29	Class III Wastewater	Lonoke
July 17-19	Class I Wastewater	Rogers
August 6-9	Class II Wastewater	Lonoke
August 14	Wastewater Short School	Bono
August 27-29	Class I	Hot Springs
September 11	Wastewater Short School	Heber Springs
October 22-25	Class II Wastewater	Lonoke
November 7	HACH Wastewater Lab (Fee Based)	Lonoke
December 3-7	Class III Wastewater	Lonoke

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Sign-in Time:
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Entry Fee:
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Proceeds benefit the
Ernie Faucett Scholarship Fund

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June 7, 2012

Registration begins at 8:00 a.m.

Refer to page 5 for Registration Form
You can also register online
at arkansasruralwater.org

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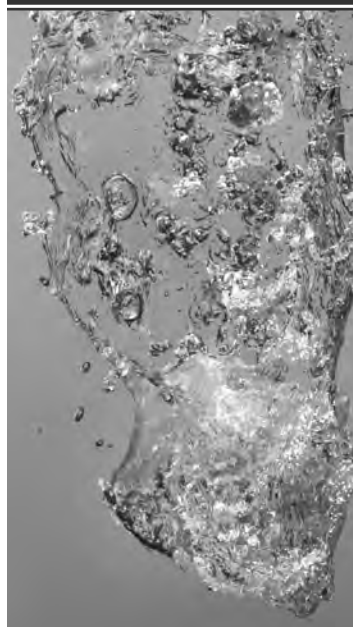
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GENERAL INFORMATION

Date: _____ Manager/Operator : _____

Organization Name: _____

Mailing Address: _____

City: _____ State: _____ County: _____ Zip: _____

Telephone #: _____ Fax #: _____ Email: _____

of Connections: _____ Population: _____ Water System: Y / N Sewer System: Y / N
(circle one) (circle one)

MEMBERSHIP/TRAINING ASSESSMENT FEE INFORMATION

- I. Voting # of Connections 0-1000 **\$400/per year** 1001-2000 **\$600/per year**
 2001+ **\$800/per year**

Voting Membership: The voting membership in the Association shall be state associations consisting of water & wastewater districts, non-profit corporations, public trusts, cooperative associations, municipalities 10,000 & under population, local government authorities, and other similar organizations engaged in the distribution and/or development and treatment of water or collection & treatment of wastewater for the benefit of rural residents.

- II. Associate _____ **\$800.00 per year**

Associate Membership: Shall consist of municipal water and/or wastewater systems with populations of 10,000 & greater; the associate membership shall be non-voting & ineligible to hold a position on the Board of Directors or as an Officer of the Association.

- III. Professional _____ **\$300.00 per year**

Professional Membership: Shall consist of any partnership, corporation or association that provides goods & services, materials, financial assistance and other necessary requirements to water & wastewater systems, such as attorneys, engineers, financial institutions, State & Federal agencies; the holder of professional membership shall be non-voting, is ineligible to hold position on the Board of Directors or as an Officer of the Association.

- IV. Individual _____ **\$35.00 per year**

Individual Membership: Shall consist of any person that provides goods, services, materials, etc., and any individual water &/or wastewater **operator, manager, board member, council member associated with a current member system**; the holder of individual membership shall be non-voting, is ineligible to hold position on the Board of Directors or as an Officer of the Association. The individual shall also be associated with a member system to have an individual membership.

- V. Ernie Faucet Scholarship Donation (Optional) _____ **\$25.00 per year**

OFFICER/BOARD OF DIRECTORS INFORMATION

Please attach a list of additional names, addresses, telephone numbers and any other information you deem necessary to your membership.



Arkansas Rural Water Association's Debt Collection Program

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New Customer Inquiries	Notice Of Matches Upon Login
Debt Customer Entry	Establishes Communication
Built In Request Forms	Ultimately Reduces Bad Debt

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Alma, at Ozark Acres Water Assoc.

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City of Paris Light & Water

Questions Call Us At **800-264-0303** Or Go To **www.WUDB.com** And Join Today.

Arkansas Water Operator Licensing Program

Recommended Study Reference Materials

Multiple Choice Exam System

RECOMMENDED REFERENCE MATERIALS SET	SOURCE	COST
All License Types (Treatment, Distribution & Very Small System) — All Grades		
<u>///</u> Arkansas Public Water System Compliance Summary	ADH	Free
<u>///</u> Arkansas Rules and Regulations Pertaining To Public Water Systems	ADH	Free
<i>(Above items are forwarded to new License Applicants after completed application is received by ADH)</i>		
<input type="checkbox"/> Water Treatment Plant Operation, Volume I, by CSU Sacramento	ARWA	\$50.00
<input type="checkbox"/> Water Treatment Plant Operation, Volume II, by CSU Sacramento	ARWA	\$50.00
<input type="checkbox"/> Water Distribution System O & M, by CSU Sacramento	ARWA	\$50.00
<input type="checkbox"/> Small Water System Operation and Maintenance, by CSU Sacramento	ARWA	\$50.00
<input type="checkbox"/> Operator Certification Study Guide by American Water Works Association <i>(Revised)</i>	ARWA	\$70.00
<input type="checkbox"/> Utility Management by CSU Sacramento	ARWA	\$30.00
Total For Set		\$300.00
		+30.00 S&H

Alternate Reference Set — All License Types — All Grades

<input type="checkbox"/> AWWA's Principles and Practices of Water Supply Operations Series Water Sources	ARWA	\$60.00
<input type="checkbox"/> AWWA's P&PWSOS — Water Treatment	ARWA	\$70.00
<input type="checkbox"/> AWWA's P&PWSOS — Water Transmission and Distribution	ARWA	\$69.00
<input type="checkbox"/> AWWA's P&PWSOS — Water Quality	ARWA	\$60.00
<input type="checkbox"/> AWWA's P&PWSOS — Basic Science Concepts and Applications	ARWA	\$70.00
<input type="checkbox"/> AWWA's Maintenance Management for Water Utilities	ARWA	\$42.00

Optional Additional Alternate Reference Materials - All License Types - All Grades

<input type="checkbox"/> AWWA's Manual of Practice M-3 — Safety Practices for Water Utilities	ARWA	\$60.00
<input type="checkbox"/> AWWA's Manual of Practice M-5 — Water Utility Management	ARWA	\$60.00
<input type="checkbox"/> AWWA's M-4 — Recommended Practice for Backflow Prevention and CCC	ARWA	\$55.00
<input type="checkbox"/> Texas Water Utilities — Manual of Water Utilities Operation (Texas Manual)	ARWA	\$32.00

Please make checks payable to:

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Costs are subject to change without advance notice.
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ARKANSAS RURAL WATER ASSOC. BACKFLOW PROGRAM

Arkansas Rural Water has been approved by the Arkansas Department of Health and is now offering training courses for persons wishing to be certified in backflow prevention and cross-connection.

Below, you will find courses offered and their cost. If you wish to attend a course, please fill out and return this registration form, along with a check for the amount of the course. Please mail to:

Arkansas Rural Water Association
P.O. Box 860, Lonoke, AR 72086 Phone: 501-676-2255 Fax: 501-676-2266

ASSEMBLY TESTER CERTIFICATION COURSE

COST: ARWA MEMBER: \$350.00 NON-MEMBER: \$395.00

The Assembly Tester Course is a 40-hour course that consists of classroom training and actual hands-on training to train the student to field test various backflow prevention devices.

NOTE: (It is required by the Arkansas Department of Health that anyone wishing to be a Certified Tester, attend and pass this type of an approved course and also pass a test given by the Arkansas Department of Health after completion of this course.)

ASSEMBLY TESTER RE-CERTIFICATION COURSE

COST: ARWA MEMBER: \$75.00 NON-MEMBER: \$100.00

The Assembly Tester Re-Certification Course is an 8-hour course that consists of classroom training and lab training to re-certify CERTIFIED TESTERS.

NOTE: (It is required by the Arkansas Department of Health that Certified Testers attend and pass this type of an approved course every two years in order to maintain Certification.)

ASSEMBLY REPAIR CERTIFICATION COURSE

COST: ARWA MEMBER: \$250.00 NON-MEMBER: \$295.00

The Assembly Repair Course is a 24-hour course that consists of classroom training and hands-on lab training to train the student to be able to repair Assemblies in the field.

NOTE: (It is required by the Arkansas Department of Health that before someone can be a Certified Assembly Repair person they must be a Certified Tester, attend and pass an Assembly Repair Course and also pass a test given by the Arkansas Department of Health after completion of this course.)

**PLEASE FILL OUT THE INFORMATION ON THE FOLLOWING PAGE & MAIL IT TO
ARKANSAS RURAL WATER 10 WORKING DAYS PRIOR TO THE CLASS DATE YOU ATTEND.**

BACKFLOW CLASSES

Please fill out information below and mail to Arkansas Rural Water, with payment, 10 working days prior to the class date you wish to attend.

ARWA - P.O. Box 860, Lonoke, AR 72086

REGISTRATION FORM

NAME: _____

ADDRESS: _____

PHONE: _____

EMPLOYER: _____ ARWA MEMBER: YES ___ NO ___

NAME OF CLASS: _____

DATE OF CLASS: _____

BACKFLOW CLASSES in 2012

April 2 - 6, 2012	Tester Certification.....Lonoke
July 16 - 20, 2012	Tester Certification.....Lonoke
October 22 - 26, 2012	Tester Certification.....Lonoke
February 6, 2012	Tester Re-CertificationLonoke
April 2, 2012	Tester Re-Certification.....Lonoke
July 16, 2012	Tester Re-Certification.....Lonoke
October 22, 2012	Tester Re-Certification.....Lonoke
March 20 - 22, 2012	Repair CourseLonoke
June 19 - 21, 2012	Repair CourseLonoke
August 14 - 16, 2012	Repair Course.....Lonoke

What's In It FOIA: Are You Violating The Arkansas Freedom of Information Act?

By T. Daniel Goodwin

Although the Arkansas Freedom of Information Act ("FOIA") has been around for a while, it still creates a lot of confusion. Because even a negligent violation of FOIA could subject the violator to a monetary fine, jail time or community service, it pays to know what's in FOIA.

In general, (1) all "public records" are subject to inspection and copying by any Arkansas citizen during the regular hours of the custodian of records and (2) all meetings of "...organizations of the State of Arkansas supported wholly or in part by public funds" must be public and the public must receive notice prior to their occurrence.

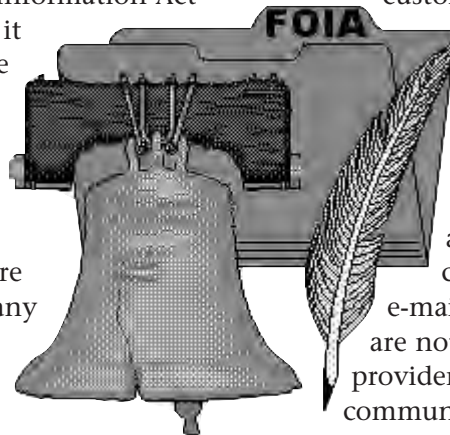
"Public records" are generally any information "required by law to be kept or otherwise kept that show the performance or non-performance of any governmental agency or other agency wholly or partially supported by public funds." Debate typically centers on what are "public records" and what is support by "public funds."

Courts will interpret "public records" broadly and they could include customer lists, intra-office e-mails, contracts, invoices, board minutes and other records. Information that an agency does not want to disclose and that it is not required by law to keep should be discarded.

"Agencies...supported by public funds" includes city waterworks, regional water distribution districts, public water authorities, public facilities boards and even private non-profit rural water associations if they receive federal, state or local loans or grants.

Generally, all meetings of the "governing body" of an entity subject to FOIA must be public and publicly advertised. The governing body includes any group with decision-making authority and may even include groups with only the authority to make recommendations to the governing body, like a sub-committee or working group. Even informal meetings without a quorum between members of the governing body could be subject to FOIA's notice and open meeting requirements.

Questions often arise whether a water association's



customer list is subject to FOIA. The Attorney General has opined that agencies subject to FOIA must provide at least names, addresses and listed phone numbers of customers.

There is no attorney-client privilege for agencies covered by FOIA. Both attorneys and their water provider client's often forget that their casual e-mails, memos and other correspondence are not private. Attorney's and their water provider clients should always prepare written communications with the thought that they may appear in open court one day. Information that the parties wish to remain private and that is not exempt from FOIA should be communicated orally unless otherwise requested to be in writing.

In the 2003 legislative session, the General Assembly exempted records containing information relating to the security of a "public water system" from public disclosure in response to increased terrorism threats.

In addition to the security exemption, there are several exceptions to FOIA's coverage, but, when in doubt, a water provider should consult with its lawyer or disclose the information.

THESE MATERIALS HAVE BEEN PREPARED BY MR. GOODWIN FOR INFORMATIONAL PURPOSES ONLY AND ARE NOT LEGAL ADVICE. THIS INFORMATION IS NOT INTENDED TO CREATE, AND RECEIPT OF IT DOES NOT CONSTITUTE, A LAWYER-CLIENT RELATIONSHIP. READERS SHOULD NOT ACT UPON THIS INFORMATION WITHOUT SEEKING PROFESSIONAL COUNSEL.

Mr. Goodwin is an attorney with Gill Elrod Ragon Owen & Sherman, P.A. located at 425 West Capital Ave., Suite 3801 in Little Rock, Arkansas 72201. The firm can be found online at www.gill-law.com. Mr. Goodwin welcomes your comments and questions and can be reached by telephone at (501) 376-3800, by facsimile at (501) 372-3359 and by e-mail at Goodwin@gill-law.com. Gill Elrod Ragon Owen & Sherman, P.A. is a full service law firm. Mr. Goodwin's practice focuses on corporate and municipal finance, asset acquisition and divestitures, real estate development, securities, general corporate and contract law.

Are Alternate Energy Sources an Answer?

By David Quattlebaum, Source Water Tech

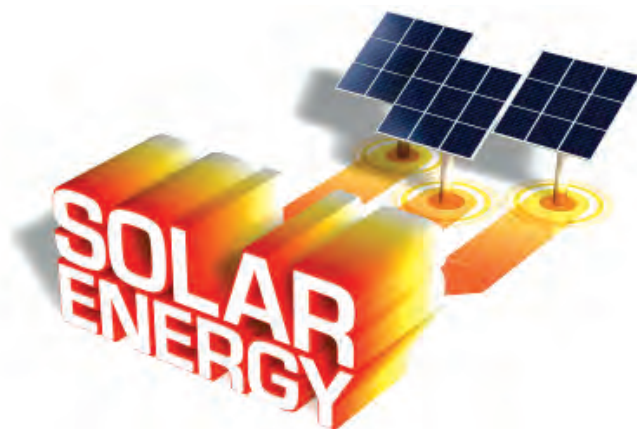
As each day passes a cold and hard realization is becoming more and more evident to us all. The realization to which I'm referring is that the fossil fuels we now use to produce energy will someday run out. Our current dependence on these fossil fuels and the fact that they will someday be gone has prompted many people to start looking for alternative energy sources. Three areas spring to mind. We have used flowing water to turn turbines and produce electricity. Windmills are starting to spring up everywhere that uses the wind for this same purpose. We have also seen many solar panels go up to harness the energy from the sun to produce electricity.

Before I get too far off track let's look at what is happening in the world today. We have seen oil prices skyrocket over the past 50 years. Is there anyone else who remembers buying regular gasoline for as little as 19.9 cents a gallon? It happened to me once during a "gas war" in 1970. Wouldn't that be nice to see again? These skyrocketing oil prices don't just drive up the price of gasoline. They also drive up the costs associated with any kind of travel, food packaging, plastic products, domestic utilities, and manufacturing. Even the costs associated with mowing your grass has increased tremendously. People all over this planet are fighting and dying over oil reserves every day.

Many people feel the use of fossil fuels has even caused changes in the earth's climate and have led to conditions that are now irreversible. In their view the consequences of these changes may lead to dwindling polar ice caps, violent storms and out-of-control drought and wildfire situations. Do any of these conditions sound familiar? I'm not a scientist but I have to admit some of what I read scares me. If we have done this to ourselves, what can we do about it?

It doesn't matter which side of this argument your alignment lies. If we face the truth, the need for change in our lives as it relates to our energy needs becomes more apparent daily. Could harnessing the sun's solar energy be one of the solutions to our needs? I don't know but there is a deeply imbedded curiosity within me. If solar energy is one of the solutions we are very fortunate because it is right outside our homes daily in the form of sunshine. It is time to take notice and start doing our part to preserve this planet, a planet that provides for our every necessity. Not just for this generation but for our children and their children.

All indications are that most alternative energy options come with a large initial monetary investment, leaving the average person wondering if there is



really anything they can do to make even the smallest difference. Hopefully we can bring about change by starting small. My intention is to study solar energy and try to find an economical solution. If you see me in your area ask me if any new information has been discovered.

You can contact me or any of the ARWA staff by calling our office at (501) 676-2255. My email address is arwadq@yahoo.com.

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Inflow and Infiltration

By Jim Barkie, Wastewater Trainer/Technician

A common problem for gravity flow collection systems is inflow and infiltration. While some systems are in better condition than others, most experience unwanted flow during rain events. A lot of operators are only concerned with the older sections of their collection system, thinking that the newest sections won't have any leaks. The truth is that any and all parts of your collection system can have leaks.



This manhole was only four years old, but the pipe had not been sealed to the manhole. Roots, dirt, and groundwater had no trouble entering the system.

Any groundwater or surface run off that enters your system can have a negative impact on your plant. Keeping your plant functioning properly can be a challenge under normal circumstances and the addition of inflow and infiltration can make it impossible. The nutrients and microorganisms get diluted to the point that the plant is washed out. Once that happens it's going to take a lot of time and work to get your plant back up and running.

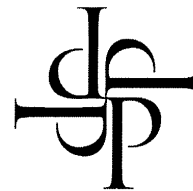
Inspecting manholes after a rain event is a good way to find problems that can't be seen otherwise. Although no roots were present, the location of the clamp and water rushing across the top of this pipe clearly shows a problem with the seal.



Cracks in manholes are another common source of inflow and infiltration.

You might not be able to see the actual leaks during manhole inspections, but you can pin point target areas. Open a manhole and observe the flow. Now go to the next manhole downstream and see if there is an increase in the flow. If there are few or no taps between the manholes the increase in flow should be a red flag for you.

Performing a smoke test and utilizing a sewer camera will help you find additional leaks. Arkansas Rural Water Association provides these services and we are always happy to assist you to eliminate inflow and infiltration in your system. If you are interested in smoke testing or having sewer camera work performed on your system, call our office so we can meet with you and schedule the work as soon as possible. Keep in mind that there is a waiting list, but the sooner you call the sooner we can assist you. Inspecting your system during rain events will help you identify and correct problems that will save time later when smoke testing or sewer camera work is conducted.



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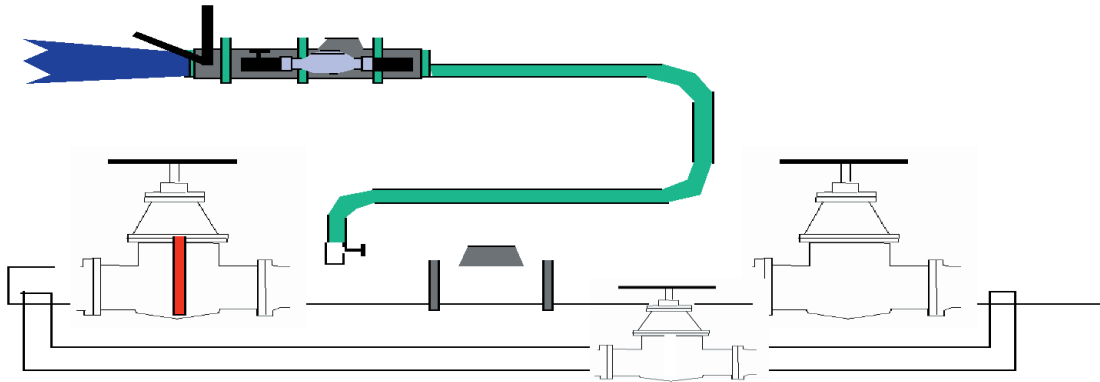


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Master Meter Testing

By Josh Freeman, Circuit Rider



When I travel around the state, operators ask me when and why should my master meter be tested. A master meter should be tested annually so if there is a problem with the meter it can be found and fixed. There are numerous things that can make a meter under register or over register such as debris getting in the screen or being a partially shut valve. In some cases that I have ran into is that the meter was never installed right in the first place. That is why before installing the meter you need to know the meters manufacturers installation recommendations.

In order for Arkansas Rural Water Association (ARWA) to perform a master meter test the meter needs a test plug or tap between the meter and down stream shut off valve so when we perform the test all the water through the meter will go through the tester.

Arkansas Rural Water Association (ARWA) has also got a couple ultra sonic flow meters that we can attach the flow meter to the side of a piece of straight pipe two inch to around twenty-four inch in diameter and see how much water is going through the pipe. This allows us to do a comparison test on the master meter and the flow meter. To do an ultra sonic meter test there is some information that is needed such as the material, diameter, and thickness of the pipe which we can get. The system usually doesn't know and will have to find out if the material is ductile iron, and also if there is a mortar lining in the pipe and how thick. The flow meter is also great in leak detections where you cannot tell how much water is going through the line. The only pipe material that we have found that it does not work on is AC (asbestos concrete).

By having your master meters tested annually you will have a better hold on the systems over all water

loss and operation. If you have any questions, please feel free to contact us at Arkansas Rural Water Association 501-676-2255. I hope to see everyone at our 2012 Scholarship Golf Tournament & Operator Expo June 6-7 and the 35th Annual Technical Conference in Hot Springs August 26th - 29th.



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1 Wastewater Pump + Wastewater Pump = 1 Wastewater Pump?

By Susan Poe, Wastewater Trainer/Technician

This isn't a math lesson; however, it is a valuable lesson for our wastewater system operators to consider. I find that several lift stations have one wastewater pump in a station designed for two wastewater pumps that only one is operating. This is a case where $1 + 1 = 1$. This year has been filled with calls on wastewater lift stations due to aging of the system and more importantly demand on the pumps due to high infiltration not to mention the tremendous flooding we experienced last year putting more demand on our utility costs as well as maintenance. It's always been a problem however with so many of our systems reaching an older age, pump emergencies have become a major emergency in our state. I know it




is hard to try to balance a budget for a City and make purchases with limited funds, but priorities are ever changing and wastewater has definitely become a priority for several of our systems. We all wish we could go back in time after an emergency and to make better




decisions concerning matters of wastewater. It was always the "as long as we don't see it, it isn't broke" philosophy but these days we are seeing a lot of wastewater escaping above ground due to lack of preparation and literally being overwhelmed by the task of keeping everything in working order. Not to mention the nightmare of containment and reporting once an incident occurs. Having a problem on a regular basis of having to re-prime a pump as part of your routine is a good indication that you may be experiencing potential pump problems or have a lift problem on the suction line for example and it always seems to go out during the most inconvenient

(continued next page)



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1 Wastewater Pump

(continued)

time. Inflow and infiltration to your collection system is always still a priority and I still am a firm believer money spent on trying to control it is money better spent than wearing out existing pumps or upgrading the treatment facility to handle the extra flow, however neglecting pumps as they are in a crisis waiting to happen.

Preparation is the key to alleviating what could be your worst nightmare. More money is sometimes spent on the emergency situation than it would cost for say a new submersible pump to go in that wet well, but sometimes the proper pump is unavailable to your system when the need arises. Where do you get the money? (Always the first question asked). Some systems apply for pump replacement or rehab projects with success in funding or incorporate pump rehab into larger collection system projects when pursuing grant/loan monies. We all know however that pursuing funding is a lengthy process which is well worth it when you succeed with your project, but grant monies are

getting harder to obtain with things the way they are now. If you need to act on this immediately, you can always look at wastewater rates and make small increases to be set aside for this particular project or take small steps with the monies and parts on hand and deal with each station one at a time. I would rather see you take a pump out to repair or rehab when the other one is working fine than wait until you are pressed for time. It sometimes becomes necessary to hire someone to pump the station out while the emergency is taking place which is also an added cost that could be used for something like a new rotation assembly. It's amazing what you can replace in an old pump to get it working again given the time to prepare, and even pumps as old as I am sometimes can be put back together to work properly. Prioritizing your needs is the biggest key to a successful program. Always keep a look out with neighboring systems that have taken parts out of service and replaced pumps for items that could be useful to your system. If you need assistance with scheduling a working plan for taking care

of your stations and returning to **1 wastewater pump + 1 wastewater pump = 2 working wastewater pumps**, please don't hesitate to contact us for further assistance. We will be glad to assist you any way we can which can also include calculating rates to help you with avoiding an emergency situation, remember that's what Arkansas Rural Water Association is all about, we are your one stop full service organization.



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