LOOKING AHEAD ...

May 18, 2016
Jack Lambert Memorial Golf Tournament
Bryant, AR

September 12-14, 2016
National Rural Water Association Conference
Orlando, Florida

September 18-21, 2016
ARWA 39th Annual Technical Conference
Hot Springs, AR

September 19, 2016
ARWA "WATER TASTE TEST"
Hot Springs, AR
Members of the Arkansas Rural Water Association Board of Directors and myself traveled to the National Rural Water Association “Water Rally” in Washington D.C. February 7-11, 2016. Those directors attending were Steve Wear, Greg Cross, John Choate, and David Harper. Also in attendance was Levi Pillow, Board Member from Western Greene County Regional Water Distribution District, winner of the Arkansas Great Water Taste Test. Western Greene CRWDD was representing Arkansas in the Great American Water Taste Test, which was held on Wednesday, February 10, 2016. This year’s winner was Glenbrook Water Cooperative, Glenbrook, Nevada.

During the Water Rally, we listened to different speakers talk about the USDA and EPA funding that assists water and wastewater systems in Arkansas and across the nation.

The ARWA delegation attended meetings on February 9 & 10, 2016 with each Arkansas Congressional office detailing the continued need for federal funding to provide the services ARWA provides to all water and wastewater systems in the State of Arkansas. Members were supportive of our programs but very frank about this being an election year and the probability is that congress will move very slowly until after the election. Meaning, they don’t think they will get a budget deal before the election.

The talk is that the federal government will probably see a Continuing Resolution (CR) for FY 16 funding for the remainder of this year. As we continue to talk with Congress, we are hopeful ARWA and the National Rural Water Association funding requests will be considered as a very beneficial Environmental Program and be funded again for FY 17.

Everyone should have received the Arkansas Drinking Water Update Fall 2015, which on page 6, there is an article asking for “Input Sought - Possible Water Licensing Regulations Revisions”. The Engineering Section is seeking wider industry stakeholder input and constructive comments prior to proposing actual regulation changes. So, now is the chance for the water industry to make your feelings known.

If ARWA can be of any assistance, please feel free to contact me or one of the ARWA staff at 501-676-2255.
From Your Chief Executive Officer ........................................2
2016 Jack Lambert Memorial Golf Tournament ...................... 4
Discharge Monitoring Reports Deadline by Susan Poe ............ 6-7
How Important is Your Corrosion Control Program? by Chris Harris 8
Water Meters and Meter Testing by Tim Carey .....................10
Water Tank Inspection Update by Josh Freeman ..................12
Wendell Chapman Retires ..................................................14
2016 ARWA Water Taste Test .............................................15
NRWA’s WaterPro Community ............................................16-17
ADEQ Visits Arkansas Rural Water Association .....................17
Welcome To The Web by Rodney Baldwin ..........................18
Letters – East End Intermediate School ...............................19
A VFD For Everything by Steve Frankenberger ...................20
ARWA Training and Events 2016 ........................................22
Letters and Emails ............................................................24-28
How Do You Define Success? by James Philipp ....................30
NRWA Fleet Program .......................................................31
GPS Mapping by Jeff Ford ..................................................32
Distribution Isolation Valves by Terry Fortenberry .................34
Rural Cooking ...............................................................36
Rural Water Impact ..........................................................38-41
Water Operator License Examinations ..................................42
Advertisers Index ............................................................43

Cover Photo
Blanchard Springs Waterfall
Photo courtesy of Arkansas Department of Parks and Tourism

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 •

Working To Improve Life In Rural Arkansas

Arkansas Rural Water Association

BOARD OF DIRECTORS

PRESIDENT
Bradley Scheffler — Piggott
FIRST VICE PRESIDENT
Greg Cross — Greenwood
SECOND VICE PRESIDENT
John Choate — Russellville
SECRETARY
Robert Stout — Jacksonville
TREASURER
David Harper — New Edinburg
IMMEDIATE PAST PRESIDENT
Diana Woodle — Higginson
NRWA DIRECTOR
Steve Wear — Morrilton

MEMBERS
Phil Miesner — Pine Bluff
Doug Wasson — Harrison
Greg Hooten — Guy
Noble McCord — Salem
Roy Dison — Calion
Benjy Hildebrand — Smackover
Cecil Zolliecoffer — Ozark
Bobby Brown — McDougal
Butch Bartholomew — West Fork

ARWA STAFF
Dennis Sternberg, CEO
Jeff Ford, Deputy Director
Fatina Dodson, Executive Secretary
Donna McGaha, Accountant
Kathryn Mashburn, Receptionist
Jim Philipp, Training Specialist
Susan Poe, Wastewater Trainer/Technician
Jim Barkie, Wastewater Trainer/Technician
Terry Fortenberry, Circuit Rider/Trainer
Tim Carey, Circuit Rider
Josh Freeman, Circuit Rider
Rodney Baldwin, Circuit Rider
Chris Harris, Circuit Rider
Roy Richards, Circuit Rider
David Quattlebaum, USDA Source Water Technician
Steve Frankenberger, Wastewater Specialist/ Energy Tech

The ARWA Magazine is published quarterly by ARWA, P.O. Box 860, Lonoke, AR 72086 Phone (501) 676-2255 Fax (501) 676-2266 E-Mail: arkrwa@sbcglobal.net E-Mail: arkrwa@arwa.net Web page: arkansasruralwater.org
2016 Jack Lambert Memorial Golf Tournament
Corporate Sponsors

Benefitting
THE ARKANSAS RURAL WATER ASSOCIATION
Ernie Faucett Scholarship Fund

The tournament will be held on May 18, 2016 at Hurricane Creek Golf Course in Bryant, Arkansas. From Little Rock, take Interstate 30 South to Exit 121, get off and go back over the Interstate to the service road, and take service road back towards Little Rock. Hurricane Creek Golf Course is located one half mile past Landers Chevrolet.

Sign In: 7:45 am until 8:45 am • Tee Time: 9:00 am
Lunch will be served

Proper golfing attire is required: Shirt with collar, and dress slacks or dress shorts.
NO BLUE JEANS OF ANY KIND!!!!!!

The entry fee will be $75.00 per person or $225.00 per team. This will include green fee, cart, range balls, refreshments and lunch.

The format is a Three Person Scramble.
For further information contact Jeff Ford
Ph: 501-676-2255 / Fax: 501-676-2266

Registration Form

Team Captain ____________________________________________
Address ___________________________________________________
City _____________________________ State_________ Zip _______
Office Number __________________ Cell____________________
Email address ____________________________________________
Player 2 _________________________________________________
Player 3 _________________________________________________

Enclose $225.00 team entry fee ($75.00 per person)
Entry fees must be received by May 9th, 2016
Make check payable to: ARWA Jack Lambert Golf

Send Registration Form and Money to:
ARWA PO Box 860 Lonoke, AR. 72086
Team Captains are responsible for team, including entry fees
Additional information about the tournament will be relayed to team captains
Clean. Safe. Sustainable.

Utility Service Group has proudly served the potable and industrial water industries for over 50 years.

Today's Utility Service Group (USG) provides comprehensive condition assessments, rehabilitation services and sustainable asset management solutions throughout the whole water cycle. Our comprehensive portfolio of innovative sustainable technologies and custom designed professional asset management services deliver value-based, sustainable and compliant results for our water system customers.

USG offers diverse services covering the entire water cycle, encompassing (but not limited to) tanks, concrete coatings, filters, filtration solutions, smart metering solutions, as well as leading-edge technologies like helium leak detection. Contact us today to learn more about the value and savings that USG, the largest tank painting contractor in Arkansas, can deliver to your Arkansas water utility!

State of Arkansas | Brian Woodring | 855.526.4413 | help@utilityservice.com
Electronic Reporting of Discharge Monitoring Reports has December 21, 2016 Deadline for Permittees

By Susan Poe, Wastewater Trainer/Technician

I wanted to remind everyone or let those that are unaware that have Discharge Monitoring Reports that the U.S. Environmental Protection Agency (EPA) has finalized the National Pollutant Discharge Elimination System (NPDES) Electronic Reporting Rule (NET DMR). NPDES permittees will have to enroll and start using NET DMR by Dec. 21, 2016. This will include General Permit holders (not including Stormwater). Arkansas Department of Environmental Quality announced that the EPA Headquarters will be providing NetDMR webinar training to assist you with reporting your DMRs electronically. Demonstrations on how to create an account, managing access, entering DMR data, signing DMRs and importing DMR data from a file will be covered.

The dates in 2016 for the webinars are January 27th, February 16th, March 15th, April 19th, May 17th, June 14th, July 19th, August 16th, September 13th, October 18th, November 15th and December 13th. The url is https://epawebconferencing.acms.com/netdmrtrain/

You may also find more information on NetDMR including User Guide, on-line training modules, a list of contacts for your state or region, and various training sessions scheduled for this year at https://netdmr.zendesk.com

ADEQ will be providing hands-on training at their facility and locations throughout the state for you to participate at a computer during a session to assist you with using the program. Those locations and dates were being finalized at the time of this article; please check the ADEQ website for the schedule to be posted.

I contacted Richard Healey, Enforcement Branch Manager in Water Division at ADEQ for more information for this article, and I understand that a high-speed internet connection will be required for the reporting. Those systems that have no internet or special circumstances will need to contact ADEQ for further information prior to the deadline of December 21st, 2016. Those with additional questions can also contact the Water Division’s Enforcement Branch at (501) 682-0624.

Several systems that I have worked with have already started the reporting electronically. Be sure to not wait until the last minute to comply with the new reporting requirements, and watch for schedules of
training, since space will be limited in the classes due to needing a computer to participate. So, register early once the schedule is released.

If you need Technical Assistance from Arkansas Rural Water for your Water or Wastewater needs, please don’t hesitate to contact us at 501-676-2255.
In the State of Arkansas, water systems that have water with a pH that is acidic and consumers with lead pipes generally have to implement a corrosion control program. This protects consumers from drinking water which contains any lead content. If a program is not implemented, the corrosive water can break down the integrity of lead pipes and cause them to leach (release particles) of lead into your drinking water. Lead is a very harmful neurotoxin than can cause a list of developmental and physiological issues. In adults lead poisoning symptoms include muscle/joint pain, memory loss, hypertension, and severe abdominal pain.

In children/babies lead poisoning can cause growth delays, learning disabilities, weight loss, fatigue, and vomiting/abdominal pain. That is exactly what is happening right now in Flint, Michigan. In an attempt to save money, the City of Flint stopped receiving water from Detroit and began to pump out of the Flint River in April 2014. The city was waiting on a pipeline to be laid from Lake Huron. Almost immediately, customers began complaining about the smell, taste, and color of the water they were receiving. However, those complaints were ultimately over looked. Despite complaints from customers and reports from doctors concerning the high level of lead in some of the children’s blood, nothing was being done by government officials.

In August 2015, officials finally acknowledged there was a problem after a Virginia Tech professor showed tests that revealed elevated levels of lead in Flint’s water. It was not until January 5, 2016, that Governor Snyder declared a state of emergency. So far, the investigation into the Flint Water Crisis has led to political demise of Mayor Dayne Walling, the resignation of Dan Wyant the Department of Environmental Quality Director, and the resignation of EPA Region 5 Administrator Susan Hedman. Exactly how many people affected, the damages done to the public, and the policy and regulation changes that will come out of this disaster are ultimately still yet to be seen. So what some see as a burden, collecting lead and copper samples every year or three years and keeping a close eye on your corrosion control program, just might prevent a massive devastation.

All of our regular training classes are free of charge to all ARWA members. Non-members will be charged $99 a day for each person attending our training sessions effective January 1, 2015. These fees cover the cost of training materials provided in each class. If you want to update your ARWA membership you can print our membership form online at www.arkansasruralwater.org You can also call us directly at 501-676-2255.
Attention: Board Members and Managers of Rural Water Associations:

Everyone else is benefiting from arwa’s Aquasure insurance program. Why aren’t you?

Call David Feild today for more information at 501-666-6653, or email: dfeild@riskservicesar.com
This time of year, you could think of many things that need to be done on your system. If you buy water from another system, you are constantly thinking about water loss and how you can eliminate it or at least cut down on the unaccounted for water. One thing that many systems need to think about is the billing date versus the date the meters are read. If these days are a lot different, this will cause you to think you are losing or gaining water. Many water systems are also thinking about how they can save money, and many times you have to spend a little to make a little. For instance, how long have your meters been in service? Have your residential meters started over or started at zero again? If they have, you might be losing money. An effective meter change-out program can be very effective. I have been in water systems that still have meters that have been in service since the system originated. When you have these older meters, you might be losing a percentage of your water revenue. These meters should be changed or tested to maintain their accuracy. Is that meter in the ground the right type for the right application? Certain types of master meters are made to measure certain types of flow.

For instance, you need to look at the types of flow or customer demand that you have to supply. Just because you have a master meter in the ground, does not mean that you are measuring all of the water that is going through the meter. All of your meters can be tested to see if they are at least meeting the designed specks of the manufacturer. Any master meter that you want to be tested should have a two inch tap made on the effluent side of the meter and a shutoff valve before the meter and after the meter. This way, you can shut off the meter from the system, and route the water from your meter to the test meter.

A meter should also be tested in its own environment, which means, it should be tested while it is hooked to the service line it supplies. I cannot tell you that one meter is better than another, but I can tell you that they all can be tested to check for accuracy. We, at Arkansas Rural Water Association, can test your master meter and give you an idea if your meter needs to be replaced or recalibrated by an authorized factory service technician.

The process does not take very long, and we test for high, medium, and low flows. When you are buying water from another system, you have to pay very close attention to how much water is being purchased and how much water is being sold. While you have your own system, it does not seem like it matters as much because you do not have to pay another water system for every gallon. To a small water system, this can be devastating. Also with concerns of depleting water aquifers, the need to conserve has become quite an issue to certain parts of the United States. Before you buy a meter, tell your meter supplier what kind of flow you might anticipate and how many people this water line is intending to supply.

This will give the supplier the advantage of knowing what type of meter you will need.

Sometimes the cheap meter is not the way to go. Unless the meter can measure more than one type of flow, you might be missing that low flow that happens during low peak demands. If you are not sure about your meter accuracy, give us a call, and let us test it for you. Your success is very important to us. We want to see you and all systems move forward. Arkansas is moving ahead in newer technology, and we are proud to see the success of the operators and managers of our state.

If you have any questions about meters, any other issues concerning water treatment or distribution, give us a call. We will do our best to help you any way we can.

I hope the year 2016 is very good for you, and I hope you had a wonderful holiday season.
Eliminate Your Delinquent Accounts With Our Web Based Solution For Tracking Collections.

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personalized Company Info</td>
<td>Affordable Monthly Fee’s</td>
</tr>
<tr>
<td>Multiple User Security Levels</td>
<td>Automatic Tracking Of Inquiries</td>
</tr>
<tr>
<td>New Customer Inquiries</td>
<td>Notice Of Matches Upon Login</td>
</tr>
<tr>
<td>Debt Customer Entry</td>
<td>Establishes Communication</td>
</tr>
<tr>
<td>Built In Request Forms</td>
<td>Ultimately Reduces Bad Debt</td>
</tr>
</tbody>
</table>

THOUSANDS OF DOLLARS CONTINUE TO BE COLLECTED THROUGH THIS SYSTEM.
EXERCISE YOUR RIGHT THROUGH ARKANSAS ACT 769 BY USING THE ONLY STATE APPROVED SYSTEM

Logon At: www.wudb.com
Call Us At: 800-451-5351
Water Tank Inspection Update  By Josh Freeman, ARWA Circuit Rider

In the fall 2015, “Arkansas Drinking Water Update” on page 4, had an article pertaining to water tank inspections. In this article, it discussed the ways and how often Arkansas Department of Health is wanting to see inspections done. It said water storage tanks shall be operated and maintained per AWWA Standard G200 for Distribution Systems Operations and Management. This standard calls for each system to include procedures for routine, periodic and comprehensive inspections of water storage tanks. The standard also requires each system to have a maintenance program for tanks, which includes cleaning and refurbishing based on results of the inspections.

Reports of the internal and external inspection of the tanks shall be conducted at a minimum of every 5 years in accordance with AWWA Manual M42. Sanitary defects found shall be promptly be taken care of, or it will be considered to be a Significant Deficiency.

There are two types of inspections that can be conducted. A dry inspection can be done by draining the tank completely empty and having a tank company come in and climb inside the tank. The other way is a wet inspection (underwater). This is where a diver or a remote operated vehicle (ROV) would do the inspection so the system would not have to be drained.

Whichever inspection your system chooses, requires that AWWA C652 for Disinfection of Water-Storage Facilities be followed during and after the inspection.

You can find a list of ARWA Preferred Tank Companies on the ARWA website (arkansastrural-water.org). Go to resources. Start making your plans for ARWA 39th Annual Technical Conference September 18-21, 2016 in Hot Springs, AR. If you have any questions on water tank inspections, please feel free to call Arkansas Rural Water Association at 501-676-2255.

Henard Utility Products
Authorized Distributor of Badger Meter
www.henardutility.com
800-776-5990

Badger Meter  Clearly Better.

BEACON Advanced Metering Analytics

Water Meter Data Collection and Management
• Cellular fixed based transmitters
• Hosted and managed analytical software
If you’re looking for one source for utility billing, look to QS/1. Our billing software includes an integrated accounting suite, Internet and phone payments with immediate posting, plus IT and bill printing services. Only QS/1 offers one complete package that eliminates the headache of dealing with multiple vendors. With cloud computing, we’ve also eliminated the need for on-site servers and their maintenance. QS/1 takes care of ongoing maintenance, software updates and system backups for disaster recovery concerns. QS/1 is the proven source for managing utility districts without wrecking your budget.

To learn how one reliable source can eliminate the headaches of multiple service providers, visit qs1gov.com or call 866.857.9507.
Arkansas Rural Water Association would like to announce that Wendell Chapman, General Manager of Grand Prairie Regional Water Distribution District of Stuttgart for the past 27 years, announced his retirement effective January 22, 2016.

During his tenure at Grand Prairie RWDD, he was involved in many water industry organizations, the Arkansas Rural Water Association (ARWA) serving as an ARWA Board of Director from 1992 -2004 and served as President of ARWA from 1996-1998. Wendell served as Chairman from 1993-1994 and then served as President from 1994 - 1996. During this time, the ARWA Board voted to proceed to seek funding and to build the Arkansas Rural Water Association Dale Bumpers Training Facility located in Lonoke, AR.

During his years as manager, he was involved in the Arkansas Water Works & Water Environment Association, the Arkansas Water Managers Association, and served as President of both of these organizations during his tenure at Grand Prairie RWDD.

I had the distinct pleasure of presenting Wendell Chapman with the Arkansas Rural Water Association H.H. Harvill Award prior to his retirement.

This was only the second time this award has been given to an individual. It is in memory of Mr. H.H. Harvill who was one of the two original individuals, the other being Mr. Ernie Faucett, that had the vision of a statewide organization that could provide training and technical assistance to rural water systems across the state, so as to allow those systems to provide safe, clean Quality On Tap to all Arkansas. Mr. H.H. Harvill was one of the founding Board of Directors with Grand Prairie Regional Water Distribution District in which Wendell Chapman went on to manage for 27 years, retiring January 22, 2016.

Arkansas Rural Water Association Board of Directors and Staff wish you a wonderful Quality on Tap retirement!
Arkansas Rural Water Association is looking for the “BEST TASTING WATER” in the state.

The State Water Taste Test will be held on Monday, September 19th, 2016 at 2:30 pm - 3:00 pm at the ARWA Annual Technical Conference in Hot Springs, Arkansas.

All member water utilities are encouraged to enter.

Arkansas Rural Water Association will choose the best of the best to represent the Arkansas Rural Water Association in Washington, D.C. at the NRWA Water Rally in 2017.

Systems need to bring a quart of water, labeled with their system name, to the ARWA Annual Technical Conference registration desk by Noon on September 19th, 2016.

For more information, contact the Arkansas Rural Water Association at 501-676-2255

2015 WINNER
Western Greene County RWDD
NRWA’s WaterPro Community

A systems operations specialist posted a question about surface water monitoring in the WaterPro Community. In a normal situation, a water professional might get advice from two or three others before making a decision, but with the waterpro community, this question generated 13 responses. Another question about disinfection byproducts generated 14 responses while questions about cross connection control software received 9 responses; frozen water lines: 16 responses; and oxidation ditch freezing: 12 responses.

In the past, water professionals like this system operations specialist might only have the chance to meet at a national or state conference, if they ever met at all.

Today, the WaterPro Community gives these professionals a chance to network online, to ask questions, and exchange experiences each and every day for the benefit of their utilities.

"Today's world is an online word," explained NRWA CEO Sam Wade. "Professional networking is no longer limited by time or geography: the internet allows water professionals from all over the world to share their valuable knowledge and experience."

WaterPro Community forums provide more than a simple Q and A or a quick networking session. Each discussion is stored, categorized, and made searchable so that it can be recalled at a later time by any member of the community. These forums have the power to put the knowledge and experience of life-long water professionals at each member's fingertips.

"The forums are a powerful tool, but they are just one of the WaterPro Community's many features," Wade said.

The power of the WaterPro Community is that it combines the power of several, common web tools into a single, easy to-navigate platform. These tools include forums, blogs, file libraries, wikis, and networking tools. The community platform gives members one login to access the full array of tools.

Additionally, it adds a layer of search and tag functionality that makes finding information easier than ever. A simple search for 'Arsenic,' for example, could yield blog posts on new arsenic regulation and new remediation technology, forum discussions about systems' experience dealing with arsenic, sample presentations on how to deal with arsenic, and links to webinars on arsenic reduction.

The WaterPro Community blogs will focus on regular updates on industry issues ranging from technical operations to regulations and compliance. Expert authors share regular news links, insight, and analysis.
Various subscription options ensure members are always up to date on the latest news in their favorite topic area.

WaterPro Conference blogs also have commenting options that allow members to continue the discussion, to ask questions, and to increase learning. "Our industry is changing rapidly, and the pace is only going to accelerate," Wade said. "These community blogs will help keep members abreast of all changes in process, technology, and regulation."

File libraries are community warehouses of documents, files, videos, and presentations. They can include everything from training presentations to official documents. The file libraries will grow dependent on the interest from the members, but could include utility documents, including sample work orders and job descriptions, or a sample boil order notice.

A WaterPro Community membership also includes a free NRWA membership, which provides access to other benefits and discounts. The primary benefit is that NRWA members are helping support national efforts to support continued utility funding, sensible regulations, and protection of water resources. NRWA members also receive special discounts on NRWA events, webinar events, and other vendor deals. This membership also includes a free subscription to Rural Water magazine, and access to special interviews with decision-makers in the water industry.

"The WaterPro Community is a unique opportunity to advance the industry and unlock the collective knowledge and expertise of the water industry," Wade said.

---

Visits Arkansas Rural Water Association

Becky Keogh, Director of Arkansas Department of Environmental Quality, Julie Chapman, Chief Counsel and Associate Director for Policy, Caleb Osborne, Associate Director for Water, John Bailey, P.E., Chief of Operations for Water, and Bob Blanz visited the Arkansas Rural Water Association Dale Bumpers Training Facility on Monday, February 22, 2016.

It was an honor to host the ADEQ Director and her staff at the ARWA Training Facility and to have a chance to explain to them about ARWA and the services that we provide to the water and wastewater systems of Arkansas. Director Keogh spoke to about 30 students of the Class II Wastewater Class that ARWA Wastewater Trainer/Technician, Susan Poe, was teaching that week.

ARWA staff presented short presentations of different wastewater services that ARWA assists City Wastewater systems with, such as the Sewer Smoke Tests. Jim Barkie, ARWA - USDA Wastewater Trainer/Technician, presented a short program on smoke testing. Terry Fortenberry, ARWA - ANRC Circuit Rider/Trainer, presented a short presentation on Sewer Camera (CCTV), and Chris Harris presented a short presentation on the Vac Con service work ARWA provides to their member utilities throughout the state.

ARWA staff showed the Director and her staff the other equipment that ARWA has now with the help of funding from ANRC that we can provide to utilities in a time of emergency.

The meeting concluded with ARWA having better understanding of ARWA and our member utilities’ needs and concerns.

I would like to thank Director Becky Keogh for taking the time out of her busy schedule to travel to Lonoke, Arkansas and visiting the Arkansas Rural Water Association Dale Bumpers Training Facility.
Welcome To The Web  By Rodney Baldwin/ARWA Circuit Rider

Arkansas Rural Water Association has updated their webpage, and it has a new look. The webpage is very useful and contains information that you may not have known was available to you. The website address is www.arkansasruralwater.org

At the home page, you can go to the top toolbar and look under the “Training” tab to see classes available on the main calendar. You can also pull up an agenda with detailed information on the class you want to attend and check your training hours that you have accumulated. You can print out the renewal hours for water and wastewater. Under the “Events” tab, you will find information about our Annual Conference, Operator Expo, as well as the Scholarship Golf Tournament.

The Resources Section has all types of links such as State and Federal Supporting Agencies and Reference Material. You can view our magazine online and even check out the current available job listings. There are all kinds of information available to learn about our organization and also a form to join ARWA as a member. You will receive discounted rates for equipment usage and services such as Sewer Camera and Vac-Con truck.

As a member, you will be assisted when seeking assistance in areas such as reporting, preventative maintenance, leak detection, locating lines and valves, smoke test, rate analysis, treatment troubleshooting, technical training in water and waste water operators, managers and board members. As ADH and ADEQ makes changes in testing procedures and class hours for renewal of licenses, ARWA will be there to allow you to get your hours in specialty classes.

We really would like your input on our new website and hope you take the time to visit. If you ever need assistance, please do not hesitate to contact us at 501-676-2255.

A Superior Website for Your Town or Water System is Now Easy & Affordable!

Municipal Impact and Rural Water Impact provide beautiful, mobile-friendly websites for towns and Water Systems – all at a very affordable price. Kick back while we do all the work and setup, then make updates yourself anytime you want. Secure hosting and unlimited support are included, too.
You’ll never hire an expensive web designer again!

“We’re the Website People!”

For pricing and information, visit us online at www.municipalimpact.com or www.ruralwaterimpact.com
Or call us today at 1.800.551.4815.
My letter to Dennis Sternberg 11/5/2015
By: Brooke Kidd

Thank you so much for sending Mr. Quattlebaum to our school. He is very nice, and he taught me so much. I learned that all the litter people throw in the water contaminates it. I also learned that contamination spreads to other places, and it does that very fast.

I learned that there is an aquatard under the surface of the Earth. I learned that an aquatard is a layer of clay. I also learned about how clay will not let water through it.

Mr. Quattlebaum also taught me that we need to take care of our Earth. He said that contamination is hard to remove and that it takes a long time to remove it. He said the Earth is a very, very, very good filter. He taught me that only 3% of the water on Earth is usable because of contamination.

My favorite part of Mr. Quattlebaum’s visit was when he showed us a demonstration of how fast contamination spreads. He had a cool demonstration case where he put red dye in one well, and it only took two seconds for the dye to spread everywhere!

I hope you continue to do this, because it gave me and many other students a chance to learn more about Arkansas’ water. It also helped kids understand and realize that the Earth is a good place, and we need to work together to keep it that way.

Tori Browder
11/5/2015

My letter to Dennis Sternberg 11/5/2015

David Quattlebaum taught some really good things yesterday that was really good information. (1) The way the people take the water from the river, clean it, and then give it to the people. Then they use the water, flush the toilet, and it goes back to where it started. (2) To not leave the water hose running in the dog’s bowl, because the hose will end up going to your drinking water. (3) Anything that is in your water like a chemical can spread to other people’s drinking and bathing water too!

I learned many things that I can’t really think of wording, but there was more! Thank you for teaching me, and I hope you can come back to teach other little kids too! Thanks again!

Bailey C
11/5/2015
Can you imagine driving a vehicle that always has the gas pedal all the way down all the time, and the only way you can control the speed is with the brakes? This sounds preposterous, but that is very similar to the way we operate our electric equipment. (Actually, I know people who drive something like that!!)

Since the speed that an AC electric motor turns depends upon the 60 cycles per second that our electricity alternates and the way the motor is wound, motors were only good for one speed. Since there are only so many ways to wind a motor, the choices were limited to 3600, 1800, 1200, and 900 RPM. Once the motor was wound, the speed was fixed unless you used a belt drive or a transmission of some kind. (There was also some use of DC power that was generated by an AC motor turning a DC generator that powered a DC motor – complicated and wasteful – but that was all we had). Then about 40 years ago, the VFD was developed. It has become a proven reliable problem solver that is becoming more economical all the time.

A VFD is a device that can electronically change the frequency of electricity from the standard 60 cycles per second. A VFD allows you to change the speed that the motor will turn. Most equipment is oversized for reasons outlined in my article in the last Water Insight Magazine published by Arkansas Rural Water. Now all of those oversized pieces of equipment can be operated at almost any speed we choose. We can now run them at the most efficient speed instead of the speed that covers the worst-case scenario. The savings in energy and money can be significant.

There are more applications for VFDs than can fit in one article, so for the next several issues of Water Insight, we are going to explore some of them.

The first application will be for water booster stations.

In a large number of cases, an area needs more water pressure. Many times they only need the extra pressure in a limited area and for a limited time.

In the past, the entire system pressure would be increased by raising the water level in the water tank. Pressure reducing valves would be used to reduce pressure where needed. This way all of the water pumped had extra energy added, then the excess energy would be wasted at the pressure reduction valves. This is just like the car with the stuck gas pedal and the over used brakes.

Another way to boost pressure is with a pump, but if the pump is sized for the maximum expected flow and pressure, it is too big for the rest of the time. Enter the VFD! Modern booster pump skids come pre-packaged with pumps, VFDs, and computer controls. The pumps are sped up or slowed down as needed to maintain the downstream system pressure. Slowing a pump by 20% typically saves 50% of the energy needed to operate. Since the VFD is a great companion with an automatic controller, this is all done automatically. Just set the pressure and walk away. Additionally, the controller can sense when an additional pump needs to come on or off. These can be set up with any number of pumps. You only have to pay for the capacity you need.

An additional opportunity for energy savings is available with this setup. Instead of sizing a single pump to do the maximum duty and then installing an equally large spare, the pumps can be sized to handle one-half the anticipated flow. Most of the time, only a single pump is needed. If the higher flow is needed, the second pump is energized. In extreme cases, the third pump would be added. Theoretically, there is no limit to the number of pumps that could be involved. Three is just a very common configuration. This configuration allows the pumps to all be sized based upon the most efficient operation at the flow and head at which they are actually likely to operate.

By holding constant pressure, the pumps perform the same function as a tank that is always full, and always at just the right level, and just the right pressure. If you think you have an application for a VFD, call me at Arkansas Rural Water Association.
TIRED OF POWER OUTAGES?

Then call us at (501) 568-3000

With complete emergency power solutions for Rural Water facilities across Arkansas, RP Power is your source for professional grade equipment, parts and service.

www.rp-corp.com

People and Power You Can Trust

LITTLE ROCK  MEMPHIS  TULSA  OKLAHOMA CITY
# ARWA TRAINING AND EVENTS 2016

## ARWA BACKFLOW TRAINING SCHEDULE 2016

<table>
<thead>
<tr>
<th>Date</th>
<th>Course</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 4 – 8, 2016</td>
<td>Tester Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>July 11 – 15, 2016</td>
<td>Tester Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>October 17 – 21, 2016</td>
<td>Tester Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>April 4, 2016</td>
<td>Tester Re-Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>July 11, 2016</td>
<td>Tester Re-Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>October 17, 2016</td>
<td>Tester Re-Certification</td>
<td>Lonoke</td>
</tr>
<tr>
<td>March 15 - 17, 2016</td>
<td>Repair Course</td>
<td>Lonoke</td>
</tr>
<tr>
<td>August 16 - 18, 2016</td>
<td>Repair Course</td>
<td>Lonoke</td>
</tr>
</tbody>
</table>

## ARWA WATER TRAINING SCHEDULE 2016

<table>
<thead>
<tr>
<th>Date</th>
<th>Course</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 12, 2016</td>
<td>Basic Water Math</td>
<td>Arkadelphia</td>
</tr>
<tr>
<td>April 14, 2016</td>
<td>Applied Water Math</td>
<td>Arkadelphia</td>
</tr>
<tr>
<td>April 19-21, 2016</td>
<td>Intermediate Distribution</td>
<td>Clarksville</td>
</tr>
<tr>
<td>April 26-27, 2016</td>
<td>Water License Renewal</td>
<td>Warren</td>
</tr>
<tr>
<td>May 10-12, 2016</td>
<td>Advanced Distribution</td>
<td>Lonoke</td>
</tr>
<tr>
<td>May 24-26, 2016</td>
<td>Advanced Distribution</td>
<td>Lonoke</td>
</tr>
<tr>
<td>June 1-2, 2016</td>
<td>Water Exam Review</td>
<td>Lonoke</td>
</tr>
<tr>
<td>June 28-30, 2016</td>
<td>Basic Distribution</td>
<td>Springdale</td>
</tr>
<tr>
<td>July 12-14, 2016</td>
<td>Basic Distribution</td>
<td>Mountain Home</td>
</tr>
<tr>
<td>July 26-28, 2016</td>
<td>Intermediate Distribution</td>
<td>Springdale</td>
</tr>
<tr>
<td>August 2, 2016</td>
<td>Basic Math</td>
<td>Lonoke</td>
</tr>
<tr>
<td>August 4, 2016</td>
<td>Applied Math</td>
<td>Lonoke</td>
</tr>
<tr>
<td>August 23-25, 2016</td>
<td>Intermediate Distribution</td>
<td>Lonoke</td>
</tr>
<tr>
<td>August 31, 2016</td>
<td>Water Exam Review</td>
<td>Lonoke</td>
</tr>
<tr>
<td>September 1, 2016</td>
<td>Water Exam Review</td>
<td>Lonoke</td>
</tr>
<tr>
<td>September 27-28, 2016</td>
<td>Water License Renewal</td>
<td>Mountain Home</td>
</tr>
<tr>
<td>October 11-13, 2016</td>
<td>Advanced Distribution</td>
<td>Springdale</td>
</tr>
<tr>
<td>November 8, 2016</td>
<td>Basic Math</td>
<td>Lonoke</td>
</tr>
<tr>
<td>November 10, 2016</td>
<td>Applied Math</td>
<td>Lonoke</td>
</tr>
<tr>
<td>November 15-17, 2016</td>
<td>Advanced Distribution</td>
<td>Lonoke</td>
</tr>
<tr>
<td>November 30, 2016</td>
<td>Water Exam Review</td>
<td>Lonoke</td>
</tr>
<tr>
<td>December 1, 2016</td>
<td>Water Exam Review</td>
<td>Lonoke</td>
</tr>
<tr>
<td>December 6-8, 2016</td>
<td>Advanced Treatment</td>
<td>Lonoke</td>
</tr>
<tr>
<td>December 13-14, 2016</td>
<td>Water License Renewal</td>
<td>Heber Springs</td>
</tr>
</tbody>
</table>

## ARWA WASTEWATER TRAINING SCHEDULE 2016

<table>
<thead>
<tr>
<th>Date</th>
<th>Course</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 12-14, 2016</td>
<td>Class I Wastewater</td>
<td>Nashville</td>
</tr>
<tr>
<td>April 18-21, 2016</td>
<td>Class II Wastewater</td>
<td>Bono</td>
</tr>
<tr>
<td>April 27-28, 2016</td>
<td>Wastewater License Renewal</td>
<td>Warren</td>
</tr>
<tr>
<td>May 9-12, 2016</td>
<td>Class II Wastewater</td>
<td>Mountain Home</td>
</tr>
<tr>
<td>July 18-22, 2016</td>
<td>Class III Wastewater</td>
<td>West Fork</td>
</tr>
<tr>
<td>August 16-18, 2016</td>
<td>Class I Wastewater</td>
<td>Lonoke</td>
</tr>
<tr>
<td>September 19-21, 2016</td>
<td>Class I Wastewater</td>
<td>Hot Springs</td>
</tr>
<tr>
<td>September 28-29, 2016</td>
<td>Wastewater License Renewal</td>
<td>Mountain Home</td>
</tr>
<tr>
<td>October 3-6, 2016</td>
<td>Class II Wastewater</td>
<td>Smackover</td>
</tr>
<tr>
<td>December 14-15, 2016</td>
<td>Wastewater License Renewal</td>
<td>Heber Springs</td>
</tr>
</tbody>
</table>

To see our entire schedule of classes or to get more details please go to our website: [www.arkansasruralwater.org](http://www.arkansasruralwater.org)
ARWA GETS LETTERS AND E-MAILS FROM SYSTEMS

- Gentlemen:  
  December 30, 2015
  
  We would like to thank Terry Fortenberry and Roy Richards for all the work they did for Banks Water System recently. The master meter in the pumphouse had not been working for several months. They did an excellent job replacing the meter.
  
  This is not the first time that Terry has been so valuable to us. He has been helping us since the year 1990. He has inspected our water tank. He helped when we had a problem south of Banks where we had a meter when we sold water to South Banks Water Association. He has helped with various other problems that we have had through the years. We value his judgement and appreciate all that he does for us.
  
  Please let both of them know how grateful we are for their service. You are fortunate to have them in your association. Thanks to both of them and to Arkansas Rural Water Association for helping us so efficiently.

Banks City Council
Terry Allen Adams, Mayor

- Dear Mr. Sternberg:  
  January 5, 2016
  
  I am writing this letter to let you know how much I appreciate the help that Josh Freeman has provided for our city. I took office in January and learned that he had been advising us to raise our water rates for years. He helped us work through what had been happening (we were $117,000 in the red from the previous year in what we collected from water dues when compared to what we spent), helped us work through many scenarios to arrive at what we needed to be charging, and then even came to our meeting when we did the public hearing on raising water and sewer costs.
  
  In addition to this specific problem, we call him frequently as we work to update and work to create an efficient and compliant system to best serve our customers. I just want to let you know how much we appreciate Josh and your organization. I think small municipalities such as ours would not survive without such help.

Sincerely,
Jan Larson, Mayor
City of Jasper

- Arkansas Rural Water Association  
  01/07/2016
  
  I would like to take this opportunity to thank the Arkansas Rural Water Association for their continued work and involvement with water systems in the state of Arkansas. Without their help, it would be impossible for water systems to be able to operate as efficient as they do. We have used them on numerous tasks that we did not have the equipment to do, and without their help, we would have had to hire a company to accomplish these things costing us a lot of money.
  
  We had Josh Freeman to test some large meters for us, and we appreciate what ARWA is doing and their professional services are second to none.

Thank you,
Larry Garrett, Director
Huntsville Water Utilities

- Arkansas Rural Water Association  
  January 07, 2016
  
  The City of Monticello relies on the Arkansas Rural Water Association (ARWA) in many aspects of operating a municipal water utility. The changes in Arkansas Health Department Regulations are communicated to our City in an efficient and speedy manner and explained to our employees so we can comply with any changes. The training services are relied upon by the employees to perform their jobs correctly for the health and safety of our citizens. The employees enjoy the classes and have stated on numerous occasions that the instructors care about the employees learning and understanding the material. Another service provided is the testing of water meters. ARWA will go on-site to test meters that may be faulty and causing problems for customers. The services that are provided by ARWA are a needed and appreciated benefit for our city. The employees state that one of the main reasons the water system is safe for our customers, is thru the hard work of ARWA. Please call me with any questions.

Sincerely,
Andrea J. Chambers, Water Department Manager
City Clerk/Treasurer
City of Monticello

- Dear Mr. Sternberg,  
  January 8, 2016
  
  On behalf of the City of Turrell, sir, I just wanted to take a minute to say thank you for sending Mr. Rodney Baldwin, an employee with Rural Water, over today to fix the problem in which we were experiencing with our
pump located on Gum Street. Because of the quick response, everything is now running smoothly.

Again, we appreciate Rural Water for its effective service. Happy New Year and may it continue to be a blessed one!

Sincerely,
Dorothy A. Cooper, Mayor
City of Turrell

Josh, 1/13/2016

Thank you for the report. I appreciate you coming to our facility and testing our flow meter. It is nice to be able to call on ARWA for assistance, and the very timely fashion that you were able to be here helped also. I have an operator in a training class this week that is provided by ARWA, and I am thankful for the training made available also.

Jonathan Shipley, Water Operations Manager
City Corporation
Russellville Water & Sewer System

Jim Barkie, January 21, 2016

Just wanted to say thanks for the training, and I really enjoyed the class. Mr. Jim Barkie was an excellent instructor, and I learned a lot from his training and his skills. Look forward to the next classes in the future.

Thank you,
Brad Nelson

To whom it may concern, January 30, 2016

I have attended various such schools since 1970. I hold a Class III sewer license, a grade 4 water distribution license, and a grade 4 water treatment license. I have attended the Environmental Academy several times.

I have never had an instructor as good as Mr. Jim Philipp. This man is a very gifted teacher. He kept the attention of every attendee, made me remember things I had not thought of in years. For the young people who were newly licensed, Mr. Philipp was very patient. He made sure each person understood all aspects of the subject.

Arkansas Rural Water Association provides an invaluable service to small towns in our state. These towns do not have the funds to hire experienced operators. They must grow their own. This school gives a wealth of information that helps so many small towns.

Richard K. Sumner

Mr. Sternberg, February 1, 2016

I would like to thank you and your staff for a job well done in the services that you recently provided for the City of Mitchellville. I am the newly elected mayor for the city and with having limited resources it has been necessary to call on A.R.W.A on several occasions since being elected; each time you provided outstanding services.

Without the mechanical and technical assistance of ARWA, we would not have been able to maintain at the level where we currently are. I would also like to thank your courteous and professional office staff and Mr. Terry Fortenberry and Mr. Rodney Baldwin for their services as well. I pray for the association’s success and its existence for many years to come.

Cordially,
Mayor Carl Griswold
City of Mitchellville

Dear Dennis, February 1, 2016

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

Compton Water still has serious maintenance issues and a very tight budget in which to maintain and improve the system. You all have responded to each call with professionalism, and when a water leak has occurred, or maintenance has been necessary, you have expediently responded to us thereby reducing financial loss. Your direction for us in applying for and obtaining a grant and loan to improve our Compton Water Tank has been extremely valuable, and we would say that we couldn’t have been successful in moving forward in this critical improvement without your help.

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
Compton Water Association

Dear Mr. Sternberg: February 1, 2016

The Lavaca Water Department would like you to know how much we appreciate Mr. Jim Barkie. Most recently, he assisted with the rebuilding of the sewer lift station located in the Berry Ridge Subdivision in the City of Lavaca. The services he provides through the Arkansas Rural Water Association are invaluable to smaller communities like Lavaca.

Sincerely,
Dwayne Wallace
Lavaca Water Department

Sustainable Infrastructure
Prestressed Concrete Water Storage Tanks
913.681.6006 www.dntanks.com
Dave Ornduff, Regional Manager
dave.ornduff@dntanks.com
• Dear Sir: February 3, 2016

I just finished the basic water treatment course last week at your Lonoke facility. I just wanted to take a minute and let you all know what a great experience it was. I have obtained all my wastewater training thru ARWA up to a class 2 operator and now in process of achieving Distribution and Treatment 2 in water. Jim Philipp has been the instructor in the classes I have attended for water, and he does an excellent job of covering the material and answering questions. Just wanted to say you guys have it going on in the training. Thanks for all you do and looking forward to my next class in Clarksville with your folks.

Thanks for being there for us trying to achieve goals.

Jeff Braden, Maintenance Technician
Mount Magazine State Park

• Dear Mr. Sternberg: February 3, 2016

I just wanted to thank you and Ms. Susan Poe for all the support you all give to the City of Sherwood Waste Water Utility. Ms. Poe has helped us with a Class III student and three (3) Class I students. We can count on your organization to deliver quality training and support. The Arkansas Rural Water Association is a great advocate for municipalities which is a result of your leadership. We cannot tell you enough how much we depend upon ARWA. Thanks for your support in helping maintain clean water in the state of Arkansas. The State of Arkansas is very lucky to have an organization like Arkansas Rural Water.

Sincerely,
Dennis Benson, Manager
Sherwood Wastewater Utility

• Dennis Sternberg, February 3, 2016

I would like to take this time to thank you for the service that ARWA provides to systems all over the state, large or small, the ARWA is always ready to help.

I manage multiple systems, and anytime I have ever called ARWA, they have been there to help, rich or poor they have always been there.

I have used their generators, their circuit riders on water and sewer from repairing fire plugs to leak searches, to rate studies, VA studies, and anything else. Rodney Baldwin has helped us many times along with Susan Poe. They have done smoke tests together.

Most recently, Susan Poe helped us when our sewer plant was washed out by heavy rain. She helped advise us on how to rebuild our bacteria and made several trips and calls to ensure it was on the right track. Thank you all for being there!

Steve Brown, Superintendent
Kensett Water & Sewer
Westpoint, Georgetown Sewer District

• Mr. Sternberg: February 3, 2016

Thanks to you and your staff at ARWA for all that you do for the City of Mountain Home Water & Sewer Department.

I want to thank you for each and every training class that you and your staff make available to the City of Mountain Home. These training classes enable us to make sure our employees are trained and licensed to do their job safely and effectively. Thank you again to Susan Poe, Wastewater Trainer/Technician & Jim Philipp, Water/Technician. They truly do a fantastic job teaching and training our water and wastewater employees. Also, a big thank you to Tim Carey and Rodney Baldwin for their time on testing our master meters and doing calibration checks for us each year. To David Quattlebaum for helping us to get our Source Water Protection Plan brought up to date.

Dennis you are truly blessed with a great staff. Each and every one of your staff are great to work with, and, we as a utility, are blessed to have this resource available to us to utilize.

I appreciate all the help we get from ARWA. I cannot express how much we value your services.

Thank you,
Alma L. Clark, Director Water & Wastewater Services

• Mr. Sternberg: February 4, 2016

I would like to take a minute to say many many thanks to Arkansas Rural Water and especially Susan Poe for the awesome help on the City of Greenbrier’s rate study. As always, Susan was very professional and top notch. You are very much appreciated.

Thanks again ARWA for all you do.

Jeff Ward,
Wastewater Manager
City of Greenbrier

• Attention: Dennis Sternberg February 4, 2016

I would like to thank Arkansas Rural Water and USDA for the assistance Rodney Baldwin has provided in several areas of our water system. He has assisted in training our employees, assisted in addressing some problems and issues of compliance with our water system.

Thank you,
Michael Cravens
Elaine Water Works

• Mr. Sternberg: February 4, 2016

This is Shelby Townsley, I am a class 3 wastewater operator and manager of the Greenbrier Treatment Facility here in Greenbrier, Arkansas. I wanted to take a minute to thank you and the Arkansas Rural Water Association for all your help in getting me to this point in my career and
to brag on one of your trainers, Mrs. Susan Poe.

Five years ago I started working here at the Greenbrier facility. Within a year, I attended my first wastewater class. It was in Bono, AR and Susan was the teacher. Right off the bat, she made the curriculum easy to understand and enjoyable. Though I was nervous, I passed the class with flying colors, only missing a couple questions. I attribute a lot to Susan and her amazing skills as an instructor. Over the next three years, I attended her Class 2 and 3 classes and enjoyed them as well. During all three classes, she offered extra help and tutoring to anyone that needed it. The majority of the operators attending passed the exams all three times. As hard as the Class 3 exam was, I was confident that I would pass simply, because Susan was teaching it. I am thankful she has been a part of my journey and has been an asset to me in my business.

The help didn’t stop when class ended. She has been to my treatment plant and has assisted me in some issues I had been dealing with. The extent of her knowledge on wastewater is incredible. She has offered to come do smoke testing if we needed it and has put me in contact with other operators that deal with the same problems as me.

Susan Poe is an amazing Wastewater Trainer/Technician. Thank you for your time today, Dennis. I look forward to working with you, Susan, and all the staff at ARWA for many years to come. Arkansas Rural Water is a lifeline for operators in the wastewater industry, and we are incredibly gracious that USDA Rural Development funds such a great program.

Sincerely,
Shelby Townsley
City of Greenbrier

• Dear Mr. Sternberg,
February 4, 2016

This letter is to let you know once again what an outstanding job your organization performed for our water system. All during the week of November 17th 2015, Josh Freeman was there with his instruments and hands-on help to pinpoint a difficult leak. The repair to this leak saved us in December approximately $800. Unfortunately, in December the rainstorms washed out a six-inch line crossing the creek which negated the previous savings.

However, we here in Chester are indebted to your organization for prompt and effective responses any time we have called on you. Not only that, but your people call repeatedly checking whether we are doing O.K. Please forward our thanks to your staff, especially Josh, for he went beyond the call of duty.

Thank you again for the important service you provide to water systems like ours which would not survive without your assistance. Be assured of our continued support.

Sincerely,
Peter Showl, mgr.
Chester Water Department

• Dear Dennis,

Just wanted to take the time to say thanks to you and all your staff for your help. We hope that your funding continues, because without ARWA our City of Bradford would be in a real bind with some of the problems we have had to overcome.

Sincerely,
Shelby Townsley
City of Greenbrier
You have a great staff, and we have had your Circuit Riders, Rodney Baldwin, Terry Fortenberry, Tim Carey, your Wastewater Technician/Trainer, Susan Poe to come not only for assisting us with issues, but we have had emergencies over the past, and we can always count on one of them getting here to help us during times that we just don’t know what we would do without them.

I have also attended your training classes for water with your Training Specialist Jim Philipp and the Wastewater with Susan Poe, and they do a great job helping us with getting our license but keeping us up on hours for renewals. The classes are a big help, since you have them in areas we can attend easily, and I enjoy your Conference that I have been able to attend from time to time. Everyone does a wonderful job putting it on.

We have called on ARWA for everything, (even late at night and on weekends), from water leaks, pump station emergencies, treatment plant issues, smoke testing, rate studies, backflow and on and on. You have always answered our calls and been there for us. Please let your staff know how much we appreciate their help and that we don’t know what we would do without all of you and USDA funding these programs.

Sincerely,
Billy Burruss, Water and Wastewater Superintendent

• Dear Mr. Sternberg,

I was reminded again today of the importance of ARWA. Josh Freeman came down to test one of our master meters. Mena Water Utilities has always used ARWA to test the master meters in our system. We would not know who else to call to have the testing done. Additionally, every time that I read your publication, go to a class, or simply visit with one of your employees, I gain a little bit more knowledge and understanding of how to better operate Mena Water Utilities. It is also a great comfort to know that there are knowledgeable individuals only a phone call away when something comes up that we need additional input on. I hope that ARWA and the people that work there can always be there for the systems that they serve.

Sincerely,
Charles Pitman, General Manager
Mena Water Utilities

• Dear Sir,

My name is Robby Rivett with Carroll-Boone. I wanted to let you know that with Jim’s teaching and help, I was able to pass my D4 on the first try. I feel he is a great teacher and truly cares that his students turn out to be great operators.

Thanks
Robby Rivett
Carroll-Boone

• Dear Mr. Sternberg:

On behalf of the citizens of St. Charles, I want to thank you for your help in repairing a leaking air valve and the pumping out of our two tanks of collected sewage.

Mr. Terry Fortenberry handled the repairs and did an outstanding job for us.

Thank you for your help to small towns, IE: St. Charles. Your help and expertise is invaluable.

Sincerely,
Robert Patrick, Mayor
Town of St. Charles
Unmatched in quality and field safety. EMR: .59

Simply unmatched worldwide. Our facilities are ISO 9001 quality system certified. Tank Connection operates multiple storage tank manufacturing facilities in the U.S. Our storage products and services are requested globally because our quality is recognized as “the BEST” in the industry!

Our LIQ Fusion 7000 FBE™ coating system and application technology is unmatched in water storage applications. It is a STRONGER SYSTEM THAN GLASS COATINGS and other epoxy powder systems. It is provided exclusively by one company, Tank Connection.

Our bolted RTP (rolled, tapered panel) tank design is unmatched worldwide. It is the strongest, precision tank design that does not utilize cheap web stiffeners.

We are the leading experts in storage applications with more years of combined industry experience than any other tank company.
Great day fellow Arkansas water and wastewater operational specialists. The coldest part of winter is now behind us (we hope). Flowers are starting to bloom, and we all look forward to warmer weather ahead. I am asked in almost every class I instruct, what does it take to be successful in order to pass the current ABC’s water exam? Let’s take a look at what success means to different people.

Individuals judge success differently. Some view a large salary and a high profile career to mean success. Others view a healthy, happy family as success. Grandparents often look at their grandchildren and are filled with pride and success. Success to me is being able to help you all become the best water professionals in your community and making lifelong friends along the way.

Thomas Jefferson is credited with this famous quote, “I find that the harder I work, the more luck I seem to have.” Luck plays very little part in passing the water exams; however, hard work, time studying, and reviewing concepts and materials is the key to a successful exam session. There is no other way to be successful on the current exam than to put forth the effort. This means obtaining and reviewing as much of the recommended study material as possible, asking questions during formal training sessions, and learning about your facility while on the job.

While some students pass on the first attempt at the exam, many do not. Margaret Thatcher was quoted with saying, “You may have to fight a battle more than once to win it.” With ample preparation and maybe a few tries, you will ultimately find success in passing the water exam. If I can offer assistance, please do not hesitate to contact me.

We at ARWA look forward to providing the highest quality training and technical assistance to Arkansas water and wastewater systems. I hope y’all have a wonderful spring and summer and find success in however you measure it in your life. I would ask that you all continue to work safe, continue to educate yourself, and to keep that water flowing.
NRWA Fleet Program

The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members.

The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities.

State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwalfleet.com.

Incentive discount pricing is available on fuel efficient cars, vans, SUVs and trucks. Systems can save up to $6,750 off factory invoice per vehicle.

Happy shopping!

Program Details
- Entities must be current members of State Rural Water Associations to be eligible
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles
- Vehicles must be registered and operated in the United States
- Call your Arkansas Rural Water Association 501-676-2255 to get your Fleet Identification Number (FIN)

NRWA Fleet Program
The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members.

The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities.

State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwalfleet.com.

Incentive discount pricing is available on fuel efficient cars, vans, SUVs and trucks. Systems can save up to $6,750 off factory invoice per vehicle.

Happy shopping!

Program Details
- Entities must be current members of State Rural Water Associations to be eligible
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles
- Vehicles must be registered and operated in the United States
- Call your Arkansas Rural Water Association 501-676-2255 to get your Fleet Identification Number (FIN)

NRWA Fleet Program
The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members.

The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities.

State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwalfleet.com.

Incentive discount pricing is available on fuel efficient cars, vans, SUVs and trucks. Systems can save up to $6,750 off factory invoice per vehicle.

Happy shopping!

Program Details
- Entities must be current members of State Rural Water Associations to be eligible
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles
- Vehicles must be registered and operated in the United States
- Call your Arkansas Rural Water Association 501-676-2255 to get your Fleet Identification Number (FIN)

NRWA Fleet Program
The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members.

The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities.

State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwalfleet.com.

Incentive discount pricing is available on fuel efficient cars, vans, SUVs and trucks. Systems can save up to $6,750 off factory invoice per vehicle.

Happy shopping!

Program Details
- Entities must be current members of State Rural Water Associations to be eligible
- There is no limit to the number of vehicles that can be purchased under the program
- Incentive pricing is deducted off the factory invoice
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles
- Vehicles must be registered and operated in the United States
- Call your Arkansas Rural Water Association 501-676-2255 to get your Fleet Identification Number (FIN)

NRWA Fleet Program
The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group to offer special fleet discounts to State Rural Water Associations and their utility system members.

The Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities.

State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwalfleet.com.

Incentive discount pricing is available on fuel efficient cars, vans, SUVs and trucks. Systems can save up to $6,750 off factory invoice per vehicle.

Happy shopping!
What type maps does your system currently use? Does your system use construction drawings, as-built drawings, hand drawn, or none at all? How accurate are the maps of your system? When lines, valves, hydrants, etc. are added to your existing system, how are the updates applied to your map? I have seen many maps that have been drawn from memory with no real accuracy involved. As systems change, you need a way to keep up with your infrastructure for the future. Even when streets are changed or moved, it can cause problems. For instance, if a street has to be moved 10 or 20 feet, and your tie downs are from the center of the street for valves or manholes, guess what? You now have a rabbit hunt on your hands. I know that many streets do not move, but it has happened, as well as power poles and trees being moved or cut, and some valves are tied to these things.

GPS Mapping is a great tool in creating and maintaining accurate maps for Water and Wastewater utilities. GIS Mapping can be a little complicated and expensive, but it can be worth every penny when you need to find something. GIS maps can be a great resource in the office and in the field for operators to access maps with an Ipad, tablet, or cell phone while on site. I know of taps that have been made for residences during construction that had a meter loop installed, but the system was unable to find the meter box when the customer was ready for a meter. So, really how expensive is having an accurate map of your system?

Some systems are actually doing their own mapping while others are hiring other companies to do it for them. If a system chooses to do its own mapping, make sure that the equipment you purchase will give you the accuracy you expect. The equipment will make a very big difference in the end result. Most systems require sub-foot accuracy.

The mapping software is another issue itself. It can be complicated, and proper training is essential for the person creating and maintaining the maps. Some systems find it much easier to hire someone with the equipment and software to collect the data and create the maps for them. If a system hires an outside company to map their system, they need to have in writing (a contract) what they expect from the maps when complete. This includes collecting data on valves, hydrants, meters, wells, manholes, etc., and the accuracy. Also, include any future cost on updating the maps as the system adds or makes changes.

After the process begins and data collection has begun, have the company download the data and show you what the map is going to look like before too much time is invested. Make sure at this point the data is correct and the map is what you agreed to in your contract, so you will be able to use what you have been given. Weekly updates should be processed and reviewed to make sure everything is correct, and any discrepancies can be resolved before it’s too late. If you have any questions about mapping your system, we would be more than glad to assist you anyway we can.
With over 40 years of experience... we KNOW aeration!

Have a problem? Need a part? Maintenance or servicing required? Just looking for answers? Call us today, we’re here to help.

Your Aeration Expert
Mike Korman
Service Manager
mike.korman@environmentaldynamics.com
573.474.9456 x232
Distribution Isolation Valves  By Terry Fortenberry, ARWA Circuit Rider

As many know and will agree, you can never have enough isolation valves in a distribution system when it comes time to use them. It is important that the valves that we do have work and can be found easily, especially in an emergency situation.

Most valves used in a distribution system to isolate portions of the distribution system are gate valves. As you may or may not know, most valve manufacturers will recommend exercising these gate valves at least once a year. Proper exercising would consist of going to the valve making sure the valve could be found in an emergency situation and marked if possible and operating the valve to a fully closed position then to operate the valve back to a fully open position. Assure that the valve would shut completely off, operates with ease, and showing no evidence of leakage or other problems, such as being able to get a valve wrench on it.

One way that one could determine that a valve is shutting or opening completely would be to count the number of complete turns it took to completely close and open the valve. This amount of travel could be verified by knowing the size of the valve. It usually will take about 3 times the valve size plus 1 ½ to 2 turns to completely operate a gate valve.

For example, if you had a 6-inch valve, it would take 6 x 3 = 18 + 1 ½ = 19 ½ turns or 20 turns. If there was something less than this, it would probably mean the valve is not shut completely off. This may be because there is simply settlement or debris under the gate causing this. Many times one can exercise the valve several times with something flowing down stream that would allow the settlement or debris to break up and flush out allowing the valve to obtain the correct amount of movement that would allow the valve to shut completely off.

Other things that could help with valve location and operation are clean bushes and trees not being around the valve that might make operating the valve difficult when time to use it. Painting the valve box blue helps keep valve more visible, and pouring concrete forms around valve also helps keep location of valve. Of course, it helps to mark valves with signs or markers. One problem I have seen when helping systems locate valves using locating equipment is sometimes we may replace or use PVC pipe for valve boxes. Even though this is a cheaper alternative to using regular metallic valve boxes, we lose the ability to locate the valve if it is covered up. Available GPS location equipment and mapping programs now are another way to help keep location of valves.

All of the above-mentioned will take time and will be never-ending tasks but will pay off. You will be a thankful when that emergency situation occurs and necessary valves can be found quickly and easily and actually work when needed.

Good luck on these tasks and all others you deal with. Remember, if ARWA can assist with this, please contact us at 501-676-2255.

Thanks and God Bless

Looking for Submissions

We are looking for article and recipe submissions from our members for future editions of Water Insight! Please email your submissions or questions to arkrwa@sbcglobal.net, or feel free to call us at 501-676-2255. ARWA reserves the right to edit all submissions, and we do not guarantee that all articles or recipes will be published. We are looking forward to hearing from the Arkansas Rural Water Community!
• **Banana Cake**
  2 cups AP flour  
  1 teaspoon baking powder  
  1 teaspoon baking soda  
  ¾ teaspoon salt  
  1 ½ cups sugar  
  ½ cup shortening  
  ½ cup buttermilk  
  1 cup mashed banana  
  1 teaspoon vanilla  
  ½ cup pecans  
  2 eggs  

Mix dry ingredients. Place shortening in mixing bowl and stir to soften. Add dry ingredients. Add ¼ cup buttermilk and bananas. Mix till flour is moist. Beat with mixer 2 minutes and add eggs, vanilla, nuts, and remaining buttermilk. Beat until mixed well. Pour in 2 greased and floured baking pans. Bake at 350 degrees for 35 to 40 minutes.

**Banana Nut Icing**

½ stick butter  
1 cup pecans chopped  
1 large banana mashed  
1 box confectioners’ sugar

Cream butter, add nuts and banana. Gradually add sugar and mix well. Frost cooled cake layers.

• **Cornucopia Salad**

1 head iceburg lettuce torn in pieces  
½ cup diced green pepper  
½ cup diced celery  
1 cup frozen green peas, thawed, uncooked  
2 8oz cans sliced water chestnuts  
3 bananas, sliced, tossed in ¼ cup lemon juice  
¾ cup raisins  
¾ cup chopped pecans  
1 cup grated cheddar cheese

¾ cup green onions chopped green part only  
10 to 12 slices of bacon, cooked until crisp, chopped

**Dressing**

2 cups mayonnaise  
¼ cup sugar  
1 tablespoon white vinegar

In a large rectangular dish, layer salad ingredients in order listed, stopping after the nuts. Mix dressing ingredients and let stand 5 minutes. Frost entire top of salad with dressing, covering completely. Sprinkle cheese, chopped green onion, and bacon over salad. Chill for 3 to 4 hours before serving.

• **Outlaw Pork Stew**

2 tablespoons vegetable or canola oil  
2 pounds pork loin  
Salt and black pepper  
14 oz can green chilies  
2 15 oz cans white kidney beans  
1 10 oz can Ro-Tel diced tomatoes  
1 jalapeno, diced  
1 large yellow onion, chopped  
2 teaspoon liquid smoke  
1 clove garlic, minced  
18 oz can tomato sauce  
½ teaspoon cumin  
1 teaspoon chili powder  
2/3 cups water

Place oil in a 12” skillet and warm over medium heat. Cut pork into bite size cubes and add to the skillet. Season with salt and pepper to taste. To help seal in the flavor, cook the meat about 4 or 5 minutes, just until browned. Add the remaining ingredients to a slow cooker, and then stir in pork. Cook on high about 3 hours, until the meat is cooked throughout and tender. Then turn the setting to warm until ready to serve.

• **Shrimp and Grits**

1 cup grits  
Salt and pepper  
½ cup butter  
2 cups shredded sharp cheddar cheese

1 pound shrimp peeled and deveined  
6 slices bacon  
4 teaspoons fresh lemon juice  
2 tablespoons chopped fresh parsley  
1 cup thinly sliced green onions, both white and green parts  
1 large clove garlic, minced

In a medium sauce pan, bring 4 cups water to a boil. Add the grits and salt and pepper to taste. Stir well with a whisk. Reduce heat to lowest setting and cook the grits until all the water is absorbed about 10 to 15 minutes. Keep covered until ready to serve. Rinse the shrimp and pat dry. Fry the bacon in a large skillet until browned and crisp. Drain on a paper towel. Add the shrimp to the skillet with bacon grease and sauté’ over medium heat just until they turn pink, about 3 minutes. Do Not Overcook! Immediately add the lemon juice, parsley, green onions, and garlic. Remove the skillet from the heat. Pour the grits into a serving bowl. Pour the shrimp mixture over the grits. Garnish with the bacon bits.

• **“The Best” Pound Cake**

2 sticks butter  
½ cup Crisco  
3 cups sugar  
5 eggs  
3 cups AP flour  
½ teaspoon baking Powder  
½ teaspoon salt  
1 teaspoon Rum flavoring  
1 teaspoon Coconut flavoring  
1 cup milk

Cream butter and Crisco with sugar. Add eggs one at a time. Add flour, baking powder, and salt. Mix alternately with milk. Add flavoring and beat until well blended. Bake at 300 degrees for 1 hour and 15 minutes in a greased and floured bundt pan.

**Glaze**

½ cup sugar  
¼ cup water  
½ teaspoon Almond flavoring

Bring to a boil but do not continue to boil. Remove from heat and pour over warm cake.
DRIVE-BY SMART READ PILOT PROGRAM

$12,999.00

DRIVE-BY FEATURES & ADVANTAGES

- Everything needed to start a meter system upgrade
- Easy to use software & maps
- Works with all popular utility billing software
- Expandable by adding new meters or retrofits
- Easily converted to Fixed Network AMI meter reading system
- Lower water loss and offer exceptional customer service

PRODUCT BENEFITS

- Proven positive displacement metering technology
- Strongest Warranty in the Industry
- Longest new meter accuracy in class
- 25 Year battery (Tesla 4 Registers)
- Best in Class Factory Support

CALL NOW to schedule consultation with your Local Meter Specialist
903-753-3456

Pilot Package Includes

- 25 - 5/8" x 3/4" RG3 Perpetual* Meters with Tesla Meter Transceiver Registers (TR's)
- TeslaDrive AMR Transceiver
- Toughbook & All Software
- All Hardware & Software
- Water Audit & ROI Analysis
- 3 Months ON-SITE Training
- 1 Year Technical Support
- RG3 Utilities Installation

RG3METER.COM
IS YOUR WATER/WASTEWATER SYSTEM IN NEED OF A WEBSITE?

by Shelly Howay

RURAL WATER IMPACT is a NEW AFFINITY PARTNER of NRWA

Shelly Howay is the co-founder of Immense Impact, home of RuralWaterImpact.com and MunicipallImpact.com. She can be reached at shelly@ruralwaterimpact.com or by calling 1-888-551-4815 ext. 5.
Is Your Water/Wastewater System in Need of a Website?

A good website can save you significant time and money

New Affinity Partner RuralWaterImpact.com and MunicipalImpact.com can make it easier than ever.

by Shelly Howay

“Do we REALLY need a website?”

When you hear that question, you might shake your head and think to yourself, “We don’t need a website.” “Most of our customers wouldn’t know how to use it.” “Websites are too expensive and too difficult to set up.” “I wouldn’t know where to start.”

Well, if that IS what you’re thinking, you might want to think again.

Internet use is growing – FAST! Today, over 80% of US households have Internet service, and broadband is continually expanding to rural areas. At least 85% of all Internet users shop, bank, and/or pay their bills online, and customers, even in the most rural areas, have come to expect these conveniences. This doesn’t even take into account the widespread adoption of smart phones that are Internet connected.

On top of that, the age demographic that is growing the fastest in computer literacy is between the ages of 50 and 75. Of course, younger generations tend to be technically proficient, but now their grandparents are getting on board as well. Even my 89-year-old neighbor now likes to check her Facebook page on her iPad.

So, you might be wondering: “Could I just set up a Facebook or Twitter page for my business rather than a website?” Well, it’s true that Facebook or Twitter can be excellent tools to get news and messages out to your residents. However, not everyone is on Facebook or Twitter, and even if they are there’s no guarantee they’ll see the information that you post there. So you still need a place where your customers can easily access forms and reports, rates and policies, FAQs, bill payment options and other important information.

Consider that your website can be a powerful communication tool, and an extremely effective one at that. Think of your site as a “giant public bulletin board” where your customers can find answers to a plethora of pertinent questions about your town or water system (Where are you located? What are your office hours? What are your rates and policies? How do I pay my water bill or parking ticket? How do I contact you? Where can I see the most recent Water Quality Report? What is the latest news or events coming up? What’s on this month’s board/council agenda? How do I establish new service? What are your drought contingency plans? How do I read my meter?)

Having a professional-looking website that provides up-to-date information instantly boosts your credibility with your customers, informs them of the services you provide, and increases your customers’ confidence in you. And if set up correctly, your site information can be updated as frequently as you need, and it gives customers a reliable means of communicating with you as well.

To summarize the benefits of having a website, we refer to this list that we call “The 5 C’s”:

- **Convenience:**
  Through your website, customers have access to pertinent information, 24 hours a day, 7 days a week, 365 days a year. It can save them time by giving them round-the-clock access bill payment information, download forms and reports, or to send an email to customer support. In turn, this saves you time by giving them round-the-clock access bill payment information, download forms and reports, or to send an email to customer support. In turn, this saves you time from picking up the phone to answer questions – this means a decrease in frustration and an increase in productivity.

- **Customer Service:**
  Customers have greater access to everything they need to know, right at their fingertips... leaving them well informed, satisfied, and more appreciative. Better informed and satisfied customers means FEWER COMPLAINTS!

- **Communication:**
  News and alerts, sent by text and email, inform customers of necessary information, such as a Boil Water notice or road closure due to to repair work. The “Contact Us” information can include after-hours and emergency numbers, and a simple email form. In addition to being able reach out...
to your customers, they also need to know they can reach you.

- **Cost Savings**: In addition to fewer phone calls, you’ll also have fewer mailings! Did you realize that most states now approve “Electronic Delivery” to distribute your CCR? This means you can now post your CCR online instead of mailing it out to every single customer. We all know postage has gotten expensive, and so is paper and printing – not to mention the man-hours spent licking stamps and stuffing envelopes. The savings from one mailing alone can often cover the cost of your website.

- **Compliance**: The website allows you to post your CCR online, with a link to provide to your customers – ensuring that you are in compliance with EPA guidelines. You can also post board agendas, Boil Water alerts, cut-off dates and other important notices for customers.

So, now you’re convinced of the benefits of having a website to both you and your customers, but you’re still not sure where to start or how much it will cost?

3 ways to get a website

Let’s look at 3 ways you can go about getting a website:

**Option 1. Do It Yourself**

The first option is you can build it yourself. There are many low-cost “website building tools” available through different companies like Godaddy.com, Homestead.com, and Wordpress.com. Although the initial cost for these solutions can appear very low, there are some drawbacks.

First, each comes with a learning curve. Every tool is different and they vary in complexity and ease-of-use. Also, the site you end up with may not have all the features you need. Alert system? Document archive? Ability to easily post your CCR and provide a direct link to it?

Also, most have subsequent costs. Even with a “free” tool, you end up paying somewhere along the line. Whether it’s hosting, or using your own domain name, or adding multiple pages, or removing ads, etc. So what sounds like a good deal at first doesn’t always come as cheaply as it sounds at first.

**Option 2. Hire a Web Designer**

The second option is to hire a web designer or development company to build it for you. This is usually the most expensive option. Keep in mind that web designers vary widely in their cost, skills, and reliability. An average cost for hiring a web designer is around $3,000 for a very basic website. But it can run much higher. We were shocked to learn of one water system that paid over $10,000 for their website – and it still didn’t work! So do not hire someone without checking with their references first.

Hosting is an additional cost. Typical can run around $15 to $250 per month, depending on whether you choose a shared or dedicated server, and how much bandwidth you need. Plus future updates, maintenance and support are all extra costs. These can vary greatly, too, from hourly rates of $75-$150/hour to monthly rates around $150-$250/month.

And just because you’ve hired a professional, don’t assume your work is done: Be prepared to outline all the pages and content, and to specify exactly what features you need built into it. You may also have to manage the project and keep them on task.

So, traditionally the only two ways to get a website have been to either build it yourself, or hire a web developer at a potentially high cost.

Thankfully, now there’s a third option... Just subscribe!

**Option 3. Subscribe to a website service for your industry**

Doctors, lawyers, restaurants... These are a few industries where services exist offering subscription-based website solutions – because they share a need for a website with common features. The benefit is that everything is already figured out, and development cost is minimal because it’s shared among a large pool of subscribers.

So this efficient solution is now available for water systems, too. **RuralWaterImpact.com** is unique in providing the only hosted website solution specifically designed for small water systems. Meanwhile, **MunicipalImpact.com** provides a similar website service for small cities and towns. All you do is sign up and everything is done for you.

So with these new services, the headaches and hassles of designing and developing your website has been eliminated! You receive complete website setup and all the features you need right “out of the box”. Plus secure hosting and unlimited customer support are included, too – all for a one-time setup fee and a modest monthly payment. Or save a bit more money when you choose an annual payment plan.

So, that beautiful, professional-looking website is actually within your grasp (and within your budget).

There is one more important reason why subscribing to a hosted website platform makes good sense – and in fact this may be the best reason of all: The platform that powers your website is maintained for you.

“Our new website is great!! Your customer service is above and beyond expectations!!”

- Kathe McKinney, Secretary
  Okfuskee County Rural Water District 3
  Okemah, Oklahoma
All features, hosting servers, software and respective updates are all handled by the website provider.
So in other words, you don’t have to pay someone to redesign your site every few years in order to make it work with the latest web standards, or to make it mobile friendly, etc. These updates are already done for you, behind the scenes, and as a subscriber you get the benefits automatically. Think of it like always getting to drive the latest model car – each and every year, without paying anything extra. Now, you never have to settle for a clunker of a website, ever again!

So how hard is it to get your website set up?

If you choose to subscribe, it’s easy:
If you need a website for your water system, simply go to www.ruralwaterimpact.com, click the “Sign Up” button and choose a payment plan. Or, if you’re a small city or town looking for a website solution, go to www.municipalimpact.com, it works the same way. Then just fill out the brief profile form, and we’ll notify you as soon as your website is launched – usually within two or three days!

Once your site is launched, we’ll walk you through your Client Dashboard and show you how you can post alerts and make edits to your website at any time you want. (Not a technical genius? Don’t worry, if you can fill out a form or use Microsoft Word, then you already have all the skills you need to maintain your own site.) And did I mention we also provide unlimited customer service?

Your residents and visitors can now come to your website and learn what’s going on in your town. Packed with information and dozens of useful features, your new site will capture everyone’s attention and help streamline communications with your residents.

So having a superior website for your city or town is now easy and affordable – once you know where to go! And if you don’t love it, you don’t pay a dime.

Getting a domain name

We should also mention that it’s very worthwhile to register your own domain name (e.g. yourwatersystem.com or yourcityname.com). Fortunately, owning your own domain is actually very easy and inexpensive. As long as it’s not already taken, you can secure it through any domain registrar (such as GoDaddy or Register.com) for roughly $15/year or less.

We encourage our customers to register their domain themselves – so that you are listed as the owner, and not someone else. Once you own it you can easily point the domain to whatever server or service where your site is hosted. And if you ever move your site to another host or provider, you can take your domain with you.

About our company

I have to admit, before we launched our service in 2011, we were not 100% sure whether water systems would see the value. We are proud to now provide websites for over 400 towns and water systems across North America. And we are honored and excited that NRWA has chosen to partner with us to bring our service to even more of their members. We are grateful to be of service to every single one of them.

One of our wonderful customers wrote to us recently: “Purchasing our website from Rural Water Impact is the single BEST decision I’ve made in the 3 years I’ve been here! … You have made my life so much easier on a day-to-day basis.”

We like to think this means we’re doing something right.

“I’m your new biggest fan!! The website is great and it’s so easy to update. What a blessing.”

- Charlie Gray, CEO
Chesterfield County
Rural Water Co., Inc.
WATER OPERATOR LICENSE EXAMINATIONS
MAY 2016 – DECEMBER 2016 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, 2016. 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.

<table>
<thead>
<tr>
<th>EXAM DATE</th>
<th>REGISTER DEADLINE</th>
<th>CITY</th>
<th>LOCATION</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/4/2016</td>
<td>3/21/2016</td>
<td>Hot Springs</td>
<td>AWW&amp;WEA Annual Conf, HS Convention Center</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/3/2016</td>
<td>4/19/2016</td>
<td>Lonoke</td>
<td>ARWA Training Facility, 240 Dee Dee Ln</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/3/2016</td>
<td>4/19/2016</td>
<td>Fayetteville</td>
<td>Fayetteville Operations Center, 2435 S Industrial Dr</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/3/2016</td>
<td>4/19/2016</td>
<td>Nashville</td>
<td>Carter Day Center, 200 Nichols Drive</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/10/2016</td>
<td>4/26/2016</td>
<td>Clarksville</td>
<td>CLW (Operations Bld) 710 East Main (Hwy 64 East)</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/10/2016</td>
<td>4/26/2016</td>
<td>Jonesboro</td>
<td>Jonesboro CWL Office Training Rm, 400 E Monroe</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>6/10/2016</td>
<td>4/26/2016</td>
<td>Camden</td>
<td>AR Environmental Training Academy, 100 Carr Road</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/2/2016</td>
<td>7/19/2016</td>
<td>Fayetteville</td>
<td>Fayetteville Operations Center, 2435 S Industrial Dr</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/2/2016</td>
<td>7/19/2016</td>
<td>Lonoke</td>
<td>ARWA Training Facility, 240 Dee Dee Ln</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/2/2016</td>
<td>7/19/2016</td>
<td>Mtn. Home</td>
<td>Baxter Co OEM Training Facility, 170 Dillard Dr, Midway</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/9/2016</td>
<td>7/26/2016</td>
<td>Clarksville</td>
<td>CLW (Operations Bld) 710 East Main (Hwy 64 East)</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/9/2016</td>
<td>7/26/2016</td>
<td>Jonesboro</td>
<td>Jonesboro CWL Office Training Rm, 400 E Monroe</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/9/2016</td>
<td>7/26/2016</td>
<td>Camden</td>
<td>AR Environmental Training Academy, 100 Carr Road</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>9/21/2016</td>
<td>8/8/2016</td>
<td>Hot Springs</td>
<td>ARWA Conference, HS Convention Center</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/2/2016</td>
<td>10/18/2016</td>
<td>Fayetteville</td>
<td>Fayetteville Operations Center, 2435 S Industrial Dr</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/2/2016</td>
<td>10/18/2016</td>
<td>Lonoke</td>
<td>ARWA Training Facility, 240 Dee Dee Ln</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/2/2016</td>
<td>10/18/2016</td>
<td>Nashville</td>
<td>Carter Day Center, 200 Nichols Drive</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/9/2016</td>
<td>10/25/2016</td>
<td>Camden</td>
<td>AR Environmental Training Academy, 100 Carr Road</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/9/2016</td>
<td>10/25/2016</td>
<td>Clarksville</td>
<td>CLW (Operations Bld) 710 East Main (Hwy 64 East)</td>
<td>9:00 AM</td>
</tr>
<tr>
<td>12/9/2016</td>
<td>10/25/2016</td>
<td>Jonesboro</td>
<td>Jonesboro CWL Office Training Rm, 400 E Monroe</td>
<td>9:00 AM</td>
</tr>
</tbody>
</table>

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 exam 45 days in advance. Call (501) 661-2623, ask for Water Licensing Program.
## ADVERTISERS INDEX

<table>
<thead>
<tr>
<th>Company</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Service Group</td>
<td>5</td>
</tr>
<tr>
<td>Taylor Power Systems</td>
<td>6</td>
</tr>
<tr>
<td>Pittsburg Tank &amp; Tower Maintenance Co., Inc.</td>
<td>8</td>
</tr>
<tr>
<td>Aquasure</td>
<td>9</td>
</tr>
<tr>
<td>ETEC</td>
<td>10</td>
</tr>
<tr>
<td>WUDB System</td>
<td>11</td>
</tr>
<tr>
<td>Henard Utility Products</td>
<td>12</td>
</tr>
<tr>
<td>QS/1</td>
<td>13</td>
</tr>
<tr>
<td>Texas Aqua Store</td>
<td>15</td>
</tr>
<tr>
<td>Rural Water Impact</td>
<td>18</td>
</tr>
<tr>
<td>Hawkins Water Treatment Group</td>
<td>19</td>
</tr>
<tr>
<td>Eagle Sandblasting &amp; Painting, Inc.</td>
<td>20</td>
</tr>
<tr>
<td>RP Power</td>
<td>21</td>
</tr>
<tr>
<td>ServLine</td>
<td>23</td>
</tr>
<tr>
<td>Przybysz &amp; Associates</td>
<td>23</td>
</tr>
<tr>
<td>Shupe and Associates, Inc.</td>
<td>23</td>
</tr>
<tr>
<td>DN Tanks</td>
<td>25</td>
</tr>
<tr>
<td>American Flow Control</td>
<td>27</td>
</tr>
<tr>
<td>McIntire Management Group</td>
<td>28</td>
</tr>
<tr>
<td>engines inc.</td>
<td>28</td>
</tr>
<tr>
<td>Tank Connection</td>
<td>29</td>
</tr>
<tr>
<td>Master Meter</td>
<td>31</td>
</tr>
<tr>
<td>Horner Shifrin</td>
<td>32</td>
</tr>
<tr>
<td>Environmental Dynamics International (EDI)</td>
<td>33</td>
</tr>
<tr>
<td>Cunningham, Inc.</td>
<td>34</td>
</tr>
<tr>
<td>Tencarva Municipal</td>
<td>35</td>
</tr>
<tr>
<td>RG3 Meter Company</td>
<td>37</td>
</tr>
<tr>
<td>Maguire Iron, Inc.</td>
<td>43</td>
</tr>
<tr>
<td>USABlueBook</td>
<td>Back Cover</td>
</tr>
</tbody>
</table>

We’ve been providing communities with functional landmarks since 1915. Maguire Iron designs, fabricates, erects, paints and repairs water towers and tanks. We look forward to the next century with great pride as a family-owned American company.
The New Slimmer USA\textsuperscript{BlueBook} is still \textbf{BIG on Selection!}

Don’t let the smaller footprint fool you! USA\textsuperscript{BlueBook}’s new catalog uses an environmentally friendly paper that slims down our book—but not our selection. USA\textsuperscript{BlueBook} still offers \textit{everything you need for water and wastewater operations and maintenance!}

\begin{itemize}
  \item Aeration
  \item Chart & Data Recorders
  \item Chemical Feed
  \item Collection Systems
  \item Electrical
  \item Flow Metering
  \item Gauges
  \item Hose
  \item Hydrants
  \item Lab Chemicals
  \item Lab Equipment & Supplies
  \item Lab Testing
  \item Level & Pressure
  \item Locating & Leak Detection
  \item Maintenance
  \item Office Products
  \item Pipe
  \item Plugs
  \item Process Analyzers
  \item Pumps
  \item Reference
  \item Safety
  \item Sampling Equipment
  \item Tanks
  \item Tools
  \item Valves
  \item Water/Wastewater Treatment
  \item Workwear
\end{itemize}

\textbf{28 PRODUCT CATEGORIES}

\textbf{GREEN IS THE NEW BLUE!}

Printing on environmentally friendly, 100% recyclable paper is only part of the story. By reusing shipping boxes, using responsible mailing practices and offering FREE electronic billing services, USA\textsuperscript{BlueBook} is doing its part to help protect the environment.

\textbf{USA\textsuperscript{BlueBook}®}

A PROUD HD\textsuperscript{SUPPLY} COMPANY

Request your \textbf{FREE} catalog today! \textbf{Call 800-548-1234 or visit www.usabluebook.com}