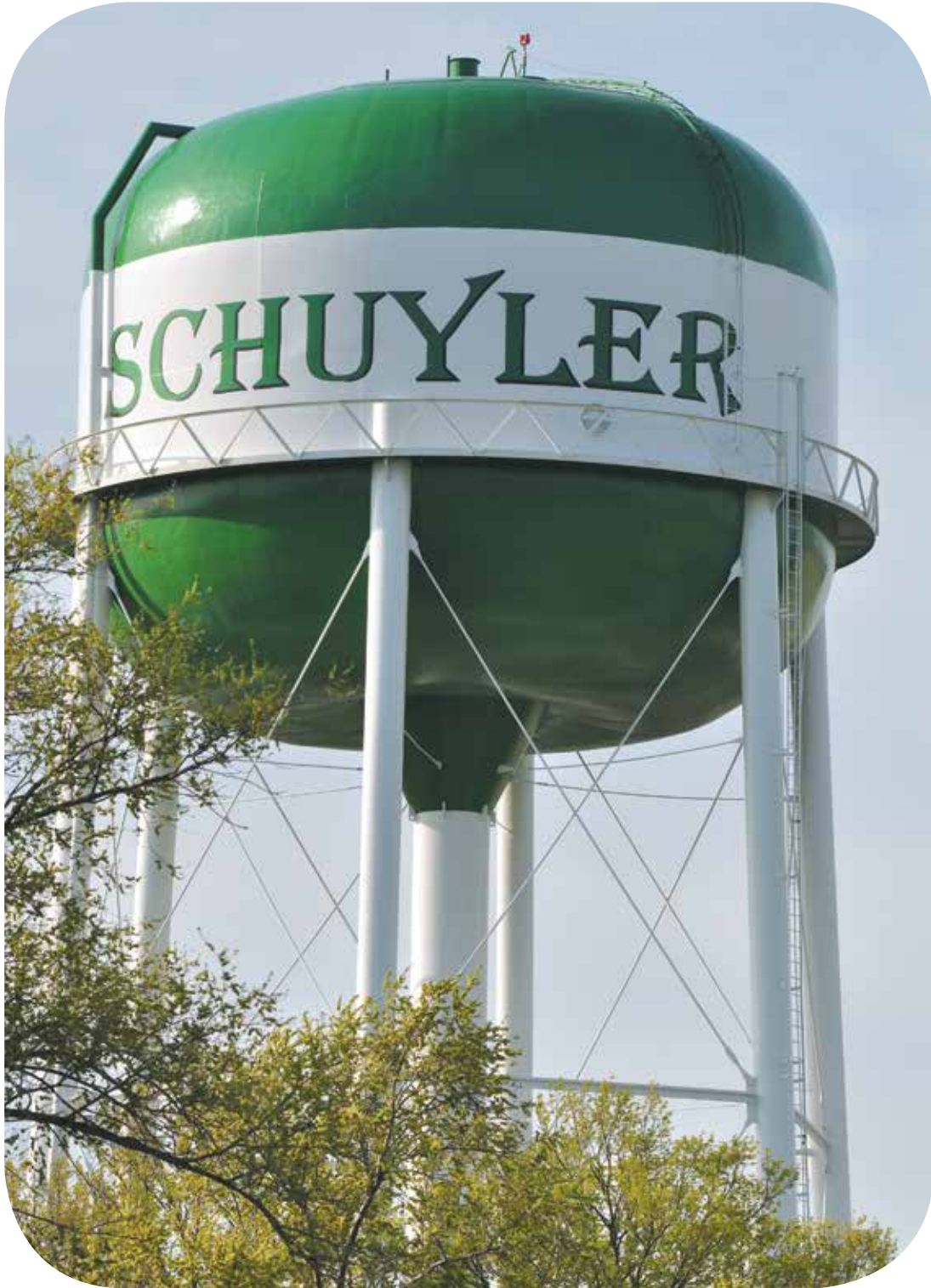


Issue 4/2014

Nebraska Rural Water Association



NEBRASKA GOOD WATER NEWS

Water & Wastewater Professionals EVERYWHERE TRUST USABlueBook®



You guys are great. Every time I call, everybody helps me out. There was one time I needed a relief valve, and I needed it to be no-lead compliant. **Your reps were really helpful in getting me from what I thought I wanted, to what I actually needed.**

Jonnie Allison—Operations Manager at Frazier Park Public Utility • Frazier Park, CA

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Carl Naumann—W & WW Superintendent at City of Justin WWTP • Justin, TX



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Nebraska Good Water News

Issue 4/2014

“Keeping Our Water Safe”

Board of Directors

Table of Contents

How'd We Do & Letters From	2-4
2015 Training.....	5
This Could Happen To You! Are you prepared?	6
Proposed Backflow Changes.....	7
Fall Conference Rundown	8
Annual Conference Pre-Registration.....	9
Conference Highlights	10-11
Be Sure To Check Those Valves!.....	12
Wastewater Operator Needed: City of Friend.....	13
Where on Earth is that Inflow/Infiltration Coming From!.....	14
New Location for Annual Conferences	15
Water Rates and Public Relations	16
Training X Two!!	17-18
Summary of Evaluations	19-20
NeRWA Contact Information	21

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Website: www.nerwa.org

On the cover:

Schuyler water tower

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“Nebraska Good Water News” is a quarterly publication of the NEBRASKA RURAL WATER ASSOCIATION, 3390 Ponderosa, Wahoo, Nebraska 68066. Phone 1-800-842-8039 or (402) 443-5216 or FAX (402) 443-5274. Copies are mailed to all member rural and municipal water operators, Federal and State Legislators, associates and individual members.

The NEBRASKA RURAL WATER ASSOCIATION is dedicated to the improvement and assistance of all public water systems in the State of Nebraska.

NOTICE: Nebraska Rural Water Association does not endorse any particular product or company in this publication. Membership and advertising should not be taken as an endorsement.

How'd We Do and Letters From...

Village of Farwell
Box 138
Farwell, NE 68838

Alan Lewandowski – Chairman

Bernice Gorecki – Village Clerk

Village Of Plymouth

313 East Main Street, P.O. Box 218
Plymouth, NE 68424
Phone: 402-656-3430, Fax: 402-656-5135

July 15, 2014


Nebraska Rural Water Association
3390 Ponderosa Drive
Wahoo, NE 68066

Dear NE Rural Water Association

On behalf of the Village of Plymouth, we would like to take this opportunity to thank you for all of the services that you offer to Nebraska communities and for the valuable assistance and support that you provide.

Please accept the enclosed donation as an expression of our sincere appreciation for everything that your organization and staff does for us.

Sincerely,


Tana Hofstetter
Village Clerk/Treasurer

To, Russ Topp and staff

The Village of Farwell would like to thank you for helping us locate water shut offs in our village. Your help has been greatly appreciated. The support your staff shares with the town is to be commended. Thank you again the
Farwell Village Board
& Water Superintendent

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Springview, NE 68778
Phone: 402-497-2901
Fax: 402-497-2902
Email: patscook@threeriver.net


September 11, 2014

Nebraska Rural Water Assn
3390 Ponderosa Drive
Wahoo, NE 68066

To Whom It May Concern:

Enclosed please find a donation to help offset the cost of sending someone with a camera to inspect a problem sewer line in our community. Your service allowed us to make an informed decision on repairing the line. We appreciate all the services you have offered in the past and hope this donation will allow you to continue to offer these services.

Sincerely,


Patsy Cook, Clerk for the
Springview Village Board



CITY OF GRANT

TELEPHONE: 308-352-2100
FAX #: 308-352-2358
346 CENTRAL AVENUE
PO BOX 614
GRANT, NEBRASKA 69140-0614

October 14, 2014

Nebraska Rural Water Association
3390 Ponderosa Street
Wahoo, NE 68066

Dear NeRWA:

On behalf of the City of Grant I would like to thank Randy Hellbusch for his help with our water meter rate study. He was very knowledgeable and his presentation to the council was quite informative.

Please accept the enclosed \$ donation.

Sincerely,

Dana Harris
City Superintendent
City of Grant
PO Box 614
Grant, NE 69140
308-352-2100

VILLAGE OF HAMPTON
P.O. BOX 277
HAMPTON, NE 68843
402-725-3186
FAX 402-725-3255
hampton@hamilton.net

Clerk hours 8:30 to 11:30 and 1:00 to 3:00
Monday, Tuesday, Thursday, Friday

August 12, 2014

Nebraska Rural Water Association
3390 Ponderosa Street
Wahoo, NE 68066

Dear NeRWA:

The Village of Hampton would like to thank the staff of NeRWA for assisting the Village of Hampton in exercising our water valves, and also thanks to Randy Hellbusch taking time to review our water and sewer rates. Your time and expertise is greatly appreciated.

Please accept the enclosed donation on behalf of the Village of Hampton.

Sincerely

Sue Dallegge
Village Clerk/Treasurer

The Village of Jansen would like to send our sincere thanks to Russ Topp and the NeRWA for helping us with the drawdown sounder & water pressure problems. We really appreciate your help. Please accept our donation for all the current help and additional help throughout the years. Much thanks!!

Dear Nebraska Rural Water Association,
I wish to send this note of gratitude to share with you my appreciation for your generous gift. I feel truly blessed to have received your scholarship. No words can express how truly thankful I am for your generosity. I look forward to attending college, meeting new people, and studying one of my favorite subjects, meteorology.

Sincerely,
Emily Raitz

City Of Mitchell

1280 CENTER AVENUE

MITCHELL, NE 69357

PHONE 308-623-1523

FAX 308-623-2174

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SHARON K. MILLER - CITY CLERK

City of Long Pine

Box 398
Long Pine, Nebraska 69217
"Beauty Spot of Nebraska"
402-273-4120
Cityoflongpine@threeriver.net

September 10, 2014

Nebraska Rural Water Association
3390 Ponderosa Street
Wahoo, NE 68066

The City of Mitchell would like to thank Mike Lucas and Nebraska Rural Water for their assistance in smoking sewers in Mitchell. Mike's assistance and expertise was greatly appreciated. Please accept this donation as appreciation for everything that Nebraska Rural Water does for all of its members.

Sincerely,
Mitchell Board of Public Works

17 September 2014

Nebraska Rural Water Association
3390 Ponderosa Drive
Wahoo, NE 68066

Dear Sirs:

This is a big thankyou from the City of Long Pine for the assistance your organization has provided over the years. Help with the lagoon, water rates, backflow information, and line location are just some of the critical assistance you have provided.

Mike Lucas, Randy Hellebush, Russ Topp, and Mike Stanzel have all helped us out more than once, and have saved the city costly assistance from commercial sources.

Please accept the enclosed donation of \$ from the city council as a token of our appreciation.

Sincerely,

Henry Thorne, Mayor

VILLAGE OF HERSHEY PO BOX 353

HERSHEY, NE 69143

Phone (308)368-5840

Fax (308)368-7764

hersheyvill@hersheytel.net

September 26, 2014

Nebraska Rural Water Association
3390 Ponderosa Dr.
Wahoo, NE 68066

RE: Our Thanks!

The Village of Hershey would like to express their sincere thanks to the Nebraska Rural Water Association for all their consideration, expert advice, equipment use and hands on assistance extended to us. Our Maintenance Superintendent started in October, 2013 and immediately recognized the significance of Rural Water's outstanding support system. Your invaluable help to our Maintenance Department with both our water and sewer systems has been second to none.

There are so many things to thank you for: the valve exerciser, pressure recorder and sludge judge, help and advice with our water tower cleaning, our understanding of how all our systems work, doing drawdowns correctly, mapping lagoons, reading the pressure recorder and getting our valves exercised including finding some of them for us.

We would like to particularly thank Pat Petersen, training specialist, Mike Lucas, circuit rider (sewer), Russ Topp, circuit rider (water) and Randy Hellbusch, circuit rider. They are an amazing group that are always willing to help in any way needed. They are very personable and understanding of the situations towns face every day with their infrastructure and are always here when we need them.

Hershey would highly recommend all communities who supply water and/or sewer to their residents to join Nebraska Rural Water Association. The training classes offered are expert and comprehensive and are made available throughout the year to all areas of the state. The staff is remarkable! So knowledgeable and helpful.

Again, we thank you. And again, your support is invaluable to us.

Village of Hershey
Board of Trustees and Staff

VILLAGE OF DORCHESTER

701 Washington Ave., PO Box 287 | Dorchester, NE 68343
Phone: 402-946-3201 | Fax: 402-946-3571 | dorchester@didocom.net



August 7, 2014

Nebraska Rural Water Association
3390 Ponderosa Drive
Wahoo, NE 68066

Dear NeRWA staff,

The Village of Dorchester Board of Trustees and employees would like to extend our sincere appreciation to Nebraska Rural Water Association for the many services you provide to our community. Your organization is always willing to share your knowledge and provides prompt service so that our utilities continue to run smoothly.

Your ongoing efforts to manage and promote safe, clean water for the citizens of Nebraska are commended. Please accept our donation of \$ to continue in your cause.

Sincerely,

Gloria J. Riley,
Clerk - Treasurer

Marvin Kasl,
Utility Supt.

2015 TRAINING

Grade 6 Backflow Prevention Cross-Connection

Control Course - 5 Day

January 12-16	Wahoo
April 13-17	Wahoo
October 12-16	Wahoo

Wastewater Certification Course

January 27-30	Wahoo
April 7-10	Wahoo
June 2-5	Wahoo
August 25-28	Wahoo
October 27-30	Wahoo

Water Operator Training

January 8	Wakefield
January 13	Wymore
February 11	Wahoo
April 14	Bridgeport
April 15	Gordon
May 20	Cairo
May 21	Geneva
June 24	Sutton
July 14	Chadron
July 15	Valentine
August 18	Atkinson
August 19	Emerson
October 20	McCook
October 21	Franklin
November 18	Mullen
December 15	Loup City
December 16	Utica

Wastewater Training

February 19	Bridgeport
March 5	Crete
April 23	Hebron
May 5	Omaha
May 14	Holdrege
June 25	Chadron
July 9	Burwell
August 6	Wahoo
September 3	Wayne
October 15	Imperial
November 10	Neligh
December 10	Ainsworth

Backflow Continuing Education Training

January 6	Gordon
January 8	Bridgeport
February 10	Nebraska City
February 12	Stanton
April 21	Hastings
April 22	Falls City
April 28	Wahoo
May 12	Ogallala
May 13	Curtis
September 23	McCool Junction
September 24	Ord
October 21	South Sioux City
October 22	O'Neill
November 19	Wahoo
December 8	Mitchell
December 9	Imperial
December 10	Cambridge
December 16	Wahoo

August 12 Trenching & Shoring
August 13 Confined Space Entry

Both classes held in Wahoo

Annual Conference

March 16-18

Younes Conference Center
 Kearney, Nebraska

Fall Conference

Sept. 15-17

Gering Civic Center
 Gering, Nebraska

The renewal year for Grades 1-4 and Grade 6 licenses is 2015. Above is a list of all classes available by NerWA. The requirement is 10 CEUs in a 2-year period. Try to attend classes throughout the year and not wait until November and December especially for the Wahoo classes. Seating in these classes is limited and payment is required prior to the class. If you register for any of them and do not attend without notifying NerWA before the day of the class, there will be no refund.



This Could Happen To You! Are you prepared?

By Mike Stanzel, Source Water Specialist

I am just starting my second year as the Source Water Protection Specialist for NeRWA and I will say that this position is a challenging one, as there is so much to learn.

Source water protection is just what it says. We try to develop a plan for protecting your community's well water by developing a well delineation area, identifying possible contaminants, managing those contaminants and developing a contingency plan of action as well as ongoing public education.

Just outside of my town is a Public Water System that operates as a HOA, homeowners association. It owns its own well and pressure tank with approximately 43 service connections. These customers are all supplied by a 98' deep 12" cased well that produces 300 GPM. This along with a 2000 gallon pressure tank has been serving these customers without problem for years. There are 28 single family homes, 8 duplexes, one 24 unit apartment complex, 1 golf course clubhouse, 1 bar and restaurant, 1 child care center and 3 small businesses.

Approximately 10-12 years ago the VOC sample showed an increasing level in a chemical called TRICHLOROETHYLENE or TCE. Over the next several years, different agencies were getting involved and drilling test wells and increasing sampling to try and determine the origin of this contaminant. As time went on the test results increased to right at or just over the MCL, and finally the EPA and DHHS were forced to hand them an Administrative Order.

This order basically gave them 3 options: 1. build a treatment plant; 2. drill a new well or; 3. connect to another source. After doing a study, it was determined the most economical solution was to connect to another source.

Even though our city water is less than 5000' away, the cost of the project is approximately \$600,000 and will inevitably be assessed back to all the customers. The average cost per single family home is \$4,000.00. The 2 larger businesses' cost will be over \$50,000. This is an expense that I'm sure no one foresaw and no one is happy about. This financial burden is going to affect every single lot, home and business owner.

This system does not have meters. The customers pay a flat homeowners' assessment.

Here is where the problem lies. They are not prepared to pay for this.

They do not have a Source Water Protection Plan in place and if they had one, the outcome could have been different. I am not saying it would have prevented the contaminant, but I feel if NeRWA had had a chance to put the contingency plan to work in the early stages, we might have been able to save money for them by planning ahead.

This system does not have a cash reserve. NeRWA has a very experienced staff that would have been willing to work with this system when they recognized they had a problem to determine the best scenario to set aside money for the future whether it would be adjusting rates or installation of water meters, for example.

On a positive note, the EPA is investigating the cause and who the responsible party is for this chemical contaminant. Hopefully, they will be able to recoup some of the cost back to the customers.

This Public Water System is a perfect example of why it is so important to have water rates in place that not only cover the annual operating costs of the system but also allow the system to set money aside for situations that can occur just like this one.

In all reality, this could happen to any water system in our state. It just happened to one in my hometown!

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Proposed Backflow Changes

By Barney Whatley, Backflow Trainer

As most of you are probably aware, the Department of Health and Human Services is in the process of updating Chapter 22 of Title 179, which regulates Community and Non-Transient Non-Community Public Water Systems. Within the proposed changes are several items that concern backflow and should be of interest to those operators who oversee a system's cross connection control program, as well as those who engage in the actual testing and repair of backflow assemblies.

The first change is the inclusion of the definitions of protection by containment and protection by isolation. The terms have been used in the backflow community for years, but the actual definitions have not been part of the regulations. They are being defined at the beginning of Chapter 22, as the terms will also be used in other sections of the chapter, beginning with 22-003 8b. This section requires public water systems to install or require the installation of backflow prevention assemblies, devices or methods where, in the opinion of the public water system, effective measures consistent with a potential risk have not been taken to contain the potential contamination within the premises being served by the system by the use of either the "containment" and/or "isolation" method(s) of cross-connection control.

Vented Dual Check Valves are being added to regulations as being acceptable for the protection of beverage dispensing machines, as long as they are approved for the intended application by one of the agencies listed in the regulations as acceptable by the state. They also must be maintained and inspected according to the manufacturer's recommendations. On bar carbonators, I would suggest that these be allowed only if they are installed and maintained by the vendor or supplier of the vending machine. The public water supply likely will not have the time to inspect these devices, and the owner of the business in which they are installed may not be knowledgeable enough about the function of them to complete a proper inspection. The vendor will likely not inspect them, but rather replace them at the required interval, which will meet the intent of the requirement if not the letter.

Another change to the regulations is related to cross connection control surveys. The public water supply system will be required to send surveys to all of their

customers. In the past, the wording required the customer to assess their property, but a guide for that assessment was not required. Now the system will need to send out a survey to customers, and will have to have a return of 60% of all residential customers and 90% of all non-residential customers. If a customer's property is properly protected by a containment backflow preventer on the service line, a survey is not required to be returned, **and** the customer can be counted to determine compliance with the 60% and 90% return requirements.

One other change will allow portable OSHA approved platforms to be used for the testing and repair of backflow assemblies that are installed above the allowed height. This will relieve the customer from the burden of having to install a permanent platform near the backflow assembly for testing and repair.

If you have any comments concerning these changes, you need to give them to the Department of Health and Human Services in writing for them to be considered prior to the final changes being adopted.

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Fall Conference Rundown

By Pat Petersen, Training/Technical Assistance Specialist

On September 16, 17 and 18, 2014, the Nebraska Rural Water Association held its Western Fall Conference in Gering, Nebraska. The Pre-conference which was held on Tuesday had a theme of "Safety in the Workplace." Bob Hessler with Safetyline Consultants gave four eye-opening training sessions focusing on safety issues including Work Zone Safety, Hot and Cold Weather Safety, Personal Protective Equipment and a Trench Safety Refresher. Rob Pierce with the League of Nebraska Municipalities finished the Pre-conference with an hour pertaining to the Components of Electrical Safety.

Following the Pre-conference, operators, exhibitors and staff headed out to the golf course for an afternoon of fun. It was a beautiful day for the golfers to show off their talents. Most importantly, the hole sponsors for this event were: Baker and Associates, Hawkins Inc., HD Supply, HOA, Johnson Service, MaGuire Iron, M.C.Schaff, Miller and Associates, Municipal Supply and Sargent Drilling. Fun activities like this would not be possible without the generosity of these great sponsors.

Municipal Automation was the sponsor for the early morning trapshoot. 25 total operators, presenters and exhibitors participated in this fun event. Once again, thank you, Bill, for being a sponsor!

Jack Daniel, the Administrator for the Department of Health and Human Services, Office of Drinking Water and Environmental Health, kicked off the training sessions Wednesday afternoon with the Regulatory Update. During his address to the crowd, Jack also announced his retirement from the department. Jack has been an advocate for the small systems across the great state of Nebraska for several years and will be greatly missed. Though he will now have the time do some of the other things he loves to do such as hunting and bee-keeping. Best of luck, Mr. Daniel!

A panel discussion was then held regarding the Pilger, Nebraska tornado and how your emergency response plan can change in a matter of minutes. The result of this tornado may be that we will change the way we look at our emergency plans. We will have a much more in depth look at the Pilger tornado at our Annual Conference in March including a panel discussion with several first responders.

Bill Podraza with Miller and Associates brought the day of learning to an end with a fantastic session about handling stress in the workplace. This is a very important topic at workplaces everywhere and Bill's energy during this presentation kept everyone's attention until the end. Thanks again, Bill.

At the conclusion of the training sessions, HD Supply sponsored a social hour on Wednesday evening. This gave operators and exhibitors a little time to relax and interact with conference attendees.

Wednesday night's banquet was highlighted by the operator of the year award. This year's recipient was Mike Kesselring. Mike is the operator for Dawes Country Rural Water #1 and the Village of Whitney. Congratulations, Mike!

Thursday began with a delicious breakfast and a full day of learning. Operators had several sessions to choose from throughout the day. By Thursday afternoon, when the dust had settled, operators had been given an opportunity to earn 15 water hours, 12.5 wastewater hours, 10.5 well driller hours and 5 backflow hours during the conference. These totals include the Pre-conference.

Thank you all for coming and supporting the Nebraska Rural Water Association once again this year! This is a really fun conference. Also, we will be setting the 2015 date for the Fall Conference in Gering soon. See you all next year!

Gurney
Bert Gurney & Associates Inc.

Chris Johnson
Matt Moul

Location:
4428 South 108th Street
Omaha, NE 68137

(402) 551-7995
(402) 553-5879 Fax

Nebraska Rural Water Association

Annual Conference Pre-Registration

March 16-18, 2015
Younes Conference Center
Kearney, Nebraska

Name (1 person per form) _____
 Water System/Company Name _____
 Address _____
 City, State, Zip _____

Pre-Registration
 Deadline is
March 11, 2015

License numbers MUST be on this form to receive the correct CEUs.

License #: Water: _____ **BF** _____ **WW** _____ **WD** _____ I am the Voting Delegate _____

REGISTRATION INCLUDES TRAINING MATERIALS, MEALS AND BREAKS. Registration fees on-site will increase by \$50. No registrations after March 11. Monday is free for all utility/rural water board members. Board Members can attend Tuesday and Wednesday for the price of meal tickets. Board members who are also licensed operators and want CEUs need to register as an attendee.

**IF YOU REPLACE AN ALREADY REGISTERED PERSON AFTER MARCH 11,
 THERE WILL BE AN EXTRA \$25 CHARGE.**

I am a Board Member attending Monday (no charge) _____
 (Cost of meals only—check meals below) Additional days: Tues _____ Wed _____

DAYS ATTENDING	Member	Member after March 7	Non-Member	Non-Member after March 7
FULL CONFERENCE (all meals)	_____ \$375.00	_____ 400.00	_____ \$425.00	_____ \$450.00
MONDAY (evening meal)	_____ \$100.00	_____ 125.00	_____ \$125.00	_____ \$150.00
TUESDAY (lunch & evening meal)	_____ \$175.00	_____ \$200.00	_____ \$200.00	_____ \$225.00
WEDNESDAY (breakfast & lunch)	_____ \$125.00	_____ \$150.00	_____ \$150.00	_____ \$175.00

All meals are included for each registration. Please indicate below if you will be staying for the evening meals. You will not be charged for them if you are registered—it's for a more accurate count. Guests need to purchase a ticket for every meal. The breakfast on Wednesday is complimentary for all registered for the conference.

Extra meal tickets available	Guest Tickets	Cost	Total	Your Meals
Mon evening		\$25	\$	
Tues lunch		\$15	\$	
Tues Banquet		\$30	\$	
Wed lunch		\$15	\$	

Name of guest _____

Registration \$ _____
 Tickets \$ _____ Total \$ _____

NeRWA member: Bill _____ Payment enclosed _____

**Non-members—Payment must accompany registration or pay when checking in.
 Hours will not be issued until payment is received.**

When making room reservations, mention you are with NeRWA

DATE REGISTRATION RECEIVED: _____

To Register:
 Fax: 402-443-5274
 Mail: Nebraska Rural Water Association
 3390 Ponderosa Street
 Wahoo, NE 68066
 Online: www.nerwa.org
NO PHONE REGISTRATIONS

CANCELLATION POLICY: Cancellations after March 11 and NO SHOWS will be charged a \$25 processing fee.

For NeRWA office use only: Payment received _____ Check # _____

Hours: Water _____ BF _____ Wastewater _____ WD _____ Certificate mailed _____

CONFERENCE



THE HIGHLIGHTS





Be Sure to Check Those Valves!

By Russ Topp, Circuit Rider

Most water operators routinely exercise main valves about once a year. Nebraska Rural Water purchased a new valve exerciser a couple years ago to help with this chore. If your system is seeing some age, exercising valves can be a back breaking chore to say the least.

Exercising valves is an excellent time to make sure your valves are operating properly. As a rule of thumb, you can figure about 3 rounds per inch plus a couple. An example would be if you are operating a 4 inch valve you should get about 14 turns. $4 \times 3 = 12$ turns plus a couple equals 14. A 6 inch valve should turn about 20 turns. $6 \times 3 = 18$ plus a couple equals 20, and so on.

If for some reason you come across a valve that is in the closed position, do not automatically think it's a left-hand valve. Most likely it was left in a closed position by mistake. If you have been in the business long enough sooner or later you will be faced with a main break. It seems like 9 times out of 10 it's at night. If you are lucky, you will have some help. When you are trying to shut down a main, usually you run into valves that won't shut down all the way. That leads to going farther down the main and shutting off more and more valves. After a while, no one is sure which ones got shut off, and that is how valves are left in the closed position. Recently I was helping an operator and he mentioned he had 3 left-handed valves in his system. I knew the system was no more than 15 to 20 years old. This is surely not impossible, but highly unlikely, so we decided to check it out by closing valves and doing a directional flush. Sure enough the valves were inadvertently left in a closed position sometime over the years probably after a break in the middle of the night.

I was working with a different system in the last couple of months and discovered a broken valve in the system. The operator said it had been broken as long as he had worked for the village some 10 or 12 years.

I told you all of that, to tell you this: both of these systems are experiencing bacteria problems. The first system is under an administrative order for coliform bacteria. The jury is still out on the second system, still waiting for the broken valve to be replaced.

The whole issue is you can't get the chlorine to where the problem is with a broken valve in the closed position or

valves thought to be left-handed and actually in the closed position. You end up with dead ends where you would have no idea there are any!!

If you are experiencing bacteria problems and have no idea why, check the valves. There may be a closed one or maybe even more.

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Wastewater Operator: City of Friend is accepting applications for a full-time wastewater operator and assistant water operator to work under the direction of the Utility Superintendent. Successful applicant must possess or be able to obtain a grade 2 wastewater certificate from the State of Nebraska within a 6-12 month time period.

The successful applicant will be required to have a valid driver's license and pass a drug test. Additional requirements necessary for the position are strong mathematic and chemistry abilities, the ability to lift 100# from ground to waist on occasion, cannot have fear of heights from 0-60 feet by use of aerial lift equipment. Experience with equipment such as, front end loader, backhoe, dump truck, snow plow, chain saw are all preferred, but on the job training would be available for the right applicant.

The primary duties include maintenance of the wastewater collection system including operation of the activated sludge plant and operation and care of the water distribution system. These duties include but are not limited to sampling, testing, cleaning, flushing, and repair work, an approximate 7 mile walk to read light and water meters once a month will also be required; the daily operations and inspection of the water and wastewater treatment plant as the primary duty. Various other duties are as assigned, such as mowing, snow removal, tree trimming, etc. Salary commensurate with experience and following a stipulated probationary period, the successful applicant will receive a very good benefit package including employee health insurance, retirement plan, sick pay and holiday pay. Family Health Insurance is also available at a charge to the employee only, family coverage is not provided by the City.

Applicant must be at least 18 years of age and willing to relocate to and reside in Friend as a permanent resident. Applications and additional information can be obtained by contacting the City of Friend City Hall offices, at 235 Maple Street, Friend, NE 68359. Applications will be accepted until the position is considered filled. For further information contact Patrick Gates, Utility Supt. at 402-947-2711.



Where on Earth is that Inflow/Infiltration Coming From!

By Mike Lucas, Wastewater Technician

This has been a busy year for sewer smoking with a few more systems to go, hopefully before we get a snow cover. I have gone pretty much from border to border across the state.



Mostly we find numerous smaller openings into the collection systems such as missing cleanout caps, etc. but they all add up. We have found rain gutters connected to the city sanitary sewer and direct connections between the sanitary and storm sewer systems. With the extremely high costs associated with treatment expansions sewer smoking is very cost effective.



I recently had a training class in Newman Grove. I was visiting with Dave Schroeter, the operator for the City. He said that they had built new lagoons expecting to have plenty of capacity. In 2010 they had a large amount of rainfall and their lagoons were nearly full.

The search began for the sources of I & I. He remembered when he was growing up in Newman Grove that the school had a roof drain connected to the city sewer. Upon further investigation he found that it was indeed connected with a valve so that in the winter the roof melt could be directed to the city sewer and in the summer to the outside. The valve was stuck in the position to divert the water to the city sanitary sewer system (photo). In June of 2010 Dave said that Newman Grove had 12" of rain. The roof is approximately 106' X 106'. If I did the math right, that calculates to 11,236 cubic feet or 84,051




gallons of inflow from the roof in that June alone.


Dave was quick to credit Newman Grove Public School for cooperating with the City to correct the problem. Now he says that the City has to address the additional runoff issues around the school. There is always a tradeoff.

I wonder, how many more buildings are out there that are designed the same way?

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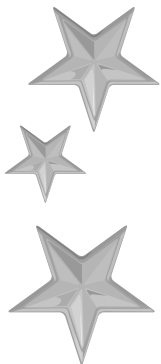
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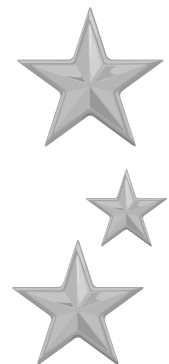
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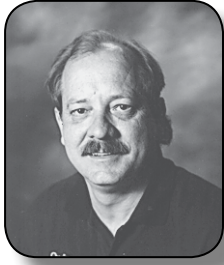


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Water Rates and Public Relations

By Randy Hellbusch, Circuit Rider

The NeRWA board and staff recently had the privilege of attending the National Rural Water annual conference in Seattle, Washington. The conference is always an excellent opportunity to learn what issues are affecting water systems around the nation and to see the latest in tools and technology. There are always excellent presenters on a variety of topics from regulations, funding, operations and maintenance. One presenter gave some interesting perspectives on water rates and how they relate to public relations.

One interesting aspect was the result of a recent survey which was conducted nationwide of what people valued most. Quality, abundant drinking water was #1 on 92 percent of the surveys returned. When the question was asked how many would support an increase in their water bill only 26 percent responded yes.

This is a quandary that many small water systems face. There were some interesting suggestions as to why this may be the case. One reason is that many people view water utilities as a monopoly. In comparison if you aren't satisfied with your current TV service provider, cell phone service, natural gas provider, etc., you have the option of changing to a different provider. Many feel that this may be the reason many people are reluctant about rate increases. Secondly, water is an essential service. It isn't something that the consumer has a choice about. Another reason given was that many people view their water bill as a tax. We all know how people feel about taxes. Lastly is the simple fact that the majority of Americans simply undervalue water. They just turn on the tap and there it is. Most do not understand what goes into getting it to that tap.

The presenter then offered some advice as how to best keep on the public's good side when it comes to adjusting rates. Number one on his list was to avoid rate shock. The public is much more acceptable of smaller rate increases at a more frequent interval than a huge jump once every 5-10 yrs. He also suggested that rates be kept as simple and understandable for the public as possible. If a consumer understands why he or she is paying a certain amount and feels that the rate is equitable and they are just paying their fair share they are more apt to be a satisfied consumer. The last bit of advice that we were left with was above all else make sure that your rates are sufficient. If not you are very likely to end up with the rate shock that was mentioned earlier.

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TRAINING X TWO!!

By Pat Petersen, Training and Technical Assistance Specialist

As many of you operators may know, our jobs at the Nebraska Rural Water Association are based on year by year contracts. My position as the Training and Technical Assistance Specialist is funded through an EPA grant which is applied for by National Rural Water. This year the awarding of these grants was delayed due to the government shutdown so I was left without a contract for six months. Lucky for me the contract came through on June 1.

Oh, did I mention there was a second part to this new contract? The words Wastewater/Training and Technical Assistance appeared before my eyes. Funny as it may seem, during my six months without a contract, our Wastewater Technician, Mike Lucas, told me if I needed anything to do, he might have ONE or TWO things I could help him with. For those of you who know Mike, he has no problem staying busy with sewer camera work, smoking sewers, 24 hour composite sampling and certification courses, to name a few. Being a water and wastewater operator (as most of

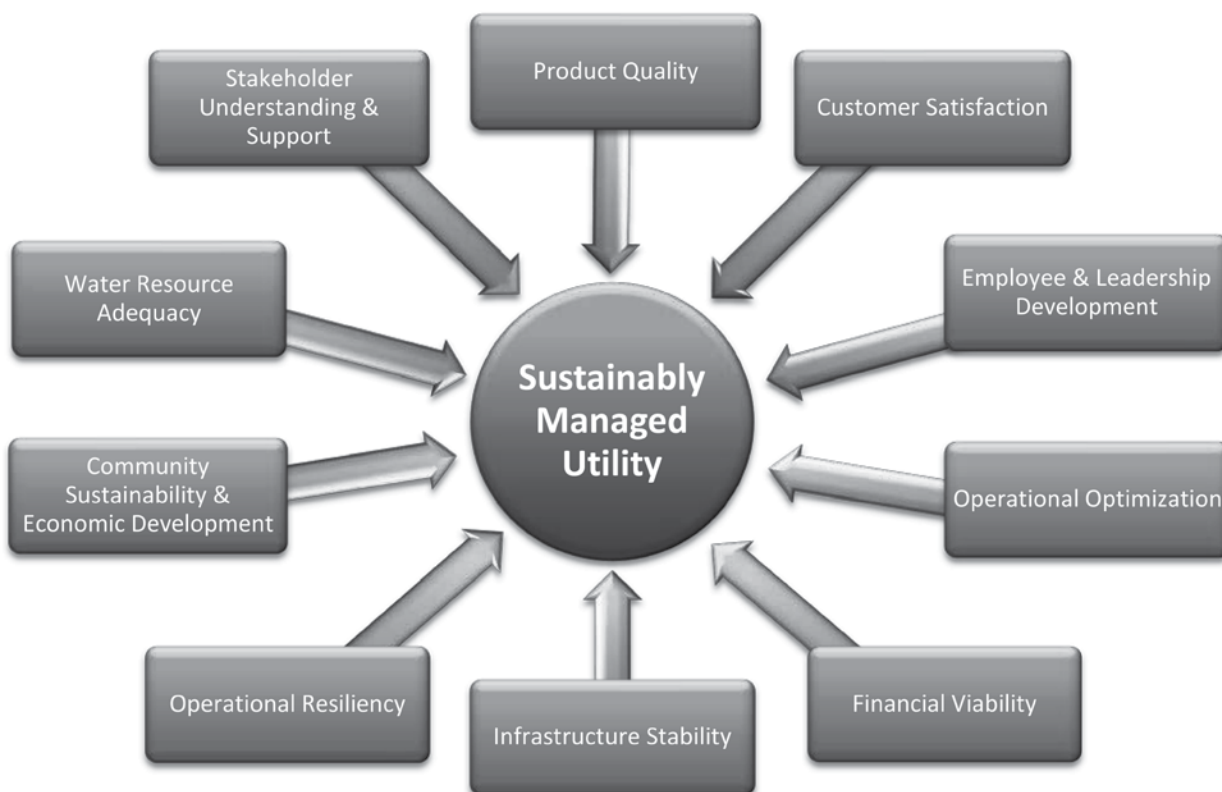
you are) for over 21 years, I was able to help Mike out with these things, and felt very confident and excited about my new contract that also included the Training and Technical Assistance on the wastewater side of things!

The training that most of you receive for your water CEU's will remain very similar as in the past, but my wastewater training will focus on EUM, or "Effective Utility Management." I am required to hold three, 6 hour sessions with a strict agenda on how to effectively manage your utility. The beauty of this training is that it pertains to all decision makers of a publicly-owned utility. Not only will operators benefit from these sessions, but it is designed more for clerks, board members and administrators. Six hours may seem like a long day of learning, but the sessions include several chances to speak with other utility operators about certain areas of utility management through group exercises that are conducted to help bring other ideas to light which one may not have thought about with their own utility. I have conducted one of these workshops and had

31 attendees. Some of the comments on the evaluations included: "This is the best training class I have ever been to!" and "The group exercises help all of us within the group rate our strengths and weaknesses."

There are ten major areas that are considered during these workshops.

continued on page 18



They are all identified but we will try to find at least three that will fit our group and focus on them. The ten areas include: Product Quality, Customer Satisfaction, Employee & Leadership Development, Operational Optimization, Financial Viability, Infrastructure Stability, Operational Resiliency, Community Sustainability & Economic Development, Water Resource Adequacy and Stakeholder Understanding and Support. Each person that attends this class will receive the “Rural and Small Systems Guidebook to Sustainable Utility Management.” This guidebook is used in the class as a workbook and can also be used to measure the continued sustainability of a utility.

Katie Miller and Jerry Blain with Burns and McDonnell

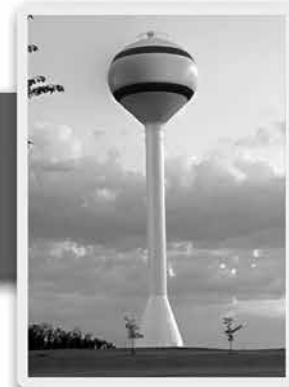
were the presenters at the first EUM training session. They did a fantastic job covering all of the different aspects which these sessions include. The attendees’ evaluations of this class, also, shared the same view. So, Katie and Jerry, I thank you.

So with all of that being said, I need to finish up this article so I can get the next date set for the 2nd of three EUM training sessions. At this point, it looks as though the session will be held in Aurora, Nebraska sometime in early December. Keep your eyes peeled for your mailer and be sure to pass on the information to anyone involved with your utility that you feel would benefit from such a course!



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Summary of Evaluations

NeRWA Fall Western Conference

September 16-18, 2014

TOTAL EVALUATIONS RECEIVED – 48

QUESTION # 1 – Please circle which best describes your position:

a. Operator/Manager	39
b. Administrative	2
c. Board Member	1
d. Plumber	3
e. Lawn Service	0
f. State/Federal Rep.	0
g. Clerk	3
h. Other:	
Head Cemetery Sexton	1
Maintenance	1
Water/Sewer Maintenance Worker I	1
Ag Consultant	1
Well Driller & Service	1

Double positions: Operator/Manager and Clerk – 1
Operator/Manager and Administrative – 1
Operator/Manager and Head Cemetery Sexton – 1

Triple positions: Operator/Manager, Plumber and Clerk - 1

QUESTION # 2 – Why do you attend the NeRWA conference?

a. The training classes	18
b. The prizes/entertainment	0
c. The vendors	5
d. Chance to meet with operators	10
e. All of the above	29

QUESTION #3 – Things you liked and why?

- Bob H. is a very good presenter. Rob P. is a very good presenter. All good.
- Bill with Miller & Associates on stress in workplace – Great! Good tabletop on E. R. with Kris Luebbe – raised some good questions.
- All good. (2 of this response.)
- The Backflow Challenge was fun & educational. The Pilger Tornadoes session was very informative & an eye opener as to what may happen in a crisis.
- All the different topics available.
- Met new people, talked how they do things, met vendors one-on-one. Very informational, learned more.
- Like all the trainings – vendors.
- Bob Hessler – excellent.

- Open discussion: Presenter expertise and operator input.
- Mr. Hessler's sincerity on safety topics/good speaker.
- Good classes. Makes you think.
- The training sessions were great & very informative.
- Training classes for credit hours.
- This was a very informative presentation – well received. Bob Hessler. Pilger presentation was great.
- Great conference – top of the line.
- I enjoyed everything about the conference.
- The venue, speakers & vendors were all great. The speakers were the best part.
- All the classes were great.
- Session on stress.
- Venue is great. Speakers do a great job. Really enjoyed the program about Pilger.
- This is a very enjoyable conference. Good location. Good mix of entertainment & education. Classes I attended were very good. Good meals.
- Good variety of training classes.
- Graphic photos got the point through, new material discussed, good presenters not boring.
- Bob Hessler's presentations were worth the drive alone. Very well done.
- Conference center nice facility – motel was close. Everything was good.
- The Emergency Response. Stress in the work place, very interesting.
- Beer.
- Bob Hessler had a very passionate safety message at pre-conference. Electrical safety portion was also good. Other presenters – very good – great information. Like having so many vendors, seeing products and getting freebies. Talking to vendors about applications for their products was great.
- Good venue. Like seeing some new speakers. Really liked the stress presentation.
- Good sessions. Stress was good.
- Good program. The Pilger program was great.
- Everything was good.
- Training. Food.
- Excellent location - great facilities - well run conference. I enjoy the roundtable discussions the best, good opportunity to learn things from first hand experience.

continued on page 20

- Good venue, always enjoy Gering. Everything was good. No complaints!
- All of the above.
- I really liked Bob Hessler's presentation: dynamic guy, kept the topic interesting and safety applies to everyone in all industries. I enjoyed several of the other presenters that had cross industry implications.
- Speakers – Jack, Bill They were informative and entertaining. Pilger tornado.
- All the speakers were great to listen to.
- All of it.
- Meals good. Motel good.

- Not at this time.

ADDITIONAL COMMENTS:

- Pick up some knowledge here and there.
- Good, practical info.
- It would be great to have some of this information presented at Clerk School through the League, such as the importance of a cross connection program & the purpose of the CCR.
- Wish I would've got more involved.
- Very good, educational, good speakers.
- Raffle is a good idea.
- Thank you to Doug & Jack for all they have done!
- Overall a very good conference.
- Glad to see good attendance.
- Great classes – good info. I learn a lot in each session each day.
- Smaller systems don't have the fancy equipment or software. If can, show older possibilities also.
- Good conference all around.
- Thank you, NeRWA!
- Bill P. gave an excellent presentation.
- As a non-member, I'm impressed with the conference, having never attended before. I'm glad to see this sort of conference in the Panhandle.
- Very good Tuesday classes.

QUESTION # 4 – Things you disliked and why?

- Didn't understand the scanning card.
- None. (7 of this response.)
- Wouldn't change a thing.
- Did not have any.
- Some of the classes are the same things over and over!
- Not enough beer.
- The conference takes a lot of time, especially with the extra activities, but that is also good so that you may choose which day(s) to go.
- No.
- Nothing.
- Not enough backflow hours.
- As a WWMT, there really aren't any CEU's that pertain to me, and that's not NeRWA's fault, but the "regulatory" staff was DRY!
- Disliked golf, poker run, trap shoot. Do it after ed. classes are done. We drive a long ways for school. Get the schooling over with in two days. Costs a lot to be away from work. Get classes done in two days.

QUESTION # 5 – Any suggestions for future conferences?

- We had a great discussion about Disaster Mitigation & EMP's. How about getting somebody from the State Patrol to talk about their role in disasters like Pilger or the "ice storm" and open communications.
- Keep things the way they are and keep up all the good work you do.
- Hands-on items – tours.
- Keep up the good work.
- More demos.
- Improve slide colors would help viewing.
- More beer.
- Keep location in Gering – most convenient. Same format – this works pretty well. Safety is important – more should be available after pre-conference.
- None.
- No.
- None. Keep up the good work.
- More backflow hours.
- Keep the "education" more compact. Put networking prior to or after event.

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