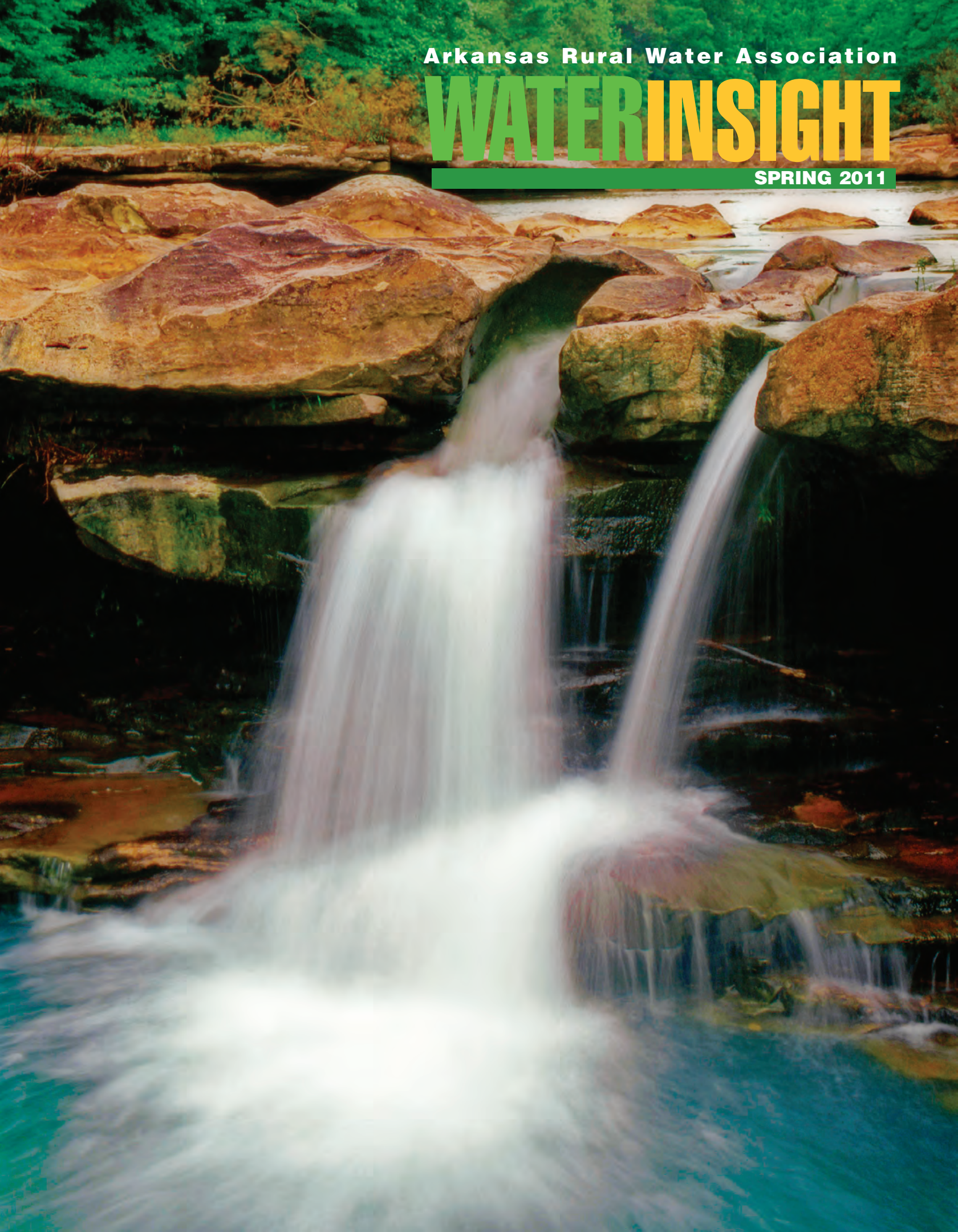


Arkansas Rural Water Association

WATERINSIGHT

SPRING 2011





FROM YOUR EXECUTIVE DIRECTOR

Dennis Sternberg



Spring is here and everyone is busy with a multitude of projects going on. Arkansas Rural Water Association staff has been busy as well. This time of year always brings stormy weather into Arkansas and I would like to remind everyone that often times means power outages. Now if your system has planned for this type of electrical interruption and your system has backup generators for all your critical sites you and your customers will be okay.

For those systems that don't, I would encourage each system board of directors to at least get a "manual transfer switch" installed at your critical sites so that during long extended electrical power outages, you can rent a generator and hook it quickly and safely.

Every water system should have completed an Emergency Response Plan (ERP) in the past and update it each year to be prepared for such events. If you need help with an ERP please feel free to contact the ARWA office and one of our staff will come by to assist you with this matter.

As of this writing Congress has passed another Continuing Resolution (CR) to fund the federal government for the remainder of FY11. With the new CR Congress made many cuts to the federal budget eliminating programs. National Rural Water Association through the State Rural Water Associations is working with each state's congressional delegations and have benefited with funding from EPA to provide Training and Technical Assistance and Source Water Protection services to water systems throughout Arkansas. Our EPA funding was one of the many programs that were cut from the budget.

ARWA is looking at many different ways to try and maintain some of these services for water systems throughout the state. The one thing that each system can do is take a few minutes and email your United States Senator's and United States Congressman and ask them to please consider allowing this EPA Program to be reinstated in the future and how these programs have assisted you and your systems with water certification training schools or on-site assistance and Source Water Protection.

Each of you are the professionals in the water and wastewater industry and your elected officials need to hear from you regarding your systems needs and concerns.

Wednesday, June 1, 2011, ARWA will be hosting the annual Jack Lambert Memorial Golf Tournament at Hurricane Golf Course in Bryant, Arkansas to benefit the Ernie Faucett Scholarship fund. Come enjoy a fun filled event that everyone will enjoy and benefit the Ernie Faucett Scholarship fund that provides a couple scholarships each year to member systems dependents.

Please mark your calendar to attend the ARWA "OPERATOR EXPO" on Thursday, June 2, 2011, at the ARWA Training Facility in Lonoke, Arkansas. Come enjoy all the many events and visit with all the exhibitors and receive credit hours towards your water and wastewater license as well.

Mark your calendars to attend ARWA's Annual Technical Conference September 18-21, 2011 in Hot Springs, Arkansas.

PLEASE EMAIL YOUR
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AND
CONGRESSMEN



Arkansas Rural Water Association

*Working To Improve Life
In Rural Arkansas*

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From Your Executive Director2

In Memory Tommy Liles4

Terry Fortenbery 20 Years of Service 6

Leaner Times6

Letters and E-Mails8-17

Registration Technical Conference and Exhibition 18

Agenda Technical Conference 19-21

Vulnerability Assessments & Emergency Response Plans .22

Plan Ahead 23-25

What is a Source Water Protection Plan?26

ARWA Membership Application 27

Advertisers Index and Order Form35

Contents

Cover Photo

Kings River Falls In Spring — near Eureka Springs

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 •

Thomas (Tommy) Liles, Manager of Southwest White County Water Association PWA passed away peacefully Saturday, April 2, 2011. Tommy was born May 1, 1955 and had lived in the same area all his life having graduated from McRae High School in 1973, and then attending college at ASU Beebe and ASU Jonesboro.

Tommy had been manager of SOWCO since November 1997. Shortly before Tommy became manager at SOWCO it had doubled in size of customers with the addition of the Floyd/Romance area which more than doubled in the area covered by SOWCO. Along with the growth came the need to increase transmission lines for SOWCO. Tommy along with the help of Engineer, David Holcomb of Summerford Engineering of Arkadelphia had completed Phase I Improvement Project. The Phase II

IN MEMORY

Tommy Liles



Improvements Project currently being installed. Tommy was always looking for ways to improve the system. He loved his job and meeting people and dis-

cussing the water business and could even share some of the history of the water industry and if you tired of that he was more than willing to share his knowledge of country music. We lovingly referred to him as the "Ralph Emery" of White County. If we here at the office wanted a break from work all we had to do was ask something about country music and the rest of the afternoon was complete before he ran out of stories to share.

Tommy loved being Manager of Southwest White County Water and was especially proud of having received the Manager of the Year Award in 2001 from Arkansas Rural Water Association. Tommy will be missed by all those in the Water Industry including the Board of Directors and Staff of Southwest White County Water Association PWA.

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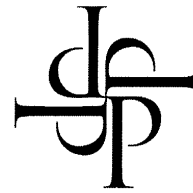
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Terry Fortenberry recognized for Twenty Years of Service

At the regular scheduled meeting held Thursday April 14, 2011 the Arkansas Rural Water Association Board of Directors recognized Terry Fortenberry with a bonus for his twenty years of service to the member water and wastewater systems of Arkansas Rural Water Association. Since starting work with ARWA Terry has worked under the USDA Circuit Rider Program and presently works under the Arkansas Natural Resource Commission Circuit Rider/Trainer agreement. Terry holds a T-4 and D-4 water license and a Level 3 Wastewater License as well as being a Certified Backflow Prevention Assembly Instructor through the University of Florida Treeo Center.

When you see him next time thank him for his many years of service with ARWA and all the assistance he has provided to the water and wastewater systems across the state during these years.



Presenting the bonus to Terry Fortenberry is Bobby Brown, President of Arkansas Rural Water Association.

Leaner Times

At the time this quarterly newsletter was written, National Rural Water Association had been notified by USDA of a projected reduction in funding in support of State Association Wastewater trainers/technicians. The Executive Director for Arkansas Rural Water Association, Mr. Dennis Sternberg was given official notification that the third wastewater trainer/technician position would end on July 31, 2011. So how will this affect the state of Arkansas?

ARWA anticipates a very minimal impact as two USDA funded positions still remain. Ms. Susan Poe and Mr. James Barkie will continue to provide the highest quality training and technical service available throughout our great state. These two professionals will continue to provide certification and renewal training, on-site technical assistance and services such as smoke testing, on-site tutoring, rate studies, O&M assistance along with a variety of special projects assisting Arkansas wastewater systems. Susan will cover the eastern half of the state with James helping the western portion of Arkansas.

On a similar note, funding for the two USEPA positions remain in jeopardy at this present time. Currently two employees work under this federal contract including the USEPA training/technical assistance technician and the USEPA ground water technician. The Federal government has been working under a continuing resolution for the programs however, at this time the FY 2011 budget has been zeroed out as of

August 31, 2011. The Arkansas Board of Directors as well as National Rural Water Association is working diligently to restore funding for FY 2012. ARWA has built a long reputation of providing the highest quality training and technical assistance to Arkansas systems in order to obtain quality water at the lowest price. Quality on Tap is not only our Commitment it is our Profession.

We encourage member systems to contact their local/state/federal representatives and ask that they support legislation that provides ARWA's invaluable services free of charge to any system in need in Arkansas. Should your wastewater or water system need assistance of any kind we hope you call the experienced professionals at ARWA first.



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ARWA Gets Letters and E-Mail From Systems

• Dear Mr. Sternberg January 12, 2011

This is to advise you of the City of Marshall's request for assistance with a recent water problem.

On January 7, 2011, at 7:00 am, Kevin Elliott, Water Superintendent for the City of Marshall, called an ARWA representative, requesting assistance with a local water problem. By 9:30 am Josh was in Marshall to help.

There had been a troublesome month-long water leak, which we had been unable to find. We eventually pinpointed it to a "certain 6-inch line". The water was running underground, and since no one had lost any water pressure, there was no clue as to where to begin to look.

Josh suggested we start digging, opening up the beginning of the 6-inch line. When we did, Josh put a meter on it, and found it was leaking forty-three gallons per minute - which was 62,000 gallons a day going underground. We continued digging, until we found the leak.

Josh stayed with the City employees, until the leak as repaired, making sure the problem was solved.

Our thanks to Josh for his professional help and quick response.

Jim L. Smithson, Mayor
City of Marshall, Arkansas

• Mr. Sternberg January 18, 2011

I just wanted to thank you so very much for the generator. We ended up not using it which was a good thing, but I am glad I have a group of folks like you all to call on. As I am sure you know, the group of folks you have in the organization are top of the line professionals. I find it hard to believe that such a group of folks actually exists in today's dog eat dog world. A

group of folks that are focused on serving water and wastewater utilities, as we serve our communities. I realize that it is their job but you can tell that it's much more than a job to those I have had the privilege to get to know. Thanks again for the generator, and all the other many things you do for the people of this state.

Michael McAnelly
Bald Knob Water Dept.

• Mr. Dennis January 18, 2011

I also want to express my sincere appreciation for the support of your association in supplying assistance for Michael and our entire facility. I have never heard anything but good of your organization and am more than pleased that we as this entity have a working relationship. Make sure that Michael feeds you whenever you can make it to town around meal time. Thanks for all your support.

Johnny Hodges, Alderman
City of Bald Knob

• Dear Dennis, January 19, 2011

Grand Prairie Bayou Two P.F.B. would like to thank Arkansas Rural Water Association for all the services you and your staff provide. We are currently in the process of having several of our tanks painted and greatly appreciate the thorough ongoing inspections by Terry Fortenberry, Josh Freeman and Rodney Baldwin. Jeff Ford has been a tremendous help with technical problems on our laptop computer and assisting with the GIS mapping of our system. I personally thank you for keeping myself and the Board informed of legislative issues important to the water industry. With the training, technical support and onsite assistance through the ARWA, one can truly say "Priceless".

Terry House, General Manager
Grand Prairie Bayou Two

(continued on next page)

Letters and E-Mail

(continued)

• Dear Mr. Sternberg, January 20, 2011

On behalf of Sevier County Water Association, I would like to thank David Quattlebaum for his help with our long range plan and Josh Freeman for inspecting our storage tanks. Your guys have been there anytime we have ever needed assistance.

We can't thank ARWA enough for all that you do for the systems of Arkansas. ARWA is a valuable asset that systems like ours can depend on for help.

Brian Martz, Manager
SCWA DeQueen, AR

• January 24, 2011

We would like to thank you so much for coming last Tuesday the 18th of January, 2011, to do the tank inspection for your review and recommendations on what, if anything, needs to be done by us to stay in compliance.

We also look forward to having you do the inspection again in two years.

Thanks so much. We really appreciate Arkansas Rural Water Association and all that they do for small water companies.

Jan Burch, Manager
Lakeview Midway Public Water Authority

• Dear Mr. Sternberg: January 28, 2011

I wanted to take a moment to thank you for the training course, Water & Wastewater, which I attended recently at Arkansas Rural Water. I found the class to be interesting and informative and sure it will be beneficial to me in my duties and responsibilities.

Thanks again, I appreciate the opportunity.

Jon Brown, Operations Manager
Arkansas State Parks

• Dear Rodney January 28, 2011

Thank you for coming to our Whitehall plant today to assist our men in finding the problem we were having. Our system, like so many others, is thankful that we have you and the entire staff of ARWA to call on when needed.

Donna Sefers
Crowley's Ridge Water Association, Inc.

• Mr. Sternberg: February 8, 2011

Once again I would like to say thank you to your organization and especially to James Barkie for his help at London Pollution Control Facility. Being a new operator of a new plant I am always in need of guidance from people who have more experience with wastewater than myself. Mr. Barkie was quick to identify my problem and after following his advice I saw an immediate improvement in the operation of our plant. Your organization has and will always be a great asset to small towns like us.

Ryan V. Kimbell
Class III, Wastewater Operator
London Municipal Water

• Dear Mr. Sternberg, February 17, 2011

On February 17, 2011 I had the opportunity to visit with Mr. David Quattlebaum in reference to Kensett's Water and Sewer Department long range plans. He presented himself very professional and courteous. He presented us with a plan and I am now ready to present it to the city council.

We truly appreciate the time and effort of Mr. Quattlebaum.

Steve Brown, Water Superintendent
Kensett Water and Sewer Department

• Dennis Sternberg, February 16, 2011

Dennis, I wanted to let you know how much I appreciate Josh Freeman coming to Guy to educate me about standpipe maintenance and maintenance agreements. Mr. Freeman and I spent part of the day together discussing our standpipe. His knowledge and experience with standpipes helped me make the decisions that will best benefit my water system. I encourage all operators to give Mr. Freeman a call if you have

(continued on next page)

Letters and E-Mail

(continued)

any questions about water towers or standpipe's.

Thanks to Arkansas Rural Water Association for your dedication and service to small systems like mine. You are appreciated.

Greg Hooten
Guy Water Works

• Dear Mr. Sternberg, February 21, 2011

Recently, it was determined that I needed to upgrade my wastewater treatment operator's license from a Class II to a Class III because of equipment addition at the Arkansas 4-H Center. Though I began this process less than two months ago, I am happy to report that I have passed the examination and have been duly licensed by the Arkansas Department of Environmental Quality. I wanted to give due credit to Arkansas Rural Water Association for its superb instructional program. The educational materials were excellent and the availability of a wide range of targeted classes was extremely helpful.

I want to also express my sincere appreciation for the assistance of Ms. Susan Poe, Wastewater Trainer/Technician. I attended the Advanced Wastewater Treatment Course taught by Ms. Poe that was of great help. She also provided additional materials that were tailored for my learning needs.

I want to furthermore acknowledge the outstanding job that Mr. Tim Mitchell did in teaching the Class II Wastewater Treatment Class last week in Nashville, AR. Not only did he cover the related subject matter, but he too provided personal assistance that was invaluable for preparing me and others for the exam last Thursday. Like Ms. Poe, Mr. Mitchell went out of his way to help me with additional teaching materials. His encouragement and support meant much. Both of these instructors are to be commended for their competence and the genuine interest they display on behalf of their students.

Finally, I want to thank you and Arkansas Rural Water Association at large for your role in supporting many ongoing needs within our state. Your technical assistance, the educational opportunities you afford, and your special programming otherwise are invaluable assets to Arkansas.

Randy Hawkins, Physical Plant Manager
Arkansas 4-H Center

• Mr. Sternberg, February 23, 2011

Once again I want to thank you for working with us to get an emergency plan and a long range plan together. David Quattlebaum is a great asset to your team. He was very punctual and persistent in completing these two issues.

Once again I value you and your staff as the greatest resource available to us for assistance in specialized areas.

Michael McAnelly
Bald Knob Water and Sewer

• Dear Mr. Sternberg, February 22, 2011

The Town of Perry would like to thank ARWA for all the help Perry Water and Sewer has received over the years. Your organization has helped us find some serious leaks in our water system, and helped us to do a smoke test on our sewer system. In 2006, Josh Freeman assisted us with a vulnerability assessment for our water and sewer system. We greatly appreciate all the help received from ARWA and cannot imagine not having such a great organization around to help in our times of need.

Eva Coffman, Water/Clerk
Town of Perry Water & Sewer

• Josh, March 1, 2011

Thank you so much for coming out to our treatment plant and inspecting our ground storage tank. The information you supplied us with was very helpful, and very much appreciated. You were a pleasure to work with and extremely knowledgeable.

All of us at East End Water sincerely appreciate all the help we get from you and others at Arkansas Rural Water Association.

Chris Mabry
East End Water

• Dear Mr. Sternberg, March 2, 2011

We at Central Arkansas Water would like to express our appreciation for the training opportunities the Arkansas Rural Water Association provides to our staff in obtaining and maintaining the appropriate water treatment and distribution licenses. In particular, the

(continued on next page)

Letters and E-Mail

(continued)

training provided by Mr. Jim Philipp, of your staff, was extremely professional and beneficial.

Several members of my staff have recently taken Mr. Philipp's course including myself, Mr. Jonathan Long, and most recently Mr. Martin Maner. Without question, the training we received was instrumental in furthering our knowledge of water treatment and distribution practices.

Graham W. Rich, P.E., BCEE
Chief Executive Officer
Central Arkansas Water

• Dear Mr. Sternberg: March 2, 2011

In listening to the news last week I heard that the Congress is planning to cut funding to the USEPA program. I hope this does not happen because I know that ARWA utilizes the training and technical assistance program provided by the USEPA. Your training specialist Jim Philipp is a huge asset to all water systems. I know that during the training sessions he teaches he has taken time after classroom hours to help not only our employee but also other operators when needed. Taking away funding for this program will be several steps backwards for the water systems and their customers. Please let me know what Crowley's Ridge Water Association can do to ensure that this program is kept intact.

Donna Sefers
Crowley's Ridge Water Association, Inc.

• To Whom It May Concern: March 2, 2011

I would like to take the time to express my appreciation and send a note of commendation for Jim Philipp, Water Trainer/Technician. Jim was very helpful in assisting me in studying and preparing to take the exam to obtain my license for the Trouble Shooter position.

I had attempted the test several times before and was unsuccessful; however, after working with Jim, I was able to score successfully and obtain my license. Jim was willing to share his knowledge and took a personal interest in my gaining knowledge about the responsibilities of the position I held. He took the time to work with me after hours and provided one-on-one assistance. He not only displayed an interest of my passing the test, but also in my gaining confidence in the work I perform on a daily basis.

Words cannot express the many thanks to Jim for his help!!

Larry Thomas, Troubleshooter
Central AR Water

• Dear Mr. Sternberg, March 9, 2011

I want to thank you for the assistance from Josh Freeman to repair our commercial meter at pump station #1. He took the meter apart and cleaned it, put it back online, then tested it for accuracy. All was done in a very professional manner.

In the past he has assisted in finding water leaks, even working throughout the night to isolate the leak. Also we had a pump controller problem that allowed the tank to overflow. He didn't hesitate to take time from his busy schedule to come by and correct the problem.

Tell Josh he is very much appreciated and to ARWA, you do a great job with a great group of employees.

Dale Dickens, Mayor
City of Blue Mountain, AR

• Dear Mr. Sternberg, March 10, 2011

My staff and I would like to take this opportunity to thank you and your staff for your past support.

Special thanks to our Circuit Rider, Rodney for his help in testing our master meter and getting our unaccounted for water lowered.

Our thanks also go to David Quattlebaum for his help in setting up our Long Range Plan. This was a big help and we appreciate it very much. It's nice to know we can count on you now and in the future.

Tom Liles, Manager
Southwest White County Water PWA

• To Whom It May Concern: March 16, 2011

I would like to thank Josh Freeman for all of his help. He is very prompt in helping and is there every time I've asked for assistance. ARWA is the best place I have found, for help with problems that occur at rural water systems like ours. Again, I appreciate ARWA and all of the help from Josh.

Donald H. Partee, Systems Operator
North Pike County Rural Water Association

(continued on next page)

Letters and E-Mail

(continued)

• Dennis: March 23, 2011

Could you please pass along to David Quattlebaum a thank you for helping our water system with its long range plan. We recently had a sanitary survey completed and that was one of our weak areas.

I would also like to thank Josh Freeman for checking our master meters late last year. He did a great job and took a lot of my concerns away.

ARWA has always been there for me when I needed them and for that I need to thank you. Every time I have a problem, I call ARWA and they always seem to be out in our area within a week.

Again, thanks a lot for your support and dedication to water systems all over Arkansas.

James Strozewski
Oden-Pencil Bluff Water System

• Dear Mr. Sternberg, March 25, 2011

The purpose of this letter is to formally commend Mr. David Quattlebaum for the excellent service he provided Hot Spring County Water Association during his visit on Thursday, March 24, 2011. With Mr. Quattlebaum's assistance, Hot Spring County Water developed a Long Range Plan that is in compliance with Arkansas Department of Health rules and regulations.

Mr. Quattlebaum was very informative and answered all questions quickly. We appreciate the time and effort that was put into his visit.

Sarah L. McBride
Hot Spring County Water Association

• Dear Mr. Sternberg, March 28, 2011

I would like to thank you and your Circuit Rider, Josh Freeman for his help with a small water system, (East Lake Water Users Assn), which the City of Mountainburg takes care of the operations.

Josh helped me on the morning of March 7, 2011 to correlate some water loss in this system. Josh is extremely knowledgeable in this field and does a wonderful job coaching me in the right direction.

Our City sure does appreciate your association's insight in this industry. Thank you so much for your time, knowledge and technical support. You and your staff of technicians are great help.

James Hamilton, Utilities Director
City of Mountainburg Utilities Dept.

• Dear Dennis, March 29, 2011

Just wanted to let you know how much we appreciated Josh Freeman, Scott Ketchum and Jim Barkie coming to show us how to complete the Emergency Response Plan and the Vulnerability Assessment. As you know both of these plans are required by Rural Development and have to be provided during the Security Inspection and Compliance Review that is required periodically. With their assistance we were able to complete both of the reports very quickly and continue on with the other daily tasks.

Jesse L. McChristian, Jr.
Highway 71 Water District No. 1

• Dear Mr. Sternberg, March 29, 2011

On behalf of the City of Cotton Plant, Arkansas, I would like to thank you and the Arkansas Rural Water Association for playing a vital role in helping the City of Cotton Plant with our water problems. It is because of your organization, that we were able to maintain a quality of water that is necessary for the health and welfare of the citizens of this city.

Thank you, Mr. Sternberg! I would like to salute you, Arkansas Rural Water Association, and this state for providing a service that is necessary and vital to rural Arkansas.

Mayor Ronnie C. Conley
The City of Cotton Plant

• Dear Mr. Dennis Sternberg, April 4, 2011

My name is Robert Murray and I attended the Bono Class I Wastewater class taught by Ms. Susan Poe. I would like to say the class was very informative. I enjoyed the class very much and I am looking forward to having Ms. Susan as a teacher again in the future. I would like to get my Class III license and continue to work in water and wastewater for years to come.

Robert Murray

(continued on next page)

Letters and E-Mail

(continued)

- To Whom It May Concern: April 4, 2011

The expertise and support of ARWA (Josh Freeman) to our small water system is invaluable, without his field knowledge and business knowledge systems like this one could not survive.

Our system is strengthened by the time and effort put toward the help we require.

Acorn Rural Water Association

- Mr. Sternberg, April 5, 2011

Jim Barkie just left my office after assisting Mulberry with the completion of our Vulnerability Assessment and Emergency Response Plan update.

I wanted you to know that you have a tremendous Wastewater Trainer/Technician in Jim. He represents Arkansas Rural Water Association in a positive light and goes beyond what I would expect in helping us complete our requirements.

I have just completed three months as Mayor of Mulberry and I am learning much. My top priority is protection of the people. Much of their health and welfare is determined by our Water and Wastewater systems. The help the Arkansas Rural Water Association provides makes a big difference in our ability to keep our folks safe.

We thank you, your staff and employees for an outstanding job. Again, Jim Barkie assisted us in an outstanding manner reflecting greatly upon your organization.

Gary D. Baxter, Mayor
City of Mulberry

- Jim Barkie, April 7, 2011

His pride and job performance is greatly appreciated by the City of Bonanza for coming in and setting up the SEMS system for us. He is a very valuable asset to your corporation.

David Conley, Mayor
City of Bonanza

- To: ARWA April 8, 2011

Thank you for allowing me to attend your Basic Water Treatment class in Mtn. Home on April 5-7, 2011. Our small system has a population of only 131 and we would be lost without your help. It is comforting to know that you are concerned, interested, knowledgeable, and only a phone call away.

Sam Chandler
Leisure Hills Home Owners Assn., Inc.

- Dear ARWA April 8, 2011

On behalf of the City of Pottsville Water and Wastewater Dept., we would like to thank Josh Freeman for performing our scheduled tank inspections and assisting us with any problems we might encounter. Also, Scott Ketchum, for his help in completing our ERP and VA reports. And a special thanks to Jim Philipp for all his advice and insight over the last few years. Keep up the good work, it is appreciated!

Jason Howard, Manager
City of Pottsville

- Mr. Sternberg, April 11, 2011

David Quattlebaum was at Ash Flat today to help us update our ERP and VA. He did a great job and completed his work quickly and professionally; however, he wouldn't buy lunch! Thanks for the great service your organization and people provide to us small town folk.

Tracy Breckenridge, WWW Supt.
City of Ash Flat

- Dear Mr. Sternberg, April 11, 2011

I just wanted to express my appreciation for the excellent help you provided our community. It is all too rare these days to find someone who will go to such great lengths to help a community you didn't know existed. Thank you for your fine service and your prompt attention to this matter. I can't close this letter without mentioning Ms. Poe and Mr. Baldwin and dedication they showed. You should be aware of their excellent work.

John H. Mathis
Town of Jennette

(continued on next page)

Letters and E-Mail

(continued)

• Dear Gentlemen, April 11, 2011

Please accept this letter of appreciation for Susan Poe on our behalf. Ms. Poe came to our office on March 29, 2011 to assist us in updates of our Vulnerability Assessment Report and Emergency Plan. We would like to take a moment and a few words of recognition of her professionalism, her knowledge, her commitment to her job, and her kindness. Thank you for employing such great staff members and their accessibility to our needs and location. She truly is a great reflection of Arkansas Rural Water Association and the service you provide to the area.

Jeff Ward, Water Superintendent
Wooster Water System

• Mr. Sternberg: April 12, 2011

I would like to say thanks to Susan Poe. Due to her wonderful ability as a Wastewater Instructor, I was able to achieve my Class I, II and III Wastewater licenses. While speaking with other operators it is clear to see I am not the only one who appreciates her devotion and style of teaching. Susan gives operators the tools necessary to pass their required licensing tests. Also, she is always eager to help when I have questions concerning the operation of our wastewater plant. Thanks again.

Ryan V. Kimball, Water Operator
London Municipal Water System

• Mr. Sternberg: April 12, 2011

I would like to say thanks to Scott Ketchum for his recent help with completing our Emergency Response Plan and Vulnerability Assessment for both our water and wastewater. Scott's time and the use of the available software made completing this requirement easy. Also, I must thank him for his suggestions on running our wastewater plant better. Right from the start Scott was able to coordinate with Clarksville Wastewater, which resulted in us receiving some much needed bacteria and sludge to help our new wastewater plant operate more efficiently. Thanks again.

Ryan V. Kimball, Water Operator
London Municipal Water System

• Mr. Sternberg: April 12, 2011

I would like to say thanks to Josh Freeman for his recent help with testing two meters located in our system at London, Arkansas. Not only did Josh verify that our master meter was reading accurately but he identified a compound meter that was registering low. Now more than ever, cities cannot afford to lose revenue due to meters not registering accurately. Josh is always eager to help us and the use of your testing equipment is very important to systems that cannot afford to purchase their own. Thanks again.

Ryan V. Kimbell, Water Operator
London Municipal Water System

• Dennis, April 13, 2011

I just wanted to thank you, again, for all the help with updating our VA and ERP. Susan did an outstanding job and I really appreciate her taking the time to update these for us. I get extremely busy and taking the time to slow down to update the VA and ERP can be difficult.

Thank you for all you do to help us little people out and making our lives much easier.

Nancy Duren, Manager
Mountain Top Public Water Authority

• Mr. Sternberg: April 15, 2011

Yesterday, David Quattlebaum was in our office to help us with the Emergency Response Plan report. He was quick, professional and efficient. I appreciate all the work that you and your staff do.

Mark Coffman
Ozark Acres Water

• To Whom It May Concern: April 15, 2011

Just writing to say that James Philipp with ARWA is such an asset to our small rural water system. When we do not know the answer or need advice or information, he is always just a phone call away. That kind of help cannot be replaced. We are so grateful for James and the staff of ARWA. Without their support and knowledge our small water system could not be as successful.

Michael Aleshire
Acorn Rural Water Association

(continued on next page)

Letters and E-Mail

(continued)

• Dear Mr. Sternberg, April 15, 2011

On behalf of Sanders Supply, Inc. and U.S. Pipe Valve and Hydrant, I would like to thank Arkansas Rural Water Association and James Philipp for providing short school hours for our training class in Hot Springs on April 8, 2011.

All in attendance of this class have expressed their sincere appreciation. The credit hours and quality training provided by ARWA were instrumental to the success of this class.

We appreciate the assistance Thursday and Friday by Mr. Philipp. He not only helped with the physical setup of the class, but made himself readily available both days to answer each and every question. A vast knowledge of the water industry paired with a great personality makes Jim a valuable asset to the rural communities of Arkansas.

Once again I would like to thank ARWA and Mr. Philipp for the help and outstanding support!

Kyle Sudmeyer
Sanders Supply, Inc.

• Dear Gentlemen, April 18, 2011

I would like to take a minute just to send a big "Thank you" to Terry Fortenberry of ARWA for his service on April 11, 2011. Terry came to our area and assisted us on some of our PRV and pressure problems with the Wooster Water System. His knowledge and expertise were of a great aid to us. Thanks again to Terry and ARWA for your continued support and accessibility to the area.

Jeff Ward, Water Superintendent
Wooster Water System

• Dear Mr. Sternberg, April 20, 2011

The City of Jasper would like to thank ARWA and their circuit rider Josh Freeman for all the help they have given us the past month. I had a terrible time getting a tank to stay full of water and Josh came out and helped us with his leak detection equipment. You

don't know how truly grateful we are for ARWA and the people that work there. You give a helping hand when we were between a rock and a hard place.

Shane Kilgore, Mayor
City of Jasper

• Dear Mr. Sternberg, April 20, 2011

I would like to take this time to thank you for the help you provided with the Vulnerability Assessment and Emergency Response Plan.

Mr. Quattlebaum was a true professional in handling the project and was greatly appreciated. So keep up the good work, all of the circuit riders do a great job every time I have a question.

Jim Smith, Public Works Director
Cave City Water

• Dennis Sternberg, April 21, 2011

I would like to commend Mr. James Philipp on the outstanding job he performed for me on Monday the 18th.

The VA and ERP he helped me with were foreign subjects, but he made the process so much easier. I seriously doubt that I could have completed those forms without his help. I only have dial-up here at home and my computer skills are poor. His courtesy and professionalism are second to none. At some point in the near future I would like to request that he help us do a water rate evaluation if possible. You have a great organization that provides services to communities that otherwise would not be available. Thank you so much.

Jeff Westbrook, Mayor
Town of Tull

• To Whom It May Concern, April 25, 2011

The City of Sulphur Springs is very pleased with the help it has received from Arkansas Rural Water Association. We are especially grateful for the past, present and hopefully future energy and continued efforts by Arkansas Rural Water Association Representative David Quattlebaum. He has saved the City many valuable hours of research through communication and several thousand dollars through your free service. We sincerely appreciate the service that Arkansas Rural Water Association has provided us. We

(continued on next page)

Letters and E-Mail

(continued)

hope that this service will continue and we look forward to working with David in the future.

Service like yours is desperately needed by small communities like Sulphur Springs, where funds are limited and very tightly budgeted, but still have to compete with the larger communities which have much larger funding and more resources available to them.

Arkansas Rural Water Association has been a valuable resource for us to utilize and we would once again like to voice our great appreciation.

Greg Barber, Alderman
William Medley, Alderman
Martha Kreder, Alderman
Deborah Murphy, Alderman
Sherman Buckley, Alderman
Bob Simon, Mayor
City of Sulphur Springs

• To Whom It May Concern, April 25, 2011

The City of Sulphur Springs is very pleased with the help it has received from Arkansas Rural Water Association. We are especially grateful for the past, present and hopefully future energy and continued efforts by Arkansas Rural Water Association Representative Jim Barkie. He has saved the City many valuable hours of research through communication and several thousand dollars through your free service. We sincerely appreciate the service that Arkansas Rural Water Association has provided us. We hope that this service will continue and we look forward to working with Jim in the future.

Service like yours is desperately needed by small communities like Sulphur Springs, where funds are limited and very tightly budgeted, but still have to compete with the larger communities which have much larger funding and more resources available to them.

Arkansas Rural Water Association has been a valuable resource for us to utilize and we would once again like to voice our great appreciation.

Greg Barber, Alderman
William Medley, Alderman
Martha Kreder, Alderman
Deborah Murphy, Alderman
Sherman Buckley, Alderman
Bob Simon, Mayor
City of Sulphur Springs

• Mr. Sternberg,

April 25, 2011

I would like to take this time to thank you for the help of Susan Poe. She is the best smoke tester in the world!! She found a lot of our places where infiltration was coming in the system and with her help, she led me to another great troubleshooter, Mr. Rodney Baldwin, who found a problem with my lift station that two other master electricians couldn't find.

So thank you Susan and Rodney.

Jim Smith, Public Works Director
Cave City Water

• Dear Mr. Sternberg,
Mr. Philipp and Mr. Baldwin,

April 29, 2011

On April 26, 2011 Mr. Baldwin called our office to ask if we had received an email concerning a rate study he was working on for our system here at Maumelle Water Corporation. When he was told no because we didn't have any power, he immediately informed us that ARWA could help us.

Just the week before we had drained one of our tanks to modify, update and paint. We had forewarned those members that live in that area that they may see a slight reduction in water pressure, if any, but what we didn't plan on was a tornado to come within maybe a mile and terminated power for the entire area, including the area that is dependent on a booster pump. We did not have an adequate generator to supply those affected because our tank had been drained and now no power to run the booster pump, but as soon as Mr. Rodney informed us that ARWA could help, we called and promptly received assistance, all within hours.

We at Maumelle Water Corporation, in Roland, want to express to you and to all at Arkansas Rural Water Association how much we sincerely appreciate your quick response. Mr. Philipp went out of his way to help us and thanks to Mr. Rodney for the rate study. We are truly blessed to have such caring people working together to assist our water entities all over Arkansas.

Lorraine Hathcote, Director
Maumelle Water Corporation

(continued on next page)

Letters and E-Mail

(continued)

• Dear Mr. Sternberg, May 2, 2011

I would like to thank you for ARWA's assistance, on April 5, 2011, on creating a Long Range Plan for East Lake Water Users Association. This water system is small and had never had a Long Range Plan. Mr. Quattlebaum was very helpful to me, and I appreciate his time, and ARWA's insight in helping me create this plan.

Our city sure does appreciate your associations' insight in this industry. Thank you so much for your time, knowledge and technical support. You and your staff of technicians are great help.

James Hamilton, Utilities Director
City of Mountainburg Utilities Dept.

• Dear Mr. Sternberg, May 2, 2011

I would like to thank you for ARWA's assistance on April 5, 2011 for updating my SEMS program. Mr. Barkie was very helpful to me and I appreciate his time and ARWA's insight in helping me update our Emergency Response Plan and Vulnerability Assessment.

I've got to know Jim very well, he lives very close to my community, and is great help to me. Our city sure does appreciate your associations' insight in this

industry. Thank you so much for your time, knowledge and technical support. You and your staff of technicians are great help.

James Hamilton, Utilities Director
City of Mountainburg Utilities Dept.

• Dear Jim Philipp: May 6, 2011

I just wanted to write a letter of appreciation thanking you for your help with the rate study you did for the Amity Water Department last year. This rate study was very timely and helpful. We plan to do one at least once a year to keep up with the constant changes and keep our finances up-to-date and reasonable.

Again, thank you so much for your helpfulness.

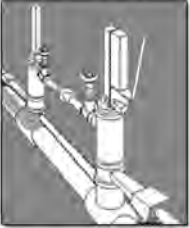
Charles Ducote, Superintendent
Amity Water & Sewer Department

• Dear Scott Ketchum: May 6, 2011

I just wanted to write a letter of appreciation thanking you for your help with our emergency response and preparedness for the Amity Water Treatment facility. You have been very helpful and have made us aware of potential problems that we may encounter in the future.

Again, thank you so much for your helpfulness.

Charles Ducote, Superintendent
Amity Water & Sewer Department



-LINE STOPPING
3/4"- 60"

-LINE TAPPING
2"- 60"

-VALVE INSERTION
4"- 16"

-VALVE TURNING

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REGISTRATION

34th ANNUAL TECHNICAL CONFERENCE & EXHIBITION ARKANSAS RURAL WATER ASSOCIATION SEPTEMBER 18-21, 2011

Please print or type. Complete a separate form for each person. Photocopy if you need additional forms.

NAME _____

REPRESENTING _____

ADDRESS _____ CITY _____ STATE _____

COUNTY _____ ZIP _____ PHONE _____

Must enter last four digits of Social Security No. to obtain credit hours: _____

_____ Check here if you have special needs and would like an ARWA Associate to contact you.

ARWA MEMBER: _____

PRE-REGISTRATION (includes Registration, 2 Continental Breakfasts and 2 Luncheons)

\$145 per person _____ @ \$145 _____

Discount for Aquasure Member Systems @ \$130 _____

ARWA MEMBER AT THE DOOR: _____

REGISTRATION AT DOOR (includes Registration, 2 Continental Breakfasts and 2 Luncheons)

\$165 per person _____ @ \$165 _____

Discount for Aquasure Member Systems @ \$150 _____

NON-MEMBER: _____

PRE-REGISTRATION (includes Registration, 2 Continental Breakfasts and 2 Luncheons)

\$190 per person _____ @ \$190 _____

NON-MEMBER AT THE DOOR: _____

REGISTRATION AT DOOR (includes Registration, 2 Continental Breakfasts and 2 Luncheons)

\$210 per person _____ @ \$210 _____

SPOUSE REGISTRATION - NAME _____

SPOUSE LUNCHEONS (2) \$65 PER PERSON _____

ARWA GOLF TOURNAMENT PRE-REGISTRATION FEE: \$80 EACH _____

Golf Tournament will be held at the Belvedere Country Club

TOTAL ENCLOSED _____

ARWA HAS A NO REFUND POLICY AS OF 1-1-2011

PLEASE RETURN TO: ARWA Conference, P.O. Box 860, Lonoke, AR 72086

Hotels: Austin - 877-623-6697 - \$85 rooms • Embassy Suites - 501-624-9200 - \$134 Single rooms

Arlington - 501-623-7771 - \$84 - \$94 rooms

Mention you are attending the ARWA Conference to get these rates...Deadline is August 17, 2011

September 18, 2011			SUNDAY			
ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA			ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA			
TIME	ACTIVITY	LOCATION	Water for Water Taste Test must be turned in by noon on Monday, September 19, 2011.			
8:00 am	ARWA Golf Tournament	Belvedere Golf Course	Taste Test - 2:30 pm - 3:00 pm at Exhibit Hall "A" on Monday, September 19, 2011			
1:00 pm	ARWA Registration - Registration Desk is outside of Exhibit Hall "A" in the Convention Center					
6:00 pm	ESI Trap Shoot and Dinner at MYSA facility. SEE ATTACHED FLYER					
6:00 pm	Exhibitor's Set-Up	Exhibit Hall "A"				
6:00 pm	ARWA Hospitality Room - The Springs Hotel (formerly Downtowner Hotel) - Second Floor					
10:00 pm	ARWA Hospitality Room is Sponsored by L & L Supply - Larry & Lily Fisher					
September 19, 2011			MONDAY			
ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA			ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA			
7:00 am	ARWA REGISTRATION OPENS					
TIME	CLASS I WASTEWATER	DIRECTORS AND ADMINISTRATION	OFFICE PERSONNEL	WATER	GENERAL WATER SESSION	GENERAL WASTEWATER
8:00 am	ROOM 207	ROOM 208	ROOM 201-202	ROOM 209	ROOM 203	ROOM 204
-	Class I Wastewater	ARWA ANNUAL BUSINESS MEETING EXHIBIT HALL "B"				
9:00 am	James Barkie ARWA					
8:00 am - 9:30 am BREAK - EXHIBIT HALL/SUMMIT ARENA OPEN LADIES PROGRAM - ARLINGTON ROOM (9:00 am - 11:00 am) MONDAY						
9:30 am	Class I Wastewater	Water Service Contracts	Asset Management: Overview and What's in it for Me?	2011 Drinking Water Infrastructure Needs Survey	Standby Electrical Generation Fundamentals	Ponds, Lagoons & Algae Control
-	James Barkie ARWA	David Menz - Attorney Williams & Anderson PLC	Heather Himmelberger NM Environmental Finance Center	Teresa Lee - ADH	John Ronza R P Power	Ms Toni Glymph
10:30 am	10:30 am - 11:00 am BREAK - EXHIBIT HALL/SUMMIT ARENA OPEN					
TIME	CLASS I WASTEWATER	LEGISLATIVE UPDATE	CURRENT STATE OF THE ASSETS: INTERACTIVE WORKSHOP	STATE WATER PLAN UPDATE	WATER UTILITY DATABASE	PONDS, LAGOONS & ALGAE CONTROL
11:00 am	Class I Wastewater	Dennis Stenberg - ARWA	Heather Himmelberger NM Environmental Finance Center	Edward Swaim, Arkansas Natural Resources Commission	Bryan Hood	Algae Control
-	James Barkie ARWA	John Edwards State Representative District 38				Ms Toni Glymph

12:00 noon - 1:30 pm ARWA LUNCHEON - EXHIBIT HALL "B" CASH DRAWING Mel Aust - National Director/California						
1:30 pm - 2:30 pm	Class I Wastewater James Barkie ARWA	USDA Rural Development Loan Making and Servicing USDA Rural Development State Staff	Level of Service: Interactive Workshop Heather Himmelberger NM Environmental Finance Center	Is Fluoridation in Your Future? Glenn Greenway - ADH	Fabrication & Erecting New Water Towers Will Collins Phoenix Tank	Ponds, Lagoons & Algae Control Ms Toni Glymph
2:30 pm - 3:00 pm BREAK - EXHIBIT HALL "A" \$25 DRAWING						
3:00 pm - 4:00 pm	Class I Wastewater James Barkie ARWA	ARWARN Thad Luther	Criticality: Interactive Workshops Heather Himmelberger NM Environmental Finance Center	ADH Program Update Robert Hart - ADH	Improving Revenue Cost Gary Sanders Logies, LLC	Ponds, Lagoons & Algae Control Ms Toni Glymph
4:00 pm - 5:00 pm	Class I Wastewater James Barkie ARWA					
DINNER ON YOUR OWN						
7:00 pm - 12:00 am - "ARWA DANCE" - "COUNTRY XPRESS BAND" - AUSTIN HOTEL BAR						
TUESDAY						
September 20, 2011 ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA						
TIME	CLASS I WASTEWATER	DIRECTORS AND ADMINISTRATION & OFFICE	WATER	GENERAL WATER SESSION	GENERAL WASTEWATER	
7:00 am - 8:00 am - 9:00 am	ROOM 207	ARWA REGISTRATION OPENS	ARKANSAS DEPT OF HEALTH ENGINEERING SECTION	ROOM 203	ROOM 204	
8:00 am - 9:00 am	Class I Wastewater James Barkie ARWA	EXHIBIT HALL "A" OPEN CONTINENTAL BREAKFAST				
9:00 am - 10:00 am	Class I Wastewater James Barkie ARWA	Asset Management: Overview and What's in it for Me? Heather Himmelberger NM Environmental Finance Center	Optimizing for DBP Control Christine Kirkendoll - ADH	Chemical Safety, Emphasis on Fluoride Melissa Vitale Water Tech Inc.	ARWA Sewer Camera Terry Fortenberry ARWA	
10:00 am - 10:30 am BREAK - EXHIBIT HALL "A" \$25 DRAWING						
10:30 am - 11:30 am	Class I Wastewater James Barkie ARWA	Life Cycle Costing: Interactive Workshop Heather Himmelberger NM Environmental Finance Center	Preparing for the Stage 2 DDBP Rule Jan Bingaman - ADH	Chemical Reporting Tier I & II Melissa Vitale Water Tech Inc.	Ultra Sonic Algae Control Kirk Whatley Sonic Solutions	
11:30 am - 1:30 pm ARWA AWARDS LUNCHEON - EXHIBIT HALL "B" WATERPAC DRAWING & PRIZES & 4 WHEELER DRAWING						

1:30 pm	Class I Wastewater James Barkie ARWA	Funding Plan: Interactive Workshop Heather Himmelberger NM Environmental Finance Center	Chloramination Advantages & Disadvantages Craig Corder ADH	Chemical Right to Know Stanza Donald AR Dept. of Labor	Nitrification Donald G. Adams Environmental Services Company, LLC
2:30 pm - 3:00 pm BREAK - REFRESHMENTS WILL BE IN THE HALLWAY BETWEEN THE MEETING ROOMS. EXHIBIT HALL CLOSED					
3:00 pm	Class I Wastewater James Barkie ARWA	Implementation Issues: Open Discussion Heather Himmelberger NM Environmental Finance Center	Emergency Response Planning Engineering Section Staff ADH	Working in the Weather Stanza Donald AR Dept. of Labor	Reporting Requirements Dennis Benson ADEQ
4:00 pm	Class I Wastewater James Barkie ARWA				
5:00pm	Class I Wastewater James Barkie ARWA				
DINNER ON YOUR OWN					
WEDNESDAY					
September 21, 2011 HOT SPRINGS CONVENTION CENTER					
TIME	WATER EXAM ROOM 209	CLASS I WASTEWATER ROOM 204 Class I Wastewater James Barkie ARWA	WASTEWATER EXAMS ROOM 202		
8:00 am - 12 Noon					
9:00 am - 1:00 pm	Water Exams AR Department of Health		Class II and Class III Wastewater Exams ADEQ		
12 Noon - 1:00 pm	Lunch (on your own)				
1:00 pm - 5:00 pm		Class I Wastewater Exams ADEQ			

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

By Josh Freeman, ARWA Circuit Rider

The time has come to have your system's Vulnerability Assessment (VA) and Emergency Response Plan (ERP) updated. USDA/ Rural Development (RD) are requiring systems VA and ERP be updated every three years and have asked Arkansas Rural Water Association to help assist systems with this process. If you have a loan with USDA, the system (water or wastewater) must complete by September 1, 2011 and provide the regional USDA office with *only the certification letter*.

I have listed what information is required to complete the VA and ERP. If your system has both water and wastewater and received USDA/RD money for the project, two separate forms must be completed. **DO NOT SEND THE ENTIRE COMPLETED FORM - JUST THE CERTIFICATION LETTER!**

The Vulnerability Assessments (VA) will consist of multiple areas:

1. Contact Information: This is where you put the water station ID number, water station name, population, etc. The wastewater form requires your NPDES permit number, discharge location, plant design of flow, etc.

2. Mission/Threat portion: This is the system's mission statement and any identifiable threats to the system.

3. Critical Equipment: Will consist of the systems critical points like pump stations/lift stations, buildings, tanks, hydrants, etc. It would be helpful if you know what the horsepower, phase, volts and what size generator you would need for the pump stations/lift stations to operate on back-up power.



Josh Freeman

4. Critical Customers: Identifies any schools, hospitals, nursing homes, etc., on the system.

5. Security Assessment: That will consist of forty-five yes or no questions.

The Emergency Response Plan (ERP) will also consist of multiple areas:

1. System Specific information: Fill out the system information, primary emergency contact(s), customer information, and the person responsible for maintaining the ERP.

2. Alternative Water Source: This portion identifies any alternative water source(s).

3. Notification Information: All the phone numbers of the people and companies that would be used in an emergency (such as police, fire, local health department, etc.), local notification (schools, hospitals, pharmacies, etc.), service repair notification (electrician, electric, gas, telephone companies, one-call), state notification (ADH,

ADEQ), media notification (system spokesperson, newspaper, radio, television), employees and other primary contacts (board or council members).

4. Local Emergency Planning Committee: Each county has an OEMS coordinator that should be notified.

5. Chain of Command: This will be the systems internal and external official chain of command.

6. Communication and Notification: Four components of this portion provide options on notification of important public information.

7. Safety and Sample Collection: Personnel safety and sample collection (where everyone would meet in case of an emergency, does the system have risk management plan and material safety data sheets, etc.), redundancy (back-up power, spare pumps and parts and alternative source of energy), sample collection and analysis.

8. Plans, Actions, and Procedures: This contains a series of first response questions.

If you have any questions, please feel free to contact Arkansas Rural Water Association at 501-676-2255.

We look forward to seeing you all at our fall 2011 Conference in September Hot Springs

PLAN AHEAD

CONFERENCES

ARWA Annual Technical Conference
Hot Springs Convention Center
(September 18-21, 2011)

NRWA Annual Technical Conferenc
Louisville, Kentucky
(October 4-6, 2011)

ARWA TRAINING SCHEDULE FOR 2011

WATER

NOTE:

All water classes are Op-Cert eligible.
(For Systems serving a population of
3,300 and under.)

May 12
Water Short SchoolWest Fork

May 17-19
Basic DistributionBono

May 24-26
Intermediate TreatmentLonoke

May 24
Basic Math.....El Dorado

May 25
ADH Compliance CourseEl Dorado

May 26
Applied MathEl Dorado

June 14
Basic Math.....Lonoke

June 15
Applied MathLonoke


June 16
ADH Compliance Course.....Lonoke

June 16
Water Short SchoolMtn. Home

June 28-30
Advanced TreatmentLonoke


(continued on next page)

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Daniel R. Dennis, Ron Glenn
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Steve Frankenberger, P.E.
Sales Engineer



Chicago Pumps

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PLAN AHEAD

June 28-30
Basic Distribution.....West Fork

July 7
Water Short School.....Smackover

July 12-14
Basic Treatment.....Nashville

July 19-21
Basic Distribution.....Lonoke

July 26-28
Advanced Distribution.....Lonoke

August 9-11
Intermediate TreatmentMtn. Home

August 23-25
Advanced Distribution.....Lonoke

August 23-25
Basic Treatment.....Lonoke

September 6-8
Intermediate DistributionWest Fork

September 8
Water Short SchoolLonoke

September 13
Basic Math.....Lonoke

September 14
Applied MathLonoke

September 15
ADH Compliance Course.....Lonoke

September 27-29
Basic DistributionEl Dorado

October 4-6
Basic Treatment.....Lonoke

October 18-20
Intermediate Distribution.....Jonesboro

October 25
Water Short SchoolClarksville

November 1-3
Advanced TreatmentMtn. Home

November 1-3
Basic Distribution.....Lonoke

November 15-17
Advanced DistributionBono

November 15-17
Intermediate TreatmentNashville

November 29-30
Intermediate TreatmentLonoke

December 1
Intermediate TreatmentLonoke

December 15
Water Short SchoolLonoke

WASTEWATER

May 17-19
Class I Wastewater.....Mtn. Home

June 6-10
Class III WastewaterLonoke

July 11-14
Class II WastewaterSpringdale

July 19-21
Class I Wastewater.....Lonoke

August 9-10
Advanced WastewaterLonoke

August 17
Wastewater Short School.....Heber Springs

September 7
Wastewater Short SchoolLonoke

September 19-21
Class I WastewaterHot Springs

October 10-13
Class II WastewaterLonoke

(continued on next page)

PLAN AHEAD

October 26
Wastewater Short SchoolClarksville

December 5-9
Class III WastewaterLonoke

ARWA SCHOLARSHIP GOLF TOURNAMENT
June 1, 2011, Bryant, AR

ARWA OPERATOR EXPO
June 2, 2011, Lonoke, AR

ARKANSAS DEPARTMENT OF HEALTH
PLUMBING SCHOOLS IN 2011

August 18-19
Plumbing Inspectors SchoolLonoke

September 15-16
Plumbing Inspectors SchoolParagould

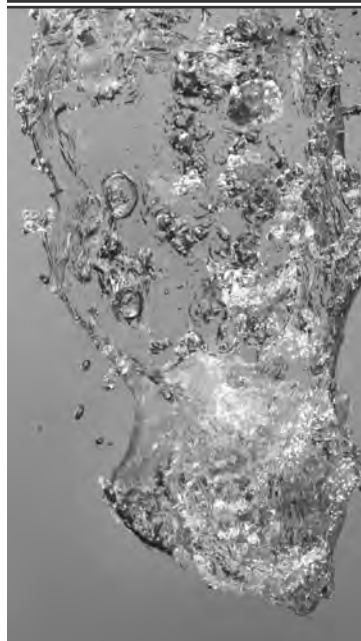
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What is a Source Water Protection Plan?

By David Quattlebaum, ARWA Source Water Protection Technician

For the past year the Source Water Protection Program for Arkansas Rural Water Association has been my passion. One question often asked is, "Just what is it you do?" My response is usually to try and explain that my job involves working with the Surface Source systems in the state and help develop plans for the protection of their source and doing outreach work within the community with schools, civic organizations or other interested parties. This sometimes doesn't give the whole picture.

A Source Water Protection Plan has eight main parts. The first part is an Introduction which includes an actual introduction, developing a steering committee, and the table of contents. At this point we help the system set up a Contingency Plan and an Emergency Plan. The Source Water Assessment done by the Arkansas Department of Health is requested and becomes a part of the plan as well as the inclusion of a set of the Rules and Regulations pertaining to Public Water Systems. Another item coming from the Health Department is a set of maps showing information about the system's watershed.

To go along with the maps and assessment, each road or highway within the delineation area of the watershed is traveled to check for potential sources of contamination. The findings are compared with the original assessment and the maps are updated to show what is current. Some items may be removed from the original assessment and some items may be added.

The plan is rounded out by including pictures taken around the system and any recommendations Arkansas Rural Water Association may have. This all seems so simple but at this point the job really begins. As you know each water system is required to have a Long Range Plan. The opportunity to help our smaller systems put together Long Range Plans is now one the Source Water Technician is responsible for completing. If any water system is lacking a Long Range Plan, please don't hesitate to call. It will be a privilege to help put one together. We have developed a template and the task of developing a Long Range Plan for a small system can be fairly painless.

Another great part of the Source Water Protection Technicians duties is outreach work. We have Source Water models for Surface Water and Ground Water.

Presentations are given to school classes or to civic groups throughout the state. These have included presentations at various State Parks, schools, fairs, at water offices during tours of the facility, and at district meetings. Explaining to children where water comes from or why we need to protect it can be difficult at times but it can also be fun. Seeing their face light up when they can correctly answer a question makes the trip seem worthwhile. Most children and parents alike will leave these presentations having learned several things.

Our children will someday follow in our footsteps and if we can spark a passion in a few of them, the desire to protect our environment, a decent job has been done. Your help getting appointments to visit these schools or other places will also be appreciated. If you know of a class that would be interested in a presentation they should call me or the office to set up a date and time.

Someone once said a stranger is just a friend you haven't yet met. In my travels around the state many strangers have become just that.

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<u>///</u> Arkansas Public Water System Compliance Summary	ADH	Free
<u>///</u> Arkansas Rules and Regulations Pertaining To Public Water Systems	ADH	Free
<i>(Above items are forwarded to new License Applicants after completed application is received by ADH)</i>		
<u> </u> Water Treatment Plant Operation, Volume I, by CSU Sacramento	ARWA	\$50.00
<u> </u> Water Treatment Plant Operation, Volume II, by CSU Sacramento	ARWA	\$50.00
<u> </u> Water Distribution System O & M, by CSU Sacramento	ARWA	\$50.00
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<u> </u> Operator Certification Study Guide by American Water Works Association <i>(Revised)</i>	ARWA	\$70.00
<u> </u> Utility Management by CSU Sacramento	ARWA	\$30.00
Total For Set		\$300.00
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Alternate Reference Set — All License Types — All Grades

<u> </u> AWWA's Principles and Practices of Water Supply Operations Series Water Sources	ARWA	\$60.00
<u> </u> AWWA's P&PWSOS — Water Treatment	ARWA	\$70.00
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<u> </u> AWWA's Maintenance Management for Water Utilities	ARWA	\$42.00

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

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

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Henard Utility Products	7
Municipal Pipe Services	17
Harcros Chemicals	23
Alliance	23
Primerica	23
TENCARVA	23
Thornton•Musso•Bellemin	25
Hawkins Water Treatment Group	25
Eagle Sandblasting & Painting	26
Caldwell	27
Rain for Rent	28
Cunningham Sandblasting & Painting	28
Natgun	28
Utility Service Co.	29
QS/1	31
Water Products	32
Leher Painting Enterprises	33
WUDB System	34
USABlueBook	Back Cover

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