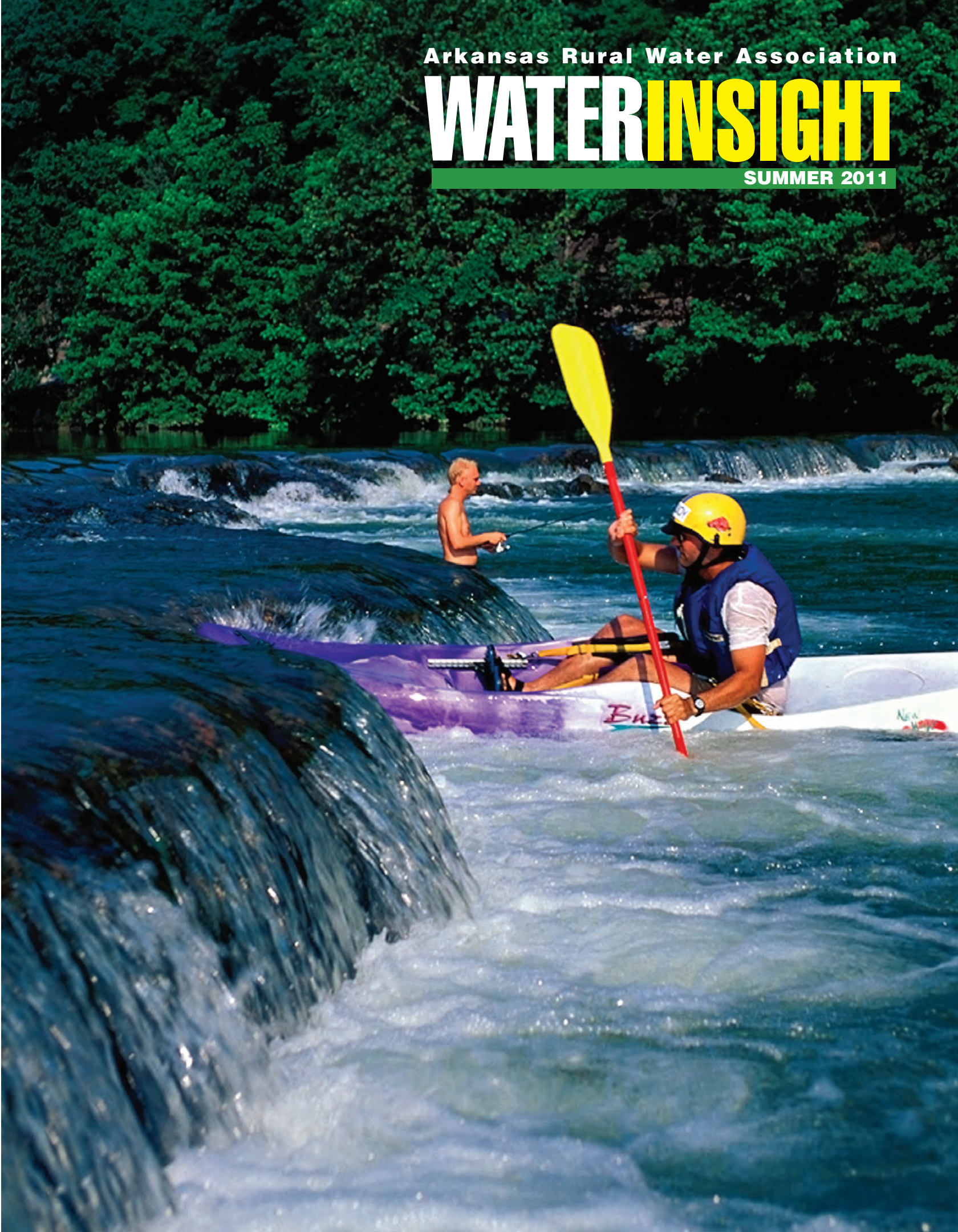


Arkansas Rural Water Association

# WATERINSIGHT

SUMMER 2011





## Last Year's Conference Remembered



## FROM YOUR EXECUTIVE DIRECTOR

*Dennis Sternberg*



For the past 34 years Arkansas Rural Water Association has been providing training to water and wastewater utilities free of charge. Or has it been free of charge? ARWA has been very fortunate to be able to provide this training through grants provided to us from the Federal government. These grants come from the EPA and USDA to National Rural Water Association and they in turn have provided them to each of their state affiliate rural water associations to assist water and wastewater utility personnel in getting properly licensed and renewal training hours for your license.

With the ever increasing federal deficit and budget concerns many programs have been cut and some of our program funding through EPA for the Training and Technical Assistance and Source Water programs will cease to exist after the end of August. With this in mind the ARWA board of directors has been looking at how to continue the Training and Technical assistance program so systems will see NO interruption in the training that ARWA has been providing to all utilities.

Many options are being considered and one thing for sure is that it will cost utilities in the future to attend training classes. More on this in the next couple months as the ARWA board of directors provide direction on the final plan to address these issues.

**ARWA Annual Training & Technical Conference:** Please don't forget to register to attend the Arkansas Rural Water Associations 34th Annual Technical Conference September 18-21, 2011 in Hot Springs, Arkansas. This year's event will be held at the Hot Springs Convention Center, and, as in the past and we look forward to seeing each one of you at this year's conference. If you are an employee or board member of an ARWA member system, preregister for the conference, and be in attendance at the Tuesday Luncheon and drawings, you will automatically be eligible for the Grand Prize drawing for a Honda Four Wheeler. This year classes have been put together and we have something for all in training and exhibitors attending.

If ARWA can be of any assistance with your utilities please feel free to contact us at 501-676-2255.

*We look forward to seeing everyone in Hot Springs at the  
Arkansas Rural Water Association Technical Conference  
September 18-21, 2011.*



## Arkansas Rural Water Association

*Working To Improve Life  
In Rural Arkansas*

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From Your Executive Director .....	2
4-Wheeler Give Away .....	4
ARWA EXPO .....	6-7
Golf Tournament .....	8
Did You Know That Litter Lasts? by David Quattlebaum ..	10
Registration Technical Conference and Exhibition .....	11
Microbiology and Your Plant by James Barkie .....	12
Agenda Technical Conference .....	13-15
Great Day Fellow Arkansas Operators by Jim Phillipp ..	17
Plan Ahead .....	18-19
Letters and E-mails .....	20-30
ARWA Membership Application .....	31
Backflow Classes .....	32
Advertisers Index and Order Form .....	39

### Cover Photo

Summer fun on the Spring River

### ARWA Mission Statement

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

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

• ARWA is affiliated with the National Rural Water Association •

Contents



## 4-Wheeler *Give Away!*

**That's right everyone,** time to sign up NOW for the 34th annual ARWA fall technical conference in beautiful Hot Springs, Arkansas on September 18-21, 2011. Planned for your enjoyment is a conference hall full of excited suppliers, a top-notch technical program and the best weather in the world for the ladies program. The Keynote speaker this year from California is Mr. Mel Aust, a Director with National Rural Water Association. We know you'll want to stick around for the Tuesday luncheon to see if you drive home with the brand-spanking new



4-wheeler in the back of your truck! Don't forget this year marks the first mandatory scanning for the morning and afternoon sessions on Monday and Tuesday.

We had a great turnout at the golf scholarship tournament and EXPO this year and encourage you to put it on the calendar for 2012 so you don't miss out on the chance to help the college scholarship fund and a day for the operators to enjoy some needed camaraderie.

If your water or wastewater system is in need of assistance, do not hesitate to call the professionals at Arkansas Rural Water Association. We are proud to be your first choice for training and technical assistance for all your water and wastewater needs.

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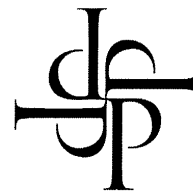
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# ARWA EXPO

Thursday, June 2nd was the 6th annual ARWA Operator EXPO held in Lonoke. Attendees from across this great state spoke with suppliers, operated the newest, coolest tools on the market, test drove digging equipment and almost lost hearing when the Ditchwitch SUPER WITCH fired up and gave a jaw dropping run across the field. Backhoe's, trenchers, leak detection equipment, fire hydrants, valves, generator rentals, automatic flushing devices along with hundreds of pieces of equipment and other professional services were displayed outside in a casual, fun, relaxed atmosphere.

Jonny Foster with Arkansas Water Products along with his entourage fired up the grill mid-morning and had fixed a bounty of pork chops, tater salad, and white bread for our afternoon feast. The lines moved quickly as did the pans of chops. At the conclusion of lunch several prizes were announced and winners given their rewards for participating in the day's events. One smiling guy from Riveria Utilities walked away with cash just because he attended! It takes a lot of folks to make a day like this enjoyable for all and for that we extend our appreciation to: Risk Services, Arkansas Water Products, Henard Utility Products, Taylor Power Systems, Inc., Bioworks North America, Little Rock Winwater Works and Harco Fittings. These fine suppliers sponsored the breakfast, lunch and refreshments for all the attendees to enjoy. We would also like to say "thank you" to the hard working staff of ARWA for making these events a great time for all. Don't forget about the 34th ARWA Annual Technical Conference in Hot Springs this September. We look forward to seeing many of you there.









# Scholarship Golf Tournament



June 1st, 2011 was a picture perfect day for the ARWA annual scholarship golf tournament to take place at the Hurricane Golf & Country Club and over 80 excited people participated. The fairways were clean, the greens were perfectly manicured and still the majority of our once per year golfing “professionals” found ALL the hazards: water, sand, woods and I think one shot actually left the county via Hwy 30. Of course it’s really not the golf that brings this wonderful group of people together but a sincere commitment to the scholarship foundation, the fellowship and laughter shared over 18 holes (cold beverages are also a plus, I’m told).

Mr. Bill Parker with Sensus was out early with his hard working helper, Will (his son), smoking meats, sausages, beans and all the fixings for an outstanding lunch. As usual, not much was left over after so much energy was expelled chasing stray balls hit by the participants. Everyone left a bit warm, tired, and full of food; however, a few players did manage to win a bit-o-cash for best score, longest drive, and closest to the pin. ARWA would like to thank all the sponsors for helping at this year’s annual golf scholarship event: Sensus, North American Pipe, Advanced Drainage System, United States Foundry, Smith Blair and JCM Industries. We would also like to thank our corporate sponsors, HD Supply Waterworks and Crews & Associates.

Start to put your team of four together now for the tournament next year! Don’t forget about the 34<sup>th</sup> ARWA Annual Technical Conference in Hot Springs this September. We look forward to seeing you there.





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## Did You Know That Litter Lasts?

*By David Quattlebaum, ARWA Source Water Technician*

Did you ever think about the liter on the side of the highway as you drive by it? If you are like me you have, but there were times in the past when a little restraint should have been used. Pitching a cigarette butt or a soda can out the car window is something many of us have done and from a visual inspection of the roadside, many still do.

Have you ever thought about how long a cigarette butt lasts after it has been pitched out the car window? Think about that for a minute before an answer is provided. Something else to remember is that in metropolitan areas, much of the litter ends up going down storm drains. From there it may flow directly into a drainage ditch or creek that can eventually flow unfiltered into a water source.

The next time you are sitting at a traffic signal, take a look around. You will be surprised how many empty cups, pieces of paper and cigarette butts you will see lying

on the ground. This paints an ugly picture, doesn't it?

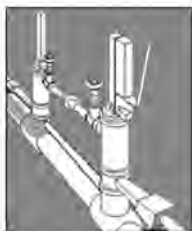
Why worry about litter? Because it costs you. Millions of dollars are spent each year to have litter picked up. The natural beauty of our state dwindles because of carelessly tossed out trash. Litter threatens everyone's health as piles of trash become homes for rats and other pests.

So, back to our earlier question. How long can a cigarette butt last after it has been tossed out a car window? The answer is ten years. Plastic water bottles can last 100 years or more. Those plastic 6-pack binders can take up to 450 years to deteriorate. Glass will last one-million years. Before you say that is a bunch of bunk. Nothing could last a million years; think about what glass is made out of. Glass is made by melting down granules of sand. The question here is, how long has sand been around? Does one million years still sound out of reason? Litter lasts!

It is time for all of us to re-evaluate why we might litter. Is it because we have no idea how long that litter will lie there before it rots away? All we have to do to see that it takes a long time for litter to deteriorate is look at our roadsides as we drive down them. Much of the litter is items that could be recycled. By recycling our paper, aluminum cans, plastic and glass we can diminish the amount of litter that ends up beside our roadways. Recycling sounds like a win-win.

### WATER FACTS

- Most of the earth's surface consists of water; there is much more water than there is land.
- Water moves around the earth in a water cycle. The water cycle has five parts: evaporation, condensation, precipitation, infiltration and surface run-off.
- Water regulates the earth's temperature.



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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 \_\_\_\_\_

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**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



## Microbiology and Your Plant

*By James Barkie, ARWA WW Trainer/Technical Assistance*

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

you diagnose current and potential process problems.

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

Arkansas Rural water will be hosting this class again in 2012

and I strongly encourage all wastewater operators to attend. New operators as well as seasoned veterans enjoy the class and gain useful knowledge presented in an easy to understand format. Process problems in wastewater plants can be difficult to diagnose due to the many variables of the influent flow and the design of the plant. While some plants and the raw wastewater they treat may be similar, they are rarely if ever exactly the same. The only thing that does stay constant for all plants is "The Bugs".

### ARWA Golf Tournament

benefits the  
Ernie Faucett Scholarship Fund  
Sunday, September 18, 2011  
8:00 a.m. at Belvedere Golf Club



### Drinking Water Professional Wanted for Part Time Position:

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SUNDAY ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA						
September 18, 2011						
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, Sept 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 MVSA facility. SEE ATTACHED FLYER					
3:00 pm						
6:00 pm	Exhibitor's Set-Up	Exhibit Hall "A"				
6:00 pm	ARWA Hospitality Room - The Springs Hotel (formerly Downtown Hotel) - Second Floor					
6:00 pm	ARWA Hospitality Room is Sponsored by L & L Supply - Larry & Lily Fisher					
10:00 pm						
MONDAY ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA						
September 19, 2011						
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					
9:00 am	James Barkie ARWA			ARKANSAS DEPT OF HEALTH ENGINEERING SECTION		
ARWA ANNUAL BUSINESS MEETING EXHIBIT HALL "B"						
LADIES PROGRAM - ARLINGTON ROOM (9:00 am - 11:00 am) MONDAY						
8:00 am-9:30 am						
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						
11:00 am	Class I Wastewater	Clean Water Needs Survey	Current State of the Assets: Interactive Workshop	State Water Plan Update	Water Utility Data Base	Ponds, Lagoons & Algae Control
-	James Barkie ARWA	Jane Dooley - Arkansas Natural Resources Commission	Heather Himmelberger NM Environmental Finance Center	Edward Swaim - Arkansas Natural Resources Commission	Bryan Hood	Ms Toni Glymph
12 Noon						

12:00 noon - 1:30 pm					
ARWA LUNCHEON - EXHIBIT HALL "B" "Mel Aust - National Director/California			CASH DRAWING		
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
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 Workshop Heather Himmelberger NM Environmental Finance Center	ADH Program Update Robert Hart - ADH	Improving Revenue Cost Gary Sanders Logics, LLC
4:00 pm - 5:00pm	Class I Wastewater James Barkie ARWA	Ponds, Lagoons & Algae Control Ms Toni Glymph			
DINNER ON YOUR OWN					
7:00 pm - 12:00 am - "ARWA DANCE" - " COUNTRY XPRESS BAND" - AUSTIN HOTEL BAR					
TUESDAY					
ARWA 34th ANNUAL TECHNICAL CONFERENCE AGENDA					
September 20, 2011	DIRECTORS AND ADMINISTRATION & OFFICE				
TIME	CLASS I WASTEWATER ROOM 207	WATER ARKANSAS DEPT OF HEALTH ENGINEERING SECTION ROOM 209		GENERAL WATER SESSION ROOM 203	GENERAL WASTEWATER ROOM 204
7:00 am	ARWA REGISTRATION OPENS				
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					
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					
4:00 pm	Class I Wastewater James Barkie ARWA				
5:00pm					
DINNER ON YOUR OWN					
WEDNESDAY					
September 21, 2011 HOT SPRINGS CONVENTION CENTER					
TIME	WATER EXAM ROOM 201-202	CLASS I WASTEWATER ROOM 203	WASTEWATER EXAMS ROOM 204		
8:00 am			Class I Wastewater James Barkie ARWA		
-					
12 Noon					
9:00 am	Water Exams AR Department of Health	Class II and Class III Wastewater Exams ADEQ			
-					
1:00 pm	Lunch (on your own)				
-					
1:00 pm			Class I Wastewater Exams ADEQ		
-					
5:00 pm					

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# Great Day Fellow Arkansas Operators

*By Jim Phillipp, ARWA USEPA Training Specialist*

What a year it has been to this point. Our great state has experienced a rash of tornadoes, flooding, and now it may just be a very long, hot summer. As I write this letter, EPA funding for the year 2011 had been zeroed out as of August 31, 2011. But don't fear as the ARWA board of directors and our executive director are committed to providing the water training listed on the 2011 calendar (which is great news to me). I trust every operator found time to receive the necessary 24 hours of continuing education required by the ADH to keep and renew your license. We encourage current license holders to attend the ARWA "short schools" where hands-on training is offered on a wide variety of topics versus sitting in the same old basic distribution class just to obtain the 24 hours needed to renew. There are five more "short schools" available this year throughout the state, so be sure to check one out when we visit your area.

OLD NEWS - Safety, Safety, Safety and more safety. Please remember to work safely on your job. You are responsible! NEW NEWS - Safety, Safety, um, safety. That's right; this year we want the reportable accidents to be ZERO for our industry in Arkansas. YOU CAN MAKE THAT A REALITY by working SAFELY!

Now would be a great time to get a head-start on the 24 hours needed to renew licenses for year 2011-2013 by attending the 34th annual ARWA conference in Hot Springs in September. By attending Monday and Tuesday, you will receive 16 hours of direct credit for water and wastewater renewal; HOWEVER, this conference marks the first mandatory scanning each morning and afternoon to receive the entire 16 hours. GET SCANNED!

We would also like for you to encourage your

Mayor, Board of Directors or governing body to sign up now for the ARWARN mutual aid agreement program. It's just an official neighbor-helping-neighbor agreement that should be in place BEFORE your system encounters an emergency condition. Now is certainly the right time to prepare for the unimaginable disaster that may strike your system.

On a final note, ARWA is assisting systems update Emergency Response Plans and Vulnerable Assessments. If for some reason your system received a letter from USDA and have not yet completed those updates, please contact our office immediately so that you will meet the September deadline set forth by USDA. If ARWA can help you with this or any other problem, do not hesitate to contact our office.

*I remind you all to work safe,  
be professionals, and most  
importantly, keep that water flowing!*

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# 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.)

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

August 9-11  
Intermediate Treatment .....Mtn. Home

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

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

September 6-8  
Intermediate Distribution.....West Fork

September 8  
Water Short School .....Lonoke

September 13  
Basic Math.....Lonoke

September 14  
Applied Math .....Lonoke

September 15  
ADH Compliance Course.....Lonoke

September 27-29  
Basic Distribution .....El Dorado

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

*(continued on next page)*

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# PLAN AHEAD

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

October 25  
Water Short School .....Clarksville

November 1-3  
Advanced Treatment .....Mtn. Home

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

November 15-17  
Advanced Distribution .....Bono

November 15-17  
Intermediate Treatment .....Nashville

November 29-30  
Intermediate Treatment .....Lonoke

December 1  
Intermediate Treatment .....Lonoke

December 15  
Water Short School .....Lonoke

## WASTEWATER

August 9-10  
Advanced Wastewater .....Lonoke

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

September 7  
Wastewater Short School .....Lonoke

September 19-21  
Class I Wastewater .....Hot Springs

October 10-13  
Class II Wastewater .....Lonoke

October 26  
Wastewater Short School .....Clarksville

December 5-9  
Class III Wastewater .....Lonoke

## BACKFLOW CLASSES IN 2011

October 24-28  
Tester Certification.....Lonoke

October 24  
Tester Re-Certification.....Lonoke

August 30-September 1  
Repair Course .....Lonoke

## ARKANSAS DEPARTMENT OF HEALTH PLUMBING SCHOOLS IN 2011

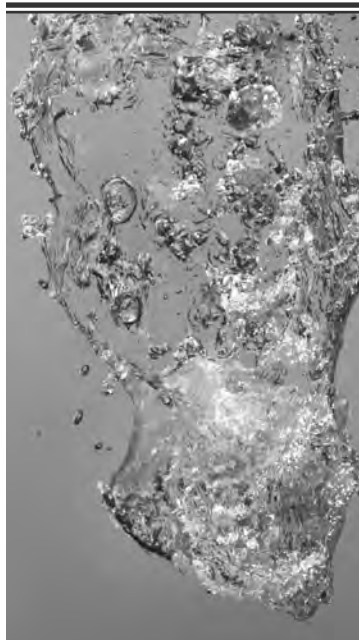
August 18-19  
Plumbing Inspectors School .....Lonoke

September 15-16  
Plumbing Inspectors School .....Paragould

October 20-21  
Plumbing Inspectors School.....Rogers

November 17-18  
Plumbing Inspectors School .....Russellville

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# ARWA Gets Letters and E-Mail From Systems

• Dear Mr. Sternberg,

May 18, 2011

We at SPG Water would like to commend Tim Carey for the exceptional job in assisting our water system.

We contacted your office asking for help locating a substantial water leak. Circuit Rider, Tim Carey contacted me and traveled to St. Joe promptly.

Tim actually remembered a situation that happened over fifteen years ago that helped address a current issue, to which we were thankful.

Tim helped locate the leak as well as assist in the repair.

We feel that the assistance you give to our water system is very beneficial in helping us to keep safe drinking water flowing to our customers.

Loyce Saling, Water Superintendent  
SPG Water Association

• Dear Rural Water Association,

May 20, 2011

It has come to our attention that the funding for the free Wastewater and Rural water classes which have been going on for years and have been given by the Arkansas Rural Water Association is in jeopardy of being eliminated. Please for the sake of small communities reconsider and support this program. The instructors have been excellent. Their passing rate has been great. This is vital for smaller communities to keep their employees up on any changes and to be able to hire and certify as is the rule mandated by the government. Please take a minute of your time and contact Dennis Sternberg, Executive Director of Arkansas Rural Water Association (501) 676-2255 or mail letters of support to:

Dennis Sternberg  
240 Dee Dee Lane  
Lonoke, AR 72086

As a small water system that has just finished putting in a sewer (per federal government) we would appreciate the help, as our funds have been severely cut due to all the upkeep of the plant.

Edwin Price, Mayor  
Johnny Vinson  
Ryan Kimbell  
Debra Sorrells  
City of London Wastewater

• Dear Mr. Sternberg,

May 26, 2011

We at Chester Water wish to express our thanks to your organization for the excellent support we have received, especially by your circuit rider, Josh Freeman, whose persistence and expertise helped us to locate a very troublesome leak that had plagued us for months. Josh's expert use of the equipment and a lot of gut feeling isolated the leak. In consequence, we have realized a saving of \$600/month.

Again, our thanks to you and Josh for the outstanding contributions you provide to Arkansas's Water Works. We pledge our fullest support to your organization.

Peter Showl,  
Town of Chester Water Dept.

• Dear Mr. Sternberg,

May 26, 2011

I wanted to take the opportunity to thank Arkansas Rural Water Association for their assistance during the recent damage we received in McCrory. Jeff Ford, Rodney Baldwin and Susan Poe came to help us with generators and technical assistance very quickly to keep our water and wastewater flowing during our power outages. They stayed with us and kept us from having another disaster with overflows from the sewer by pumping the individual stations down. Rodney also stayed with us through a rough time.

We have learned how valuable your organization is and appreciate all your staff for their assistance to our water

*(continued on next page)*



# Letters and E-Mail

*(continued)*

and wastewater problems. This letter is long overdue, to ARWA; also, we are long overdue in letting you know how valuable our Circuit Rider, Rodney Baldwin and our Wastewater Technician, Susan Poe have been to us. In the past year, Rodney has helped us with backwash filter inspections, locating bad valves, locating leaks and working through control problems at the plant as well as at both elevated tanks to maximize use of tanks. Also, Rodney has been here late nights and on weekends when we need him without hesitation. Rodney is well versed in all aspects of our system and we don't know what we would without him. I can't even begin to cover the things he has helped us with in the past, there are so many.

We were pleased to also have Susan take our territory as our wastewater technician this year and she has been a great help with the wastewater plant troubleshooting, smoke testing and even performed an emergency smoke test for us during an overflow on the system by locating the source, guiding us through jet washing the system to alleviate pressure causing the overflow as well as walking us through the compliance steps till the job was taken care of fully. She has also put in extra time for us with getting our employees prepared and ready for wastewater exams which we now have more licensed employees due to her assistance and encouragement.

This week also, due to their encouragement, I also attended the wastewater lab class put on by Toni Glymph, which was wonderful. I learned a great deal from her about the biological part of our plant and look forward to using what I learned from the hands on lab class to better operate our system. This class was well worth the trip to Lonoke and getting a microscope to help me in my duties at McCrory.

I truly appreciate Arkansas Rural Water Association and all their help over the past years. This is money our federal and state government has spent wisely funding your organization and your programs and I would hate to lose any of your services because they are beyond words what it means to us and other systems in the state.

Homer Reeves, City Manager  
McCrory Water and Wastewater

• Dear Mr. Sternberg,

May 27, 2011

This letter is written to say 'thank you' for hosting the numerous classes and the things you do to assist us in our local 'water-related endeavors'.

Jim L. Smithson, Mayor  
City of Marshall

• To Whom It Concerns,

May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We learned many things about how our rural water system works. One thing I learned, if the ground water is contaminated, it can quickly contaminate a large number of areas. The information given to us was very useful and it encourages people to be more cautious when they liter or drink and use water.

We appreciate everything our Rural Water Treatment facilities do for us.

Caroline Beasley

• To Whom It Concerns,

May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come to our class yesterday. I learned a lot about our water. A few of things I learn: One thing is using bleach to clean your bathroom, kills the bacteria that's needed in your septic tank. The second thing is if one towns water gets contaminated no matter the distance, your towns water could also become contaminated as well. The last thing is that men and women work very hard to clean our water for us.

Monica Kennington

• To Whom It Concerns,

May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot about water. I learned you can get very sick and die from drinking dirty water. Also, water can get contaminated very easily. Again, thanks so much for coming. We really enjoyed you both!!!

Harley Miller

*(continued on next page)*

# Letters and E-Mail

*(continued)*

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. The information they gave us was useful for the project we were working on. I learned that only one bug can kill many people, if they do not clean their water. I did not know that only 3% of water we drink has no bugs, salt or anything that can harm us. If you get a chance, I would love to know more.

Terrah Bullen

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot from within the 45 minutes they shared with us. One thing I learned was when it floods; contamination can spread from a little creek to a big river that's being used for drinking water. Another thing, when your sewer pipes burst, it spreads to nearby lakes, ponds and rivers.

Dakota Foran

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned so much about contaminated water that I didn't know. I have swum in countless ponds and now I realize that I'm lucky to be alive. I will be more careful with water from what I have learned yesterday.

Thomas Derrick

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. Thanks to them I now know, if you spill oil, it could not only get into lakes/rivers; but the oil can get into your water and contaminate it. Also, I learned that the water we're drinking was drunk by dinosaurs. The water the dinosaurs were drinking was bad and that could be a small reason for their extinction. Also, I learned that you can get sewer water and make it into clean water. Again, thank you for letting Mr. David and Mr. Scott

come speak to us and because of them, I know more about water purification systems. I really hope they can come back to visit us.

Shanae Young

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class, Wednesday the 25<sup>th</sup> of May, 2011. They told us so much about how water systems work. I have learned so much how both of their water systems work that I will remember forever.

MacKenzie Kennedy

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I have learned so much that I thought couldn't happen. I didn't know, if one town had bad water, that the next closest town can get bad water. I loved it when you gave us more in details about the water. Usually, most people just tell the story, but Mr. David and Mr. Scott demonstrated it to us to give us more in depth details.

Mary Hernandez

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was really a fun experience for me. I learned a lot from them. I also like that they had models to help us better understand what they were saying about the water! I had a really fun time!

Raylee Maynard

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned many new things about the water system. I learned that bottled water can be just as contaminated as tap water. I also learned that many ponds can be deadly if you swim in them. Thank you for allowing Mr. David and Mr. Scott to come and teach us many new things about the water system.

Erin Chewning

*(continued on next page)*



# Letters and E-Mail

*(continued)*

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I really enjoyed their presentation. I learned many new interesting things from them. I hope you will let them come back in the future.

Julia Frye

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It really was great to have them come and talk. I really did learn many things about water that I never knew before and I hope that one day they can come back and talk to us again.

Myranda Gross

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I really think that they did a very good job yesterday. They taught me some things that I never knew. Also, they make learning seem fun so, thank you.

Tre Hicks

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot from them! I had a great time and it was really interesting! Thank you so much.

Nick Sharp

• To Whom It Concerns, May 27, 2011

I was very pleased with the presentation. I learned that I do NOT need to drink DASANI bottled water. It comes from the Little Rock city sewer. Anyway, the presentation itself was cool. I liked the diagrams of the city. But, if I were to choose between the two, I would have to choose the layered soil/dirt and how it spreads through the ground. I thought that was one of the coolest.

Morgan Jones

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class on Wednesday. I learned about many things such as: if a well gets contaminated by a toxin, nearby lakes and rivers will also be contaminated.

Cole Boyd

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday.

They were very fun and interesting. I did not know that water could be contaminated miles and miles away. They taught us a lot and we are all very thankful.

R J Butter

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot from yesterday. They explained lots of how water can harm us, but it is good for you.

Samuel Crane

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot about our water and how they are cleaned. I really enjoyed having them come speak to us. Maybe I'll become a water man when I become older.

F T Crow

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I had no idea about how water wells could get contaminated. Also, I never knew that poison in the water lines could spread to places closer to the city. I learned so much during Mr. David and Mr. Scott's visit. My water is very important to me and I really appreciate them telling me about the advantages and dangers of the rural water supplies.

Shamari Harris

*(continued on next page)*

# Letters and E-Mail

(continued)

• To Whom It Concerns, May 27, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was very good for them to tell where our water comes from. Also, it was good for them to talk to us about how our water was changed from bad to good.

Heaven Richard

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was very interesting about the water. I did not know that the water the dinosaurs drank, we drink it as well. Also, I did not know that if you pollute the water in one place, that it goes to another place and pollutes it as well.

Nohemi Balleza

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot how ground water is an important part of our city and how people work hard to keep it from getting polluted. The models they brought to show us were very interesting. Now, I will always remember how important it is to have clean water.

Jordan Whisenhunt

• Dear Mr. David and Mr. Scott, May 26, 2011

I want to thank you for coming out and telling us about the many different ways of water purification. What I learned from Mr. David is over 16 million years ago dinosaurs drank the same water we did and I learned from Mr. Scott is water can get contaminated.

Rendall Powell

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was very interesting. I learned that cities or towns with the same water source can contaminate that water source. Also, I learned that it might take hours for a water source to get contaminated, but on the other case it

might not take five minutes for that water source to get contaminated as well.

Shamecka Jones

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It taught me that the water we drink is connected to rivers around us and that most of it comes from ground water. Also, I learned that when water is contaminated, it can either move rapidly or take a month or so to get to your drinking water. I think that my sixth period teacher would love to tackle projects with cleaning out our water.

Stormi Seymour

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I had an awesome time learning about how to clean water. I learned a lot that I didn't know. I learned that we are using the same water from 36,000 years ago. Also, I learned that some water can kill you and that only 3% of water is drinkable.

JaBrea Walker

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned how we treat water and earth. It is amazing how we treat water on earth. Also, I learned that only 3% of water on earth is drinkable.

Taylor Carver

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. What I learned was when you got two water wells going, he said, "if one gets contaminated, it will go all the way to the other one and get dirty, then we drink that" AND "they'll have to drain all that water". I didn't know that the sewer we all have, we drank it and it's nasty and I didn't know.

Brock Miller

(continued on next page)



# Letters and E-Mail

(continued)

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We really were interested in learning about the water system and how it works. My favorite part is how we recycle our water because we can only drink 3% of earth's water. Water is more interesting than I thought.

Jay Reich

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot of stuff when you came and that I really didn't know about. Thanks for supporting our town with clean water.

Tyeisha Shoals

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I learned a lot about how water in Ashdown is contaminated and Foreman's water is running, our water would be contaminated. We get our water from the ground lakes and rivers. The dinosaurs have been drinking the same water we have for more than a million years.

Edward Wright

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I like to say thank you very much.

Danysha Threadjill

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I appreciate you two men for coming here and showing/telling me things I didn't know about the water.

Kiara Shoals

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I was very informed on how one little thing can change every person in the country's life. One little bug can sicken hundreds and even thousands. I was informed about the importance of water purification plants.

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was very interesting to learn about the water pollution. I learned something new, like we use 3% of water on earth.

Angela Billingsley

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday and to explain that we need to be careful with water we drink. Helping us understand what possibilities that might be in the water and teaching us that we should take care of our water.

Lavada Ann Jefferson

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. They were both interesting characters and their personalities made it easy to understand and listen to them. They taught us a lot about water and the system. I never knew so much about water and never knew it was so important, yet so fragile. I learned so much!!

Chelsea Stephen

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I enjoyed learning about the water and where our water comes from. I really never knew what was really in our water until you let Mr. Scott and Mr. David talk to us. I really appreciate it and they should visit again and talk about water more to us.

Jensen Adcock

(continued on next page)

# Letters and E-Mail

(continued)

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I really learned a lot about our water system and how we get our water. I really enjoyed the speech.

Zach Bates

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We were able to understand how water pollution spreads. Mr. David and Mr. Scott were able to answer all of our questions. Because of you, we know more about water and its function.

Trevor Stevens

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. They taught us so much yesterday. They were so nice to us and they should get a raise. Thank you.

Javon

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We learned a lot about water. We learned how they process it and clean it for us to drink. I didn't know the clean rivers or other waters can be turned into drinking water. Thank you.

Shawn Clark

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. They were kind to come and teach us about water; I learned so much. The companies that clean our water are looked up to greatly. We thank you so much!!

Tiffany Gabbard

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was nice to know what water could have and how much trouble it is to examine and to cure the water from any bugs or diseases that the water may have. Thank you for showing us information about the water. Thank you.

Andres Jaimes

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I really enjoyed them talking about what could happen to our water systems. Thanks again Mr. David and Mr. Scott for warning us about dangers of water.

Jaron Baker

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I believe that this experience truly gave us another understanding about how our everyday life affects the water we drink. Thank you.

Jody Wilson

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday about water and how water needs to stay clean. Mr. Scott and Mr. David told us that over 100 people got sick just because one bug was in the water.

Malcolm Williams

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I appreciate them for coming and telling us how to treat water and different things. I learned a lot. Thank you.

Carlenda Shelten

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We learned

(continued on next page)



# Letters and E-Mail

*(continued)*

a lot of neat stuff and I love the displays you had setting up for us. Mr. David opened up a lot of our eyes about the things that are in water and how important it is. Mr. Scott showed us what could happen if one well gets messed up, all of them do. Thank you.

Tristan Knighten

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was an enjoyment for us because we just got finished learning about water samples. I learned a lot when they came. Thank you.

Monica Lansdell

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. It was really cool to learn about the water system and how it works. I really enjoyed it. Thank you.

Jaddie Reich

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We enjoyed how they explained the details about the water process and friendly advice. Thank you.

Lamarcus Kemp

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I had never really taken this water cycle thing seriously, until they came to speak to us. I have learned so much stuff about what's in our water. I think they need to go speak to some more people about it because more people need to know what they are drinking. Thank you so much, I really appreciate it :) Thank you.

Cassidy Turner

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I enjoyed what they had to talk to us about. I learned lots of things I never knew about. Also, I enjoyed their presentations that they had set up. Thanks for allowing them to come. Thank you.

Keely Butler

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. We learned a lot about water some of us did not know. I didn't know that water had to go through all that stuff.

Payton Derrick

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday, May 25, 2011. It was very interesting to learn from these men about the water and the different things that can harm you. It was nice to know what we were drinking and how it is filtered out. Thank you.

Samantha Bell

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I enjoyed learning how wells can cover such a wide area. It was also neat how God's chemicals can affect the environment so bad. It was also cool how he pulls water up from the low rocks. Thank you.

Nicky Jones

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I thought the demonstration of how chemicals can affect our waterways was interesting. I learned the rocks at the lowermost of the model act like veins and travels very quickly. Thank you.

Steven Turner

*(continued on next page)*

# Letters and E-Mail

*(continued)*

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I found it very interesting that our drinking water comes from the lake. It is very nice to know it is cleaned and treated before it gets to us. It is also nice to know it is re-cleaned and reused after we use it. Thank you.

Destiny Fenton

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I found it very interesting that our drinking water comes from the lake. It is very nice to know it is cleaned and treated before it gets to us. It is also nice to know it is re-cleaned and reused after we use it. Thank you.

Jonathan Fenton

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I'm glad you decided to come to our school and teach us about our water. I didn't know that if a well has contamination water, it could travel to another well. I was also intrigued by the fact, if you're driving near a creek with a four-wheeler or anything that runs on gas, it can damage the water. Also, I learned that we only have 30% of the water we drink and its best if we try to keep our water safe. Thank you.

Mason Warking

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. Mr. David and Mr. Scott told us that our water comes from the lake. Which lakes, I don't know. Also, our water can get polluted in one spot for example in Wilton, AR and pollute the city of Ashdown. Our water is stored in wells. I didn't know that was possible because I thought only well water was for people who stayed in the woods. Also, I would like to thank them for teaching and telling us about it. The experience learning about water with Mr. David and Mr. Scott was great. Thank you.

Kimberly Chapa

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to come speak to our class yesterday. I didn't know our water comes out of lakes and it's not good for four-wheelers to get in mud and water.

Tiffany McPherson

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I did not know that if a water supply was contaminated that one fifty yards away could be contaminated as well. Also, I did not know that we got our water from a river. Thank you.

Jaylon McEwen

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I didn't know that water towers had to be built up high so water comes out of the faucet faster. It was interesting to learn that we still use the same water the dinosaurs used millions of years ago. I didn't know that we get our water from lakes. Thank you.

Tyron Keels

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class on yesterday. I did not know that my water comes from a well. Also, I did not know that some people's water comes out of rivers and that was really interesting. Thank you.

Caleb Carter

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I'm sure we all learned a lot about how we get our drinking water and stuff. Also, thank you for showing us how fast a quarantine can spread and leak into a water source. Also, thanks for showing us the process in which our water is cleaned. Thank you.

Austin Lovewell

*(continued on next page)*



# Letters and E-Mail

(continued)

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I didn't know that only 4% of the water on Earth is suitable for drinking. Also, I didn't know that our water comes from a lake. I was shocked to learn that water is recyclable. I just wanted to let you know how much I appreciated you taking time out of your day to come speak to our class. I really enjoyed it. Thank you.

Autumn McAllister

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I thought it was very neat to learn that we only have about 3% of drinking water. Also, I didn't know that we were drinking cleaned water from a lake. Thanks again for teaching us about groundwater and wastewater. Thank you.

Lavonica Powell

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. I learned about water treatment and the cycle of the water. I did not know that Foreman's water came from the lake. I had no idea what an artesian well was either. It was a lot of fun learning about how we get our water and the process it goes through for us to be able to drink it. Thank you.

Ethan Russell

• To Whom It Concerns, May 26, 2011

Thank you so much for allowing Mr. David and Mr. Scott to speak to our class yesterday. Mainly, what I learned was that our drinking water is cleaner than other drinking water. Also, I learned that the same water we have today is what dinosaurs drank. Thank you.

Emileigh Partell

• Dear Mr. Sternberg,

June 13, 2011

It was a pleasure for me to visit with you last week at the Level III training class. I wanted to let you know that I appreciated the instructors, Ms. Susan Poe and Mr. James Barkie. Ms. Poe has a varied and extensive background which she shares with students. Mr. Barkie is pleasant and likeable and connects well with students both in the classroom and on an individual basis. Please contact me whenever you have questions or anytime that I can be of service.

Don Roach, Ph. D., Analytical Biochemist  
Mountain Home, AR

• Dear Mr. Sternberg,

June 16, 2011

I would like to take this time to introduce myself. I am Johnny Felps, newly water operator for the City of Altheimer, Arkansas, and population of approximately 900. On June 14, 2011 your department sent an Arkansas Rural Water circuit rider by the name of Rodney Baldwin to my department to help put together an ERP and VA plan. This plan is put together so that our town could be equipped with a fast emergency response in case of some kind of disaster.

I would like to take this time to thank you and Mr. Baldwin for the great service you have rendered to the City of Altheimer, as well as other small and large water systems.

Johnny Felps, Water Operator  
City of Altheimer

• Dear Dennis:

June 21, 2011

I want to officially thank ARWA and Josh Freeman for working on a couple of projects here in Arkadelphia. Josh climbed and inspected our water tank at the Clark County Industrial Park then moved down the street and tested the meter at one of our local industries. Both services were invaluable to us. The inspection will guide us in performing maintenance work on the tank. The meter testing was definitely an eye-opener! We found the meter was registering only a small percentage of the water actually passing through it. We immediately took steps to correct that problem and plan to have our additional large meters tested in the near future.

As I said, I greatly appreciate Josh and the work done by your circuit riders and all of the staff. ARWA is a tremendous asset to utilities and systems in our state.

Brenda Gills  
Utilities Manager

# Letters and E-Mail

(continued)

• To ARWA:

July 11, 2011

I would like to thank Arkansas Rural Water Association in assisting us with our Emergency Response Plan and Vulnerability Assessment. Josh Freeman came up and set up and had the whole thing completed in just several hours. It's nice to know we can rely on assistance from ARWA for help in situations like this. The city of Jasper greatly appreciates all your help.

Shane Kilgore  
Mayor of Jasper

• Dear Mr. Sternberg,

July 12, 2011

We would like to thank Josh Freeman for his time and knowledge with altitude valves and the time he took with us preparing our long range plan. Without the knowledge and time he takes with our small water system we could not run as accurately. We are very grateful for the help we receive from Arkansas Rural Water. Thanks Josh!

Michael Aleshire  
Acorn Rural Water Association

• Dear Jim Philipp:

July 22, 2011

I want to again thank you for the continuing education course I was recently privileged to take there in Lonoke. It was an excellent course and I am grateful that Arkansas Rural Water Association is able to provide these timely updates for us.

Again, thank you very much.

Charles Ducote, Superintendent  
Amity Water & Sewer Department

• Dear Mr. Quattlebaum:

July 27, 2011

On behalf of the City of Marshall, Arkansas, I wish to thank you for your kind assistance, on your recent visit, with our Emergency Water Plan.

You worked diligently and efficiently to bring us up-to-date with our Emergency Plan. We know that we can contact you with any questions and concerns that we may encounter in the future.

Again, thank you for your help and guidance with these matters.

Jim L. Smithson, Mayor  
City of Marshall

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PHONE: \_\_\_\_\_

EMPLOYER \_\_\_\_\_ ARWA MEMBER: YES \_\_\_ NO \_\_\_

NAME OF CLASS: \_\_\_\_\_

DATE OF CLASS: \_\_\_\_\_

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# Arkansas Water Operator Licensing Program

## Recommended Study Reference Materials

### Multiple Choice Exam System

#### RECOMMENDED REFERENCE MATERIALS SET

#### SOURCE

#### COST

#### All License Types (Treatment, Distribution & Very Small System) — All Grades

/// Arkansas Public Water System Compliance Summary	ADH	Free
/// Arkansas Rules and Regulations Pertaining To Public Water Systems	ADH	Free

(Above items are forwarded to new License Applicants after completed application is received by ADH)

___ Water Treatment Plant Operation, Volume I, by CSU Sacramento	ARWA	\$50.00
___ Water Treatment Plant Operation, Volume II, by CSU Sacramento	ARWA	\$50.00
___ Water Distribution System O & M, by CSU Sacramento	ARWA	\$50.00
___ Small Water System Operation and Maintenance, by CSU Sacramento	ARWA	\$50.00
___ Operator Certification Study Guide by American Water Works Association (Revised)	ARWA	\$70.00
___ Utility Management by CSU Sacramento	ARWA	\$30.00
Total For Set		\$300.00
		+30.00 S&H

#### Alternate Reference Set — All License Types — All Grades

___ AWWA's Principles and Practices of Water Supply Operations Series Water Sources	ARWA	\$60.00
___ AWWA's P&PWSOS — Water Treatment	ARWA	\$70.00
___ AWWA's P&PWSOS — Water Transmission and Distribution	ARWA	\$69.00
___ AWWA's P&PWSOS — Water Quality	ARWA	\$60.00
___ AWWA's P&PWSOS — Basic Science Concepts and Applications	ARWA	\$70.00
___ AWWA's Maintenance Management for Water Utilities	ARWA	\$42.00

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

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

#### Please make checks payable to:

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Shupe and Associates, Inc.	4
Przybysz & Associates	4
Aquasure	5
Henard Utility Products	9
Municipal Pipe Services	10
Thornton•Musso•Bellemin	12
Rain for Rent	16
Cunningham Sandblasting & Painting	16
Natgun	16
TENCARVA	17
Eagle Sandblasting & Painting	17
Harcros Chemicals	18
Alliance	18
Primerica	18
TENCARVA	18
Hawkins Water Treatment Group	19
Caldwell	31
Utility Service Co.	33
QS/1	34
WUDB System	36
Water Products	37
Leher Painting Enterprises	38
USABlueBook	Back Cover

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