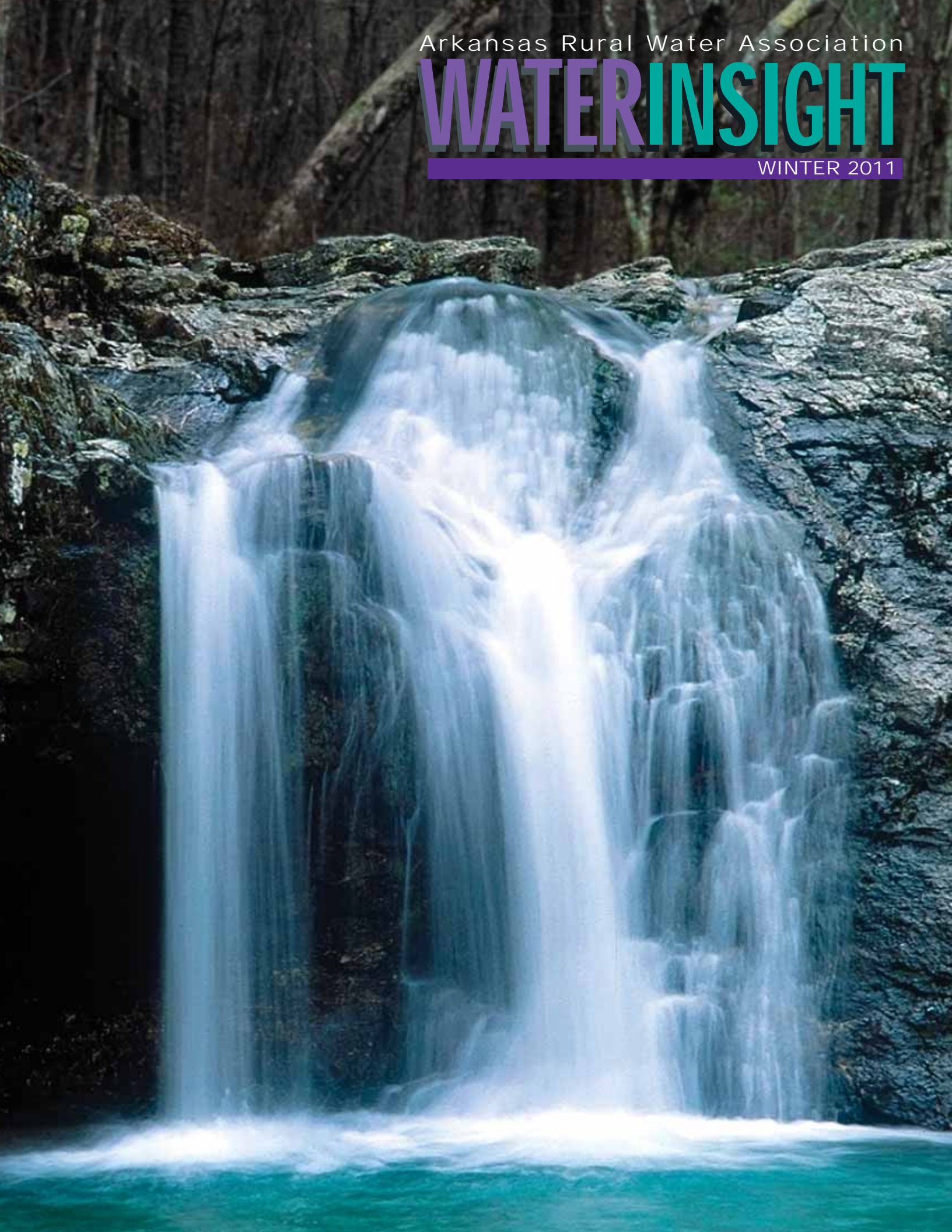


Arkansas Rural Water Association

# WATERINSIGHT

WINTER 2011



## FROM YOUR EXECUTIVE DIRECTOR

*Dennis Sternberg*

A new year brings new challenges for each of us in the water and wastewater industry. By the time you read this issue of the Water Insight the Arkansas State Legislative session will have begun on January 10, 2011 with many old faces returning and many new faces beginning their first term in the House and Senate. It is very important that each one of us in the water and wastewater industry in Arkansas make sure you know your state representative and state senator and have dialogue with them pertaining to any legislation that might be introduced regarding the water or wastewater industry. Elected officials serve their communities they represent and there is no one better to provide your elected officials guidance regarding the water and wastewater industry needs than yourselves, the ones responsible for doing the work twenty-four hours a day, seven days a week, three hundred sixty-five days a year.

Arkansas will also welcome one new United States Senator, Senator John Boozman, who will replace Senator Blanche Lincoln. Senator Boozman previously held the 3<sup>rd</sup> District Congressional seat in Arkansas for five terms and has been supportive of issues pertaining to the water and wastewater industry.

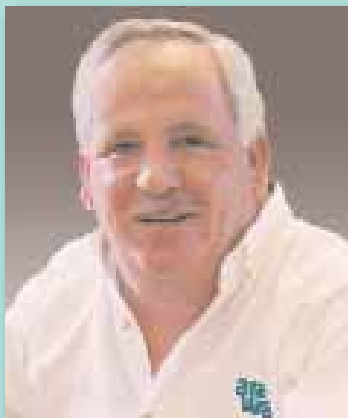
The 1<sup>st</sup> Congressional District will be represented by newly elected Congressman Rick Crawford, replacing retiring Congressman Marion Berry.

The 2<sup>nd</sup> Congressional District will be represented by newly elected Congressman Tim Griffin, replacing retiring Congressman Vic Snyder.

The 3<sup>rd</sup> Congressional District will be represented by newly elected Congressman Steve Womack, replacing Congressman John Boozman, who will move into the United States Senate replacing Senator Lincoln.

The 4<sup>th</sup> Congressional District will be represented by incumbent Congressman Mike Ross, who has been supportive of issues pertaining to the water and wastewater industry.

Arkansas Rural Water Association will continue to be a legislative advocate for the water and wastewater industry in Arkansas on the state and federal level representing ARWA's membership. So, if your system



has any concerns or ideas that need to be addressed during this session please let us know so that we might be able to address those items during this legislative session.

Again, let me remind each of you that it is very important that each one of us in the water and wastewater industry in Arkansas know your state representative and state senator and have dialogue with them pertaining to any

legislation that might be introduced regarding the water or wastewater industry. Elected officials serve their communities they represent and there is no one better to provide your elected officials guidance regarding the water and wastewater industry needs than yourselves, the ones responsible for doing the work twenty-four hours a day, seven days a week, three hundred sixty-five days a year.

ARWA has sent out our 2011 Training Calendar to everyone in December, so make sure to plan for your training needs as your water and wastewater license renewal hours will be due on June 30, 2011.

All water systems that serve 3,300 population and fewer customers are eligible to attend all water classes that ARWA provides and have their expenses (hotels & meals) for that training reimbursed through the Arkansas Department of Health Op-Cert grant. Certain requirements apply so if you have any questions on whether you qualify contact the ARWA office at 501-676-2255.

Mark your calendars to attend this year's Operator EXPO on June 2, 2011 at the ARWA's Training Facility in Lonoke, Arkansas. Again this year all water systems serving 3,300 population and under are eligible to have their registration to the Operator EXPO paid by the Arkansas Department of Health Op-Cert grant.

Also mark your calendars for the Arkansas Rural Water Association 34<sup>th</sup> Annual Technical Conference September 18-21, 2011 to be held at the Hot Springs Convention Center in Hot Springs, Arkansas.

We hope each of you and your systems a successful year in 2011. For your technical assistance needs call ARWA at 501-676-2255.

*(See photos on pages 6 and 7)*





## Arkansas Rural Water Association

*Working To Improve Life  
In Rural Arkansas*

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### Cover Photo

Lake Catherine – Hot Springs, Arkansas

### 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 •

## Newest Member ARWA Team

### *Scott Ketchum*

**Hello,** Let me start by introducing myself. My name is Scott Ketchum and I am the newest member to the ARWA team. As you already know ARWA is like one big extended family and I am very grateful to have the opportunity to be part of this family and be able to serve the communities in Arkansas.

I will tell you a little about my background. I was the Lead Operator at the Pollution Control Works for City Corporation. I was introduced to water and waste water when I took a job as a plumber's helper. I moved to Houston, Texas in 1999 where I continued to work in plumbing. I moved back to Russellville, Arkansas in 2005 and started working for City Corporation as a Wastewater Operator in 2006. In 2008 I was allowed to become the Lead Operator at the Pollution Control Works and worked there until the end of 2010.

In closing I would like to extend my help to anyone who finds a need for my assistance.

## 2011 Arkansas Rural Water Association OPERATOR EXPO

June 2, 2011

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## National Rural Water Rally in Washington D.C.

A new year has begun with new challenges for all. The economy is struggling across this great state and nation. The water and wastewater industry is facing many challenges with aging water and wastewater infrastructure needs, a shortage of licensed water and wastewater operators and ever increasing regulations on the industry.

In the last couple months I have had the opportunity to visit with our newly elected congressional members in Washington D.C. In those meetings they all were very receptive to hearing about our concerns and requests but were very clear that the federal government is faced with cutting many programs to reduce the swelling federal budget. They wanted to hear about each program that is assisting the state of Arkansas water and wastewater systems with training and technical assistance.

I think most people would agree that cuts must be made to the federal budget to bring this country around to start balancing our countries checkbook. The question the elected congressional members must make is how this can be done without hurting our economy further. As you have heard from the

news everybody has their own thoughts on that matter. I would hope that they would weigh the merits of each one and cut accordingly. My fear is that cutting the federal budget straight across the board isn't solving the problem, because worthy programs get reduced and those programs that have not passed some type of review still receive funding at a reduced level.

On February 7-10, 2011 ARWA board members Booby Brown, Steve Wear, Wayne Stallings, Diana Woodle, Greg Cross, Steve Rose, John Choate and I attended this year's National Rural Water Rally in Washington D.C. Also attending the NRWA Water Rally was Marilyn and Redgie Jetton from Western Greene County RWDD in Walcott, Arkansas and Mark Bennett with ANRC. Mr. Jetton is a board of director on Western Greene County RWDD and their system won the 2010 ARWA Best Tasting Water in Arkansas contest and their system was competing with all other states across the country in the "Great American Water Taste Test" in D.C.

I want to thank Mr. & Mrs. Jetton for taking time out of their busy

schedule to attend and represent Arkansas in this contest. The Central Iowa Water Association in Newton, Iowa won the Gold medal award and title of the best tasting water in the nation this year.

This year during our visits on the hill we meet Senator Pryor's staff, Senator Boozman, Congressman Mike Ross, Congressman Womack, Congressman Rick Crawford and Congressman Tim Griffin's staff to discuss funding for water and wastewater systems through USDA RD Loan and Grant program, as well as, asking for their support on EPA Training and Technical Assistance funding for NRWA and the state affiliate rural water associations.

At the time of this article the federal government is still operating under a temporary Continuing Resolution (CR) and the fate of our funding is unknown for the remainder of the year for FY11.

I would ask each of you to take the opportunity when your congressional members are back in Arkansas to talk with them about your systems needs and need for continued support for training and technical assistance from Arkansas Rural Water Association.



CAPTION?





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## Selecting a Generator By Rodney Baldwin




A generator is a device that converts mechanical energy to electrical energy and can restore just enough electricity to run the items you are trying to maintain during energy failure. Energy failures normally occur when there is some sort of inclement weather. Power can be lost if there is lightning and thunder, extremely windy conditions, some sort of snow or ice storm, or a down-pour of rain. These types of severe weather conditions can cause electrical lines to fall down, tree limbs to fall over power lines, circuits to overload, and electric equipment to fail.


Most people want to rely on Arkansas Rural Water Association or other Agencies to provide a generator when a disaster strikes, however past history has shown that there is not always enough generators to go around to supply all the water and wastewater systems in need. Consider where a generator would be needed on your system to make sure you are able to continue to provide the service to your customers. After deciding you want to add a generator to your equipment you would then need to compile a list of the essential equipment to be run (such as booster pumps, controls for wells, etc...) You will then need to calculate the total wattage of the item or

items to be run and add about 20% to that figure to make sure you are covered. The next thing to determine is how to power the generator for the area you want to serve. Is it feasible to supply diesel, is there natural gas available or do you want to use propane. All of the above fuels have pros and cons for example diesel fuel may only burn efficiently for 18 to 24 months before having to be replaced, gasoline has an even shorter shelf life. All factors should be considered when making a selection as opposed to getting what your neighbors are using.

Hopefully there won't be a need for you to use a generator, but when the event arises you will be glad you prepared ahead instead of waiting to get on a list of many that could take a long time to fill by priority needs. If you have any questions about selecting a generator or using one through Arkansas Rural Water Association, please give us a call at 501-676-2255.


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# ARWA Gets Letters and E-Mail From Systems

• Mr. Sternberg, September 24, 2010

My name is Jeff Whithead from Mountain Home. I have been taking your training classes for a Distribution 4 license since February of this year under one of your instructors, Jim Philipp.

I just received word via the internet that I passed the exam. I just wanted to let you know how much I appreciate the funding for these classes, without which, I may never have passed.

I would also like to commend Jim Philipp. He is an awesome instructor and a really good person. He makes learning interesting and takes his job very seriously. Some of the people we had in our classes were very ignorant at the start, but after three days were very knowledgeable. That says a lot about Jim's ability to share information and make it stick in your mind.

Jeff Whitehead  
Operator in Training

• Dear Dennis, September 24, 2010

I am writing you to express my thanks to you and your staff for the recent chlorination short school held in Smackover. The attendance was good and at the conclusion of the day, all attendee's had increased their knowledge of chlorine and chlorinators.

Several of the people said the afternoon session was really helpful. They now have a better understanding of the operation and working order of their chlorinators.

Mike Henard and George Clayton are both well versed in chlorination equipment and have the ability to relay that knowledge so all can understand.

Jim Philipp should also be commended for a job well done.

Again, thanks to you, your staff, and ARWA.

Jim R. Jameson  
Manager  
Smackover Municipal Waterworks

• To Whom It May Concern: September 28, 2010

I just want to thank Arkansas Rural Water for providing the free training that helped me pass my Treatment 4 and my Distribution 4 test. Ron and Jim are very good teachers and help me understand how to do my profession better. In the future I plan to use Arkansas Rural Water again to get my training hours. Thank you again for providing the free training.

James Morgan  
City of Mountain Home Water Treatment Operator

• Dear Dennis, September 30, 2010

I would like to thank you for offering the Water Class IV course that I recently took in Clarksville. It was a great benefit to me. It was also a pleasure to have Jim as my instructor.

Looking forward to upcoming class that we are attending in October, 2010.

Chris McKenzie  
Assistant Manager  
Benton County Water District #1

• Dennis Sternberg, October 6, 2010

Thanks for the Chlorination Safety Class given in Smackover, AR September 23, 2010. It was really good and educational. Mr. Philipp and Mr. Henard

(continued on next page)



# Letters and E-Mail

(continued)

did an excellent job with the class. Hope ARWA will put on more classes in the southwest part of the state.

Adam Shepherd  
Emerson Water

• Dear ARWA, October 7, 2010

We would like to express our thanks to circuit rider Jeff Ford and ARWA.

In July and August of this year we were at the point that we had to correct our problem we were experiencing with lead and copper. A corrosion control treatment system was designed and engineered by Jeff Ford for our system. The CCTS consisted of injecting a polyphosphate into the water. The starting chemical and dosage was figured by Jeff as well. Taking his figures we installed the system and are now in compliance with ADH. We truly respect and thank the ARWA for their caring and professionalism on this matter.

Josh Campbell  
Delight Rural Water and Sewer

• Dear Mr. Sternberg: October 8, 2010

At a recent meeting of the Cherry Hill Public Facilities Board, Mr. David Quattlebaum presented us with a proposal to make a 10 year plan for emergencies and contingencies for our entity. We have requested that he begin this for us starting right after the first of the new year (2011). We appreciate the help we receive from ARWA and your qualified and dedicated workers.

Andrea Bradford, Secretary CHPFB

• Dear Mr. Sternberg, October 13, 2010

I am writing this letter to express our sincere gratitude for everyone who helped in anyway with the Hot Springs Conference. Every class that I and my colleague William Simon attended was excellent. We were very satisfied with every person that was holding classes. Each one had so much knowledge to share and did an outstanding job doing just that.

I have been licensed for several years and have went to the Arkansas Water Works Conference on the last of April for many years, but I have never received so much help in the classes as I did in your conference. My colleague Mr. Simon was given so much help and he passed his test thanks to all the help he received. We are so thankful that there are people such as you all that we can turn to in time of need.

Again, it is with my sincere thanks to each person involved in the classes, and the staff that put it all together.

Johnny Whitlock  
Parkin City and Rural Water

• Dear Mr. Sternberg, October 14, 2010

I would like to thank ARWA for the courteous and informative employees that work for you. Tim Carey has been very knowledgeable and helpful whenever I contact him. I also want to thank Rodney Baldwin for helping with our tank inspections. Mr. Sternberg, you and your employees are valuable assets to all water systems great and small.

Rusty Paul,  
Dota Public Water Authority

• Dear Mr. Sternberg, October 14, 2010

I would like to say thank you to you, Mr. Sternberg, for helping to keep the Op-cert grant monies for small water systems. This grant takes some of the financial burden off of our water system, all the while providing us as operators the best possible education. The instructors you have are the best. They provide us with the information and education, so we as operators can produce the safest, best quality water for our customers.

Rusty Paul,  
Dota Public Water Authority

• Dear Mr. Sternberg, October 14, 2010

Jim Philipp has been the instructor in several of the distribution and treatment classes that I have taken to obtain my licenses. To say Jim has a unique teaching style would be an understatement. But he does keep everyone involved, informed and

(continued on next page)

# Letters and E-Mail

(continued)

participating in class. Jim teaches so that everyone can understand, no matter your background, education or the grade of license you currently have. Thanks Jim for making us better educated professionals in our field.

Rusty Paul,  
Dota Public Water Authority

• Good Afternoon Josh, October 15, 2010

I would like to thank you and Arkansas Rural Water for the help in testing the master meter for Northern Malvern Water recently. ARWA is a very valuable asset to the drinking water community. They have always been available for assistance when needed and it is greatly appreciated.

David Coston  
Water Treatment Superintendent  
Malvern Water Works

• Susan, October 18, 2010

Just thought I would drop you a few lines and tell you thanks for all your work and what a great job you did. I had let my Class I Wastewater licenses expire over a year ago because I did not have the needed hours and I ask Sandy with ADEQ what I needed to do to get my license back current, because the Arkansas Department of Health requires us to hold a Wastewater license along with our CMP license to do advance septic tank work. She suggested I take the Class I Wastewater course offered in November, to get the needed 24 hours and then take the Class I test over again since I went over a year. I ask her if I could take the Class I Wastewater course that Arkansas Rural Water would be offering on October 4-7 to get the hours that I needed and then take the Class I Wastewater test and then turn around and take the Class II Wastewater test and receive my Class II Wastewater license. She said yes, you will be holding a Class I Wastewater license, and have over the needed 80 hours and since you have been working in the wastewater industry for over 15 years, you will have the two years' experience needed.

So to make a long story short, I took my Class I Wastewater test last Wednesday morning (10/13/10)

and made a 99%, I missed one and received my Class I Wastewater licenses. Then I came back after lunch and took my Class II Wastewater test and made a 90% on it. Sandy said, "Wow, Jim you know your stuff". I told her not really, I just had a great instructor, Susan Poe.

Jim Reese

• Dear Mr. Sternberg & Directors of ARWA,  
October 20, 2010

We would like to take this opportunity to thank Arkansas Rural Water Association for the services provided by Mr. Terry Fortenberry, your Circuit Rider/Technician, during the month of October, 2010. Mr. Fortenberry conducted a meter test and also directed a very informative short school concerning the appropriate procedures for record keeping and other items relating to the backflow prevention program for our Southeast District Water meeting held in Monticello, AR. It is a pleasure to know that your Association is always there to help small companies like ours with information and assistance. We greatly value the services your Association provides.

Members, Staff & Directors  
Ladd Water Users Association, Inc.

• Dear Mr. Sternberg, October 14, 2010

I would like to take this opportunity to thank Arkansas Rural Water for making the Waste Water Class II available to those of us wishing to increase our knowledge of the current waste water systems.

I found the classes very informative, our teacher Susan Poe was very patient and had all available materials for us to study and went the extra mile to make sure we understood all of the material given.

Without the assistance of ARWA we would not be able to obtain the licenses needed to do our jobs to the best of our ability, keeping our city waste water up-to-date and current. Again thank you ARWA for all you do and for providing us with these classes, and knowledgeable teachers.

Dwight Cowell  
Lamar City Water

(continued on next page)



# Letters and E-Mail

(continued)

• Dear Mr. Sternberg, November 2, 2010

I am writing to thank you and your technical team for the services you provide for me and the City of Mountainburg. Your technicians and instructors are very knowledgeable and top notch.

Josh Freeman came to my water system on October 20, 2010 and spent the day with me trying to find and correlate my water loss and I greatly appreciate his help. We did find leaks that I have since repaired and I hope to see a difference in months to come.

Josh called back on October 28, 2010 just to see how it went. Josh is very helpful and knowledgeable in his field.

Your program is great and very beneficial to my success and I would like to thank you for all of your help that you have given me.

James Hamilton, Utilities Director  
City of Mountainburg Utilities Dept.

• Dear Mr. Sternberg, November 2, 2010

I am asking for assistance in helping to create a long-term plan for my water system. Mr. David Quattlebaum, Source Water Technician has offered to help me put a plan in existence. I have a small water system and sewer system in the town of Mountainburg, Arkansas.

Our City Council and previous operators never took the time to put together a format for our city. I would like to meet with Mr. Quattlebaum to help me with this plan.

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, November 2, 2010

I would like to thank you and your wastewater trainer technician, Jim Barkie for his time and knowledge. He is very helpful and lives just a few miles from my wastewater plant in Mountainburg, Arkansas. Maybe I get to see him a little more than most systems.

I enjoy visiting with him and learning to operate my small package plant. I am a new operator and I have just about a year's worth of experience, so Mr. Barkie has been great help to me.

I have been lucky to get to attend my wastewater training at your facility in Lonoke, Arkansas. I choose Ms. Susan Poe to instruct my Class I and Class II Wastewater training and she is a very knowledgeable trainer/technician.

Thank you and keep up the good work.

James Hamilton, Utilities Director  
City of Mountainburg Utilities Dept.

• Dear Mr. Sternberg, November 5, 2010

USDA/Rural Development has completed another year of funding water and wastewater projects in Arkansas. This has been an extremely busy year for us. We received our second year of major funding appropriations from the American Recovery and Reinvestment Act. This followed the Farm Bill in 2008 and the first year of the ARRA funding in 2009. This increase in funding activity put a tremendous workload on our organization, and it necessitated that we use your organization even more than we have in the past.

In addition to the loan making and outreach activity, we have experienced the worst economic times in recent memory and continue to see many of our old time operators retire and turn over the operations of the water and wastewater systems to younger and less experienced operators; therefore, we have the following comments:

Due to the poor economic conditions that our Country is experiencing, we have had an increased demand in your assistance with technical assistance to help maintain the existing systems. Rainwater infiltration into our Wastewater Systems has been a major problem for the past couple of years due to the excessive rainfall that we have had. We have referred many systems to your organization for

(continued on next page)

# Letters and E-Mail

(continued)

smoke tests and assistance with pump repairs and replacements. Many of these systems do not have the funds to hire private sector companies to assist with this work. As you are aware, ANRC and USDA/RD teamed up to provide you with equipment to assist in this regard.

We are still amazed when we go to your training meetings at the number of operators who are continuing to retire and will yet retire in the next 3 to 5 years. This “brain drain” on these systems has necessitated in a whole lot more training that your organization has had to do. We commend you and your staff for this on-going training of both the Classroom and On-site type.

Based on the above described increased activity, we want to express our appreciation for the services that Arkansas Rural Water has provided during the past year and we wish to call special attention to your Wastewater Training and Circuit Rider Program. The knowledge, professionalism, and expertise of you and your staff have proved invaluable to these communities over the past year. We look forward to future years of progressive service and interaction with our Staff and those Rural Communities that benefit from the services that your organization provides.

We fully support your work plans and applications for funding to continue these needed services.

If you have any questions or need additional information, please advise.

Lawrence McCullough  
State Director, USDA Rural Development  
United States Department of Agriculture

• Dear Dennis, November 8, 2010

I would like to take this opportunity to personally thank Josh Freeman of Arkansas Rural Water for his dedication and service to our system.

I had a major water leak on Labor Day weekend and was having trouble locating it. I called Josh on September 5<sup>th</sup> which was not only a holiday weekend, but also on a Sunday. Josh traveled to Saint Joe that morning and assisted in finding the leak which was late afternoon.

Again, I want to thank Josh for a job well done at a time when most others were off enjoying their holiday.

Loyce Saling  
SPG Water Association

• Mr. Sternberg: November 9, 2010

I would like to let you know that we appreciated the program delivered by David Quattlebaum and Tim Mitchell to the Rural Special School on November 9, 2010. We found both the surface water display and the ground water display very informative, as well as interesting. Mr. Mitchell and Mr. Quattlebaum were efficient and professional in their demonstrations, and I believe my students – as well as I – learned a lot. Thank you very much.

Roger Hipp  
Rural Special Teacher

• Dear Mr. Sternberg, November 12, 2010

Again we are writing a letter to Arkansas Rural Water extending our thanks to all of the hard work that David Quattlebaum put into our watershed project. On October 5, 2010, at our regular board meeting, David presented a power point of Pangburn’s watershed that surrounds the Little Red River. This is where Pangburn processes their drinking water for approximately 1,200 customers. The information that David provided us was very helpful in that, our board of commissioners did not know the definition of what a watershed was and pertaining to our system and the impact it had on our environment. Again I would like to show my appreciation to Arkansas Rural Water for the tools that they provide for small systems like ours.

Shawn Hughes, Manager  
Pangburn Water Dept.

• To Whom It May Concern; November 12, 2010

Frenchport Water was having trouble locating a 6” water line. After 6 days of trying to locate, I called Arkansas Rural Water. Rural Water sent Circuit Rider Tim Mitchell to assist me.

(continued on next page)



# Letters and E-Mail

(continued)

In a very short time, Tim had located the 6" water line. He was very professional in his job and helped us complete our work in a short time span.

Frenchport Water appreciates Tim Mitchell for his professional work and Arkansas Rural Water for their experience and professional Circuit Rider Tim Mitchell.

Again, another BIG THANKS to Tim Mitchell and Arkansas Rural Water.

Thomas L. Pate  
Frenchport Water Operator

• Josh: November 12, 2010

Thank you ever so much for performing inspections for all three of our tanks. Your willingness to provide this service is greatly appreciated.

Please feel free to return the reports and pictures to this email address.

Again, we appreciate your outstanding work.

Becky B. Osborne, Water Supply Division Manager  
Beaverfork Volunteer Fire Department, Inc.

• Dear Dennis Sternberg, November 23, 2010

The Wooster Water System would like to send very special "thanks" to David Quattlebaum for making a trip out to Wooster on November 23, 2010, to help put together our long range plan for the water system. It was a pleasure to work with him.

Thank you again.

Jeff Ward  
Wooster Water Superintendent

• Dear Mr. Sternberg & Directors of ARWA,  
November 24, 2010

We would like to take this opportunity to thank Arkansas Rural Water Association for the meter testing services provided by Mr. Terry Fortenberry, your Circuit Rider/Technician, during the month of

November, 2010. It is a pleasure to know that your Association is always there to help small companies like ours with assistance. We greatly value the services your Association provides.

Members, Staff & Directors  
Ladd Water Users Association, Inc.

• Josh: November 24, 2010

On behalf of the Horatio water and sewer we thank you for your help in finding two water leaks in our distribution system. The savings is well into the thousands, if not millions of gallons. We also thank you for the inspection of our elevated water tank. You made climbing that tank look so easy. We are proud to be a member of ARWA, where professionals like you are available to assist not only in class room training, but on the ground with hands on help.

Brent Laws, Utilities Superintendent  
City of Horatio

• Dear Dennis Sternberg, December 2, 2010

Marion County Regional Water District would like to thank you and your staff for all the training and technical assistance you provide through ARWA. A special thanks to Jim Philipp, Susan Poe and Tim Carey for the help they have given us. They are some of the best in the business and always went the extra mile to do things right.

As we recruit more people into this field ARWA becomes more crucial than ever. I wish ARWA a continued success in all the training and support you give to the Water and Wastewater systems in Arkansas.

Kenneth Schlote, Manager  
Marion County Regional Water

• Dear Mr. Sternberg: December 3, 2010

Last week your Source Water Technician, David Quattlebaum came into our office; he helped us with our Long-Range Plan for our water system. David was very helpful and courteous.

We look forward to doing business with him in the future.

Cletus McCoy  
Mayor, Oppelo

(continued on next page)

# Letters and E-Mail

(continued)

• Dear Mr. Sternberg, December 4, 2010

Mr. Quattlebaum did a wonderful job. Thank you for letting him come to Greenbrier Middle School to teach us about the water systems. This is a wonderful program to teach kids like me how to keep our water clean. I hope this program continues to teach other students.

Emily N.

• Dear Mr. Sternberg, December 4, 2010

We have learned a lot about water. We know that if toxin's get into the water system that it goes straight to the lake and if it goes to the lake we have to drain it. We do this in order to swim, or get a drink. Also, when we use the bathroom, it goes to our septic tanks. Once they get full it goes right through the pipes and to another company. At this point they clean it up and put it back into the river/lake. The water cycle: evaporation, condensation, precipitation. This is all that we have learned. Thank you for your time and appreciation.

Chris Hall

• Dear Mr. Sternberg, December 4, 2010

Mr. Quattlebaum came to Mrs. Jones 7<sup>th</sup> grade science class in Greenbrier, Arkansas. Mr. Quattlebaum did an awesome job teaching us about the water filtration systems. We would love it if he could come back to our class and teach us more. Our lesson on the filtration system was outstanding. Mr. Quattlebaum is an amazing teacher and we all learned something I bet we did not know. You have hired someone who has great potential. Please send him back. Thank you very much.

Rachel E.  
Kevin Carter  
Melanie Dickey  
Brady Hogg  
Zach R.  
Reagan W.  
Weston Glass  
Hunter C.

• Dear Mr. Sternberg, December 4, 2010

Thank you for letting Mr. Quattlebaum come and visit us today. We learned a whole lot and it was really fun and neat. My favorite part was when he showed us what would happen if a truck carrying chemicals in it would tip over. I'm really gonna think about what I do with my trash so I don't contaminate the water.

Kary W.

• Dear Mr. Sternberg, December 4, 2010

Thank you for sending Mr. Quattlebaum for the great presentation about the water system. I learned so much. I loved the part where he sprayed poo into the water system.

Thoughtful Student

• Dear Mr. Sternberg, December 4, 2010

Thank you for letting Mr. Quattlebaum come and teach us about waterways and how to keep our water clean. He is very good at his job and what he does is very interesting. You should keep doing this. Now I will try to keep the water clean.

Alex

• Dear Mr. Sternberg, December 4, 2010

The presentation I was shown today was amazing. I would love for my little sister to be shown this. I hope this program can be shown to everyone. I thank you and Mr. Quattlebaum for showing me.

Hunter G.

• Dear Mr. Sternberg, December 4, 2010

Thank you for letting Mr. Quattlebaum come teach us the amazing water demonstration. I think he did a great job.

Carter Coats

(continued on next page)

# Letters and E-Mail

(continued)

• Dear Mr. Sternberg, December 4, 2010

I really liked that Mr. Quattlebaum was here today. I've learned a lot about the water system and I will never use it non-caring again. I really hope that people in the grades below me can experience this opportunity to learn about your water system. Yet again I've enjoyed him staying here.

Samuel McNabb

• Dear Mr. Sternberg, December 4, 2010

Mr. Quattlebaum did a great job. I think you should keep this company going and give him a raise.

Interested Viewer

• Dear Mr. Sternberg, December 4, 2010

Thank you for sending us this person to tell us about water. It was very interesting. I also learned a lot of stuff I didn't know. Thank you very much for being so generous to us.

Wyatt Daniel

• Dear Mr. Sternberg, December 4, 2010

Mr. Quattlebaum did an excellent job teaching us. We learned so much from this. Thank you for sending him, you should raise his salary for what an awesome job he did. I enjoyed the lesson today.

Wyatt "The Beast" Brewer

• Dear Mr. Sternberg, December 4, 2010

I really enjoyed having Mr. Quattlebaum teaching me lots of interesting things I didn't already know. I think more people should hear this presentation because it's very educational. Some of what he told me in this presentation is more than most adult people know. I believe this should be shown to the public so they know what's going on. I hope you hear me out and listen.

Destiny Wiley

• Dear Mr. Sternberg, December 4, 2010

Thanks for letting Mr. Quattlebaum come. We learned so much about what happens to water that we drink. I think you should keep this presentation going and promote Mr. Quattlebaum to a higher position and give him a raise.

Interested Viewer, Bubba

• Dear Mr. Sternberg, December 4, 2010

Thank you so much for sending Mr. Quattlebaum to talk to us about water systems. I found it very interesting.

Nick Noel

• Dear Mr. Sternberg, December 4, 2010

I loved Mr. Quattlebaum's presentation. He did an excellent job. I learned that the water we drink actually comes from the sewer plant to the lake to our faucet. I also learned that you put your well uphill from all water flows and away from all animals so it doesn't become contaminated. I also learned that Mr. Quattlebaum ROCKS at doing this presentation.

Katie Bolton

• Dear Mr. Sternberg, December 4, 2010

Mr. Quattlebaum is a very good guest speaker! I'm very glad he came. I learned so much about the water and the water company. I hope he comes again. I look forward to it.

Adrienne

• Dear Mr. Sternberg, December 6, 2010

I would like to thank Arkansas Rural Water Association and Tim Carey for their help finding the water leak in Magness. It was a very tough leak to find and was serious enough that it could have put a small system like Magness in peril.

I don't know what small water systems would do

(continued on next page)



# Letters and E-Mail

(continued)

without Arkansas Rural Water Association. Tim Carey and Susan Poe have always been on the spot, whether it is a hard to find leak, checking the accuracy of our master meters, helping to set our rates or any other problem we might have.

It is good to have people like you that we can depend on, knowing that you will be there for us, when we need you.

Randy Hendrix  
Mayor of Newark

• Dear Mr. Dennis Sternberg, December 6, 2010

I appreciate the training I received from the ARWA facility in Lonoke, Arkansas. I do not know what Arkansas operators who do without the training and other programs the ARWA has to offer. I hope the programs will continue to receive the funding to have the programs for operators already licensed and ones that plan to go for their licenses.

Lucas House  
Stuttgart Water Plant Operator

• Dear Mr. David and Mr. Tim, December 9, 2010

We appreciate the time you took to visit our class and bring the cool water presentations, bookmarks, pamphlets and pencils. Each of us enjoyed learning about water conservation through the neat interactive display. You answered many of our questions about what it means to conserve the water God gave us.

The model of the water cycle was amazing also! We could actually see how each part affects the other. Seeing your example and listening to you share neat facts about water helped us understand what a valuable resource water really is to our world.

The information you shared and the displays helped to reinforce what we had been learning in Science. Thank you for taking the time to show us the importance of water in our lives.

4h Grade  
Harding Academy

• Dear Mr. Sternberg,

December 16, 2010

I want to thank you for ARWA's help with a long range plan for our community. Mr. Quattlebaum came to my office on December 9, 2010. He was tremendously helpful with this plan, our city council and community had never had a plan in place, so this is very important to our city. Mr. Quattlebaum is full of useful information, and a very nice gentleman to get acquainted with. Thank you so much for your help.

James Hamilton, Utilities Director  
City of Mountainburg

• Dear A.R.W.A.

December 17, 2010

I would like to take this time to thank circuit riders Tim Mitchell and Josh Freeman for helping us with our storage tank. Anytime we call them they have been here for us. We are a small system without much manpower and we are so grateful that we can count on the people of A.R.W.A. in the time of need.

Roxanne Aleshire  
Acorn Rural Water Association

• Dear Mr. Sternberg,

December 22, 2010

On behalf of the residents of the Marble Falls community and the Marble Falls Water, Sewer and Solid Waste Disposal Suburban Improvement District No. 1, we would like to say a sincere "thank you" to you and Mr. Terry Fortenberry for the timely assistance that you both provided to our community on December 14, 2010 in addressing the frozen line between our temporary pump and the main sewer line. Due to your quick response, we were able to avert any problems from that incident and you both went above and beyond the call of duty to winterize our line and pump to prevent such problems in the future. We cannot say thank you enough for all that you have done for our system and the countless other small systems in the state. The Arkansas Rural Water Association is a true asset to the state of Arkansas and our rural communities.

Thank you again for all you do.

Donnie Crain, Commissioner  
Valerie Hunnicutt, Commissioner  
Vince Law, Commissioner

(continued on next page)

n

# Letters and E-Mail

(continued)

• Mr. Sternberg, December 28, 2010

I would like to thank you for your quick and professional response to smoke test and map our collection system. Wastewater technician James Barkie is an asset to your organization and our state. Due to the terrain he had to literally carry his equipment to reach portions of our system. He was extremely helpful in reducing our inflow and infiltration. The funding you secure for small systems, such as the camera unit is essential in maintaining our aging infrastructure. I am impressed with your efforts to influence pending legislation while keeping your members informed. Please let me know if we can be of any assistance in helping to continue the USDA wastewater program or secure future funding.

Dwayne Allen, Public Works Director  
City of Eureka Springs

• Arkansas Rural Water, December 29, 2010

The City of Reed would like to thank your company for the help you have provided to the City of Reed. Mr. Terry Fortenberry and Mr. Tim Mitchell have been helpful to the city. Mr. Terry Fortenberry with his knowledge, he has helped the City of Reed in the past and future. We the citizens in the City of Reed appreciate your help very much in the past and future.

Tommie Smith, Mayor  
City of Reed

• Dear Mr. Sternberg, January 5, 2011

We would like to take this time to express our sincere thanks for the services provided by ARWA. In the past twelve months we lost both of our water operators and have started from "scratch" on hiring non-experienced personnel who have been working under my direction and license. The time since has been and continues to be a learning experience for all of us and we have had to call on assistance from the ARWA circuit riders numerous times. Rodney Baldwin has helped us through several situations with his knowledge of the water industry and is a valuable "tool" for all water systems.

Also, thanks for the training classes and instructors which you provide in helping everyone to be able to get licensed and the continuing education hours for renewing existing license. Again, the ARWA assistance in all areas of the water industry is invaluable and greatly appreciated.

Donna Sefers, Manager  
Crowley's Ridge Water Association, Inc.

• Dear Mr. Dennis Sternberg, January 5, 2011

I would like to thank you for the opportunities that I and many other operators have been given for the classes that have been made available by the Arkansas Rural Water Association. The classes are very beneficial to me and the up and coming operators. I have been very pleased with the instructors and my ability and new found confidence to be a better operator. I hope that Arkansas Rural Water Association will be able to continue to make the needed classes, such as the USEPA training courses and other training available for free for the promising generations of water and wastewater operators.

John Jackson  
Rock-Moore Water Authority

• Arkansas Rural Water Association, January 11, 2011

We would like to say thank you for helping with smoke testing our system. I would like to send a special thanks to Susan Poe and Rodney Baldwin for their help with this, also to Rodney who came down on Saturday and worked on a hydrant alone. I didn't even know he was in town until he finished the repair and called me. Also, to Dennis and Terry for their help with our satellite system. Thanks to ARWA for always being there.

Steve Brown  
Kensett Water and Sewer



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# PLAN AHEAD

## CONFERENCES

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

NRWA Annual Technical Conference  
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.)**

January 18-20  
Basic Distribution.....Lonoke

January 25  
Basic Math.....Lonoke

January 26  
Applied Math .....Lonoke

January 27  
ADH Compliance Course.....Lonoke

February 3  
Water Short School .....Lonoke

February 8-10  
Basic Treatment.....Lonoke

February 15-17  
Basic Distribution.....Clarksville

February 22-24  
Advanced Treatment.....Lonoke

March 8-10  
Intermediate Treatment .....Lonoke

*(continued on next page)*


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# PLAN AHEAD

March 22-24  
Intermediate Distribution.....Clarksville

March 29  
Water Short School.....West Helena

April 5-7  
Basic Treatment.....Mtn. Home

April 12-14  
Advanced Distribution.....Clarksville

April 28  
Water Short School.....Monticello

May 12  
Water Short School.....West Fork

May 17-19  
Basic Distribution.....Bono

May 24-26  
Intermediate Treatment.....Lonoke

May 24  
Basic Math.....El Dorado

May 25  
ADH Compliance Course.....El Dorado

May 26  
Applied Math.....El Dorado

June 14  
Basic Math.....Lonoke

June 15  
Applied Math.....Lonoke

June 16  
ADH Compliance Course.....Lonoke

June 16  
Water Short School.....Mtn. Home

June 28-30  
Advanced Treatment.....Lonoke

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 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

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

October 25  
Water Short School.....Clarksville

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

*(continued on next page)*

# PLAN AHEAD

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

January 18-19  
Advanced Wastewater .....Lonoke

February 14-17  
Class II Wastewater .....Nashville

March 22-24  
Class I Wastewater .....Bono

March 30  
Wastewater Short School .....West Helena

April 11-14  
Class II Wastewater .....Lonoke

April 27  
Wastewater Short School.....Monticello

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

June 6-10  
Class III Wastewater .....Lonoke

July 11-14  
Class II Wastewater .....Springdale

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

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

*(continued on next page)*



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**ARWA 34th  
Annual Technical  
Conference**

**September 18-21, 2011**

**Hot Springs Convention  
Center**



# PLAN AHEAD

## ARKANSAS DEPARTMENT OF HEALTH PLUMBING SCHOOLS IN 2011

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

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

ARWA OPERATOR EXPO  
June 2, 2011, Lonoke, AR

January 20-21  
Plumbing Inspectors School.....Lonoke

February 17-18  
Plumbing Inspectors School.....Malvern

March 10-11  
Plumbing Inspectors School.....Mtn. View

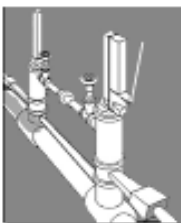
April 21-22  
Plumbing Inspectors School.....Camden

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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# Backflow and Cross-Connection Program and Certification

*By Terry Fortenberry, ARWA Circuit Rider/Trainer*

As all of us should know, all public water systems in Arkansas were to have a cross-connection program passed and in effect by January, 1994. This program involves all commercial and industrial customers connected to the water system. In other words, as a manager or operator of a water system, it is required that you institute a cross-connection control program that would eliminate cross-connections. The program should include routine inspections of existing commercial and industrial establishments that are connected to your water system to determine if any cross-connections exist. And where cross-connections are found by these inspections the system should require the customer to install an approved backflow assembly at the service connection to protect the system from contamination in the event of a backflow occurrence, or water service to the customer could be terminated if the customer did not comply. The system should also adopt an ordinance or resolution that would address cross-connection and protection at new service connections. Records of the location of these assemblies, type of assembly, test results, and other information should be maintained by the water system. The program should require mandatory testing by certified testers of all assemblies at least annually.

Hopefully, all water systems have a cross-connection program passed and active, not only to protect the systems customers, but also to protect the system itself. It is my understanding that systems were not required to provide proof that a program was implemented at the time it was required, and the only way that the cross-connection programs are being monitored is through sanitary surveys conducted by the Arkansas Department of Health. It would probably be very scary if we knew how many times there were actually backflow occurrences that happen in our water systems that go un-noticed and doesn't cause any problems. This is why it is so important we do everything we can to protect our customers. We should understand if there should be an event of a serious backflow occurrence causing illness or death to anyone on our water system and we did not have a cross-connection program up to date and active, this could mean the system could be found responsible for the backflow occurrence.

ARWA does offer certification courses to persons wanting to become a certified tester or renew their tester certification at our training facility in Lonoke. The 2011 class schedule is listed below, or you can view the class schedules and cost of this training or any other on our website at [www.arkansasruralwater.org](http://www.arkansasruralwater.org).

The Backflow Tester Certification Classes are still approved for op-cert reimbursement. This means if

you are employed by a water or wastewater system with a population of 3,300 or less you may qualify for this reimbursement, which will reimburse the cost of the course, meals, and motel. Although this class is mainly to certify and teach a student how to test a backflow assembly, there is a lot of information that can be learned in the course that is helpful for any manager, operator, bookkeeper, mayor, board member, or anyone else involved with a water or wastewater system. Information and education from this course is very helpful to anyone developing or maintaining a cross-connection control program. The training you will receive in this course is also very helpful to anyone planning on taking a Water Operator License Exam. This course doesn't cover everything one would need to know for the exam and is not a required course for the exam, but it does cover and explain any cross-connection or backflow questions. I would like to invite you to take advantage of this training and op-cert reimbursement program. I feel it would be worth your time and trouble.

If ARWA can help you with your cross-connection program or if you have any questions about registration for a backflow class or reimbursement for a class, contact our office at 501-676-2255.

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## BACKFLOW CLASSES

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

ARWA – P.O. Box 860, Lonoke, AR 72086

### REGISTRATION FORM

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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

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

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

### BACKFLOW CLASSES in 2011

February 7-11, 2011	Tester Certification .....Lonoke
April 4-8, 2011	Tester Certification .....Lonoke
July 18-22, 2011	Tester Certification .....Lonoke
October 24-28, 2011	Tester Certification .....Lonoke
February 7, 2011	Tester Re-Certification.....Lonoke
April 4, 2011	Tester Re-Certification.....Lonoke
July 18, 2011	Tester Re-Certification.....Lonoke
October 24, 2011	Tester Re-Certification.....Lonoke
March 22-24, 2011	Repair Course .....Lonoke
June 7-9, 2011	Repair Course .....Lonoke
August 30-September 1, 2011	Repair Course .....Lonoke



# ARWA Membership Application



Date \_\_\_\_\_

Name of Organization \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail Address \_\_\_\_\_

Billing Address \_\_\_\_\_

Phone \_\_\_\_\_ No. of Connections \_\_\_\_\_ Population Served \_\_\_\_\_



Contact Person \_\_\_\_\_ County \_\_\_\_\_

## Type of Membership Desired


- Voting
- |   |  |
|---|--|
| <input type="checkbox"/> 0-250 Connections, \$235.00 per year.  | <input type="checkbox"/> 251-500 Connections, \$250.00 per year.   |
| <input type="checkbox"/> 501-1000 Connections, \$300.00 per year.   | <input type="checkbox"/> 1001-2000 Connections, \$350.00 per year. |
| <input type="checkbox"/> 2001 & over Connections, \$375.00 per year (Water/Wastewater Systems under 10,000 population.) |  |
| <input type="checkbox"/> Associate \$400.00 (Water/Wastewater Systems 10,000 population and greater.)                   |  |
| <input type="checkbox"/> Sustaining (Supporter) \$200.00 per year.  |  |
| <input type="checkbox"/> Professional (Business, Agency) \$200.00 per year.   |  |
| <input type="checkbox"/> Individual (Member System Person) \$35.00 per year.  |  |
| <input type="checkbox"/> Donation for the Ernie Faucett Scholarship Fund \$ _____                                       |  |

Please send a list of your Officers and Board of Directors, along with their addresses and phone numbers.

Dues are payable at the time application is submitted. Dues are renewable Jan. 1st. of each year.

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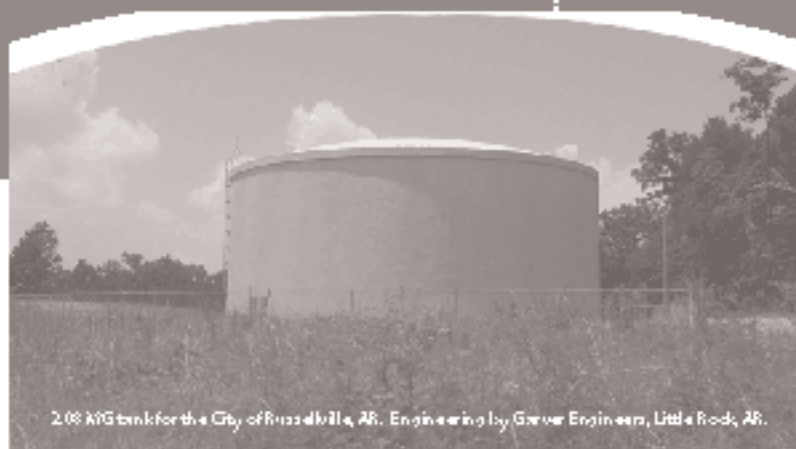
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# Arkansas Water Operator Licensing Program

## 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
<i>(Above items are forwarded to new License Applicants after completed application is received by ADH)</i>		
___ 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 <i>(Revised)</i>	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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P.O. Box 860, Lonoke, AR 72086

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Street Address \_\_\_\_\_

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State \_\_\_\_\_ Zip \_\_\_\_\_

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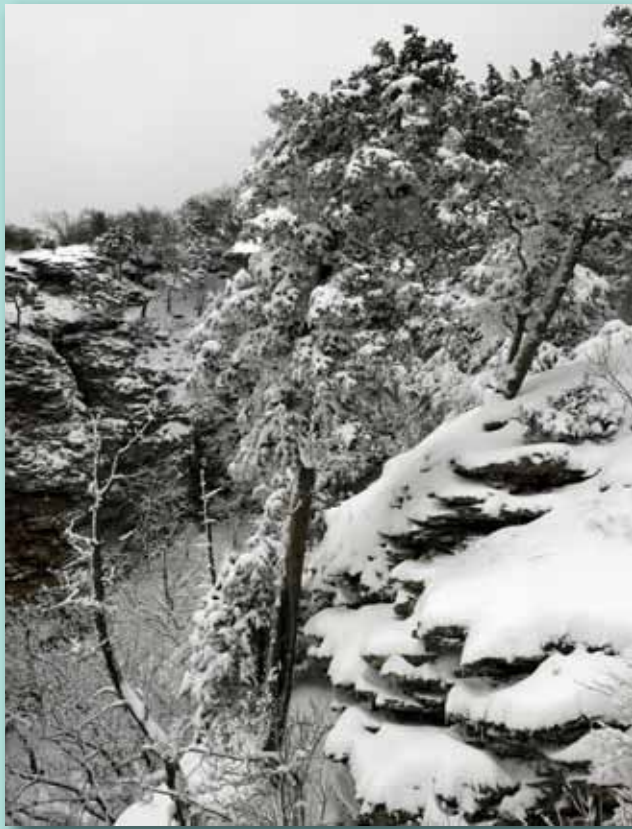
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