

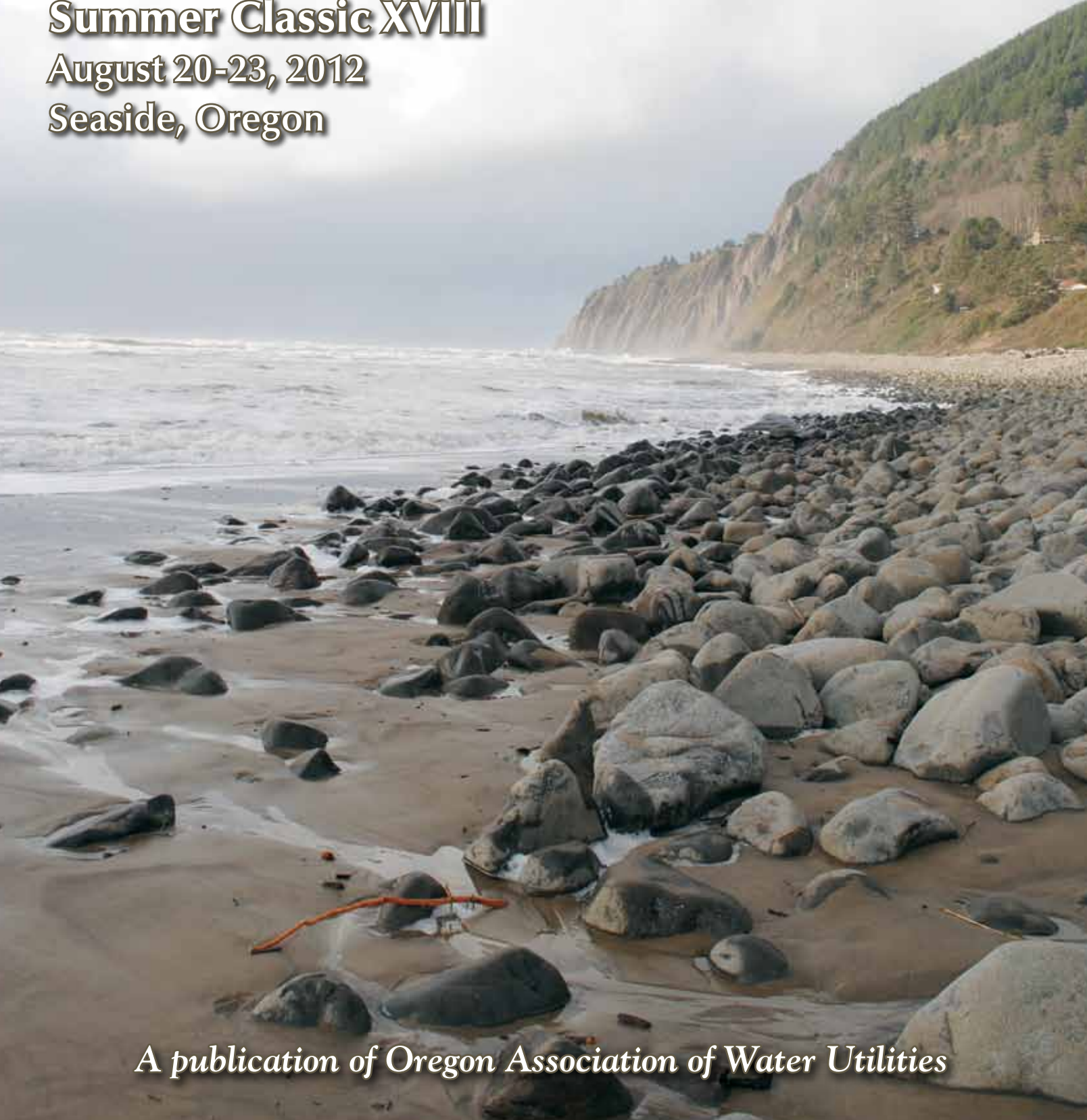
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Summer Classic XVIII

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COVER PHOTO

Neahkahnne at the Oregon Coast
Photo by Mike Collier

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Self Check

by Jason Green, Executive Director



For most of us, our hours are filled with busy schedules, both professional and personal. Juggling them all and maintaining priorities requires time to consider and contemplate the tasks, duties and time needed for each. Too often we are simply caught up in being too busy and miss the simplicity of choice between wants and needs. The following topics are not inclusive but worthy of regular contemplation. I believe they relate to any of us, whether in leadership or with a goal to possibly move up the ladder. The challenge might be to spend time on the following topics and add your own to build your personal key list for future reference.

- Your personal growth. Where are you and where would you like to be or go – staying sharp, keeping the spark and staying ahead of the demands.
- The importance of early mornings and time away from activities to think and ponder/plan work duties, stir up new ideas and be creative.
- The supervisor's wellness – recharging and avoiding burnout.
- The practice and refining of the supervisor to prioritize duties and tasks, complete and/or delegate with a small crew and full plates.
- Dos and don'ts for the supervisor – lessons learned, hardships avoided.
- Leading and motivating staff – does one size fit all and do as I do.
- Getting to know the strengths and weaknesses of staff – it's more than a name or job title.
- Confrontation, coaching and discipline challenges – knowing who you are, your strengths and weaknesses, assists in fulfilling your responsibilities.
- Staff warning signs – recognizing, properly addressing and keeping out of the rip currents.
- Mentoring – trusting and training your staff including, who will fill your shoes
- Leading honorably – integrity and truthfulness and of good character are mighty tools for the leader.
- Management of the overall utility or department – daily, weekly, monthly duties, long range plans, policies, general concepts, checklists, keeping up with it all and/or delegating. Regular visits of the big picture vantage point is a key to success.
- Working with board/council members or your immediate supervisor and maintaining that vote of confidence helps keep communications open and assures that you are on track.
- Involvement and supporting OAWU and other trade associations assures you stay on the leading edge.
- Legislative – being involved with your association and with others assists you stay abreast of proposed or new rules.

Wishing you a productive and enjoyable summer as you manage your projects and continue to sharpen your leadership skills. 💧





Service Infrastructures

Submitted by Hans Schroeder, Circuit Rider

Last week I was driving home from Central Oregon and my dash read-out flashed "time for oil change." It seemed like I had just changed it. My, how time flies as a Circuit Rider. It's one of those evil necessities that I continue to pay \$29.95 to have done. If I don't change my oil and continue a maintenance program my engine would eventually fail. I really don't want to report to my wife that I need a new engine because I ignored the dash read-out reminding me to an oil change. The maintenance cost of \$29.95 seems more reasonable than \$2,500 for an engine.

Our water system infrastructure is a lot like that dash read-out. The continual leaks, nonoperational valves, deteriorating reservoirs and faulty meters are all signs that it is time to service the infrastructure. If those repairs aren't addressed I would hate to be the one to report to the council that I failed to service or maintain the system. It is hard to continue to upgrade water systems. If fire hydrants are painted, the reservoir has a nice coat of paint and the pump house is nice then it seems all is well for our system. That's usually all that is seen of the water system by

the eyes of the community. It's what is not seen that is losing revenue for the system. Our infrastructure is aging beneath us all. Is there enough revenue coming in to repair and replace valves, hydrants, meters and pipe on an annual basis? Many systems really need to address water rates to be able to afford the cost of maintaining the assets of the water system.

Water rates are something that aren't visited nearly enough by many councils and boards. The effect of raising water rates has caused disgruntled consumers and has even led to recall votes. With many people just barely hanging on financially, it's a very difficult decision for many communities to address. Wages throughout the nation are literally at a standstill. Then consider the rising cost of fuel, electricity and food. Water is a necessity. The infrastructure that distributes this necessity to the customer needs regular maintenance, upgrading and/or replacement in every community within Oregon and the nation. There are reports forecasting that water bills will likely double or triple over the next 8-10 years.




A new study and report by the American Water Works Association entitled, "Buried No Longer", states that improving and expanding the nation's water systems will cost upwards of \$1 trillion over the next 25 years. Meaning, users of the water systems will be the ones that take the brunt of the cost of system enhancement.

To put this in perspective, right now the national average monthly water bill is \$51. The repairs that are needed in the next 25 years to water infrastructure could cause that \$51 monthly bill to skyrocket to \$100-\$200 per month.

Experts are saying that investing now, rather than later, into the deteriorating infrastructure is a good idea and will be cheaper in the long run. It becomes

a very hard pill to swallow for many of us as the economy has been stagnant the past few years. Also, there seems to continually be more taxation further pulling money out of our pockets. The money needed to get our infrastructure tightened up can really only come from rate increases, reserves, development fees and some government loans.

The thought of "out of sight, out of mind" needs to be addressed. We need to continually provide safe drinking water to our customers. The infrastructure needs to continually be on our minds. The list of upgrades needs to be fresh in the minds of the councils and boards and funds need to be set aside annually to do as much upgrading as possible. ♦

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Leak Detection

by Heath Cokeley, Circuit Rider

Why is it that pipes only break on Friday night or at 2 in the morning? Yes, of course we know this is not entirely true, but it sure feels like it sometimes. Is there any way we can prevent this from happening? No, not in every case, but there are ways it can be lessened. One of the parts of my job, that I greatly enjoy, is walking into a water system and looking over their wall of fame. Most of you guys seem to have them; the corporation stop that is half eaten away because it leaked for so long, the brass angle stop with a galvanized insertion fitting that is hose clamped to the poly, or one of my personal favorites: a section of mainline that has so many band-aids on it that you could call it a stainless steel mainline. Having worked for a system that had many stainless steel mainlines, I can tell you from experience, that is an extremely expensive way to distribute water.

So, how do we find the leaks and fix them before it turns into a 2 a.m. repair? Leak detection. I am not saying that every utility needs to hire an outside company with expensive listening and correlating devices to find their leaks, but it is an option. What I would suggest is to do your own leak detection. There are many ways to skin a cat when it comes to leak detection. One of my personal favorites is, what I call, a midnight leak audit. At some point in the middle of the night, when you are fairly certain no one in a given area is going to be using water, go out to some sections of line you can isolate with valves. Put a pressure gauge on the line (fire hydrant, back-flow device, etc.) and shut off the valves on either side of that section, the watch to see if the pressure drops. If you did not shut off the customer services you may run the risk of detecting a leak that is on the customer's side of the meter. If you do elect to turn off the customer's service, remember this is creating a "closed system" in their home and could damage the water heater or worse. Customer notification is a must prior to this scenario. This is a quick way to narrow down what sections of your distribution system may have leaks.

Now that you have some of your leaks isolated down to maybe a few hundred or a few thousand feet of pipe, you can begin to isolate the leaks even further. The first things I always check after narrowing a leak down to a smaller area are the service lines. I check the services first, by simply opening all the meter boxes and feeling the head of the meter. It works better if you have a stethoscope or some other form of listening device, but sometimes you can find leaks in service lines by feeling for the vibration in the meter itself. After that you are down to walking the mainlines, looking for wet spots and listening at any location where you have access to the pipes; such as valves, vaults, hydrants and so on. Oregon Association of Water Utilities is here as a resource to our members, we have three leak detectors we will loan out or a Circuit Rider can come out and help you find leaks. This is one of the many beneficial services offered with your membership.

There are a number of other avenues you can take to help you find your leaks. For large diameter pipes there is now a device that can be dropped into the flow of the water, it scans for leaks and also give you a GPS location of them. I am hopeful this technology will get smaller in the future and can be useable on small diameter pipelines as well. There are also listening devices that can be placed on valves and programmed to self-start at certain times of the day or night to listen for leaks. There are companies out there that will charge you a fee and come out to your system to try to find your leaks for you. The bottom line is that you have a number of tools at



your disposal, both fee based and at no cost. All these options mentioned will allow you to become more familiar with your system.

I hope I was able to give you a few pointers that you may not have thought about. Your experiences may be of benefit to others, if you have any stories of either success or struggles that you would like to share, give me a call or shoot me an e-mail. Like everyone else in this industry, I am constantly learning and like to hear new things, especially from the people that have had to learn them the hard way. Those are always the best lessons. I hope by the time you are reading this article the weather is nice and we are all well into our summer projects. Thanks for reading and I'll see you down the road. ♦

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Jobsite Safety

by Scott Berry, *Circuit Rider/ Programs Manager*

In some of my articles I've taken a somewhat tongue-in-cheek look at the very serious issue of job site safety. During my career in the water industry, I have had some very near misses that could have turned out much worse and it was a matter of luck that they came out as well as they did.

You remember Rick from the last issue; he was very nearly not around for us to enjoy his good natured acceptance of his misfortune. As I said in the last article, Rick works for a county roads department. One dark, foggy, stormy night he responded with the rest of his crew to a report that a culvert had washed out and opened up a hole in the centerline of a road. The road was typical for a rural coast road, built on top of fill; several sections have settled over the years and as a result the road surface has many changes in vertical elevation.

The crew's trucks were parked behind a rise in the road with the headlights on high beams. The rise in the road being between the trucks and the wash-out caused a shadow from knee level down. The hole in the road was approximately six feet in diameter and went eight feet deep to a churning cauldron of flood stage stream water flowing through a four foot culvert.

The opening in the road was not marked by flares or cones yet and was obscured by the shadows coming from the truck headlights. Rick was walking over to talk to the crew foreman who came in from the other direction when he disappeared into the abyss of the washout. He knew he was in trouble even before he hit the water and that allowed him to catch a breath. He landed feet first and immediately started swimming downstream. The culvert day-lighted eighty feet away and thirty

feet below the road surface into a large pool of water.

The water was moving fast enough that it removed his laced up work boots and shirt before depositing him gasping and sputtering in the pool. He clambered breathlessly for the bank and looked up to see people running towards the hole with flashlights, ropes, and other supplies that may be needed. People were shouting and panicked thinking the worst. They could not hear Rick shouting to let them know where he was over the noise of the water and the idling equipment. He was finally able to crawl up to the road about the time they thought to look for him in the outfall.

This story, thankfully, has a happy ending. Rick is fine but it was too close. If there had been any kind of obstruction in the culvert he would not be around now. Every situation has its own set of circumstances to adapt to and figure a safe way of obviating. When showing up on a jobsite where an obvious hazard is present, post someone there to ensure no one gets into trouble, until the threat is minimized. There are many other instances I could site, some don't have happy endings, but all have lessons to teach.

The prior example is covered in many OSHA regulations and Oregon statutes;

§1926.95 Criteria for Personal Protective Equipment.

(a) Application. Protective equipment, including personal protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards,

Oregon Association of Water Utilities

radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.

At the time Rick fell through the hole, there were no shielding or barriers in place.

§1926.106 Working Over or Near Water.

(a) Employees working over or near water, where the danger of drowning exists, shall be provided with U.S. Coast Guard-approved life jacket or buoyant work vests.

(b) Prior to and after each use, the buoyant work vests or life preservers shall be inspected for defects which would alter their strength or buoyancy. Defective units shall not be used.

(c) Ring buoys with at least 90 feet of line shall be provided and readily available for emergency rescue operations. Distance between ring buoys shall not exceed 200 feet.

(d) At least one lifesaving skiff shall be immediately available at locations where employees are working over or adjacent to water.

This regulation also applies to anyone working around treatment plants where the danger of drowning exists.

As I stated before, each incident provides a lesson learned. It's much easier and safer to learn the lessons prior to an event happening. For more information on jobsite safety, refer to the OSHA website at <http://www.osha.org> and follow the links to the specific category you are researching. I recommend spending some time going through all of the regulations pertinent to Standards

– 29 CFR as well as Oregon statutes pertaining to the Safe Employment Act at <http://www.leg.state.or.us/ors/654.html>. Public utility work and construction usually tie with logging for the highest fatality rate of all job classifications. It's up to all of us to educate ourselves and see that we are not added to that statistical classification.

In addition to injury and loss of life, litigation stemming from unsafe conditions on a jobsite is a very real possibility. A person does not have to be employed at the jobsite in order to bring a claim against a responsible party. For example, pedestrians injured walking next to a construction site, those who are lawfully present at a site and those visiting a site may be covered under the law. ♦



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The Waning of the Age

by David Branham, Wastewater Technician

This article is a reprint of a piece that I wrote for the magazine some ten years ago. I find the information to be even more pertinent today than it was at the time of the original writing. I hope you enjoy it. —Dave

For us Baby Boomers that ushered in the Age of Aquarius, the time is getting close at hand for the coming of a new age. I have written, and speak often, about the aging work force. There was a time in my life when retirement seemed to be very far off, but now alas, the time seems to be drawing closer and, as I stated, the time is nearing to pass the wand off to the next generation.

One of the keynote speakers this year at the annual conference at Sunriver was Dr. Skinner who is a powerful and gifted speaker. The theme and main thrust of his presentation was education. As I sat and listened to him, I couldn't help but be in total agreement with what he was saying. He echoed many of the things that I have said; in this day and age one must educate oneself.

My father grew up during the Great Depression era. At that time in American history, it was not uncommon for young men, as young as fourteen, to leave home and go to

work. My father was no exception to this and one of his favorite sayings was: "By God, I was out skidding cat at the age of fourteen." Would this have worked for me? No, because by the 1960s there were labor laws that would have prevented such a thing. I knew in my heart that I must get at least a high school education before it was my turn to enter the work force.

Is a high school education good enough in this day and age? No, probably not, in my opinion. Today, in the age of outsourcing, the job market looks pretty bleak for many workers. For many of the people who chose to work in the high tech industry, their jobs are gone and are not coming back. But you, my friends have a golden opportunity lying at your feet.

And what do you suppose old Dave means by that? Well, I'll tell you. If you are working in the water/wastewater industry, and I assume you are if you are reading this article, the opportunities are boundless. Most entry level positions in the water/wastewater industry require only a high school diploma and I have seen many starting positions that begin at a very good living wage.



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Yea right, I've been working at this job forever and it hardly pays enough to make the car payment, you may be saying to yourself. But wait! I implore you, step back and take a look at what you have in your hands. Are you certified? If so, who paid for it? Did the municipality or entity you work for foot the bill? That certification you hold is your ticket to a better job. If you possess the state water or wastewater certification it is the equivalent to having a college education in most other occupations and remember all CEUs you earn can be used as college credits.

If your desire is to improve your situation, don't be afraid to take additional college courses, perhaps at the local community college. A math class or



A course from 2012's Sunriver conference.

writing course will fit in nicely with your occupation and often times your employer will help by picking up, if not all, part of the tab.

Your skills and certification as an Operations Specialist are in great demand and thus demand good wages. Your job will not be outsourced and sent overseas. If you choose to move up the

ladder, so to speak, additional education can, and will, make the higher paying jobs obtainable by you. It's all up to you; the jobs and money are available for the taking. Can you meet the challenge? I think you can and I have every faith in you and your abilities. ♦

See ya down the road. —Dave

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Water: Our Natural Resource

by Jack Hills, Source Water Specialist

By the time this is published, we will be well past the National Drinking Water Week of May 6th thru May 12, 2012. The week's emphasis on the necessity of safe clean water is a reminder that we need to be good stewards of this resource.

How often we take for granted the ability to just turn on the faucet to get a drink of water.

Next week is National Drinking Water Week, an opportunity to learn about and appreciate this vital yet precious resource provided by local municipalities.

Many Americans may take for granted the ability to turn on the spigot to get a glass of clean water.

Next week is National Drinking Water Week, an opportunity to learn about and appreciate this vital yet precious resource provided by local municipalities.

Protect your drinking water.

Water is essential to life. Water is a basic necessity for all living things on the earth. Our bodies are about 60 percent water. The life process continuously uses water and thus it requires a constant replenishing. Without water the human body can only survive 8-14 days depending on the person's health and environmental conditions.

Water is a natural resource. The earth's water is 97% saline (oceans) and 3% freshwater. Freshwater is made up of icecaps and glaciers, groundwater, and surface water (lakes, swamps and rivers). Fresh water is a renewable resource due to the natural hydrologic cycle that replenishes water to our mountain tops, groundwater and surface waters. From these available sources we access our drinking water supplies.

Sources of water whether groundwater or surface water, must be analyzed and

brought to regulatory standards for public system use. We have gone to great lengths to analyze and treat our drinking water to achieve standards that protect the public's health.

Water supplies need to be protected. As our local population and the global population continue to grow, the quantity of water needed to sustain this population grows too. On a global perspective we see so many impoverished peoples that still do not have safe drinking water supplies or sanitation of waste water. This results with innumerable deaths, especially in children.

It is most difficult to understand and comprehend this situation when we live in such luxurious homes; comparatively we live in conditions where drinking water and sanitation does not even need to be thought about as a part of our daily lives. Only those who are responsible for making it happen must think about it (water and wastewater systems, utilities and operators).

What are some things we can do to preserve our access to safe, clean drinking water? Many times it seems as though we are far removed from our source of water or even just disconnected; that it's someone else's problem and I don't need to worry about it. Just by making a conscious effort to consider how we use our water, what we do with it, what we put in it and how we dispose of it can make us better stewards of our precious natural resource.

Here are a few tips and ideas that will help preserve the quantity and quality of our drinking water:

Be water smart and be conscious of your daily use; taking the necessary steps in our home use to conserve and not waste water. As costs of treating and delivering water continue to rise we soon get the "pocket book" reminder that it is a good idea to use water wisely.

Oregon Association of Water Utilities

Watch for leaking fixtures, pipes, and faucets both indoors and outdoors. See that they are repaired, not continually leaking and wasting water and money.

Be careful with the use of water and products for the lawn and garden. Making sure they are not overused, spilled, or that they could find their way into the groundwater or streams through the storm drainage system.

Dispose of chemicals, unused pharmaceuticals and other harmful products properly; not into drains, sewers, street drains or on the ground. Watch for local community collection events and check with recycle stations and hazardous material collection sites.



Become an advocate for clean water. Talk to your neighbors about forming or joining groups that complement local government and community organizations that are working to protect everyone's drinking water supply.

Though National Drinking Water Week may have been a great reminder of the importance of our wonderful natural resource, how we can better

manage our use, and preserve the quantity and quality of our drinking water, maybe we need to be reminded every week, all year long, the value of our water and how we can protect it.

Your membership to OAWU is valued and appreciated. If we can help you with your water concerns, source water protection or writing a Conservation Plan, please give us call. ♦



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Water Colors

by *Tim Tice, Projects Manager*

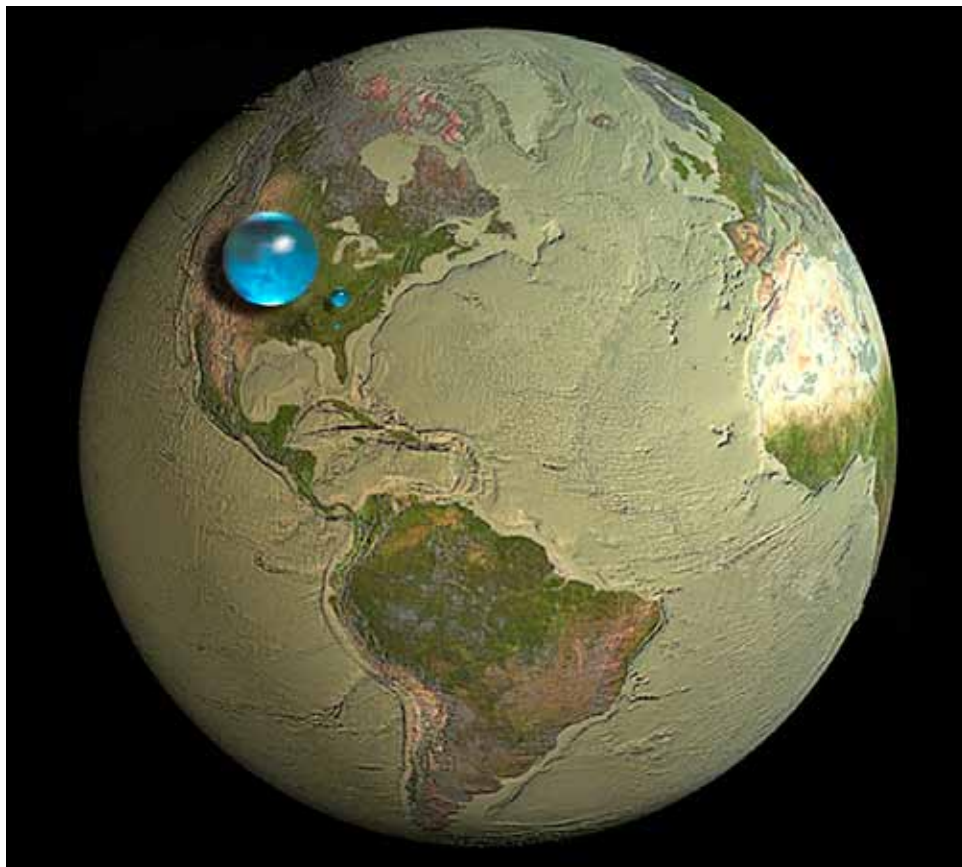
At what level does water play a role of relevance in your life? The concern of water, for the most part, is really in its infancy to a lot of the population, much as recycling was in the 1960s. We know about water, some teachers discuss the topic in the classroom, yet society in general, doesn't give it much thought. According to the USGS website, all the water connected with our planet would fill a sphere with a diameter of 860 miles. This giant water balloon would reach from Salt Lake City, Utah to Topeka, Kansas.¹

Is there enough to go around? The life sustaining powers, the symbolism found in the Bible, the destruction it can cause; water is certainly a conflicting substance.

Modern history has many examples of water wars, yet at times it seems there is too much of the stuff.

One area of concern with water is managing it. Can we, as individuals, supervise the use of such a precious substance or has history proven contrary to this? Water is often touted as the next gold or silver of the future. Unlike these valuable metals if water were to disappear we certainly couldn't keep the earth's population as it is.

Managing the sources and creating a balance between necessity and greed will be more apparent in the future as populations grow. In Oregon there are basically three major locations that have been



The Earth's total water supply both salt and fresh (large droplet), freshwater supply in groundwater, lakes, swamps and rivers (medium sized droplet over Kentucky), and freshwater supply in lakes and rivers only (speck-sized droplet over Georgia).

designated as restricted, limited, or critical to the replenishment of aquifers.

The 1994 regulations and their amendments from 2002 for water right permits direct water systems to look at their source and to look at the distribution and habits of their consumers. This requirement comes in the form of a Water Management and Conservation Plan.

One can view the set of rules from various points, but from a positive side the management of the source could certainly sustain it for the future.

"When the well is dry, we know the worth of water." – Benjamin Franklin

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that provides it. Every phase of operations from water flows, quality assurance testing, wrenching stubborn bolts, typing reports, extreme weather, to extreme personalities; all aspects are coordinated in a waltz that finishes with clean water. The additional task of managing water (creating a management plan) is a long term living tool developed for water suppliers serving over 1,000 people. The requirements of a Water Management and Conservation Plan may also be written into your water rights permit for those serving less than 1,000 people.

As the world seems to get smaller, we as water purveyors should start to think bigger. The footprint of your water source does not follow your land boundary lines. A Water Management and Conservation Plan looks at the reliability of source, both now and in the future, as well as future development of sources within the vicinity.

The plan outlines steps that can assist in understanding the reliability of your source, beneficial use, lowering the

percentage of water loss, and changing the mindset of your consumer. The task at hand for many water systems is to balance revenues from water sales with expenditures. Unlike many products, where you would sell more to get higher profits, a water supplier must also balance that their product comes from a limited source and may wish to keep their source available for the future.

Like shooting in the dark, we cannot actually determine how reliable any of our water sources are. Sure, years of consistent pumping can prove some dependability, yet we cannot control the many changing factors around us. Weather, population growth, change in land use and consumer outlook all play a role, both short and long term, in available water. Many areas of our own country have seen great declines in water sources.

How do we look forward in the management of our water source? There are many writings, ideas and programs about how to better manage water. From

reducing the flow at the showerhead to a complete overhaul of irrigation districts; water is managed much differently than fifty years ago.

The Water Management and Conservation Plan is one that is continuously developing, being reassessed and changing with the times. When developing your plan it is important to look over the basic requirements. You will find that the approach begins with a single step. That single step may be the education of your consumers.

Whatever level or role water plays in your life it will do us all good to give this commodity a break, to see if we can reduce our demand, and be wise consumers and stewards of it. A crystal clear idea to keep your skies blue and the grass green, while using less water. ♠

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Works Cited:

1 ga.water.usgs.gov/edu/earthhowmuch.html (part of a series at ga.water.usgs.gov/edu/earth.html)

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Deschutes Valley Water District Advertisement for Bids

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3. Ditchwitch R-40, 4 Cyl Wisconsin, 4X4, Front Aux.
4. Hydraulics, 4" Digging Chain, Dig Down To 4' +/-, Front Angle Blade, 1564 Hrs On Meter, 1973 +/-.
5. 1995 710-D Backhoe, Turbo, 4X4, Cab, Heat-A/C, Aux
6. Hydraulics On Boom, Am/Fm Radio, Cb, 24" Digging Bucket, 1.87 Yd Front Bucket, 5220 Hrs, >>>Min Bid \$25,000
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The District will start receiving sealed bids on Monday, June 25, 2012. Bid opening will be July 9, 2012 at 2:30 PM at the District office. Call Rick Ridgeway for details @ 541-410-4452.

Deschutes Valley Water District reserves the right to accept or reject any bid in the opinion of the District best serves its interest.

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Guided to Mentor

by Mike Collier, Source Water Specialist

Why would anyone want to be a mentor? You have to take time out of your busy schedule, time that you could use to be doing something else, to invest energy into another person. That is not my idea of fun and is not something I want to do with the limited free time I have. To me, it kind of sounds like more work.

Now think back on a time someone invested a little extra energy into you. It may have been a coach, a teacher, a parent, or a family friend. This person took time away from other things that they could have been doing to invest in your life and it probably changed your life and the way you think forever. Finding someone to mentor and allowing others to be a mentor to you are decisions that will change your and/or someone else's life.

While at the job or in our personal life we all could use a good example to follow. A mentor is considered an adviser, leader, coach, counselor, guide, instructor, teacher, trainer, tutor, or guru. It is someone we can look to for direction and guidance who has a proven past relevant to an area in which we desire growth. They must be willing to spend time with us to help us be molded into a better person, father, mother, worker, student, musician, gardener, etc. I am not saying that you will need to be perfect to mentor or find someone who is perfect to mentor you. That would only set you, or the other person up for failure. But rather, to find someone who is more advanced in a particular area you would like to improve upon in your own life. This is not necessarily someone who is older than you or someone with more experience than you, but it is someone that has a little more figured out in a particular area than you do.

Your mentor would be someone that you look up to and respect in an area in which you are lacking. You must be willing to listen to what the mentor tells you or shows you and be willing to take these things into consideration as you go on with your own life. On the flip side, to mentor someone else you need only be someone of good character. Let the mentee choose you, if possible, you will have to be patient and willing to listen to them so that you can better determine what they really need from you. Always trying to be there for the mentee, having patience for their growth, and being consistent in both the way you act around them and in what you say to them are all crucial to a viable mentoring relationship.

Let me give you an example, early in our marriage, my wife and I had a mentor couple that we spent time with. It was a couple who had more experience than us in marriage. They had gone through some really hard times early in their marriage, a life altering accident occurred, and they had stayed together through it all. They could not just sit us down in one meeting and tell us all about marriage, then send us off as the perfect couple. Also, just like any marriage, their relationship was not flawless. But, to witness how they spoke to and about each other (regardless of the presence or absence of their spouse) and how they interacted when different things came up gave us a deeper understanding of marriage. We got a view of how a marriage, which lasts through many hardships, looks. We had to spend time with the other couple, we also spent time with the corresponding spouse (I with the husband and the wives together) on our own, in order to see how they reacted in different situations. You can tell another person anything, but what they see you

do during your daily life is what will impact them the most. Said another way; action is worth much more than words alone.

The mentor relationship can develop at work and be used to improve upon your professional goals, learn how to treat others, how to respond in certain situations, to get better at the technical aspects of the job, or to get the skill set needed to do a better job at completing the assigned work. It could also be developed in everyday life with your religious pursuits, or to be a better father, to be a better man/woman, to learn a skill, to be a better athlete and the list goes on.

It is important to realize that you need to be mentored, but it is equally important to realize that there are others that need to learn something

from you. We all should take the time to mentor someone else. Being the mentor takes listening, understanding, providing structure, expressing expectations, and sharing of yourself. It takes time to build the trust relationship that is needed to help develop the mentee. This could be a friend, a child, other children, or a co-worker. It is important to stay humble as you venture into mentorship. Even though you are the leader in the relationship this does not mean that you are the best one for the job, just that you have a little more insight for the task at hand than the other does and were willing to invest the time. If you don't keep this perspective, one only sets himself up to have a disappointed mentee.

Famous examples of the mentor/mentee relationship are: Jesus and the Disciples, Morehouse college president

Dr. Benjamin Elijah Mays and Martin Luther King Jr., Poet Ezra Pound and T.S. Eliot, Quincy Jones and Ray Charles, Henry David Thoreau and Ralph Waldo Emerson, Paul of Tarsus and Timothy, Martin Scorsese and Oliver Stone, and you can even find famous fictional examples of it—Luke Skywalker and Obi-Wan Kenobi.

The role serves an important function in learning how to achieve greater things than that which we could do alone. We can also help others do the same—one person at a time could end up changing the world. Just look at the example of Socrates mentoring Plato, Plato in turn mentored Aristotle, who was the mentor of Alexander the Great. Take the time to find someone to mentor and allow someone else to mentor you. ♦

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Date	Class Title	Location	CEU Information	ESAC#	Fee/Free
July 11	Hydrants and Valves	Salem	0.6 Water/0.3 WW	2378	FEE
July 26	Developing Your O&M Manual	K-Falls	0.6 Water/Wastewater	2113	FEE
August 9	Hydrants and Valves	Bend	0.6 Water/0.3 WW	2378	FEE
August 20	Developing Your O&M Manual	Seaside	0.6 Water/Wastewater	2113	FEE
August 20-23	Summer Classic Conference	Seaside	1.7 Water/Wastewater	TBA	FEE
September 13	Mixed Media Filter O&M	Salem	0.4 Water	2058	FEE
September 18-20	Water (WT/WD) Certification Review	Bend	1.8 Water/0.7 WW	2112	FEE
October 9-11	Water (WT/WD) Certification Review	Salem	1.8 Water/0.7 WW	2112	FEE
October 24-25	Wastewater (WWT/WWC) Certification Review	Salem	1.4 Wastewater/0.6 Water	2295	FEE
November 6-8	Fall Water Operator's Conference	Cornelius	2.0 Water	TBA	FEE
November 21	Mixed Media Filter O&M	TVWD	0.4 Water	2058	FEE
December 4-6	End of Year Operator's Conference	Hood River	2.0 Water/Wastewater	TBA	FEE

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The Board Corner

by Mark Beam, OAWU board member and treasurer, Ice Fountain Water District

It is likely warmer weather by the time you are reading this, but now as I write today is snowy and cold in Hood River where I reside, so I thought this would be a great opportunity to put together a letter to all the members of OAWU. First and foremost, thank you to all members of OAWU. This organization is a great resource for all of us; it helps us become better educated and meet others in the water and wastewater industry. The topic I would like to focus on today is people. One thing I have learned over the years is that all of us have different wants and needs. Being able to meet these wants and needs for everyone can be a difficult task. I can say, however, that OAWU makes every effort to do so; at conferences, in classes, and on a day to day basis. For example, operators, exhibitors, engineers, etc. all attend OAWU conferences for different reasons. Operators need class time for CEUs, while exhibitors, attorneys, and engineers are there to support and familiarize the operators and OAWU about their products, services, and practices.

OAWU facilitates events that bring everyone involved in the water and wastewater industries together. OAWU is very well managed and the staff does a great job of facilitating all of our different wants and needs.

Conferences such as Sunriver and Seaside, to name a few, are set up to accommodate the different parties attending them. For example, there are many different classes offered for people in need of CEUs. Vendors and engineers, who are there to offer products and services, are accommodated with space located in the areas where breaks and meals take place. Because of this proximity, it is not uncommon to see someone who has been in the business for 30+ years standing within 5 feet of a new hire, but they often don't interact with each other. It is important to realize that some of the most valuable things we can learn are from the other people in the water and wastewater industries who attend these OAWU functions.

I would ask that everyone who reads this, whether you are a new hire or the 30+ year veteran, to please step outside your comfort zone and introduce yourself to someone new. There is a wealth of knowledge surrounding you and if you are willing to explore it you will benefit greatly. Every member is a key component and contributes to the success and continued growth of OAWU. The association values every member.

Thank you and I look forward to meeting you soon.



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The Key Skill *Throwing My Loop* Michael Johnson

Remember Earl Nightingale? He was a fellow who did small bits on the radio years ago about how we might do better, and in this wonderful voice that sounded like gravel drenched with sugar maple, Earl Nightingale spun unforgettable stories. He wrote a book called “The Strangest Secret,” and that secret was that our lives tend to move in the direction of our most dominant thoughts. If you can find Earl Nightingale tapes, even though they were done decades ago, their usefulness and practicality is just as valuable in this century as it was in the last.

I know a “secret” too. It’s neither my wisdom nor an original discovery, because others farther down the path taught me this skill is available to us all. Wouldn’t it be wonderful if someone came along and provided us with the primary key to doing better in the world of business and in life? What if a wise person had discovered a set of principals that would genuinely change your life, your ability to sell a product, and to increase your bank account as well? As Eliza Dolittle said, “Wouldn’t that be lovely?”

A number of researchers have made positive strides in that direction. Some like Daniel Goldman in his book, “Working With Emotional Intelligence,” Howard Gardner’s “Frames of Mind,” and even though some wouldn’t put Dale Carnegie in the same category, (I would) he too, spent his life working on this so-called “secret.”

What is the secret skill? Here’s a hint: it’s not your grade-point average in college, or your discipline of study. It’s not tied to your geographic background, or the income level of your parents, and I.Q. has very little to do with it. (Another hint – AG kids do it so well.) You may have a 4.0 GPA, but without this ability, you won’t fare as well as you might, but...even if your grades are not the best, and you have the “secret,” your future can be bright. Sadly, there is no place in any formal educational setting to be taught this magic from first grade through PhD.

If you have a cluster of traits and behaviors that we might put under an umbrella heading of “interpersonal skills,” you possess the number one predictor of success in the world of work. And the really good news is, each and every one of us have the ability to develop these skills. Some say you have to be born with personality or charisma...okay, that’s wrong. It’s not necessary that you be tall, attractive, rich, or extremely intelligent. You can develop these skills by practicing on being you. Powerful people do it, and we can too.

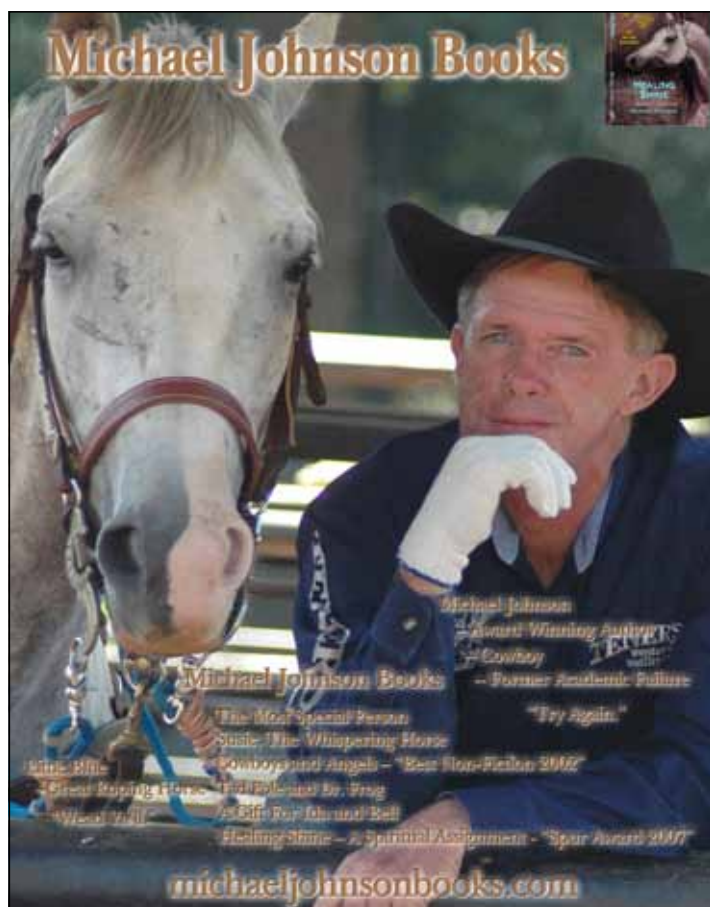
By powerful people, I don’t mean senators, corporate presidents, or general officers in the military. I mean people who have strong interpersonal skills. Here’s what they do...

When we encounter these individuals, the first thing they do is raise their upper body just a bit, their eyes lock on yours, their hand is extended, and they greet you with a smile. They often say their name first, as in, “My name is John, Mr. Jones, and it’s nice to meet you, sir.” Note there is no phony, glad-handing

encyclopedia salesman pumping your arm off here. “Phony” never works. The most remarkable characteristic about these people is that they are just being who they are. They are sincere, genuine and authentic, and they look into our eyes.

How long should you look at someone when you meet him or her? Long enough for the color of their eyes to register on you. (Avoid the psychotic stare.) Then the web of your hand fits into the web of theirs. No need to squeeze all the blood out of their body, but do provide a solid, firm handshake. If you are one of those who do the “crawfish-pincher” thing, here is a really solid tip for you... change the way you shake hands.

People who look at us, speak to us, and remember our names tend to do better. Like great ropers, they reach out. As for remembering names, almost everyone says, “I can remember faces, but I’m terrible with names.” Another great tip—stop saying that. Stop saying to your self that you can’t remember names. (Whatever you say to your self comes true. People who say they can’t do a thing are always right.) Instead, say to your self, “Studies show the average person remembers some 1300 names, so if I can remember my mother’s name, my spouse’s name, my children, my teachers, and my dog’s name—I can do better at remembering names.”



Be aggressive when remembering names. Instead of saying you can't, say the person's name to yourself several times, and do what memory experts do. They write the name down and study the list. (The secret of all A students, by the way.)

If you forget someone's name, ask him or her again. Nothing is more flattering than someone remembering your name or being interested in you.

People who do well in the world of work—and in life – may have product knowledge, may know company policy, and may even be experts on regulatory requirements—but they also do something else. They work all their lives on developing skills to deal with other human beings. These mentioned are just the tip of the iceberg. Delve deeply into this subject, and you may be surprised to find the greatest key to success resides in a place you might never expect to look or think to explore...and that place is inside you.

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QUIZ CORNER

1. When no phenolphthalein alkalinity is found in a wastewater sample, all of the remaining alkalinity present is:
 - A. Bicarbonate alkalinity
 - B. Carbonate alkalinity
 - C. Carbon dioxide
 - D. Hydroxide
2. Which of the following has the strongest effect on a pH measurement?
 - A. Turbidity
 - B. Colloidal suspensions
 - C. Oxidants
 - D. Temperature
3. What is the National average monthly water bill?
 - A. \$144
 - B. \$38
 - C. \$51
 - D. \$92
4. There are four standard hydrant classes based on flow capacity. If you have an orange hydrant, (color based on the standardized color scheme) how much flow should come from the hydrant?
 - A. Less than 500 gpm
 - B. 500 to 999 gpm
 - C. 1000 to 1499 gpm
 - D. None of the above
5. How many gallons are in an 8" water pipe 575' long?
 - A. 1470
 - B. 5878
 - C. 3381
 - D. 1255
6. A water level gauge 170' long extends from the ground surface to the bottom of a well. When the well pump is off the line is pressurized and a pressure of 65 psi is read on the gauge. The well pump is turned on and, after becoming stable, a gauge reading of 44 psi is read. What is the drawdown in the well from the pump being on?
 - A. 48.5 ft.
 - B. 50.7 ft.
 - C. 25.6 ft.
 - D. Cannot calculate based on the given information
7. How many major estuaries are there in Oregon?
 - A. 9
 - B. 13
 - C. 19
 - D. 22
 - E. 26
 - F. 31
8. Which of the following rivers has the largest estuary?
 - A. Kilchis River
 - B. Trask River
 - C. Sixes River
 - D. Elk River
 - E. Winchuck River
9. What is the operator's BEST approach to fire protection or prevention?
 - A. Annually making a fire analysis of plant
 - B. Good housekeeping
 - C. Properly locating fire extinguishers
 - D. Providing suitable containers for used wiping cloths
10. When should water treatment plant dedicated fire hoses be used?
 - A. Clean up chemical spills
 - B. Cleaning settling basins
 - C. Hose filters clean
 - D. Only to fight fires
11. A rainbow is not located at a specific distance, but comes from any water droplets viewed from a certain angle relative to the Sun's rays. At what angle can a rainbow be viewed?
 - A. 60 degrees
 - B. 45 degrees
 - C. 42 degrees
 - D. 24 degrees
12. What gas is emitted from a pancake as the bubbles burst?
 - A. Oxygen
 - B. Carbon dioxide
 - C. Carbon monoxide
 - D. None of the above.

ANSWERS
1-A, 2-D, 3-C, 4-B, 5-A, 6-A, 7-D, 8-C, 9-B, 10-D, 11-C, 12-B

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System O&M Manuals Required

Have you completed your state-required Operations & Maintenance Manual?

Oregon Association of Water Utilities has prepared a full day class to assist operators in outlining an operations and maintenance manual per the Oregon Administrative Rule 333-061-0065 which requires each water system to develop an operations and maintenance manual.

This class will assist the water and wastewater system operator in outlining the specific points in

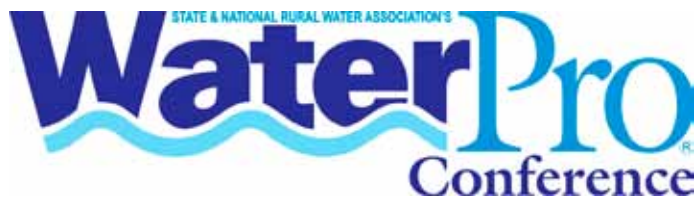
developing the draft of the O&M manual. Step by step, each attendee will create their draft as it relates to their utility system during class. The e-file may then be completed back at the system office.

Class cost is \$150, or if you are unable to attend a class you may purchase a thumb drive with e-files for \$150.



To sign up for the October class, or to have a thumb drive mailed to you, contact your Association for further information. 💧

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OAWU's mission is to provide service, support, and solutions for Oregon water and wastewater utilities to meet the challenges of today and tomorrow.

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Phone: _____ Fax: _____

Operator: _____

Contact Person: _____

Number of Hook-ups: _____

Were you referred? By whom _____

Type of System:

☐ Water ☐ Wastewater ☐ Both

Membership Category Amount of Dues

<input type="checkbox"/> Regular Member	\$ _____ See schedule below
<input type="checkbox"/> Associate Member	\$400.00
<input type="checkbox"/> Individual Member	\$75.00

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Annual Dues - See Dues Schedule

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- Legislative representation at state and federal level
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Anamda Center at Laurelwood, Inc.
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Bunns Village Properties, LLC
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Camp Yamhill
Canby Utility
Cannon Beach, City of
Canyon City, Town of
Canyonville, City of
Carlton, City of
Cascade Head Ranch Dist. Improv.
Co.
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Cave Junction, City of
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Inc

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Chehalem Mt. Sun Ridge
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Circle C Improvement District
Clarks Branch Water Associatioin
Clatskanie, City of
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Cline Butte Utility Company
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Cloverdale Water District
Coburg, City of
Colton Water District
Columbia City, City of
Columbia Hills Homeowners
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Columbia River PUD
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Cove, City of
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Detroit, City of
Dexter Oaks Mobile Home Park
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Diamond Hill RV Park
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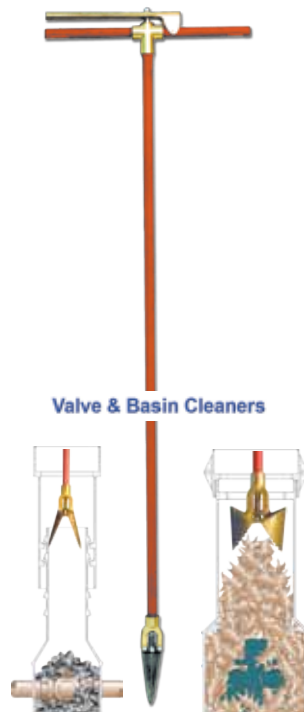


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