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We are also seeking articles, clean jokes, Oregon trivia, letters and interesting stories. Please send submissions (no more than two pages in length) to:

Oregon Association of Water Utilities

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Send your articles with full color photographs, in digital format if possible, to the address listed above.

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

Customer Service

Jason Green, Executive Director

We have each experienced many levels of customer service. To make it simple, I use three categories: memorable, just going through the motions, and those not so much. To clarify these with telephone call examples—if I can hear and understand them, receive good service, and can feel and see the smile of the other person while on the telephone, that's "memorable." If it seems like I just spoke to Eeyore, probably "just the motions" type of call and if I feel like reaching through the phone receiver, then that one would be rated "not so much!" Today, when placing an order, calling about cell device warranty, or a similar type of need, I mostly prefer the online approach with no human interaction simply to avoid frustration. When I do make calls, I am thrilled to get a real person with little wait, a warm, friendly and positive attitude asking, "may I help you?" rather than going through a sequence of push button questions and answers and being placed on hold for a dreadful amount of time. Most rewarding are those face-toface times with someone who is happy to be at work, knows their business, and are upbeat with a good sense of humor. It can make a good meal wonderful, a doctor office visit almost worth the wait and spending my money less painful.

I recently had an eye exam and ordered new frames and lenses. A week later I returned for the fitting. This was a first for me to use a large, members only, type of store for this service. I grabbed my wait-in-line ticket number and began looking at who might be the most capable (appearances) and the name badges on the customer care representatives for the years of service, thinking more experience would be better and comparing the next up with the number in my hand... hoping I would be selected by one of the experts. A thirtyish clean-cut guy called my number. I noticed 12 years on his name badge. Great! His name was Tony and I asked how long he had been fitting glasses. He informed me he had just transferred over here and had been doing this for less than three months. A rookie! To my surprise, my judgmental attitude was quickly called into check. The guy was pleasant and friendly, he seemed genuine and happy to be at work, exhibited a great attitude, established rapport and trust, was quick and efficient at his work, went the extra mile to ensure the proper fit and when I asked about his own glass frames, he popped out his lenses and handed them to me to try. I purchased an extra pair of driving glasses and 6-months' worth of contacts. This experience is why I wrote this short piece. It had many of the ingredients of solid memorable customer service and I left thinking "so that is what great customer service feels and looks like on the receiving end!"

Whether working in an office or the field, water and wastewater utility personnel know the value and benefits of investing in public relations and customer service. None the less, implementation and practice can often be a challenge, let alone justifying expenses for training. Several of the following topics might be worth further consideration in this new year of service: appearance of personnel, buildings, vehicles, and equipment—what message is being sent to the customers? How is our response time to orders, inquiries and emergencies? How do I answer the phone—can my friendliness and attitude be measured? Do we look for opportunities to make a home run, to go the extra mile? Am I careless



Customer Service continued

in making promises that can't be met or blame co-workers for failures? Do we listen and engage well, look for solutions and being responsive or are we preoccupied? Are our staff trained and know what is expected of them and what to expect when serving the customer? Are we building trust and relationships—will the customer readily return or call back for future needs or simply avoid the whole process because of their frustrations? Why? and is there an employee that customers seem to always go to or prefer? With one employee great at customer service and another not so much—they provide the same service, but are not received or rated the same way—why? Perception is a factor.

There is something to be said in comparing benefits of costs and efficiencies of automation to the benefits of a real person. The customer service deliverables may simply be information, a conversation, or a form of immeasurable "service" or possibly something physical, tangible. In any event, after hanging up, signing off or leaving, how does the customer feel and know about the service received? Yes, it's about a product of some sort, but it is also often very much about the delivery and personal touch!

My best to you in this new year! ♦





Reservoir Maintenance 101

by Hans Schroeder, Circuit Rider

During the winter months there are plenty of things on our to-do lists, such as equipment maintenance, and snow removal, but one thing we need to remember is reservoir maintenance. As we come into the winter months, there are some things to consider concerning storage tanks/reservoirs: freezing and higher turnover.

To help with freezing and higher turnover in the reservoir it's recommended to lower the set points so that the reservoir doesn't fill all the way. There's usually less water usage in the fall, winter and early spring months. People are not irrigating, filling ponds or pools, washing vehicles or other outside uses. If we lower the level in the reservoir it also helps the water not become stagnant, which your citizens will appreciate more and could lead to less chlorination and better tests. The result we want to obtain is quicker water turnover, the water is moving and flowing more often, as the reservoir fills and empties, which will lessen the chance of freezing.

When lowering the reservoir level another consideration is when peak demands are occurring. We would think that peak demand is during the day, but in some communities, it may be just the opposite. There may be high usage during the evening/night time. There could be a manufacturing plant, mill or industry that uses more water throughout the night hours. That could be a reason to fill the reservoir during the day. Also, to conserve energy it may be

advantageous to visit with the local power company and find out when the "off peak" hours and run the large pumps to fill reservoirs during this time which may save on energy costs.

A visual inspection of the reservoir is very important. See that the base of the reservoir is solid and shows no signs of cracks in the foundation. Also, that there aren't any slight leaks running down the side of the exterior walls. This could be a cause for a potential major leak if that small leak froze, expanded and split the wall. Included in the visual inspection would be to make sure that the reservoir vent screen is properly intact, sized and clean. The exterior coating should not have any bare metal areas where coating has been compromised.

Remember these few simple steps could save you a lot of extra work and the utility an exorbitant amount of money in the near future. It will also give the citizens cleaner water and help budgets for the future. To recap:

- Complete a peak flow study on water usage.
- Lower reservoir levels to match both the high usage times and to the lowest level to still meet demand.
- Conduct regular visual inspections and make all necessary repairs to the reservoir.

Have a happy and safe holiday season and enjoy your winter months of maintenance. •





The Best Tool for the

Heath Cokeley, Programs Manager/Circuit Rider

What kind of shovel do you prefer? Wood handle or fiberglass? I figured out many years ago that I cannot use wood handled shovels, as I will break them. Even lifetime warranty shovels have a very short life span when I am operating them. Yes, I have been told many times by many individuals that "you're not supposed to use it as a lever," but I would argue against that. It is a long stick like object with a digging tool at one end and an operator placed at the other. That to me sounds like a tool that was designed to be used as a lever, but that is a little off the point of this article. The point of the article was to see what kind of shovel you prefer. I already stated how my digging style requires me to have a shovel that is made with an exceedingly strong handle. Does that mean the shovel of my choosing is the right choice for you?

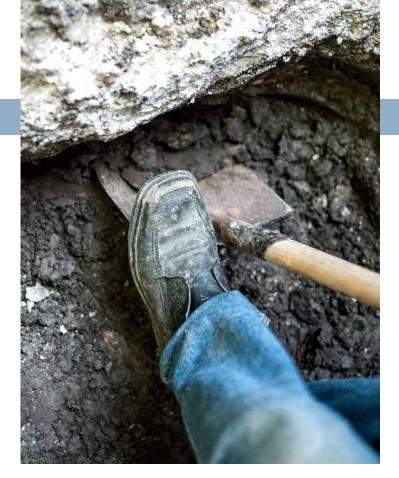
Life is filled with choices and I have come across many people, in my time, that are convinced that whatever choice they make, being it about what kind of vehicle to buy, or what kind of phone to own, was the right choice. I will even argue that that choice was the right choice for them. It should be of no surprise to anyone reading this article that we are not all the same and I am very thankful for that. Because of this the best tool for one person, likely, will not be the best tool for another individual. I like the iPhone and its operating system because I am used to it. Does that mean smartphones with an android operating system are subpar? I realize I am dancing on some dangerous ground as some people will argue one is better than the other, but at the end of the day, I would have to argue it is more about the person operating the smart phone than the device itself.

When a utility is looking at buying a new piece of equipment or replacing software, isn't part of the equation the human element? I think who the individual is that will be using that new tool, and will it work for them, is something that is sometimes overlooked. We can get so caught up in on-line reviews, my fear is we miss the more important question, which is what do you think? Does it work for you? or if you are not going to be the one using the tool will it work for the person who is going to be using it?

I mention all these things for a simple reason. How can we make sure we have the right tools that will work for us? If you are a supervisor, how can you make sure your employees have the right tools that will work for them? I get given a bad time because I find myself quoting OARs that pertain to water, but I will quote this one sentence out of OAR 333-061-0065 (1) (c) which says, "Making readily available and in good working condition the proper equipment, tools and parts to make repairs to the system." This is something operators must have to do their job effectively and anything

lob

less is just setting both the system and the operators up for failure. Now please don't use that one sentence to run to your supervisor or counsel saying Heath said you must give this to me. But if we don't feel we have the proper tools for the job maybe we can start a conversation about how we would be more effective and efficient if we had this specific tool to help us complete the given task. Hopefully, if that conversation is successful the supervisor or governing body has the wisdom to allow us to research it, try out demos and choose the appropriate tool that is going to work for us. If that tool happens to be a wooden handled shovel instead of a material that would be more conducive for my use, then I can live with that, because at the end of the day, it's about being the right tool for you. With that I will see you down the road.





Rex Lesueur, Licensed Agent & Consultant, National Speaker & Author

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BANCORP Executive Director

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The Sky is Falling

by Mike Collier, Deputy Director/Sourcewater Specialist

It is that time of year again, the rains have started. With rain events we can find changing conditions with our water quality and chemistry. We can, and often will, see an increase in turbidity. Some groundwater systems may see a coliform issue arise, hopefully not. With this changing of the seasons it may be a good time to check our wells, intakes, spring boxes, infiltration galleries, impoundments, and around our watersheds. Making sure things are cleaned out and sealed correctly. Keeping sitting water away from our wellheads and spring boxes. It is a good time to look at and around our channels and impoundments for signs of soil detachment or landslide development.

We may have a chance to fix some things now before they become a future issue or be able to spot something of concern that we can keep an eye on and shutdown our treatment, relying on reserves or on a different source, until the threat has diminished. So that the concern doesn't have a chance to foul up our treatment and give us a headache for many weeks to come.

We still have a few nice days before we are not as easily able to take care of all these things. Take the opportunity to look at our sources while we still have a chance to schedule the time and to work on them with the few nice days of weather we may still have.

While we are at it we may as well clean up any spilled chemicals, or chemical containers that are outside before they begin to leach into the soil. Also clean out storm drains, diversion ditches, and gutters. It is always nicer to have these things scheduled and done on a nice day rather than wait for an issue to occur and be out there trying to fix something in the middle of a cold, wet storm. •



Welcome Aboard

OAWU welcomes Bob Waller as a Water Circuit Rider and Keith Bedell as a Wastewater Technician/Circuit Rider.

Bob Waller started his career working in the timber industry and cabinet making. Then he attended LBCC Water/wastewater program and received his A.A.S. of Environmental Science degree. After graduating Bob worked at City of Sweet Home's Wastewater Treatment Plant. Then for the next 22 years he worked for the City of Scio as Public Works Superintendent. He found Scio to be a wonderful community.

With Bob's training in the field and his strengths in fixing and building things he found Scio to be a perfect fit. Bob and his wife Susan have three sons, three grandsons, and a granddaughter on the way. Bob is an avid golfer and furniture maker. You may find Bob on the road making friends, tormenting his grand-children, in his woodworking shop, or somewhere playing golf.

Keith Bedell grew up in a small community nestled in the central Coast Range of Oregon. He spent his youth hunting, fishing, and in many other outdoors

activities. These pursuits instilled in him a great love of the outdoors and Oregon. Keith began his working career in the timber industry. He held many positions in this field including; pulling green chain in a lumber mill, hi-lead logging, cat and skidder logging, timber falling, tree planting and controlled burns. In 1991 Keith decided to go to college and received his Associates Degree in Water/ Wastewater technology from Linn Benton Community College in 1993. At this time, he and his family headed east to Central Oregon, ending up in the Redmond area.

Keith began his Water/Wastewater career at a small private utility in Bend, he soon moved on to employment with a Madras in the area. Keith was hired as a Utility Worker I, doing everything from working in the ditch laying water and sewer pipe to operating the equipment for excavation. During his time with the city he moved up the city ladder to Wastewater Department Supervisor and eventually to Utilities Supervisor; overseeing the water, sewer and storm water departments. Keith comes to OAWU after retiring



Above: Bob Waller, Water Circuit Rider

Below: Keith Bedell, Wastewater Technician/Circuit Rider



from his 21+ year city career. He is eager to begin this new adventure with the OAWU team and share his knowledge with other team members.

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Water Rates – Adequate

by Tim Tice, Projects Manager

As the association continues to develop and expand its membership services, one reoccurring question that crosses our path is, "What are other water systems charging?" It is difficult to answer such a question and we attempt to steer the inquirer away from comparing one utility to the next. There are many variables to compare, any endeavor to compare both current and future budgets will only prove frustrating in the end.

In order to assist our membership, we ask you to try to share key characteristics of your utility, creating a simple survey to answer some of the questions.

We are asking each reader to take a few minutes to answer the following points pertaining to their water utility. The given rate will be based on a single family using a 5/8 by 3/4 service connection that uses 5,000 gallons or 668 cubic feet of water each month:

- 1. What population does the utility serve?
 - A. < 1,000
 - B. 1,001 4,999
 - C. 5,000 9,999
 - D. >10,000
- 2. What is the monthly water bill for a single family that uses 5,000 gallons (668 cu. ft.) water?
 - A. \$25.00
 - B. \$35.00
 - C. \$45.00
 - D. \$50.00 plus
- 3. What is the base rate for the water service?
 - A. \$20.00 or less
 - B. \$30.00
 - C. \$40.00
 - D. Greater than \$40.00
- 4. What is the consumption charge per unit (1,000 gallons or 100 cubic feet)?
 - A. Less than \$1.00
 - B. \$1.00 to \$3.00
 - C. \$3.00 to \$5.00
 - D. Greater than \$5.00
- 5. Does the utility have an allowance of water?
 - A. None
 - B. One unit
 - C. Three units
 - D. Greater than three units

or not?

Many variables create complexity in defining what your water rates should be. Many emphasize the concern with low-income/fixed-income and the over-all monthly bill to their customers. How well are the customers going to fare if the water system cannot deliver water? We have seen a common idea that we can cut back and save our money, thus not having to raise rates. One term we have shared with those we speak to regarding water rates is – "reactive maintenance." This form of management is delayed maintenance and never cheaper in the long run. A reasonable and prudent approach should be the focus.

Through answering the five questions above and sending your answers to ttice@oawu.net, we will be able to compile the final answers as percentages in a follow-up article on water rates. We hope to provide a general idea on how your utility compares to like communities.

Another good tool to learn about comparative rates is from the League of Oregon Cities as they compile surveys periodically and results can be found on their website. We will also be providing the something for wastewater rates.

- Serving 800 population
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There cannot be enough evidence for an operator to prove or begin discussions with the decision makers regarding an adjustment. Operators must do more today than ever before.

It can be difficult to determine the life expectancy of the components that comprise your water system. 'Asset Management' – an easy component to evaluate life expectancy would be a reservoir. A more complicated evaluation is for the distribution lines. Whatever decisions your water system must make regarding revenues, expenses, future capital improvements, etc., OAWU can assist to; not complicate, but simplify, the process of matching revenues with expenditures.

Have a meaningful time during the holidays. *The best that life has to offer!* ▶



Innovative Uses of Bylaws for Public Water Organizations

By Laura Schroeder, Jakob Wiley, & Lindsay Thane

Bylaws governing the board or council overseeing a water organization are an important part of the day-to-day management of water purveyors in Oregon. Bylaws facilitate how Oregon laws are actually implemented in the governance of a water organization. Boards can adopt bylaws to govern a wide variety of activities, providing a great opportunity to show the organization is cutting-edge and can improve customer service. The following suggestions can transform bylaws from dry rules into tools to improve a water utility's public image!

Expenditure Guidance

Bylaws may be used to create a selection procedure for purchasing goods and services for a water organization. Public bodies have considerable control over purchases that cost \$10,000 or less. ORS 279B.065. Boards may adopt rules for purchasing that are "practical or convenient" for the organization, as determined by the board. For example, a point or ranking system could be adopted to consider the source of materials, sustainability, and lifecycle, in addition to expense, to help guide the board's decision making. Bylaws can be a path for showing the public your water organization is committed to being environmentally friendly or efficient!

Public Meeting Rules

Public water organizations may use bylaws to regulate public meetings. While there are many requirements for public meeting rules described in ORS 192.610 through 192.695, the Oregon Attorney General permits public agencies to adopt reasonable rules of conduct to ensure that meetings

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are civil and efficient. Bylaws can be structured to ensure attendees have the opportunity to provide public feedback, establish a constant structure for meetings, and create a positive environment for decision-making.

Complaint Guidance or Procedures

Bylaws may outline public complaint procedures. For example, bylaws may define a complaint form (possibly adopted by separate resolution), select an employee or officer to review complaints, and recommend certain complaints to the board for discussion. Complaint procedures allow the public to address their concerns in a structured manner to provide a forum for concerns and prevent disturbances during public meetings. Complaint procedures could also facilitate resolution of the complaint outside the forum of a public meeting.

Bylaws are often regarded as dry sets of rules, but can be a great opportunity to innovate and engage with your service community. While statutes are the primary authority for many requirements for water organizations, bylaws can also be a new method of engaging with the public. Bylaws can be a source of innovation for your water organization!

About the authors

Schroeder Law Offices, P.C., was founded by Laura Schroeder and represents water-rights clients in six western states and consults internationally. Lindsay Thane is an associate attorney with Schroeder Law Offices and is licensed to practice in Oregon, Montana, and Washington. Jakob Wiley is an associate attorney with Schroeder Law Offices and is licensed to practice in Oregon. You can read more about this topic and other water rights issues at Schroeder Law Offices' Water Law Blog, http://water-law.com/home/blog/.





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Staff Efficiency & Retention

by Jeff Crowther, Wastewater Technician

Our industry is full of technical experts that we bring into our organizations to make our operations work more smoothly, and to provide the expertise that is needed to run a complicated system. These experts range from operators, to engineers, to the accounting staff that manages the money.

We may think that as a manager our staffing tasks are complete once we bring these experts onboard, as their job is to make our lives easier. Although this is part of the story, we also need to verify that our new personnel have all the tools needed to make them successful. This can be hard, as some of these employees come with a rather large price tag for just wages alone, so spending additional money on tools can seem daunting. However, by providing the tools and training to keep our employees successful, they should be able to perform much more efficiently and effectively.

The tools required by our employees will vary widely depending on the position of each employee. Some big items that should be considered are computer programs that are specialized for the field and technology that can run these programs.

An example of this type of item would be providing field staff with mobile tablets. This may make the employee more efficient because instead of going to the field and taking notes or collecting data, and coming to the office to transcribe that data, the data can be uploaded while in the field without returning to the office. Some programs are specialized in order to assist with a specific task. Also, remember that if a computer runs slowly, that means the employee is running slowly compared to their potential.

We should also look at training as a net benefit to both the employee, and the employer. The employee is improving their abilities and learning how to do their job in cutting edge and more efficient ways. This allows our agency to take advantage of this new knowledge.

Now, we may wonder how we should know what each employee needs to be successful? This answer is simple—talk to them. Most employees are very willing to discuss the tools and training that will make them more efficient.

By allowing our employees to be successful, they will be happier in their positions, accomplish more, faster, and it will help us to keep long-term employees. •

MARKYOURCALENDAR





UPCOMING CONFERENCES





Oregon Association of Water Utilities



The Psychology of Pre

by Scott Berry, Operations Manager

Many of you are still cleaning up after another long and costly fire season and California is currently still battling what is being called the most destructive wildfire in history. That, by the way, is the second time this fire season that they have had "the most destructive wildfire in history."

Over the past several years, we have heard and read extensively about Emergency Response and Disaster Preparedness as it pertains to the utility or municipality as a whole. By now we should have a good handle on what types of emergencies are likely to happen in our area. Hopefully we have taken a good inventory of what resources we will need and what we have to offer to other utilities during an emergency. The entire staff should know what their individual roles and responsibilities are to ensure that our utility gets back into operation, providing the services that are critical to our community's survival. Everyone, from administrators to the brand-new employee, needs to take some time and think about what a disaster affecting our area would do to them personally.

Administrators and supervisors should keep every employee's need to care for their loved ones, as well as, themselves in mind when developing a preparedness plan. It's a safe bet that the utility has developed a communication plan that will be used during emergencies. Do you have a communication plan with your family? How will you contact them to let them know you're safe and to find out how they are if cell phones are

not an option due to an overloaded system or disruption of service.

Personal preparation is something that has to take place long before a disaster happens and it has to take into account the mental toll of getting ready, staying ready, responding to, and recovering from, a disaster.

The reality is that the heightened awareness of terrorism concerns us all. What more Oregonians have come to understand is that terror isn't always at the hands of some faceless group of people thousands of miles away — but is also brought on by events with names like the Boxcar, Klondike, and Substation fires, tragic incidents like the train derailment that affected much of the Columbia River Gorge area, and the shootings that continue to plague our nation's schools and other populated areas. It's also the anticipation of disasters that never actually happen, but that are predicted and prepared for, which can cause large-scale emotional and mental distress.

That's true whether the disaster is anticipated in our hometowns or in faraway places that we only experience through TV or other media sources that bombard us with an overload of information 24 hours a day.

It's the Cascadia Subduction Zone earthquake that hasn't hit, yet, but that we prepare for with seismic retrofits and statewide disaster drills.

It's the major windstorm or ice storm that diminishes in scale before damage is done.

Oregon Association of Water Utilities

paration

It's the fear of the next cyber-attack. It's the flood or the drought.

All these anticipated disasters take their toll, hanging over us like the Sword of Damocles. Like Cicero's Damocles, it's easy for people to feel like there's a threat hanging over their heads. For Damocles, that threat was a sword hanging by a single hair. For Americans today, even the very reasonable preparations that the government and others are making to minimize the possibility and effects of terrorism and natural disasters can cause some people to experience a heightened sense of anxiety, fear, and even impending doom. This is our new reality — the new Sword of Damocles.

It is incumbent on each one of us to get ready and to stay ready so that the communities that rely on us will return to normal as quickly as possible after disaster strikes. That means that all the things we have done to prepare our utility's need to be scaled down and discussed with our loved ones so that in the event of an emergency, we are not distracted with worry and can focus on the job at hand.

Have a GO bag.

This is a bag that either travels with you or is close by and contains all the things that will sustain you and keep you healthy for at least the first 72 hours of a disaster. I have a GO bag at home and one in the pickup that I drive with for work, so I'm assured of at least one of them being where I need it to be. I'm a diabetic

so a major concern for me are the prescription medications that I need to stay healthy. Every person needs to do their own research and decide what to pack in their GO bag. There are many examples and checklists if you need help deciding at ready.gov.

Have a plan.

If asked, and sometimes without anyone asking, my wife would tell you that one of my little quirks is that I'm a worst-case-scenario type of guy. After 2 decades as a firefighter and EMT and as reserve deputy and a civilian tour in Iraq, one of the involuntary habits I've picked up is this fun little game I play in my mind called "what if." It goes something like this; my wife Angela and I are planning a little hike. Nothing much, fairly easy terrain, its November and we're headed for the foothills of the Ochocos, but the weather is sunny and cool. It's an 8-mile round trip hike that covers some elevation changes and rough terrain.

What if a sudden change in weather hits us? I better pack some extra clothes and enough gear to make shelter and fire if needed.

What if Angela falls and gets injured? I better pack the first aid kit and I can use my trekking poles to splint a bone if needed.

What if we head off the trail to look at something and get turned around? Well, that couldn't really happen because when we talked about where we were going to go I checked my maps and know every road, stream and terrain feature in the

surrounding area. But still, what if? I better bring my compass, maps, GPS, cell phone and signal mirror.

What if I have a blood sugar issue? I'd better bring plenty of food and enough meds for at least one night, nah, better make it two.

What if we encounter an adversary with the intent to cause us harm? Got it covered.

That's how that little game goes. It doesn't matter to me that we are passing 5-year olds with nothing but a light jacket coming back on the trail and I'm loaded down like Sir Edmund Hillary getting ready to summit Everest. I bet Tenzing was much nicer about it than Angela...

The game works the same way for every other situation. What if that pump burns out? What if the treatment plant gets flooded? What if, what if, what if. The more we mentally run through those scenarios in our daily life, the readier we will be when that eventuality comes to pass. Studies have shown that the way people respond to an event is dependent on training and experience. We will not rise to the occasion; we will sink to our level of training.

In an emergency, its our job to restore normalcy to our community. In order to do that, we have to take care of ourselves first.

Winston Churchill once said that the secret of his success was "Economy of effort. Never stand up when you can sit down, and never sit down when you can lie down." •

Tis the Season to be Jolly: Cold

Road Warrior Series by Rick Allen, BioLynceuys

Tis the season to be jolly, according to the TV advertisements I am seeing this time of year (today, November 13th). One thing that is a definite is understanding that when water temperatures get cold your bugs may not be so happy.

One thing that has continued to show up, year after year for the last 25 years, in the environmental business, especially the wastewater industry, is the idea that you need different bugs in winter than in summer. Although, I would be one of the first to agree that temperature does affect how bacteria work and how fast they work, I am not one to recommend winter and summer bugs. We all know that nitrogen bugs like water temperatures over 40 degrees and do their best work at around 77 degrees. Phosphorous accumulators reportedly quit cell dividing at temperatures above 68 degrees and become less effective.

There are many reasons for my reluctance, but most stem from the practices I have seen used over the last 25 years by some sales people to get you to buy more than one container of bugs. I have seen summer bugs, winter bugs, grease bugs, sludge bugs, collection line bugs, grease interceptor/trap bugs and lift station bugs. And the list goes on. Sometimes these myriads of formulas are all offered by one company. Granted there are specific bugs for specific situations, like petroleum hydrocarbon remediation, but you as the consumer need to understand what you are buying.



Recently, in Wyoming, a sales person told the operator at a municipality that they should be using his winter/cold weather bugs because his label did not say "DO NOT FREEZE" like his competitor! And in his opinion, because the "do not freeze" statement was on the label it meant that the product did not perform in cold weather. In reality, I know most of you are aware of what happens when you freeze a container that is full of liquid! The container breaks and the liquid will run out on the floor. Also, many bacteria may not survive when they are frozen solid. Our experience has shown that you can lose between 75 and 85 percent of the bug diversity and populations, when bacteria solutions are frozen solid or dehydrated.

Do your bugs need hats, coats, gloves and long underwear? Not really, but you need to be aware that your bacteria will perform differently when temperatures change. Due to these changes in efficacy you should consider Bio-Augmenting your system year around, but most definitely in the colder months. Now the question arises, is the use of cold weather bugs being driven by ambient or water temperatures. If it is ambient temperatures that make the determination, then in places like the Rocky Mountain West, you could be adding cold weather bugs one day and warm weather bugs the next. If it is water temperature that drives the use of cold/weather or warm/weather bugs, then you will have to monitor your water temperatures daily before deciding which formula to use. And at what depth of your system do you need to know the temperature? Do you need to know the surface temperature or the sludge layer temperature? Or do you need both? In my opinion, you would need to know the temperature at the bottom, where most of the activity is occurring during the winter.

Over the years I have been on many lagoons that were showing biological activity even when they were completely iced over. We have seen gas bubbles bumping up against the ice which is one indication you may be getting biodegradation of contaminates, such as nitrogen compounds. As long as your system

Weather Bugs?

does not freeze solid to the bottom, then some of your bacteria will survive. They may be dormant and may need to be jump started in the spring with addition of Bio-Augmentation or Bio-Stimulation processes. When the temperatures get really cold bacteria will do what we humans do, sit on the couch in front of the fire, drinking hot chocolate and watch the game.

A reminder for you is this: there is a significant difference between Bio-Augmentation and Bio-Stimulation. Remember the difference is Bio-Augmentation is the addition of live biological colonies to your system to improve populations. Adding live bacteria makes sense, due to the fact that at certain times of the year your bacteria populations will change due too many environmental challenges. Challenges like, not enough food, bacteria have died from some contaminate, temperature, pH, no oxygen, too much oxygen, your system gets

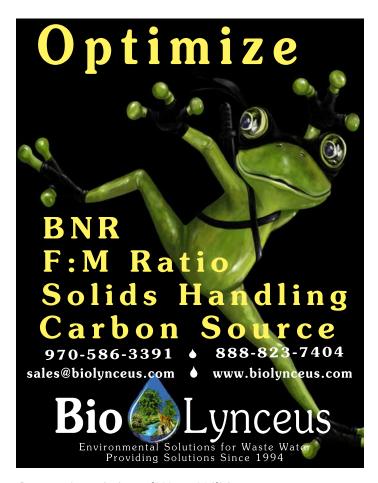
a toxic hit and the list goes on. Bio-Stimulation is the addition of food sources to your system to keep the bugs supplied with the food they prefer or need.

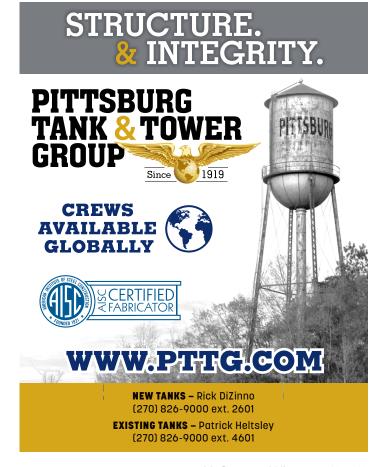
All this being said, I highly recommend having a supply of bacteria on site, for when you will need it to either restart your plant or supplement the bacteria you either do not have or do not have enough of to get the job done.

And remember if you are going to add bugs, I always recommend only live bugs in a liquid solution. Contact us if you need more information on good bugs and not-so-good bugs.

If you need more information or have any questions contact, Rick Allen, 970-586-3391 or via email at rick@biolynceus.com. ♦

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2019 TRAINING & EVENTS

Date	Class Title	Location	CEU Information	ESAC#, Fe	e/Free
January 8-9	Water Treatment, Water Distribution Certification Review	Salem	1.4 Water/0.5 Wastewater/Onsite	3394	Fee
February 6	Water & Wastewater Field Operations & Safety	Roseburg	0.4 Water/Wastewater	3568	Fee
February 6	Hazardous Communication Standard (Global Harmonization)	Roseburg	0.3 Water/Wastewater	3459	Fee
February 12	Source Water Protection Planning	Turner	0.4 Water	TBA	Fee
February 21	Math for Operators	Salem	0.4 Water/Wastewater	3562	Fee
February 21	Pumps and Pumping	Salem	0.3 Water/Wastewater/Onsite	3560	Fee
February 26	Math for Operators	Tillamook	0.4 Water/Wastewater	3562	Fee
February 26	Preparing for a W System Survey & WW System Inspection	Tillamook	0.3 Water/Wastewater	3561	Fee
March 4	Effective Utility Management	Sunriver	0.6 Water/Wastewater	3851	FREE
March 4-8	41st Annual Management & Technical Conference	Sunriver	3.0 Water/Wastewater	3851	Fee
March 12-13	Wastewater Treatment/Collections Certification Review	Salem	1.4 Wastewater/0.7 Water/0.1 Onsite	e 3559	Fee
March 27	Water & Wastewater Field Operations & Safety	Canby	0.4 Water/Wastewater	3568	Fee
March 27	Job Site Safety	Canby	0.3 Water/Wastewater	TBA	Fee
April 2-3	Water Treatment, Water Distribution Certification Review	Salem	1.4 Water/0.5 Wastewater/Onsite	3394	Fee
April 4	W. Treatment & Dist. Level 3,4 & Filtration Endorsement	Salem	0.6 Water/Onsite	3370	Fee
April 9	Math for Operators	Independence	0.4 Water/Wastewater	3562	Fee
April 9	Preparing for a W System Survey & WW System Inspection	Independence	0.3 Water/Wastewater	3561	Fee
April 23	Emergency Response Plan	Grants Pass	0.4 Water/Wastewater	TBA	Fee
April 24	Hazardous Communication Standard (Global Harmonization)	Grants Pass	0.3 Water/Wastewater	3459	Fee
April 24	Leak Detection	Grants Pass	0.2 Water/Wastewater	3709	Fee

Levels 1-4 Water Operator Exams

Trained and certified operators are necessary to ensure that the systems are managed in a manner that fully protects public health and the environment. The OARs for certification stipulate that the qualifying experience for applicants for certification as a water treatment plant operator must attain at least half the required operating experience at a public water purification plant that uses complex filtration technology and is not more than one classification lower than the level of certification they are seeking. In other words, if you have only worked for a Class 2 treatment plant, we allow you to apply for a Level 3 certification but not a Level 4 certification. If you move on to a Class 3 plant, then you must have ½ the qualifying experience (at the Level 3 plant) before allowing to apply for a Level 4 certification. Reciprocity from state-to-state ensures that the operator have the operating experience for which they are certified.

For additional information, please visit http://public.health.oregon.gov/HealthyEnvironments/DrinkingWater/OperatorCertification/Levels1-4/Pages/exams.aspx

More Resources

Drinking Water Data Online Center for Health Protection Drinking Water Services https://yourwater.oregon.gov

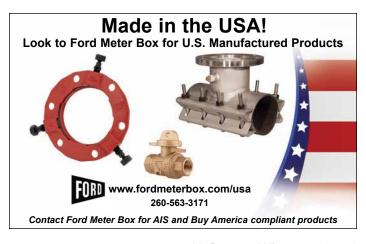
http://public.health.oregon.gov/PHD/Directory/Pages/Program.aspx?pid=4 http://public.health.oregon.gov/PHD/Directory/Pages/Program.aspx?pid=58

Training class dates, class topic and/or locations may be subject to change as needed.

For more information on any class by OAWU, please contact the office at 503-837-1212, office@oawu.net or visit www.oawu.net.

MARK YOUR CALENDAR!





OAWU Does More



- Rate Studies
- Project Management
- Interim & Contract Operations
- Water Management & Conservation Plans
- Water Rights Research
- CCR Writing & Web Hosting
- Project Operational Plans Review
- Tracer Studies
- Operation & Maintenance Manuals, ERPs, Sampling Plans, etc.
- Direct Responsible Charge Services
- System Performance & Evaluation
- Construction Project Work & Inspections
- Operator of Record Services
- Leak Detection/Water Audits
- Hydrant Repairs & Maintenance
- Reservoir Cleaning
- Tank Inspections
- Well Testing/Shocking
- Lagoon Profiles & Sampling
- Treatment Plant Efficiencies
- Drone Inspections for Tanks, Projects, Lagoons, etc.
- On-Call & Emergency Response
- Sewer I&I Testing
- Smoke Blower
- Confined Space Services
- Backflow Device Testing & Inspections
- Conferences & Formal Classroom Training
- Tailored Onsite Training for Larger Utilities
- Board Training
- Certification Reviews & Other Fee Classes

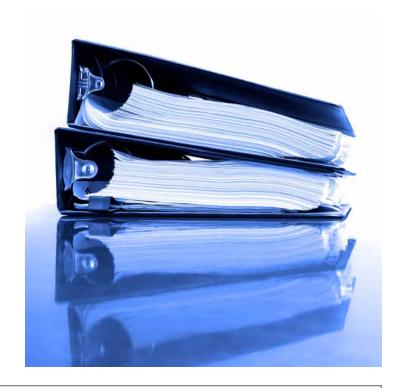
System O&M Manuals Required

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 \$160, or if you are unable to attend a class you may purchase a thumb drive with e-files for \$160. To sign up for the class, or to have a thumb drive mailed to you, contact your Association for further information. •





NRWA America's Largest Utility Membership

FORD FLEET PROGRAM





The National Rural Water Association and the Ford Motor Company have created a partnership to offer special fleet discounts to State Rural Water Associations and their utility system members. This partnership combines the buying power of 31,000 individual utilities to provide reduced fleet pricing on utility vehicles. The Ford Fleet Team is #1 in commercial fleet customer satisfaction according to surveys.

Vehicles may be purchased at your local dealer or through the national fleet auto group at www.nrwafleet.com. Incentive discount pricing is available on fuel-efficient cars, vans, SUVs, and trucks. To qualify, fleet vehicles must be registered to a member water or wastewater system, be operated in the U.S., and be in service for a minimum of 12 months or 20,000 miles. Systems can save up to \$5,800 off factory invoice per vehicle!

The Rural Water Ford Fleet Program is a valuable member benefit for water and wastewater utilities. Contact OAWU to get your Fleet Identification Number and access the program.

QUIZ CORNER

- 1. Of all the water on the earth, humans can use only about...
 - A. Three tenths of one percent / 0.3
 - B. Three percent / 3.0
 - C. Three hundredths of one percent / 0.03
 - D. None of the above
- 2. How many gallons of fresh water are used in the USA each day, on average, per person?
 - A. 450 GPD
 - B. 750 GPD
 - C. 1,050 GPD
 - D. 1,750 GPD
- 3. Of the USA population, what percent receives water from a private water source?
 - A. 7.0
 - B. 15.0
 - C. 27.0
 - D. 38.0
- 4. When is a good time to complete a tier 3 public notice for a violation and the health effects that may be involved for drinking water?
 - A. Within 30 days
 - B. With your CCR
 - C. Within 24 hrs
 - D. Both A and B

- 5. If your drinking water supply is from a spring which of the following must be present?
 - A. A ditch above the spring for surface water
 - B. A fence around the spring, or something else that prevents access to the spring by animals or unauthorized people
 - C. The spring shall be constructed of impervious, durable material that keeps surface water out
 - D. All the above
- 6. Which type of bacteria can use oxygen either in a free form, dissolved form, or a combined form?
 - A. Aerobic
 - B. Anaerobic
 - C. Facultative
 - D. Fermenters
- 7. What will microorganisms typically do when subjected to an excessive supply of food (CBOD5)?
 - A. Grow and multiply
 - B. Slow their growth process
 - C. Die
 - D. Nitrify
- 8. The interior of 300' of 12" pipe is uniformly coated with 1" of grease. How many gallons will this pipe hold when filled with water?
 - A. 1230 gallons
 - B. 1360 gallons
 - C. 1470 gallons
 - D. 1630 gallons





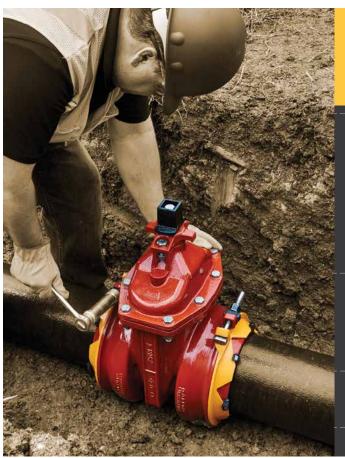
Need to Review Water or Sewer Rates? OAWU Can Help!

Take advantage of your Association's services – We Do Rates!

OAWU has built a solid reputation for providing water and wastewater systems with factual, user-friendly, and defendable Rate Studies. Our rate studies, once implemented, have allowed many systems to obtain Capitol Improvement funding from various private and government lending agencies. An OAWU rate study can also provide a plan for systems to gain the capital to "pay as you go" by outlining a strategy to maximize and streamline revenue and thereby allow water/wastewater system administrators to forecast projects that may be funded in-house. OAWU will provide you a professionally compiled rate study and supporting documentation that will allow you and your council or board to adopt new rates necessary to meet your system needs. •



For bids or estimates, call OAWU: 503-837-1212.



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OAWU's 2019 Annual Conference Awards

Please return nomination form by Friday, February 1, 2019

Water operator of the year:

Based on exceptional accomplishments of an individual during 2018. Criteria for nominee:

- 1. Employer / System of nominee must be an OAWU member.
- 2. Employer / System must be in state compliance.
- 3. Minimum of two years employed with system.
- 4. Demonstrates leadership in dealing with daily utility operations and/or concerns.
- 5. Nominee must be State Certified.

Wastewater operator of the year:

Based on exceptional accomplishments of an individual during 2018. Criteria for nominee:

- 1. Employer / System of nominee must be an OAWU member.
- 2. Employer / System must be in state compliance.
- 3. Minimum of two years employed with system.
- 4. Demonstrates leadership in dealing with daily utility operations and/or concerns.
- 5. Nominee must be State Certified.

Rookie operator of the year:

Based on exceptional accomplishments of an individual during 2018. Criteria for nominee:

- 1. Employer / System of nominee must be an OAWU member.
- 2. Employer / System must be in state compliance.
- 3. Minimum of one year employed with system.
- 4. Demonstrates leadership in dealing with daily utility operations and/or concerns.
- 5. Nominee must be State Certified.

Office Manager/Manager of the year:

Based on exceptional accomplishments of an individual during 2018. Criteria for nominee:

- 1. Employer / System of nominee must be an OAWU member.
- 2. Employer / System must be in state compliance.
- 3. Minimum of two years employed with system.
- 4. Demonstrates leadership in meeting offices / system demands.

		•		
Nominee's full name:				
Employer / System:				-
Nomination category: Water	■ Wastewater	□ Rookie	☐ Office Manager/Manager	,
Description of nominee's achieve	ments and/or accor	mplishments:		
Please feel free to include copies	of awards, certifica	ites, support l	etters, etc.	YOUR MEMBER
Name of person making nominati	on:			nce 1977
System/company name:				AV
System/company phone #:				erving Oregon

Send to: OAWU, Attn: Nominations Committee 935 N. Main Street, Independence, OR 97351-2505 Questions, please call (503) 837-1212

Scholarship Application 2019 Annual Management & Technical Conference Sunriver Resort, Sunriver, Oregon Attendee Registration

OAWU will be awarding four (4) scholarships for the <u>Annual Management and Technical Conference in Sunriver 2019</u>. Two (2) are awarded based on membership and system need and the other two (2) are for active college students in water or wastewater. These scholarships include registration, conference meals and social functions. Lodging and transportation will be the individual's responsibility.

Please submit the application form below by February 6, 2019 to:

[&]quot;Our mission is to provide service, support, and solutions for Oregon water and wastewater utilities to meet the challenges of today and tomorrow."

WHY AREN'T YOU A MEMBER OF OAWU?

Serving Water & Wastewater Utilities Since 1977

- We provide **onsite technical assistance and training**, meaning that we will come to you and help with any problems you may be encountering with water or wastewater.
- We provide water and sewer rates and lagoon profiling. Call OAWU at 503-837-1212 for a bid or estimate. We can save you money!

These are just a few facts about OAWU. The next time you are in need, pick up the phone and call us before hiring outside help. We are here to help. *It's our industry. It's what we do.*

To join or for more information, visit www.oawu.net or call 503-837-1212.

Oregon Association of Water Utilities 935 N. Main Street Independence, Oregon 97351 Phone (503) 837-1212 Fax (503) 837-1213 www.oawu.net



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

2019 OREGON ASSOCIATION OF WATER UTILITIES

MEMBERSHIP APPLICATION

Member Name:	
Mailing Address:	
City/State:	
County: ZI	
, Email:	
Phone:	
Contact Person:	
Number of Hook-ups:	
Were you referred? By who	om
Type of System:	
□ Water □ Wastewate	er 📮 Both
Membership Category	Membership Dues
☐ Regular Member	\$ See schedule below
☐ Associate Member	\$500.00
☐ Individual Member	\$100.00
Regular Member Dues S	chedule

1 to 100 \$75 + 36 cents per connection \$85 + 36 cents per connection 101 to 500 501 to 1,000 \$90 + 36 cents per connection 1,000 and up \$100 + 36 cents per connection

Maximum dues is \$1,050.00

Mail payment to: OAWU

935 N. Main Street

Independence, OR 97351

If paying by credit card, please call the OAWU office at 503-837-1212 for processing and receipt.

MB19

Membership Types

Regular Member

A Regular Member shall be any water or wastewater utility, public or private, engaged in the production, distribution or reclamation of water. A Regular Member shall have one vote.

Annual Dues: See Regular Member Dues Schedule

Associate Member

An Associate Member shall be any organization individual or corporation, supplying services or equipment to water and wastewater utilities. An Associate Member shall have one vote.

Annual Dues \$500.00 per year

Individual Member

An Individual Member shall be an individual involved in the water/wastewater industry or a user of such utilities. The membership is informational in nature and shall be non-voting.

Annual Dues \$100.00 per year

Benefits of Membership

- On-site technical assistance
- Various free training programs
- Discounts on training courses
- Discounts on Annual Conference registration
- Access to on-site training program
- Subscription to quarterly H2Oregon magazine
- Direct mailings in your area about upcoming training courses
- Summaries of legislative issues
- Legislative representation at state and federal level
- Associate Member Services and Products Guide
- Access to technical assistance library
- Access to technical and testing equipment for loan
- Voting rights in Association affairs (Regular & Associate Members)
- Positive contacts with other organizations
- Camaraderie with water and wastewater professionals
- Operator Of Record services
- Job referrals, announcements and searches
- Well testing
- Plan review
- System performance evaluation and options
- Additional programs and services
- Disaster response assistance and planning

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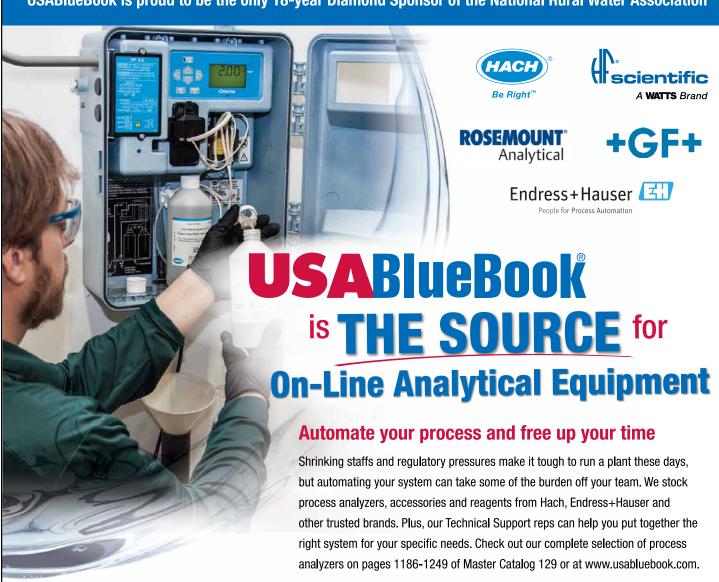
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