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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.

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Customer Service Tips

by Jason Green, Executive Director



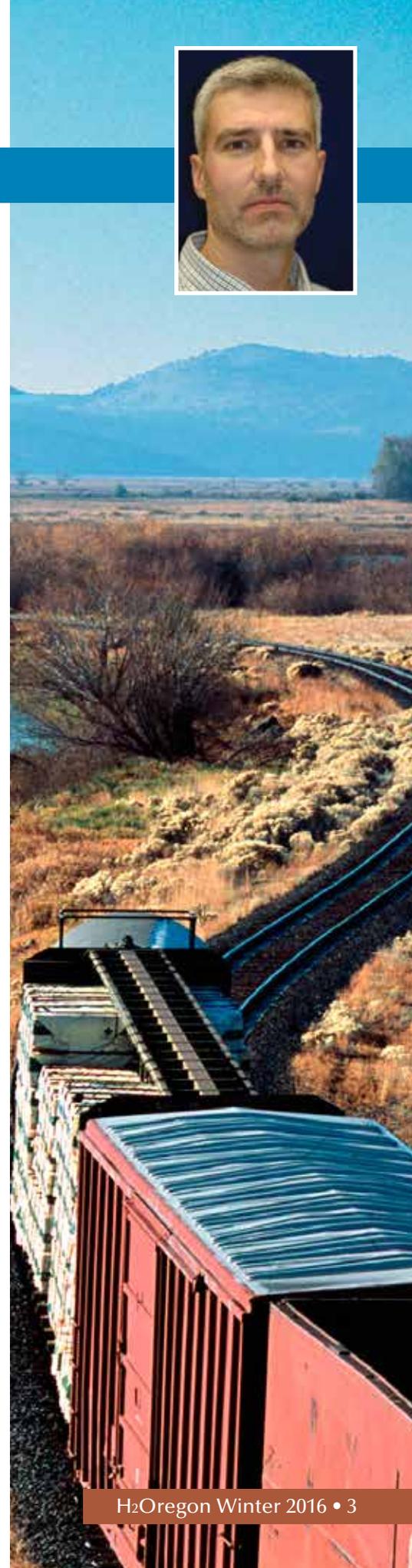
Occasionally, your association staff review and discuss the importance of service, reputation and building relationships as it directly affects membership. I often say that customer service is what we're about, it's what we do. I positively know utility personnel in the office and field take customer service seriously and am convinced that it is profitable to review the details and mechanics of what customer service is, looks like, and the benefits of keeping it a priority. I have concluded we tend to notice superb service and quickly identify poor customer service.

Seems to me there are ways to improve and, at the very least, reminders help keep us centered on what's important. In addition to "it's what we do," what is the value and long-term benefits of consistent, quality customer service? I believe it is much more than simply satisfied customers and good relations. It builds trust, pride, commitment, and has positive effects both in the customer and in utility personnel.

The following points are not original and include personal shaping of definitions:

- We are in the service industry—the business to serve customers' needs.
- Be a good listener. Make time to listen and communicate clearly. Identify their needs by asking questions and avoid making assumptions.
- Identify and anticipate needs—what else can we help with? Customers purchase safe drinking water and/or sewer disposal and treatment. How beneficial is it for them and my utility if I give extra effort? Good service, assurance, initiative, adaptability, creativity and solutions to problems go a very long way.
- Make customers feel important and appreciated. Be sincere. Thank them at every opportunity.
- Always look for ways to say yes. When the customer has a request (as long as it is reasonable and within policy limitations), if possible, tell them that you can do it or figure out how to and get back to them... soon. And if the answer is no, tell them straight up. Don't lead them on.
- When something goes wrong, apologize and mean it. The customer may not always be right, but must always be heard and an attempt for a win means gold. Value their complaints—learn from errors, bad practices or policies that need changed.
- Always give more than expected, as in go the extra mile. The utility's reputation and future lies in keeping the customer informed and happy.

Continued



Customer Service Tips *continued from page 3*

- Encourage and welcome suggestions about how you or the utility might improve. Treat complaints sincerely, carefully listen, investigate and respond back with updates, answers or improvements/corrections that have been made.
- Be upbeat and positive, let them see or hear you smile.
- Do not air dirty laundry or speak negatively about a coworker, boss or another customer.
- If you're in a foul mood or have recently dealt with an issue that has caused you grief, get your attitude and head on straight before working with a customer or answering the phone. Think ahead and prepare.
- Be responsive—do what you say you're going to do, quickly.
- Reputation takes a long time to build, but one failure can sweep it all away. Make efforts to build your reputation around good, solid customer service. Share ideas and train your personnel in customer service, especially those on the front lines. It will yield long-term benefits.
- After the service call or telephone/office visit, what is the customer left with? It's always more than just a service ticket completed, a line repaired, a complaint solved. The customer remembers the who, the what, the how and the attitudes.
- Do not ever underestimate the value of quality customer service.

Wishing you and yours a wonderful Christmas and New Year! 💧

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The Importance of Proper Documentation

by Jeff Crowther, Wastewater Technician

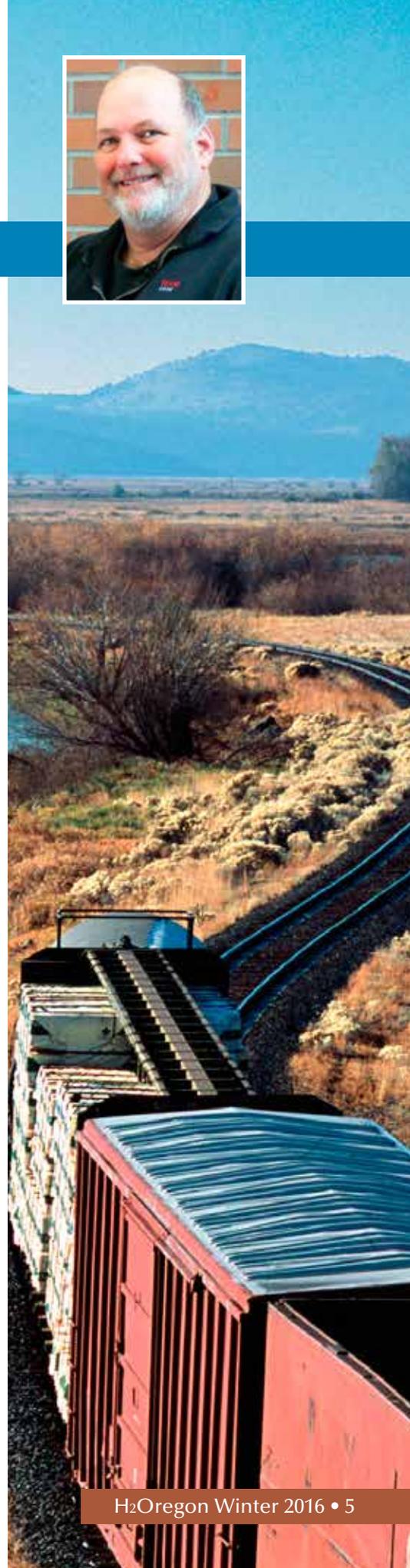


Do you remember what you were doing at work this morning? How about last week? Now let's take it one step farther, do you remember the steps you took to solve the issues at your treatment plant last year? Because most of us can't answer yes to the last question, keeping a record of all the work we have completed, and documenting the individual steps we have taken to complete it becomes extremely important. This applies to both our professional and personal life, as we never know when something we completed in the past will become important in the future. Unfortunately, as I age, recording information has become more important to me personally because as I increase in age my ability to retain information dwindles respectively.

For our professional life, documentation can help in a variety of ways. Many of the problems that we experience can be solved by looking at the documentation pertaining to what has happened in the past. This can be something as simple as what steps were taken the last time the issue was experienced. It can also give an idea of how to come up with a new solution to the problem we are currently experiencing. During permit renewal periods, requests by the regulatory agencies can be overwhelming. Proper recordkeeping and documentation will make permit renewal a piece of cake when we have all the information easily accessible.

Another time documentation can become important professionally is when we have to prove that we did do something. This can be to prove that we cleaned a spill, that we have gone through the correct process to get a facility constructed, that samples were collected in the proper manner and analyzed correctly, or one of the thousands of other issues or practices. This can save us if we are unlucky enough to be involved in issues such as regulation compliance, practices, or a lawsuit and can prove that we did in fact do the right thing.

So as we go through our personal and professional life, make sure that we are properly documenting. In our professional career, it could be the key to saving our jurisdiction thousands of dollars in testing and/or studies that we already have the answers to. Good, clear, concise records and documentation help portray to the regulatory agencies, city administrators, or councils that our organization is well operated. In our personal life it could end up being very important, from the basics of retaining tax records to the more obscure records such as keeping all records of the work done on our car. These records will help prove to the IRS or a potential car buyer what we have done in the past. ♦





The Worth of Water

by Heath Cokeley, Programs Manager/Circuit Rider

Many of us have heard the statement “When the well is dry, we know the worth of water,” attributed to Ben Franklin. But what does that mean in today’s world? Increasingly, in the United States, fewer people are depending on private home wells and more are relying on municipal sources of water. I realize I am preaching to the choir here, but this means more and more of the responsibility to providing potable water falls on the shoulders of the water operators as well as the responsibility for treating wastewater falls on the shoulders of wastewater operators, and in many systems that is the same person. So why is it so hard to get the general public to understand why their water and wastewater systems are so vitally important and need maintenance and repair? My hope is that this is because the water and wastewater system personnel have been doing such a good job for a number of years.

Where some of the older generations may remember what it is like to live without the luxury of indoor plumbing, the majority of the people alive in the United States view it as a necessity to modern day life. While I don’t see a problem with viewing it that way, I do see a danger in viewing it as a requirement and a basic human right regardless as to whether you can pay your bill. I realize I am taking on a much larger societal issue, but the bottom line is when one household refuses to pay their utility bill, for whatever reason, it puts an added burden on the rest of the utility consumers. The smaller the utility the more prevalent that burden becomes.

One of the most devastating things to a community, as far as day-to-day operations go, is a reduction in that community’s population. There is the same amount of infrastructure to operate and maintain with less revenue coming in to do so. While this is fairly obvious to water and wastewater operators, it can be a difficult thing to convey to the public. For the most part, the public doesn’t realize the importance of the water and wastewater utilities until the tap doesn’t work or the toilet doesn’t flush. So how do we, as operators, change that? How do we get the public to realize and accept that water and wastewater systems should not be taken for granted? That is a very broad question with many different answers depending up on your community. Public education through mailings and even system facility tours are options. Let’s be honest though—that is only going to reach the people who were interested to begin with. Most of the time, when you are going to hear from the rest of the system patrons is when you raise their bill. This is often when you are going to have the largest public attendance at your board or council meetings. This can be a stressful time, but can still be used for positive public communication. This is the time to explain why the rates need to go up to pay for new or existing infrastructure.

Another way to get community buy-in on a project is by keeping them up to speed on how their money is being spent—whether that is a note in a quarterly newsletter about the status of a project, an annual update on the projects completed, or maybe giving a presentation at your local school about the importance of water and wastewater facilities.

Board & Staff Changes

The Association Board of Directors wishes to extend their appreciation to Jerry Arnold for his time, service and leadership during the last seven years as an OAWU board member. After several successful careers, the last as District Manager at West Slope Water District, Jerry decided to pursue another course in retirement. Thank you West Slope Water District for your continued membership and support of the Association and that of Mr. Arnold.

Mr. Tim Lyda, City of Tillamook Public Works Director, was appointed at the last OAWU board meeting to complete Mr. Arnold's remaining term.

In order to better serve the Association Membership, meet the growing demands and seek new opportunities, the Association has selected Mike Collier as the Association Deputy Director. Mike has been a strong and capable employee serving the last 6 years in various capacities.

The nice thing about getting into the schools is you are not just educating kids on a subject that honestly, kids—especially the young ones—tend to be very interested in, but you are hopefully educating the parents as well when the kids go home and tell their parents what they did in school that day.

One method to get community buy-in that I saw recently was a system that put a live web cam overlooking a new tank project they are building. This way the community can watch and see what their money is paying for.

Which one of these public outreach options will work varies system-to-system based on the community dynamics as, unfortunately, there is not a one-size-fits-all solution.

Hopefully, you can take something away from this article that you can use in your system, or if you have another way you have dealt with this issue, share it with me when I stop by so I can pass it on to the next system down the road. 💧



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Adapt or Evolve

by *Tim Tice, Projects Manager*

Over the past couple of years, the winters have been dry, the summers a little warmer and the amount of usable water for drinking has been reduce. Reservoirs are lower than recent history and fire concerns are higher when the seasons are dry. Is this change temporary, or has the axis of the world tilted to create a permanent alteration in Oregon's weather? Could the 2011 earthquake in Japan have played a role in climate change?

Taken directly from the Water Sense website:

The average American family of four uses 400 gallons of water per day. On average, approximately 70 percent of that water is used indoors, with the bathroom being the largest consumer (a toilet alone can use 27 percent!).

Water Sense, an EPA Partnership Program, seeks to protect the future of our nation's water supply by providing simple ways for people to use less water through better efficiency. There is no dispute on how much water is consumed by a family. You can read more about Water Sense at www3.epa.gov/watersense/pubs/indoor.html.

Many other websites tout the same message of water usage at 100 gallons per capita daily (GPCD), but the fact that jumps off the page is "toilets alone can use 27 percent", or 108 gallons per day. Based on 20 flushes (5 per day per capita x 4) at either 1.6 gallons per flush or older models at 3.5 gallons per flush, the totals equate to 32 or 70 gallons per day.

Unless the majority of people living in the United States are using antique toilets, the math doesn't work out.

Being a numbers person, statistics and data make me smile for two reasons: numbers have truth, but data can tell a tale. When the figures begin to conflict doubt sets in. If doubt sets in, let's change the approach. The original concern over the past couple of years was how to manage lower amounts of water for all parties within an area of a particular source. According to the USGS, the trend for water usage by public supply entities has increased steadily since 1950. Is this a factor of increased GPCD, or simply an increase in population? If the latter, then where lies the answer?

Evolution and the "mitochondrial Eve" theory suggest that we are all descendants of a single woman who lived from 200 – 150,000 years ago. Evidence presents the idea that culture has only been around for 50,000 years. A conclusion to this would be that a long time passed prior to any significant sociocultural development among persons (discoverevolution.com/ten-quick-facts-on-evolution/).

Culture development and progression is a slow process. This past summer was evident that many communities were concerned with the management of reduced sources of water and how to implement conservation measures to make the supplies last until the rains begin. Some great ideas were put in place and daily consumptions were

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reduced. This reduction was either a voluntary effort or mandated by the utility. People had to adapt to the situation in order to preserve the source. These actions were short term. Should the decision to conserve water be one for the utility to decide or conscientiously, be part of our human nature? Does complacency, greed or being oblivious play a role in the decision to naturally conserve? For this short period of time, the management of the water source may be considered a success. It may be that the only time one is unsuccessful is if the water source goes dry. Are the steps taken this year towards conservation going to be necessary next year, will people go back to their old ways?

Time will tell if we as citizens of Oregon will either adapt or evolve to more conservative measures regarding water. How we use water for supporting human life consistently shifts.

The monumental task of using water only for essential requirements will certainly fall into the evolutionary box data will keep conservation at the forefront. As data is collected,

analyzed, filtered and potentially deemed “factual,” the findings will fluctuate and change the hypothesis.

Data should be collected under an objective and moderate view, without any grandiose arrangement for a specified outcome. However the data findings are presented, people have to individually look at water consumption to consider what is necessary for day to day life. This will certainly take time to create like-minded beliefs for using water more efficiently.

If the charts show more consumption of water by public utilities is consistent with growing populations, and not an increase in GPCD, the evidence will prove more water will be necessary as populations

grow. Will there be a time that the Willamette Valley could be one connected urban area from Harrisburg to Salem? Will population growth reduce farming, thus redirecting water usage to the people?

By individually looking at all aspects of our life, moderation will play a key role in sustaining our evolution towards a better culture, and water may play a more significant role in the future. A balance in our attitudes, actions and approach towards conservation will certainly allow the future to unfold confidently. How we view the future, act towards the change and move in moderation will only prove worthwhile in time.

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Valve O&M

by Scott Berry, Operations Manager

When the on-call phone rings in the middle of the night, it's never good news. How bad the news is can be managed, though. After listening to the pertinent information, we find that there is a major leak, possibly causing property damage or is a hazard to drivers. At that moment is there a feeling of dread because the maps are incomplete or outdated and isolating the leak is going to be difficult? That's the part of this scenario that can be managed.

Anyone in the water industry for any length of time will get this call and it's up to us to convince our board or council that some funds need to be allocated for a valve maintenance program. The justification for this program is easy, all we have to do is search the internet and provide a few of the many readily available examples of water systems that could not find the right valves or found that they did not work and the delay in isolating a leak caused serious injury or damage to property.

Step one of a valve operation and maintenance (O&M) program will be finding and documenting valve locations. If it has been a while since anyone has looked for the valves, some crucial tools will be needed. A shovel, chisel, pick, and of course, a good magnetic locator. Keep in mind that they could very well have been paved-over, or worse, the valve boxes could have been ripped out by a road grader.

Once found, be sure to accurately document their locations so that they can be found easily.

After they have all been updated on the distribution maps, decide how to proceed. Where should we begin the exercise process? Some people might only exercise a valve six inches or smaller or eight inches or smaller. Maybe they want to start in a certain part of the system or with, what they consider, a critical valve, or arrange it in a grid. Some decide to start in the water plant zone and work outward. Other people might want to start with valves on their oldest line.

Whatever method we determine will work best for our system, the success or failure of our program will be decided by our data collection and documenting.

A vital part of any program is data collection. Some municipalities have been using the Vitals software program from E.H. Wachs and are looking to implement iWater GIS-linked software that will enable the utility to highlight problem areas and use data more efficiently in the office.

After deciding how best to proceed, it may save time and money if you can group activities, especially if you are renting specialized equipment. A vac-truck can be used to clean out all of the valve boxes. If contracting this out, make sure to ask if they have a 4" suction tube, a 6" tube may not fit in your valve boxes.

If you are going to be cleaning out valve boxes by hand, BE CAREFUL! Always check them with a flashlight and wear gloves. I made the mistake of not doing either and I earned 22 stitches when I came up with a

handful of broken glass. I've also heard horror stories from other operators who have found hypodermic needles in valve boxes.

Once they are cleaned out, they will be ready to exercise. There are several options for this step as well. If there are just a few valves, you may choose to operate them by hand. If you have several to do, it may save time and money to rent equipment or contract a service provider to exercise them. Make sure that the number of turns to fully operate the valve is counted and documented.

If you have determined that the time is right to start a maintenance program, but don't have the personnel or time for this type of project, give us a call, we would love the opportunity to provide a bid for this service, or have a circuit rider give some advice on how to proceed. 💧



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The Importance of Networking

by Hans Schroeder, Circuit Rider

Networking can be important professionally in a variety of ways. One of the most useful aspects is gaining professional contacts that have a similar professional knowledge base and interests. This can be useful when we are learning the latest industry standards, or when we encounter an issue we have never seen before. In each of these cases, our colleagues may have pertinent experiences or training to assist us. On the same note, we may possess some special knowledge that our peers do not have, and may be able to save our facility money and headaches when issues arise.

Creating and maintaining contacts can also help us personally in a professional setting. Because our industries are specialized, we typically cross paths with the same people multiple times throughout our careers. By cultivating and maintaining relationships, we can work with these colleagues with a level of trust and familiarity that you don't get with new contacts. This can help to create successful collaborations, and will improve the quality of our own work.

These are all advantages that can be gained through networking, but my personal favorite is that it makes my day better to know and have good relationships with the people I see at work. I spend a significant portion of my time working with these people and the more I enjoy working with them the more I enjoy my career. Because of this I am always looking to make new contacts and maintain current relationships, as well as, making sure I am the type of person that others want to have in their network. ♦

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Can We Become Happier?

by Mike Collier, Deputy Director/Sourcewater Specialist

As stated in my article from last quarter, this year I plan on writing several articles that will cover happiness in the workplace, this is article two of three. This article will explore how the individual may, potentially, have what it takes to become happier. Just a quick reminder from what was in the last article: we saw that there is a major connection between happiness (a sense of wellbeing) and productivity in the workplace. So now we are moving on to find ways that we might increase this wellbeing in ourselves or in others to further increase the mood and productivity around our workplace.

Let's consider some specific areas in our lives and how they may impact our work productivity, then we will go on to discuss some ways we may be able to make changes to increase this wellbeing. When we are working with a positive attitude we are able to be more productive and have a better performance than if we have a neutral or negative one.

How we experience the world and our ability to succeed within it changes based on our mindset—our internal view of what is happening to us and around us. Making the choice to view a situation through a positive light, pause and count your blessings, and making sure to try to give others the benefit of the doubt. Working to spot patterns of possibility can

lead to opportunity instead of focusing on stress, negativity and failure, which sets us up to fail again. Learning coping mechanisms that help to quickly lead us out of failure and suffering brings more success and happiness.

When we have challenges and get overwhelmed, the rational mind loses out to our emotions; we need to regain control of the mind—focus on small, manageable goals and gradually expand to achieve bigger ones. Don't retreat in the midst of challenges and stress, but rather invest in your friends, peers, and family to help move forward. This can increase success through your social support network.

There are many ways that we can adjust our daily actions and habits to help increase this sense of wellbeing. These steps should help us to improve our attitude, which can increase our productivity and possibly the productivity of others who are working around us. Here attitude will be defined as a mental state or frame of mind we find ourselves in, this can be seen coming from us through our actions and words.

First, is **meditation**; meditation is not saying *ohhhmmmm*, sitting cross-legged, and pinching our fingers together. By meditation I mean taking a few minutes out of your day to focus on one thing, instead of our normal routine

of thinking on several things at once. This should lower stress and improve our mood.

Another thing we can try is to **find something to look forward to**. The anticipation of something enjoyable can also increase our happiness. Commit acts of kindness, taking the focus off of ourselves and being able to impact someone else's life positively can decrease stress and increase mental health.

Take a little time to **go outside** during the day, this is also known to improve mood, decrease stress and improve memory. Also, to help everyone at your work place, consider that people feel better and work better with happy people around them.

One thing that changes when we purposefully attempt these actions is that we are controlling ourselves, our attitudes, and our responses—rather than having the outcome of our daily lives control us.

Other ways in which we may try to change our outlook and mood might be to **watch less negative television** or other media—news stations and social media sites both try to be sensationalistic and look for the worst things that are happening in our world in order to increase viewership.

Exercise (it doesn't matter what you do, just get moving)—this boosts mood and enhances work

performance, improves motivation and gives a sense of accomplishment, reduces stress and anxiety.

If you can, try **spending some money wisely**—use the money to do things, not buy stuff. Buying stuff increases the desire for more, newer, better stuff and can actually begin to have a negative impact. But spending money on experiences with other people produces positive emotions that last longer, also spending money on others boosts happiness—treat a friend to lunch.

Work and use the natural skills God gave you—using a skill you know you are good at gives a sense of accomplishment and gives a positive boost. A skill is good, but using a strength of character can have even more benefit—such as encouragement, counselor, or friend.

Make a determined choice to go out of your way to be kind to others. Other areas we can pursue that will help us to maintain a positive wellbeing are: resilience—how quickly you recover from adversity; social intuition—how well we can pick up on social signals from the people around us; sensitivity to context—how good we are at regulating our emotional responses to take into account the facts; and attention—how sharp and clear is our focus. Focus on building positive affect and personal strengths

rather than on reducing or coping with negative affect or weakness.

Certain virtues, such as gratitude, forgiveness or thoughtful self-reflection can bring enhanced well-being, but avoid social comparisons to others as we will always find someone else that is better than we are and this can breed resentment of others and will cast a gray cloud over us.

Happiness is not the avoidance of difficult tasks, it is more about our perspective (thinking that it is important and valuable, rather than unnecessary and stupid). It is what is in our heart, what we set our mind on, and our perspectives that will change our attitude in a situation we may find ourselves in.

In the next article we will continue to look at this topic, but it will be on how we can help others to increase their workplace wellbeing, or how a boss or manager might be able to do this. 💧

Creating Sustainable Performance. Gretchen Spreitzer and Christine Porath. From the January–February 2012 Issue. *Harvard Business Review*.

Do Happier People Work Harder? Teresa Amabile and Steven Kramer sept. March 2011. *The New York Times*.

Happy People Really Do Work Harder. Jamie Doward. Saturday 10 July 2010. *The Guardian*.

Pursuing Happiness: The Architecture of Sustainable Change. Lyubomirsky, Sheldon, and Schkade. Review of general psychology. 2005, Vol. 9, No. 2, 111-131.

Low-Cost Loans & Grants from USDA

USDA Rural Development has low cost infrastructure loans and grants available now to help you provide quality water and waste services to your customers and we stand ready to assist you! USDA Rural Development has a long, rich history of working with rural America's smallest and most needy communities to provide loan and grant assistance for essential water and sewer infrastructure projects. Since 2009, we have helped more than 18 million rural residents receive new or improved water and waste disposal services, emergency water assistance, and technical help. Our assistance has been as varied as the need: for new or upgraded water and sewage treatment plants, equipment, wells, and even water itself for drought-inflicted communities.

Our program started as a partnership with rural communities. It was designed with an understanding of how good, clean, affordable and reliable service interconnects with every other aspect of life in rural America and the knowledge of how important rural contributions are to the national economy. 78 years later—the issues surrounding water are no less critical to our country. And

the need for programs like rural development's water program remains high.

We are proud of our successes—but we know we can do better. We realize that the funding process for USDA water and waste loans and grants can be time-consuming. We are working to change that.

Our goal is to ensure our loan and grant applicants receive funding decisions within 45 days of submitting a complete application. We have already demonstrated this can be achieved. Grove City, Minnesota sought funding in FY 2015 from Rural Development to replace its more than 50-year-old sewer system. In just thirty days from the time they submitted a complete application, the project was reviewed and funds were obligated. In Georgia, the Town of Resaca received loan and grant funding for their sewer project in 48 days from the date a completed application was on hand at Rural Development. Mustang Special Utility District has a similar experience when funds were obligated in 57 days from completed application.



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USDA Rural Development funded more than \$1.6 billion in loans, grants and guarantees in all 50 states over the last year. We have funding available now under the Continuing Resolution, and our success depends on helping you, our rural partners, receive the funding you need to provide essential water and waste services.

To reach our goal, we are taking measurable steps to improve and expedite our customers' experiences. Through new streamlined underwriting processes, use of improved technologies, collaboration and outreach, as well as increased employee training and engagement, we are decreasing loan processing times.

Many time-saving improvements have already been implemented. On September 28, 2015 we launched RD Apply at the NRWA Water Pro Conference in Oklahoma City. RD Apply is an online system that allows you to complete and submit your applications online. You can register to use the system on any smart phone, tablet or laptop. And the system is designed with our applicants and their consultants in mind. In Oklahoma City hundreds of community leaders, engineers and circuit riders signed up and were able to test out the system. The feedback was overwhelmingly positive. "Easy to use" was the most used way to describe RDApply. Even NRWA President registered and started an online application at the conference! The system will result in faster processing times and an easier to understand filing process. If you are interested in learning more, contact your state Rural Water Association, or USDA at 202-253-8060.

In 2014, our streamlining efforts began in earnest with the introduction of new procedures for faster processing Emergency and Imminent Community Water Assistance Grant (ECWAG) applications. By utilizing this new

streamlined process, towns such as tornado-ravaged Gifford, Illinois were able to receive much-needed ECWAG grants to help replace a destroyed water plant and damaged water tower in record time. Our guaranteed loan program is currently being revamped and streamlined. We will have a new user-friendly guaranteed loan process in place in the coming year.

We are also intensifying our employee training and customer outreach efforts, ensuring all staff has the knowledge and skills to deliver our programs efficiently, effectively, and consistently.

Collaboration with other state and federal agencies remains a priority. Our partnership with EPA on the new sustainability guide, also known as "Workshop in a Box," has proven to be very successful. Over the last 24 months, together we have trained more than 1,600 trainers to facilitate the workshop. Workshops have been held in more than 140 locations across the country. Through this and many more collaborative efforts, we are building capacity and leveraging knowledge and financial resources.

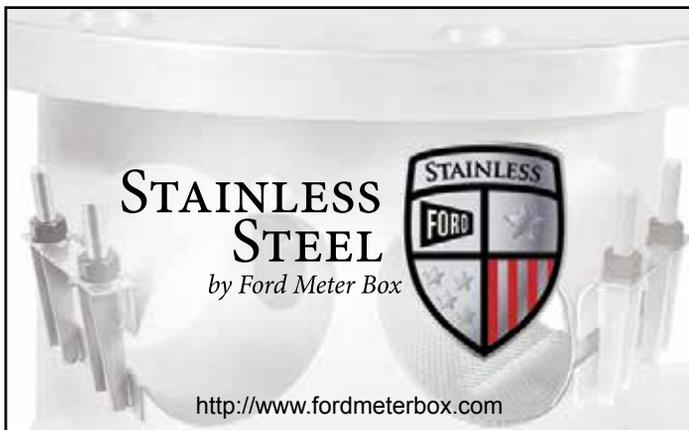
To learn more about how Rural Development can help meet your water and waste needs, please contact your local USDA office. I look forward to working with you and the rural communities we all serve! 💧

Jacki Ponti-Lazaruk

*Assistant Administrator,
Water and Environmental Programs*

Rural Utilities Service

USDA Rural Development



An advertisement for H.D. Fowler Company. The top left features the company logo, a stylized blue 'F' inside a square. To the right of the logo, the text "H.D. FOWLER COMPANY" is written in bold. The background is split into a white top half and a dark blue bottom half. In the white section, the name "Ed Pettett" and "Outside Sales" are listed. In the dark blue section, the address "28800 SW Boberg Rd Wilsonville, OR 97070", phone number "503-783-3490", cell number "503-476-2804", and email "edp@hdfowler.com" are provided.

Cuidado! *Throwing My Loop* by Michael Johnson

Cuidado—Spanish. (*qwee-da-do*)—(Be careful! Watch out!)

Long ago, when I began writing for love (as opposed to writing for technical journals) I promised myself I would only write about good things, not sad subjects or depressing things. I'm about to break that rule. I don't want to write this, but if I do, I pray that maybe—just maybe—you will never do what I did.

Like most bad days do, it started off just fine. On this pretty morning, Sherry had gone to Colorado for the weekend to see the grand kids, and the Rowdy Cow Dog and I were cooking and batching for a few days. I decided to ride into the front pasture and clean up some of the debris from the recent ice storm.

The tall ash the storm had claimed—now lying across the fence—was first on my list. I carefully placed the tractor tines under the sixty foot long beast to get just the right balance, lifted it up, and we were on our way. Out of the pasture we went, through the yard, and into the big field and woods on the back side of the farm. After arriving at a large brush pile, I carefully lifted the tree even higher and over the center of the pile so I could drop it in just the right place. I pulled on the hydraulic lever to drop the tree..and felt a wave of nausea. I looked over at Rowdy, who was safely out of the way, and thought, "I love you, dog." Because in that instant I knew... there was a very good chance that moment would be the last time I ever saw Rowdy. In that moment I knew you don't "pull back" to drop big heavy dangerous things...you "push forward." Done it a thousand times. Done it a thousand times, but this time, I made a mistake at just the wrong time. I pulled instead of pushing just when I had a one thousand pound tree on my tractor. And I knew that tree was going to fall on me...and it did.

I went somewhere else for a while. When I woke up, I was frantic because Sherry had all these students coming from the university, and I was to have all this food prepared and the tables set up in the pasture, and I was worried sick because I was trapped in the tractor! The tree was lying across my lap, and my head hurt so badly I could hardly see, and ... "Wait a minute, amigo," I thought to myself. "Sherry's in Colorado, and we never set up tables in the pasture for the students. When they come, we eat in the barn..." So, I knew my thinking was a bit fuzzy, and deduced that was from a severe blow to my forehead. I felt...and sure enough, the big lump confirmed my theory. But the part of this nightmare that *was* true?

There were no students coming, but I was, in fact, trapped in the tractor. Not good.

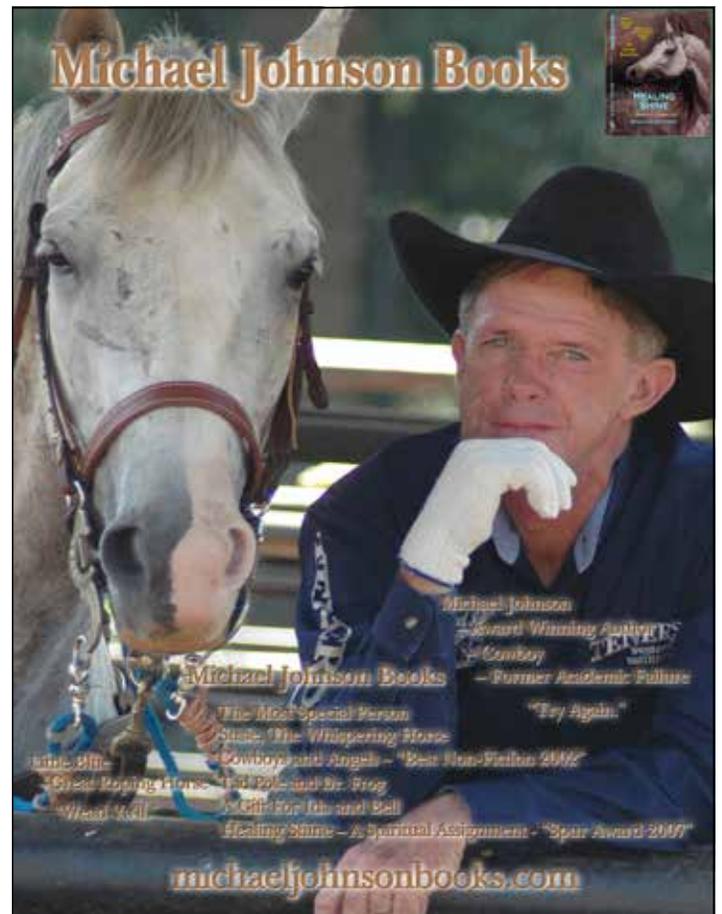
It was Sunday morning. (I know—had I been in church, none of this would have happened.) Sherry would not be home until Tuesday around four p. m. I was six hundred yards down in the woods. No one was coming to see me. No one was going to find me for at least three days...and I would be a mess when they did. I didn't think I was going to die as there was no freezing predicted during coming days, but I knew the horses, steers, and Rowdy were going to get awfully hungry.

I got out. I know you're wondering how.

I don't know exactly—maybe a combination of things? Luck, good fortune, not my time, grace, 'cause Jesus felt sorry for me? Small crowbar I keep behind my tractor seat?

Lots of squirming, skinned flesh on my legs—at any rate, I was finally able to wriggle free...and Rowdy and I made our way up the hill to the farm house. One of the nicest walks I ever had. Laughed and cried all the way.

Sat on the couch staring for some time. Deep regret—humiliation, joy, and over and over I thought...



No cell phone.

Didn't tell anyone where I was going.

Did something dangerous alone.

Failed to concentrate—lost my focus due to carelessness.

Forgot what my daddy always said... "Everything on a farm is so expensive—and all of it will kill you so fast."

Riddle for you—How can an old man turn his tractor over and kill himself on a pond levee he's been mowing for 35 years. How is that possible?

Ans.: Because he's been mowing the levee for 35 years.

Don't do what I did. We hear it all the time—"Take the cell phone, tell somebody where you are going, don't do dangerous things alone, tell someone your expected return time." But we don't listen. This time—when I was trapped in that tractor—something or somebody whispered in my ear...

"Cuidado! Cuidado, Miguel!"

This time I heard it.

—Michael Johnson

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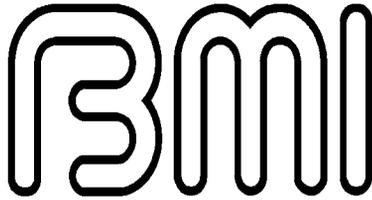
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Date	Class Title	Location	CEU Information	ESAC#, Fee/Free
January 13	SDWA Update	Grants Pass	0.4 Water	2887 FREE
January 27	Control Valves	Eugene	0.7 Water	2863 FREE
February 17	Math for Operators	Newberg	0.4 Water/Wastewater/OS	2885 FREE
February 23	Math for Operators	Salem	0.3 Water/Wastewater/OS	2376 Fee
February 23	Pumps and Pumping	Salem	0.4 Water/Wastewater/OS	2862 Fee
February 25	Math for Operators	John Day	0.3 Water/Wastewater/OS	2376 Fee
February 25	Pumps and Pumping	John Day	0.4 Water/Wastewater/OS	2862 Fee
February 29	Effective Utility Management	Sunriver	0.6 Water/Wastewater	TBA FREE
Feb 29 - Mar 4	38 th Annual Management & Technical Conference	Sunriver	2.4 Water/Wastewater	3139 Fee
March 15-16	Wastewater Treatment/Collections Certification Review	Salem	1.4 Wastewater/0.6 Water/0.4 OS	2882 Fee
March 29	Water & Wastewater Field Operations & Safety	Salem	0.6 Water/Wastewater	2944 Fee
April 5-6	Water Treatment Water Distribution Certification Review	Salem	1.4 Water/0.7 Wastewater	2787 Fee
April 13	Control Valves	Portland Area	0.7 Water	2863 FREE
April 19	Developing Your Operations & Maintenance Manual	Coos Bay	0.6 Water/Wastewater	2780 Fee
April 20	Math for Operators	Salem	0.4 Water/Wastewater/OS	2885 Fee
April 20	Source Water Protection Planning	Salem	0.3 Water	TBA Fee
May 10	Math for Operators	Springfield	0.4 Water/Wastewater/OS	2885 Fee
May 10	Source Water Protection Planning	Springfield	0.3 Water	TBA Fee
May 11	Hydrants and Distribution	Salem	0.4 Water	TBA FREE
May 11	Confined Space	Salem	0.3 Water/Wastewater	TBA Fee
May 25	SDWA Update	The Dalles	0.4 Water	2887 FREE
June 7-8	Water Treatment Water Distribution Certification Review	Salem	1.4 Water/0.7 Wastewater	2787 Fee
June 14	Math for Operators	Winchester Bay San.	0.4 Water/Wastewater/OS	2885 Fee
June 14	Source Water Protection Planning	Winchester Bay San.	0.3 Water	TBA Fee
July 12	Mini Expo	Independence	0.4 Water/Wastewater	TBA FREE
July 13	Pumps and Pumping	Tillamook	0.4 Water/Wastewater/OS	2862 Fee
July 13	Math for Operators	Tillamook	0.3 Water/Wastewater/OS	TBA Fee
July 19	Pumps and Pumping	Pendleton	0.4 Water/Wastewater/OS	2862 Fee
July 19	Math for Operators	Pendleton	0.3 Water/Wastewater/OS	TBA Fee
August 10	Developing Your Operations & Maintenance Manual	Eagle Point	0.6 Water/Wastewater	2780 Fee
August 16-17	Water Treatment Water Distribution Certification Review	Bend	1.4 Water/0.7 Wastewater	2787 Fee
August 22	Effective Utility Management	Seaside	0.6 Water/Wastewater	TBA FREE
August 22-25	22nd Annual Summer Classic	Seaside	1.7 Water/Wastewater	TBA Fee
Aug 31-Sep 1	Wastewater Treatment/Collections Certification	Salem	1.4 Wastewater/0.6 Water/0.4 OS	2882 Fee
September 20	Water Meter and Service Lines	Independence	0.4 Water	TBA Fee
October 5	SDWA Update	Salem	0.4 Water	2887 FREE
October 5	Confined Space	Salem	0.3 Water/Wastewater	TBA Fee
October 19	Control Valves	Newport	0.7 Water	2863 FREE
November 7	Effective Utility Management	Hillsboro	0.6 Water/Wastewater	TBA FREE
November 7-10	2016 Fall Operators Conference	Hillsboro	2.0 Water or Wastewater	TBA Fee
November 29	Water & Wastewater Field Operations & Safety	Salem	0.6 Water/Wastewater	2944 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>

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 Drinking Water Services <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.

NRWA Fleet Program

The National Rural Water Association has created partnerships with the Ford Motor Company and the Chrysler Group 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 Rural Water Fleet Program is a valuable member benefit for water and wastewater utilities. State Rural Water Associations determine eligibility for their members, and provide a fleet code that allows access to substantial vehicle discounts to fill the need for reliable work vehicles.

Contact your State Rural Water Association to access the Rural Water Fleet Program. 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. Systems can save up to \$6,750 off factory invoice per vehicle.

Happy shopping!



Program Details

- Entities must be current members of State Rural Water Associations to be eligible.
- There is no limit to the number of vehicles that can be purchased under the program.
- Incentive pricing is deducted off the factory invoice.
- Fleet vehicles must be in service for a minimum of 12 months or 20,000 miles.
- Vehicles must be registered and operated in the United States.
- Call OAWU today to get your Fleet Identification Number (FIN).



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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 defensible 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 2016 Annual Conference Awards



Water operator of the year:

Based on exceptional accomplishments of an individual during 2015. 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 2015. 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 2015. 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 2015. 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 office / system demands.
-

Nominee's full name:

Employer / system:

Nomination category: Water Wastewater Rookie Office Manager/Manager

Description of nominee's achievements and/or accomplishments:

Please feel free to include copies of awards, certificates, support letters, etc.

Name of person making nomination:

System/company name:

System/company phone #:

Please return nomination form by Friday, February 5, 2016
Send to: OAWU, Attn: Nominations Committee
935 N. Main Street, Independence, OR 97351-2505
Questions, please call (503) 837-1212



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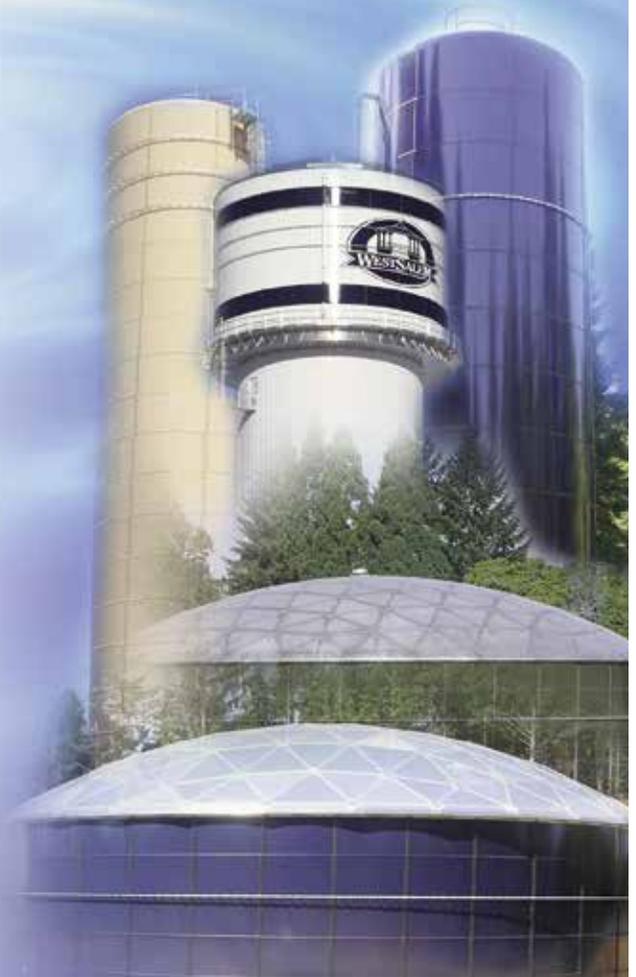
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OAWU 2016 — System Member Scholarship Application

OAWU will be awarding two (2) scholarships for the Annual Management and Technical Conference in Sunriver 2016. These scholarships include registration, conference meals and social functions. Lodging and transportation will be the individual's responsibility. Award decision based upon membership and system need.

Please submit the application form below by January 25, 2016 to:

OAWU, 935 N. Main St. Independence, OR 97351, Attn: Scholarship 2016

Name of Applicant: _____

System: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: () _____ Email: _____

Reason applying for scholarship:

OAWU 2016 — College Student Scholarship Application

OAWU will be awarding two (2) scholarships for the Annual Management and Technical Conference in Sunriver 2016. These scholarships include registration, conference meals and social functions. Lodging and transportation will be the individual's responsibility. All applicants must be an active college student in water or wastewater. Submit a 500-word typed essay on why you would like to attend our conference and why you chose the water/wastewater industry.

Please submit the application form below by January 25, 2016 along with your essay and mail to:

OAWU, 935 N. Main St. Independence, OR 97351, Attn: Scholarship 2016

Name of Applicant: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: () _____ Email: _____

School Applicant is Attending: _____

Field of Study: _____

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

MEMBERSHIP APPLICATION

Name: _____

Address: _____

City/State: _____

County: _____ ZIP: _____

System Email: _____

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 |

Regular Member Dues Schedule

1 to 100	\$75 + 31 cents per hookup
101 to 500	\$80 + 31 cents per hookup
501 to 1,000	\$90 + 31 cents per hookup
1,000 and up	\$100 + 31 cents per hookup
Maximum dues is	\$940.00

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.*

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 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. For Associate Member Benefits, please contact OAWU.

Annual Dues \$400.00 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 \$75.00 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



Please return to OAWU:
935 N. Main St., Independence, OR 97351
or Fax: 503-837-1213 or email: office@oawu.net.

MB16



MEMBERS



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 Adams, City of
 Adrian, City of
 Agate Water Company
 Albany Rifle & Pistol Club
 Alpine Crest Improvement Dist.
 Amigo Villa Water Service, Inc.
 Amity, City of
 Ananda Center at Laurelwood, Inc.
 Arch Cape Service District
 Arlington, City of
 Arrah Wanna Water Company
 Arrowhead Mobile Home Park
 Aspen Lakes Utility Company, L.L.C.
 Athena, City of
 Aumsville, City of
 Aurora, City of
 Avion Water Company
 Baker City, City of
 Bandon, City of
 Banks, City of
 Barlow Water Improvement District
 Barlow, City of
 Bay City, City of
 Bay Hills Water Association
 Beaver Water District
 Bella Casa Mobile Home Park
 Bend Research Inc.
 Bend, City of
 Benton County Service District
 Berndt Creek Water Corp.
 Biggs Service District
 Black Butte Ranch
 BLM Eugene
 Blue River Water District
 Blue Spruce Mobile Estates
 Bly Water & Sanitary Dist.
 Boardman, City of
 Bonanza, Town of
 Boring Water District #24
 Bradley Lake Estates
 Brandy Bar Landing, Inc.
 Breitenbush Hot Springs
 Bridge Water District
 Brooks Community Service District
 Brownsville, City of
 Buell-Red Prairie Water District
 Bunns Village Properties, LLC
 Burns, City of
 Burnside Water Association
 Butte Falls, Town of
 Camp Rilea
 Canby Utility
 Cannon Beach, City of
 Canyon City, Town of
 Canyonville, City of
 Carlton, City of
 Cascade Head Ranch Dist. Improv.
 Co.
 Cascade Locks, City of
 Cave Junction, City of
 Cedarhurst Improvement Club, Inc.
 Century Meadows Sanitary System,
 Inc.
 Century Meadows Water System, Inc.
 Chaparral Mobile Ranch
 Charles Tracts Water Company
 Chehalem Mt. Sun Ridge Association
 Chenoweth Water PUD
 Chiloquin, City of
 Christmas Valley Domestic Water
 Cimmarron City Water Co., Inc.
 Circle C Improvement District
 Clarks Branch Water Associatioin
 Clatskanie, City of
 Clayton Creek Water Association
 Cline Butte Utility Company
 Cline Falls Mobile Home Park
 Cloverdale Sanitary District
 Cloverdale Water District
 Coburg, City of
 Colton Water District
 Columbia City, City of
 Columbia Hills HOA
 Columbia River PUD
 Conagra Foods
 Condon, City of
 Coquille, City of
 Corbett Water District
 Cornelius, City of
 Country Club Water District
 Country View Mobile Estates
 Covanta Marion, Inc.
 Cove Orchard Water Association
 Cove, City of
 Crater Lake National Park
 Crescent Water Supply &
 Improvement District
 Creswell, City of
 Crooked River Ranch Water
 Company
 Crystal Springs Water District
 Culver, City of
 Dallas, City of
 Dayton, City of
 Dayville, City of
 Deception Creek Mobile Park
 Deer Creek Estates Water Assn.
 Deerhorn Community Water
 Association
 Depoe Bay, City of
 Deschutes Valley Water District
 Detroit, City of
 Dexter Oaks Mobile Home Park
 Dexter Sanitary Service
 Diamond Peaks Tract 1355
 Diamond Summit Association
 Dietz Airpark Water System
 Donald, City of
 Drain, City of
 Drifters Mobile Home Park
 Dufur, City of
 Dundee, City of
 Eagle Point, City of
 East Yamhill Rural Water Company
 Eastmont Water Company
 Eastshore Water Improvement
 District
 Echo, City of
 Elkton, City of
 Enterprise, City of
 Estacada, City of
 Eugene Mobile Village
 Fairview Water District
 Fairview, City of
 Falcon Cove Beach Water District
 Falcon Heights Water & Sewer
 District
 Fall Creek Water District
 Falls City, City of
 Fern Ridge School Dist. 28J-10
 Fern Valley Estates Improvement Dist
 Fernridge Mobile Estates
 Fir View Water Company
 Fischer's Place Mobile Home Park
 Fishhawk Lake Recreation Club, Inc.
 Florence, City of
 Forest Park MHP
 Fossil, City of
 Garden Valley Water Assn
 Garibaldi, City of
 Gaston, City of
 Gates, City of
 Gearhart, City of
 Gervais, City of
 Gilchrist Water Co., LLC
 Gladstone, City of
 Gleneden Sanitary District
 Glenmorrie Co-op Association
 Glide Water Association
 Goble Water Association
 Gold Beach, City of
 Gold Hill, City of
 Government Camp Water Company
 Grand Prairie Water Supply
 Company
 Grand Ronde Community Water
 Association
 Grand Ronde Sanitary District
 Grand View Mobile Home Park
 Granite, City of
 Grants Pass, City of
 Green Oaks Mobile Ranch
 Greenhoot Properties
 Gresham, City of
 Haines, City of
 Halfway, City of
 Hall's Trailer Court
 Halsey, City of
 Harbor Water PUD
 Harrisburg, City of
 Hebo Joint Water/Sanitary Authority
 Heceta Water District
 Heppner, City of
 Hidden Valley Improvement District
 High Lostine Owners Association
 Highland Subdivision Water District
 Hiland Water Corporation
 Hillsboro, City of
 Hines, City of
 Hood River, City of
 Hopewell Water Company
 Hubbard, City of
 Hunnell Hills Water System
 Huntington, City of
 HWY 58 Trailer Park
 Ice Fountain Water District
 Idanha, City of
 Idleway Improvement District, Inc.
 Imbler, City of
 Independence, City of
 Indian Meadow Water Company
 Interlachen Water PUD
 Ione, City of
 Irrigon, City of
 Island City, City of
 Jackson County Parks
 Jacksonville, City of
 Jasper Knolls Water District
 Jewell School District
 John Day Water District
 John Day, City of
 Johnson Creek Water Services
 Company
 Junction City, City of
 Juniper Mobile Home Park
 Keizer, City of
 Kelly's Brighton Marina LLC
 Kelso Water Association
 Keno Water Company, Inc.
 K-GB-LB Water District
 Kingswood Heights Water
 Association
 Klamath Falls, City of
 Klippel Water, Inc.
 Knappa Water Association
 Knoll Terrace MHC
 L.A. Water Cooperative
 La Casa Mia
 La Pine, City of
 Lady Creek Water System
 Lafayette, City of
 Laidlaw Water District
 Lake Grove Water District
 Lakeshore Estates
 Lakeside Water District
 Lakeside, City of
 Lakeview, Town of
 Lakewood Utilities, LTD
 Lamontai Improvement District
 Lamplighter Water Association
 Lane County Parks
 Langlois Water District
 Lark Meadows Water Association
 Laurelwood Water User's Co-op
 Lawrence Subdivision Water
 Association, Inc
 Lebanon, City of
 Lexington, Town of
 Lincoln City, City of
 Little Beavers Preschool
 Long Creek, City of
 Lostine, City of
 Lowell, City of
 Luckiamute Domestic Water Co-op
 Lyons-Mehama Water District
 Madras, City of
 Madrone Hill MHP
 Malin, City of



MEMBERS



Manzanita, City of
 Mapleton Water District
 Maupin, City of
 McKay Acres Improvement District
 McKenzie Palisades Water
 McLain Village Water
 McMinnville Water & Light
 McNulty Water PUD
 Merrill, City of
 Metolius Meadows Prop. Owners Assn.
 Metolius, City of
 Midland Water Association
 Mill City, City of
 Milo Adventist Academy
 Minikahda Water District, Inc.
 Mitchell, City of
 Modoc Point Sanitary District
 Molalla, City of
 Monmouth, City of
 Monroe, City of
 Monument, City of
 Moran Water System Association
 Moro, City of
 Mosier, City of
 Mossy Brae Water District
 Mt. Angel Abbey
 Mt. Angel, City of
 Mt. Ashland
 Mt. Bachelor, Inc.
 Mt. Shadows Homeowners Association
 Mt. Vernon, City of
 Mulino Water Dist. #23
 Myrtle Creek, City of
 Myrtle Point, City of
 Nantucket Shores Water Company
 NeahKahNie Water District
 Nehalem, City of
 Nesika Beach-Ophir Water District
 Neskowin Regional Sanitary Authority
 Neskowin Regional Water District
 Netarts Water District
 Netarts-Oceanside Sanitary Dist.
 Newberg, City of
 Newport, City of
 North Corvallis Mobile Home Park
 North Hill Water Corporation
 North Plains, City of
 North Powder, City of
 Northwest Newberg Water Association
 Nyssa, City of
 Oak Lodge Water District
 Oakland, City of
 Oakridge, City of
 Oaks Mobile Home Park
 Oceanside Water District
 Ochocho West Water & Sanitary Authority
 Odell Sanitary District
 Odell Water Company
 Olney-Walluski Water Association
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 Orchard Heights Water Association
 Orchard Point Mobile Homes
 Oregon Shores Beach Club, Inc.
 Oregon Water Wonderland II Sanitary District
 Orient Drive Mobile Estates, LLC
 Otter Rock Water District
 Pacific High School
 Paisley, City of
 Paradise/ Rogue Meadow WS
 Parkdale Water Company, Inc.
 Parrett Mountain View Estates
 Perrydale Domestic Water Association
 Pete's Mt. Water Company, Inc.
 Philomath, City of
 Phoenix, City of
 Pilot Rock, City of
 Pine Grove Water Dist.
 Pinecrest Water Company
 Pioneer Park Water Co-op
 Pioneer Village Water Company, Inc.
 Pleasant Valley Water Company
 Pleasant View Water Company
 Polehn Heights Water Association, Inc.
 Ponderosa Pines Water Company
 Port of Morrow Commission
 Port Orford, City of
 Power City Water Co-op
 Powers, City of
 Prairie City, City of
 Prineville, City of
 Pristine Water Source, LLC
 Quincy Water Association
 Rainier, City of
 Redmond, City of
 Redwood Water Service, Inc.
 Reeder Ranch, Inc.
 Reedsport, City of
 Rhododendron Water Association
 Richland, City of
 Rickreall Community Water Association
 Riddle, City of
 Rimrock West Improvement District
 River Meadows Improvement District
 River Point Farms, LLC
 Riverbend-Riverbank Water District
 Riverfront RV Park
 Rivergrove Water District
 Riverside Water District
 Riverview Trailer Park
 Riviera Mobile Park
 Roats Water System, Inc.
 Roberts Creek Water District
 Rock Creek Water District
 Rockaway Beach, City of
 Rocky Pointe Marina
 Rogue Community College
 Rogue Lea Estates MHP LLC
 Rogue River, City of
 Rogue River-Siskiyou National Forest
 Roseburg Forest Products Co.
 Round Lake Water Utilities
 Rufus, City of
 Running Y Utility Company
 Salem, City of
 Salem Keizer School Dist.
 Salmon River Mobile Village
 Sandy, City of
 Scappoose, City of
 Scio, City of
 Scotts Mills, City of
 Scrael Hill Water Co-op
 Seal Rock Water District
 Seneca, City of
 Shadow Hills Park Cooperative Water Association
 Shangri-La Water District
 Sheridan, City of
 Sherwood, City of
 Siletz, City of
 Silver Falls School District 4J
 Silverton, City of
 Sisters, City of
 Skylane Farm
 Skyview Acres Water Co-op
 Sleepy Hollow Phase 1 Water
 Sodaville, City of
 South Fork Ranch Homeowners, Inc.
 South Fork Water Board
 South Hills Water System, Inc.
 Southwest Lincoln County Water District
 Southwood Park Water District
 Spirit Mountain Gaming, Inc.
 Spray, City of
 Springbrook Water Association
 Squaw Creek Canyon Development
 St. Paul, City of
 Staffordshire Water System, Inc.
 Stanfield, City of
 Star Satellite Improvement District
 Steeves Mobile City
 Storlie Water Company Inc.
 Sublimity, City of
 Suburban East Salem Water District
 Sumpter, City of
 Sunridge Estates
 Sunrise Water Authority
 Sunriver Water LLC
 Sunset Acres Water Improvement Co.
 Sunset Lake RV Park
 Sunset Water Systems, Inc.
 Sunshine Village Water Association
 Sutherlin, City of
 Sweet Home, City of
 Talent, City of
 Terrace Mobile Plaza
 Terrebonne Domestic Water District
 The Dalles, City of
 Three Rivers School District
 Tierra Del Mar Water Company
 Tigard, City of
 Tillamook Bay, Port of
 Tillamook County Creamery Association
 Tillamook, City of
 Timber Water Association
 Toledo, City of
 Tollgate Water Co.
 Tone Water
 Trappist Abbey
 Tri City Water & Sanitary Authority
 Troutdale, City of
 Tualatin Valley Water District
 Turner, City of
 Twin Rocks Sanitary District
 Tygh Valley Water District
 Ukiah, City of
 Umatilla, City of
 Umpqua Basin Water Assn.
 Union, City of
 Vale, City of
 Valley View Water Co-op
 Valley View Water District
 Veneta, City of
 Vernonia, City of
 Vida-Lea Community Cooperative
 VMWID
 Waldport, City of
 Wallowa Lake Co. Service District
 Wallowa, City of
 Warm Springs, Conf. Tribes Reservation of OR
 Warren Water Association
 Warrenton, City of
 Wasco, City of
 Water Wonderland Improvement District
 Watseco-Barview Water District
 Wedderburn Sanitary District
 Welches Water Company
 Weldon Mobile Home Park
 West Hills Water Company
 West Linn, City of
 West Slope Water Dist.
 West Yamhill Water Company
 Western Heights Water Association
 Westfir, City of
 Weston, City of
 Westport Water Association
 Wheeler, City of
 Whispering Pines #4
 Wickiup Water District
 Willamette Water Company
 Willamina, City of
 Wilson River Water District
 Wilsonville, City of
 Winchester Bay Sanitary
 Wi-Ne-Ma Christian Camp, Inc.
 Winston-Dillard Water District
 Wood Village, City of
 Woodburn, City of
 Yachats, City of
 Yamhill, City of
 Yoncalla, City of
 Young Life's Washington Family Ranch
 Young's River Lewis & Clark W.D.
 Zig Zag Water Cooperative, Inc.

WELCOME, NEW MEMBERS!

Dawna Lactzsch
Brian Lawson

Laura Ohman
Ryan Smith

Robert Winters

McLain Village Water
Kennedy/M&H Valve

INDIVIDUAL MEMBERS

Adams, John	Daniel, Morgan	Hecox, Thomas	Malley, Susan	Porter, James	Tabrum, Walter
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Anthony, Joe	Desroche, Ron	Hensley, Daryl	McClenathan, Mike	Rader, Jonathan	Thompson, Jake
Ashenberner, Jacob	Dillard, Bob	Hesse, Todd	McFadden, Tim	Rettke, Tim	Thompson, Kamen
Baker, Scott	Dolbow, Elizabeth	Hodge, Patrick R.	McKeivitt, John	Rigwood, Brian	Thompson, Matt
Barr, Patrick	Durfee, Kenneth C.	Houston, Colin	McManus, Peter	Risley, Michael	Tilander, Tim
Bell, Ron	Elder, Dave	Hume, John	Mead, Matt	Schmidt, Lonny	Tinkess, Andy
Bevard, Cody	Estes, Kyle	Humphrey, Mark	Meigs, Gilbert	Schmittle, William L.	Tupper, Sean
Biamont, Tony	Estrada, David	Hunt, Jeremiah	Merrell, Thomas	Schnell, Kent T.	Turner, Susan
Bicknell, Roy	Farris, Randy	Jauron, Scott	Merritt, Steve	Schroeder, Michael	Tyerman, Paul
Blake, Mike	Felton, Warren	Jay, Jerry	Moniz, Garrett	Scowden, Mark	Violette, Jeff
Bogart, Austin	Flande, Mark	Jones, Randall	Mooney, Ronald	Seelye, Shawn	Wabschall, Steve
Boyd, Jeff	Foster, Rob	Kash, Stella	Morris, Brady S.	Seleshanko, Alexei	Wales, Matthew
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Bull, Kendra	Geiman, Dave	Klinger, Martin	Norris, Rick	Simmons, Edward	Wenzl, James T.
Burton, Howard	Gill, Robert J.	Kneaper, Jason	Nossaman, Ryan	Smith, Craig	Wheatley, James
Buskirk, Jeff	Ginter, Brian	Kuhnke, Joel	Oberg, Kent	Smith, Larry	Whitlock, George
Caire, Tim	Gonzalez, Roy	Laetzsch, Dawna	Ohman, Laura	Smith, Randall	Winters, Robert
Carleton, Larry	Goodpasture, Joe	Lake, Ron	O'Reilly, Mike	Smith, Ryan	Wolford, Paul
Carlton, Larry	Grell, Jack	Lapierre, Josh	Parent, Kenny	Solis, Kimberley	Woodward, Steve
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