



Wisconsin **Rural Water** **Journal**

Winter 2020

**Safety & Health Programs -
Do They Work?**

**Finding & Retaining Public
Works Employees**

Things to Look For in 2020

Com-mu-ni-ca-tion

Winter Operations

32nd Technical Conference

Annual Ice Fisheree

WISCONSIN RURAL WATER ASSOCIATION

**32nd
Annual**

TECHNICAL CONFERENCE

March 17-20, 2020 • La Crosse Center, La Crosse, WI

CONFERENCE AGENDA

- Tuesday Pre-Conference Workshops
 - Opening Session
 - Educational Sessions
- Thursday Night Banquet
- Water Taste and Poster Contests
 - Exhibit Hall



Don't miss this year's Sportsman's Raffle!
Find a list of fantastic prizes at: www.wrwa.org

For more information please see pages 25-31

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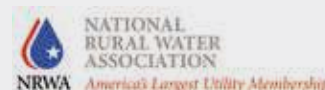
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OFFICIAL PUBLICATION OF THE WISCONSIN RURAL WATER ASSOCIATION

WRWA Staff: Chris Groh- Executive Director
 Sue Wojtalewicz- Chief Financial Officer
 Jeff La Belle- Technical Assistance Director
 Andrew Aslesen- Source Water Specialist
 Kay Curtin - Wastewater Trainer
 Jesse Hass- Wastewater Trainer
 Annetta Von Rueden - Municipal Water Circuit Rider
 Todd Weich- Municipal Water Circuit Rider
 Renee Koback- Member Services Coordinator
 Kelly Thomas- SS Water Circuit Rider
 George Taylor Jr. - SS Water Circuit Rider

WRWA STATE OFFICE
 PH: 715-344-7778 • FAX: 715-344-5555
 E-Mail: wrwa@wrwa.org • Website: www.wrwa.org



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Address all letters to the editor, advertising inquiries and correspondence to:
 Wisconsin Rural Water Association, 350 Water Way, Plover, WI 54467.



Ramon Knudtson,
WRWA President, Melrose

Well it sure does feel like winter comes earlier and earlier every year. It came very early this year. As you are out doing winter chores, especially plowing, please remember to stay safe. Winter is a long season and you need to keep on your toes through a lot of late night/early morning work in poor conditions. Remember getting a road plowed out is not worth your life or health.

Rural water has another retirement and career to celebrate! Congratulation Scott Giese on a 33 year journey with WRWA. Scott was one of the original employees of Rural Water and was one of the reasons we are one of the most successful Associations in the National Rural Water family. With Scott's retirement we are losing a big part of Rural Water. Scott has a lot of knowledge and is going to be missed very much. I hope retirement brings you a lot of fun and time to spend with those grandkids Scott.

This year is going to be a busy one for our legislative initiatives down in Madison. We have been busy for the last few months on water and wastewater issues and we may be asking you for letters and information that we will use to present to DNR and you state legislators. Now is the time to stand up and be heard. We represent a largest number of utilities in the state and together we can accomplish much to enhance health and safety in our industry.

Finally, our 32nd annual Technical Conference is March 17 through March 20, 2020. It should be another great conference full of education and fun. I hope to see you all there. Have a great Winter!

Ramon



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WRWA Mission:

Assisting, educating
and representing
our members in the
Water & Wastewater
Industries.



Chris Groh,
WRWA Executive Director

A Time of Reflection

Winter is a time of reflection. Unfortunately its ice that we're reflecting off of. I was fortunate enough to get a vacation back to my mother's home in Tennessee in late September. It was 100 degrees! Now less than 6 weeks later today's high temperature is going to be 9 degrees. Ugghh.

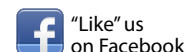
I do like to reflect on the past year and the upcoming year while I'm waiting around for spring. This last year had ups and downs. Great conference, up. Losing a state contract to a group that has never set foot in a small water system, down. But between those extremes we had another great year. There are plans to re-work our training to bring more out to all of you. Our third water circuit rider program that is run by Annie Von Rueden is going great and we are able to service our southern areas better than ever. Our Energy Efficiency program run by Tony Roche is going great. Let me tell you, he is saving systems money in a major way. Todd Weich, who is our new water circuit rider is going great guns in our eastern side of the state. And all the others on staff, always doing the best job in the United States. Thanks Jeff, Andrew, Jesse and Kay.

I'm very grateful to have on staff Kelly Thomas and George Taylor who are our Small system circuit riders. They visit the many hundreds of small OTM/NN systems across the state and they have raised the bar on water quality for all small systems. Now they also will be spearheading the EPA program and water training program. They have a lot of experience training small systems, so it makes sense to have them do the same for the municipal systems in Wisconsin.

This brings me to a more happy/sad event that has come to WRWA. Scott Giese is now enjoying a very well earned retirement. Is there anyone in the state that has not benefitted from Scott's work with WRWA? He has been responsible for more public health improvements than any one person in Wisconsin ever. Scott worked for WRWA for 33 years, since its inception, and has brought more knowledge, improvements and assistance than any of us. Surely Scott has been a big influence on making WRWA what it is today. Thank you Scott. Have fun.

Finally, the year ended with a rushing whirlwind of activity in state legislation. PFOS/PFAS has taken a lot of my time in the trenches in Madison and on the radio, TV and print news. This is one of the backroom things WRWA does to help small municipal systems that you may not hear much about. We have been working hard to restrain kneejerk reactions to an issue that may not even be a problem. I ask that you please watch for me asking for your help with these issues and to keep in touch with me about this issue. I am always hearing about something, after the fact, and I always say the same thing...I wish you would have called me for information on this. If you have a group or organization that is going to talk about this in your town, please consider calling me for information or to speak. I'll have the latest news and facts.

Try to have the best winter ever. Above all stay safe and warm. I'll see you next spring. *Chris*



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We get letters and emails!

We'd love to hear from you...

Todd and Rural Water,

We would like to thank you for all your time and effort working with Craig, our Public Works Lead. He knew there was a water leak somewhere and regardless of all the others telling him to wait, that it would show up above ground, you worked with him on determining what, how, where, and finally, being here the day the leak was dug up and patched.

He has learned so much from Rural Water and you particularly. Thank You for all of your assistance in The Great Water Leak of 2019. Our numbers are back to normal, we were losing 100,000 gallons daily and we thank you for believing Craig and giving your time and expertise!

Sincerely,
Village of Arlington Board,
Craig Ripp, PW Lead, and PJ Monson

Scott:

Just wanted to send you a brief Thank You note from your site visit on 10/17 AM to discuss manganese options. Your assistance and discussion of previous experiences is greatly appreciated. I will reach out if we have further questions.

Thanks,
Brian E. Schmidt, Xcel Energy | Responsible By Nature

Dear Mr. Groh:

My staff and I wanted to take the time to express our gratitude for everything you and Wisconsin Rural Water Association do for the utilities in Wisconsin. Throughout our careers in the water treatment industry, we have relied upon the numerous programs and services provided by WRWA to maximize our understanding of water treatment processes, keep abreast of current and future regulations, and maximize safety for our customers and employees.

Recently, our staff participated in cross connection control and confined space entry training at your facility. I can say without a doubt, the training offered by WRWA is top notch and a perfect fit for our needs.

We are fortunate to have such a wonderful organization in Wisconsin. Thank you again to you and your staff!

Best regards,
Anthony L. Mach Director, Neenah Water Utility

To Whom it May Concern,

The City of Tomahawk would like to thank Wisconsin Rural Water Association (WRWA). Over the years their loan a tool program, knowledgeable field staff and other services have helped us to continue to serve outstanding water the residents of Tomahawk. Without these available resources we would have to outsource the work, by having WRWA it lessens the burden on small water systems. We have a 2-man water department so with the knowledge that our field staff (Todd) and the other staff at WRWA we can call and have them to our facility quickly to help us with the hurdles we face.

Thank- you,
City of Tomahawk Water Department

Chris & WRWA Association,

Thanks again for the use of the vac-trailer and Jeff LaBelle for bringing it over to us. It worked very well cleaning the valve boxes.

Jamie Reitz, Village of Elmwood

Wisconsin Rural Water Association,

The Village of Birchwood would like to thank you for your services. Your newsletters, online resources, and excellent customer service are critical for municipalities. We appreciate all that you do and look forward to continuing our working relationship.

Sincerely,
John Depoister, President, Village of Birchwood

Chris,

I wish to thank circuit rider Jeff LaBelle for traveling out to Lancaster to help the water utility locate a leak on an 8" ductile iron fire service line at a local business.

Jeff's knowledge combined with WRWA's equipment helped the city and the business determine where the leak was located and what the best approach was to repair it.

Thanks again,
John Hauth, DPW, City of Lancaster

Dear WRWA Staff,

Often people are so busy we forget to say, "Thank you!" to the people and organizations that make a difference in our lives. That is why, today, as I sit at my desk working on the 2020 municipal budget and wonder where the funds to continue municipal operations will come from, I want to say thank you for the service the Wisconsin Rural Water Association (WRWA) provides.

Your knowledgeable and friendly staff is wonderful to work with and the ability to use WRWA equipment is priceless! In addition to the training and networking opportunities, in 2019 WRWA assisted the Village of Wyocena by allowing use of a vacuum trailer and electric valve turner to clean out and turn difficult water valves as well as a GPS unit for mapping services. These are items the village cannot afford.

As The Beatles said in song, "I get by with the help from my friends". We are grateful for you, our friends, and wish you a healthy and prosperous holiday season and beyond!

Respectfully,

Lori Kratky MMC, WMPC, CMTW

Administrator/Clerk-Treasurer, Village of Wyocena

Dear Chris,

We, at the City of Pittsville, wanted to drop you a note of thanks for all the services WRWA has provided us.

This year has been a different one for us as we lost both our long-time utility workers and have a brand new Utility Director and Utility Worker. Your services have been invaluable to us this year.

Some of these services include:

- Classes/training for credits and knowledge
- Borrowing equipment at no cost (membership fee) such as trailer vac, GIS arrow system, etc.
- Helpful in answering questions or direction to someone who would know
- Helping set up on DiamondMaps.com - our GIS system

Scott came down and helped our Utility workers study for the VOCs exam

Overall, just a good resource to have in the back pocket for anything that might come up - they are willing to help and get back on your feet

Again, we appreciate the services WRWA continues to give us year after year.

Sincerely,

Sue Shute, Deputy Clerk/Treasurer, City of Pittsville



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Thoughts On- Finding and Retaining Public Works Employees



Jesse Hass,
*WRWA Wastewater Technician/Trainer
Wastewater Specialist*

A major impediment to finding and retaining employees in the public works field is wages.

A question I get out in the field often is, how do we attract more people to public works? It is a question that needs to be addressed soon, with many operators nearing retirement. The answer to this question will not be as easy to address as some may think. There is a shortage of skilled workers in most all trade fields. Anecdotally, I hear of plumbers, electricians, construction workers, and most other trades dealing with not being able to attract and retain workers in those respective fields. This problem will only get worse as the “Boomers” exit the workforce. Along with having a shortage of workers, the trades will be losing a lot of experience that will not easily be replaced.

A major impediment to finding and retaining employees in the public works field is wages. Call me biased, but to me, most public employees are under paid for the work they perform. The national average for a plumber is \$44.00 an hour, whose job it is to install pipes and fix leaks. The national average for a municipal worker is \$20.00 an hour, whose job it is to maintain pipes, provide safe drinking water, clean water before discharging it to a watershed, and about a thousand other things. To me that gap should be much closer than \$24.00 an hour. Along with pay that is not as high as I believe it should be, most cities are operating with smaller crews than they once had. These things along with many other

factors are making it difficult for cities to attract candidates to the field. So what can we do as an industry to attract more people to public works?

We must do a better job of explaining our industry to possible prospects. We need to be advocates for our industry and educate the public about our professions. One idea that I would like to share is from a small town in central Wisconsin. The City of Pittsville works with the Pittsville High School to have certain students do interns working for the City. The City has a couple of students come do an internship at the City 2 times a week for 2 hours a day. This allows the students to fulfill their intern portion requirement for graduating and gets them experience in public works. My suggestion for any town's interested in trying to do something like Pittsville, is start by talking with a guidance counselor in your city to see if there is a way to start up a similar program. It's a win-win for the student and city. The city gains information on possible future employees and promotes the industry to a new generation of workers. The students get their internship fulfilled and gain knowledge of a possible future profession.

Once we start attracting workers to public works how do we keep them in the industry? First thing that would help is wages need to start coming up. Along with wages, retirement and health insurance also are major factors to retaining employees. Secondly, a major factor that helps retain employees is flexibility. Water and wastewater plants run 24/7 for 365 days a year. A deterrent for retaining workers is having someone "on call" for every minute of the year. Since the municipality needs someone on call at all times, giving workers flexibility can be a huge benefit. Some options that I have seen are, working 4 ten hour days, doing 4 nine hours days and a four hour day on Friday, or the city just telling the employee to work whatever 40 hours they want throughout the week. Another thing that would go a long way to for attracting and retaining employees is being more generous with vacation. If you are trying to attract a new employee that has built up vacation working somewhere else, it is tough for people to leave for a new job is they lose all of their vacation. Also, if people can build up vacation faster they are more likely to stay.

Here a few more thoughts for creating a positive work environment. With a younger generation coming into the workforce, there will naturally be some things that are lost in translation. When communicating tasks, if it has always been done one way and a new employee has a new idea, try not to automatically disregard the idea. If it is a feasible alternative then maybe that is not a battle worth fighting. People like freedom and flexibility, micromanaging deters workers and fosters a negative work environment. I know there are certain tasks that need to be performed certain ways but try to understand why new employees are doing things the way they are and correct when it is actually necessary. Also, new employees must understand that there is probably a good reason somethings are done a certain way. If an operator has been at a system for many years they have a wealth of knowledge. The newer generation must understand they are not experts in the field just because they work in the field. That's why keeping open communication lines are important so things are explained well on both ends. A last major factor to retaining employees is a positive work environment. With a shortage of workers in the public works field, workers have options they didn't used to have. So if a worker doesn't feel appreciated in any area of their job, there are usually other jobs available in this field. So if the goal is to train and keep employees I would hope that cities will work to create a place of employment with competitive wages where employees feel appreciated.

Jesse

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SAFETY & HEALTH PROGRAMS

DO THEY WORK?



Vince Matarrese,
Advanced Safety
Technology, Inc.
President

One of the most effective ways of protecting your employees is to establish a safety and health program. Injury and illnesses can cause workplace disruption and extreme cost, not only to the employer, but the workers families. It will cause less productivity, workers morale will go down and turnover of employees.

Safety and health programs will create a proactive approach to eliminating workplace hazards before they can cause an injury or illness. We see employers constantly reacting to an incident. After the incident happens, then they react by looking for a fix. After, not before. Identify hazards before they occur, this approach is far more effective.

BENEFITS

- ✓ Better workplace morale.
- ✓ Improvement in productivity.
- ✓ Lower workers' compensation claims.
- ✓ Training costs associated with time lost and replacing injured workers.

The main goal of a safety and health program is to prevent workplace injuries, illnesses, and death. I've heard it over and over again, we'll get started when someone dies. We haven't killed anyone yet!

PRIORITY

Workers safety should come first. Safety should be a top priority, not reacting after something happens. We all know it and have seen it, safety is the first thing that gets cut when it comes to money. We deal with it every year with budgets.

- If you're a supervisor, lead by example. Safety should be a daily conservation. If there is a hazard, correct it, that's implementation.
- Address your safety and health programs, update, re-evaluate, discuss procedures with employees. Remember, your employees know the job task better than anyone else.
- Provide training, address even near misses. Don't forget, lead by example and show up to the training yourself. Supervisors, managers and directors fail to show up to their own training classes.
- Correct hazards addressed in safety inspections. Let employees report safety and health concerns without fear of retaliation.



Let workers participate in the implementation process. One person can't do everything. For a program to succeed, workers (and, if applicable, their representatives) must participate in developing and implementing every element of the safety and health program. Delegate jobs like:

- ✓ Perform annual periodic inspection certifications for lockout/tagout authorized employees.
- ✓ Perform monthly fire extinguisher safety inspections.
- ✓ First aid kit inspections (at a minimum, pocket masks with one-way valves, appropriate antiseptic towelettes and cleansers, disposable gloves, and bio-hazard bags with ties).
- ✓ Activating emergency eyewash/shower stations (flush units) weekly.
- ✓ Maintain chemical inventory and material safety data sheets for all new hazardous chemicals.
- ✓ Perform personal protective training when issuing new personal protective equipment.
- ✓ Maintaining confined space entry permits, must be filed for one year after cancellation.

The old saying is, it starts at the top. Management must buy into a safety and health program in order for it to work. Take a look at WRWA Consolidated Group Safety Management Program (CGSMP). The CGSMP is all about providing a safe working environment and affording it in today's economy.

Remember, it's all about going home.

Vince

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THINGS TO LOOK FOR IN 2020



Jeff LaBelle,
WRWA Technical Assistance Director

Welcome to the year 2020. Where has the time gone?

Welcome to the year 2020. Where has the time gone? I started with WRWA May 1, 2000. 20 years ago, hard to believe. I have seen a lot of changes both in the drinking water/wastewater industry and at Rural Water. The end of 2019 has seen an end to an era for Rural Water, Scott Giese the first field staff hired in 1988 by Ken Bloomberg has retired...he will be missed. Scott is a walking encyclopedia of water knowledge that I tapped into on a regular bases. 2019 saw Rural Water lose Ed Hendzel Circuit Rider to retirement also, he keeps antagonizing me with pictures of fishing, hunting and all the other things he is doing other than work. Best wishes to them both in their retirements!

2019 also has seen some additions to the Rural Water family. Annetta Von Rueden was hired to fill a new position as Circuit Rider for the southern section of the state from Lake Michigan to the Mississippi River. Todd Weich was hired as a replacement for Ed Hendzel and covers the eastern section of the state. Tony Roche was also added to a new position, Energy efficiency Circuit Rider covering the whole state. Please welcome them into your systems. They each bring a wealth of knowledge and expertise to assist you.

Some of the issues facing everyone in 2020 are the same as in 2019. PSC ch185 changes are still in limbo, the rule changes still need to go before legislators. Lead and Copper Rule changes at the federal level will not

be out until about 2023. State level is more proactive with initiatives for identifying and replacing lead service lines. With Municipal systems doing Lead & Copper testing in 2020, information may be sent to systems around the end of the year detailing what information the DNR will be looking for. PFAS seems to be getting a lot of attention now days. At the Federal level EPA is looking at 70 parts per trillion and 15 parts per trillion action level. The State of Wisconsin DHS is proposing 20 parts per trillion and an action level of 2 parts per trillion, the DNR are agreeing to used DHS proposed levels. Municipal Environmental Group (MEG), League of Municipalities and Rural Water are working with DNR on this issue. Manganese has also made an appearance with some systems being asked to shut down wells that exceed levels of 300ug/l. the aesthetic level is .05mg/l. Manganese is listed as a secondary contaminate, the body needs manganese in small amounts, but too much can have some health effects. This is a small list of items that may have an impact on water systems in the years ahead.

Wishing everyone an uneventful winter and a Great 2020

Jeff

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UTILITY NAME	ORDER ISSUED	OVERALL% INCREASE
Verona Water Utility	09/03/19	38.56%
Mishicot Water Utility and Sewer Department	09/09/19	49.25%
Liberty Grove Sanitary District No. 1	09/10/19	19.66%
Brookfield Municipal Water Utility	10/02/19	20.45%
Milltown (Village of) Water Utility	10/02/19	26.93%
Pleasant Prairie (Village of) Water Utility	10/04/19	23.10%
Janesville Water Utility	10/16/19	52.80%
Wittenberg Municipal Water and Sewer Utility	10/25/19	67.32%
Loyal Municipal Water Utility	11/26/19	55.04%
Windsor Water Utility	11/26/19	5.58%

PSC CONSTRUCTION AUTHORIZATIONS ISSUED

SEPTEMBER 1, 2019 – NOVEMBER 30, 2019

UTILITY NAME	ORDER ISSUED	CONSTRUCTION COST
Brockway (Town of) Sanitary District No. 1	09/09/19	\$22,500
Holland (Town of) Sanitary District No. 1	09/16/19	\$48,452
Wauwatosa Water Utility	09/09/19	\$1,386,389
Eau Claire Municipal Water Utility	11/08/19	\$11,071,807
Shorewood Municipal Water Utility	09/23/19	\$494,000
Milltown (Village of) Water Utility	09/03/19	\$128,147
Wittenberg Municipal Water and Sewer Utility	09/16/19	\$132,392
Pleasant Prairie (Village of) Water Utility	11/04/19	\$1,500,000
Windsor Water Utility	09/26/19	\$1,454,750
Appleton Water Department	10/25/19	\$4,177,000
Neillsville (City of) Municipal Water Utility	11/26/19	\$260,935
Sun Prairie Utilities	09/24/19	\$577,269

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Quarter page	\$215	\$800	\$270	\$860
Business card	\$160	\$575	\$200	\$600

Color Advertising	MEMBER		NON-MEMBER	
	1-Time	Yearly	1-Time	Yearly
Inside front cover	\$670	\$2,430	NA	NA
Outside back cover	\$800	\$2,540	NA	NA
Full page	\$575	\$1,970	\$770	\$2,670
Half page	\$370	\$1,265	\$575	\$1,965
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Business card	\$200	\$600	\$335	\$1,000

For information on advertising & the benefits of membership at the different levels, please contact Renee at the WRWA office: 715-344-7778 or rkoback@wrwa.org. *Must be employed by a WRWA system, associate, or corporate member, retired and state or federal employees

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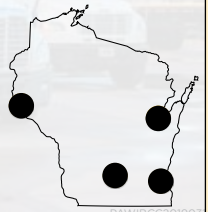
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WELCOME to Our World...

Resources for New Operators

Kay Curtin
WRWA Trainer/Technician

In the past few years, literally hundreds of new wastewater operators have entered the field in Wisconsin, and we expect many more as we “golden oldies” retire. Some of the new operators have associate degrees in Water/Wastewater Technology, but very few. And few have experience in the field, as many small towns unfortunately do not have internship or internal training programs. (See Jesse Hass’s article in this journal on acquiring and retaining employees). In many cases, the experienced operators have retired or gone on medical leave prior to the hiring of new personnel. Villages and cities many reduce personnel due to attrition, so the problem is magnified, as the operator is taking care of water, parks, streets, etc. and has little time to become familiar with the wastewater treatment process.

Training, of course, is essential. Municipalities need to make it a priority to find resources to allow their operators to receive training. WRWA’s wastewater technicians, Jesse and I, will gladly stop in to your plant to provide one-on-one training. However, there are two of us and over 600 systems to cover and we haven’t yet, unfortunately, been cloned. WRWA holds at least two free-of-charge wastewater classes in different areas of the state each month, along with other classes such as safety and winter operations. We hold an annual conference (in LaCrosse) each March

which provides wastewater training. We also provide exam review classes prior to DNR exam dates. Wisconsin Wastewater Operator’s Association holds regional training meetings throughout the state, along with annual conferences. These are all excellent opportunities for new operation staff. This should be a priority for municipalities. If you don’t receive our training calendars by email, call our office at 715.344.7778 and get on the emailing list.

There are also on-line classes and manuals that I recommend for new operators. Sacramento College’s Office of Water and Wastewater has manuals that have been the gold standard for training for many years. They have just released the 8th Edition of Operation of Water and Wastewater Treatment Plants. The website is: <http://www.owp.csus.edu/courses/wastewater.php>. This is also an online training program for which the enrollees can receive CEUs toward their licenses. The charges are extremely reasonable, and if your employer can’t or won’t allow you to purchase or enroll, speak with your local librarian. They may be able to order the manuals for you to use. Water Environment Federation (WEF) also has a large library with many process-specific manuals and more advanced research information.



In my long career, the most valuable information that was available to me was from other operators. Networking is far more important than people realize. If you have a problem or question, you can be assured that someone else has had something similar and figured out a solution. Both WRWA and WWOA have booklets and/or spreadsheets with other operators' contact information. I've never been turned down when I've picked up a phone to ask a question of one of my fellow operators. It's also helped me make a few friends along the way.

The last item that I want to discuss is mentorship. Mentors provide valuable real-life training, along with encouragement. When I received a copy of TPO magazine a few years ago, a photo of my first mentor in another state was on the cover. I hadn't spoken to John for 40 years, but I picked up the phone and called him, catching him on the day he was to retire. I thanked him for all of the knowledge and encouragement (believe me, I needed encouragement back then) and for talking me into staying in the wastewater business. All operators need someone like John and you experienced operators can easily provide support and training. It's only going to make you look better, and perhaps have a person that will remember and appreciate you in 40 years.

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Com-mu-ni-ca-tion

NOUN

1. The imparting or exchanging of information or news
2. Means of sending or receiving information, such as telephone or computers

Todd Weich,
WRWA Water Circuit Rider

Good communication helps you maintain the trust your community has in you to provide them with safe drinking water and systems that work.

A simple Google search provides you with the definition of communication. It is plain and simple. Exchanging information and the sending/receiving of information. Communication is important in all aspects of our work and in our daily lives. We must never forget the importance of good communication.

There are so many ways we communicate, from daily emails, texts and phone calls to how we communicate with our boards/councils and other professional services. Good communication keeps everyone informed and our jobs much easier.

How many times have you been frustrated over a phone call not returned or an email left unanswered? Don't be that person. We are all busy, we have overloaded inboxes, it is hard, but it is important to make the effort to return phone calls and respond to emails.

In today's age of technology, it is important to understand how to use email and text messaging. Both are primary sources of communication for many people. Email is a simple, fast method of communication and can be done from just about anywhere, at any time. Text messaging can be a fast way to communicate a message. It is convenient in situations where a phone call can't be made and you need to get information to a person. If you aren't

using one or both of these, you may want to look into how these may make your communication more efficient.

In my experience over the years, it is important to maintain an open line of communication with your councils or boards. Keeping your community leaders in the loop will allow them to make informed decisions and support you in your

own decisions within your department. They will trust you and your abilities. Although many of our leaders in our communities are not well-versed on the ins and outs of our systems, this can provide some challenges for us in the

industry. It is ultimately our job to offer an explanation they can understand. It is easier to justify a needed system upgrade or a change in regulations, if they have not been kept in the dark. Nothing is shocking. This may mean department heads attending meetings on a regular basis or just speaking with your city administrator, mayor or president, so the correct information is provided and shared with all of the community leaders. The last thing you want is the community leaders and community members in general to be misinformed on what is going on.

It is also important to communicate with your DNR representatives. Regulations can be challenging, it is important to work with your reps to maintain your system properly. The regulations are in place for a reason, we may not always understand them, but they are there for the protection of the environment and the people we provide our services to. They can help you work to obtain and maintain compliance.

Communication with your engineers and testing labs are key in running a smooth operation. They are a wealth of information and are usually just a phone call or email away. They can provide you with advice, assist you with troubleshooting system problems and working out compliance issues. In many cases, they engineered the systems you are operating and maintaining and will have expert knowledge or the resources to help you.

Another source of technical assistance is right here with WRWA. We are here for you. We have vast resources to assist you with any system problems you may have. By maintaining communication with your reps, we can provide quick response to many of your system issues. Sometimes it is a simple question that we can take care of over the phone or it may require an in-person visit. We have all likely been in your same spot and can help you get through it.

As you can see, communication is key to running a smooth operation within your community. Good communication helps you maintain the trust your community has in you to provide them with safe drinking water and systems that work. You are able to maintain relationships with the people that can provide services and assistance to you. The better communication you have in all aspects of your job, the easier it will be to get stuff done.



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The **NEW** Era

WRWA has an outstanding reputation for technical assistance and training with an award winning staff.

By Kelly Thomas



NORTH OF HWY 10

George Taylor
715-321-4145
GTaylor@wrwa.org

SOUTH OF HWY 10

Kelly Thomas
715-204-0488
KThomas@wrwa.org

The EPA Program through the National Rural Water Association program which offers continuing education training does not retire with Scott Giese. Though the EPA program through Scott is ending truly a memorable era...a new era begins. Kelly Thomas and George Taylor are making the seamless transition into the EPA program. Kelly and George offer nearly 50 years of experience in the drinking water industry with experience in Municipal, Other Than Municipal, and Non Transient Non Community water systems. What does this mean to you? We will continue to offer Technical Assistance and Continuing Education for the water operators throughout the great state of Wisconsin. Classes will soon be on the calendars that offer a capacity and development theme with a twist of "nuts & bolts." Exam Review classes are also being scheduled for the months of February, May, August, and November of 2020. We truly feel that the operators are the heartbeat to WRWA and to Wisconsin's drinking water. So with that in mind, we will go to great lengths to help you investigate, research, and resolve any issues that may arise in your water systems. WRWA has an outstanding reputation for technical assistance and training with an award winning staff. Please take advantage of our resources to help mitigate any issues that may arise and at the same time, maybe, save your community some money.

new

Organizational Structure at PSC

To best accomplish the agency's mission and serve the public, the Public Service Commission implemented a reorganization on June 9, 2019. The goals for the reorganization are to achieve more effective and efficient operations, optimize the use of human resources and management personnel, provide more responsive service to the public and customers, be more effective in decision-making and cooperative management, and better meet program and workflow demands.

The reorganization created four new divisions, which are comprised of work teams that are part of a Bureau or Office within their divisions. Management staff who previously served as Assistant Administrators are now Bureau Directors. These changes align the PSC with other state agencies. The four divisions include the Division of Energy Regulation & Analysis (DERA), the Division of Digital Access, Consumer & Environmental Affairs (DACEA), the Division of Business Operations & Office Management (DBOM), and a division focused on water and sewer regulation, as well as water conservation and quality: the Division of Water Utility Regulation & Analysis (DWURA).

DWURA includes one Bureau, with Andy Galvin serving as the Bureau Director. Denise Schmidt was named Administrator of the Division and has been serving in that role since June 23. Many of you know Denise from her previous roles as the agency's Water Conservation Coordinator and Water Policy Advisor. Denise also serves on a number of state, national and international boards and committees that research and develop water industry trends and standards. Denise's prior work experience includes time as an environmental, local planning, and educational consultant, an environmental planner for the Atlanta Regional Commission, and a consultant with Energy Management Associates and Ernst and Young. She received her Bachelor's Degree in Environmental Health Sciences from Purdue University and her Master in Public Policy from Harvard University. Denise is very excited about the opportunity to work with the Wisconsin water utility community and stakeholders in this new capacity, and she welcomes your feedback and input on issues related to the PSC's programs and policies. You can reach Denise at denise.schmidt@wisconsin.gov or 608-266-1282.

Please note that most water cases are delegated decisions. Because the Commission delegated the authority to the DWURA Administrator to be the decision maker in those matters, Denise is subject to the ex parte restrictions laid out in Wisconsin Statute Section 227.50. This means that when you have an active case, or when you anticipate one will be starting soon, please avoid communicating directly with Denise on that subject. In those instances, please feel free to contact either the Commission staff person coordinating your case or Andy Galvin at: andy.galvin@wisconsin.gov or 608-267-0510.

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"OTM/NN - Emergency Response Plan"

By George Taylor Jr.
Wisconsin Rural Water Association
Small Water Systems Circuit
Rider/Training Specialist

We are always here to help in any emergency situation you may encounter out in the field.

Hello everyone,

With winter in full effect and lots of snow to go around, I would like to remind everyone to keep their Emergency Response Plans up to date. No matter the situation, an up to date Emergency Response Plan is a key tool for any water operator to have during those stressful emergency situations. Anything from power outages to well failures to water leaks. Anything can happen out in the field. Being ready and being able to respond swiftly is key to any water operator and your water system.

Here are just a few things to include in your - "Emergency Response Plan"

- A list of plumbers electricians or other contractors available during an emergency
- Procedures for obtaining a backup water source
- A List of Local and State emergency contacts.
- A system for establishing emergency communications
- Any mutual aid agreements the utility has with other communities for sharing personnel equipment and other resources during an emergency.
- Standard procedures for emergency water productions.
- Means of sharing information with customers

These are just a couple things to consider when designing a plan for your water system. We at Wisconsin Rural Water Association are here to help fill out a more in depth Emergency Response Plan to fit your water system. We are always here to help in any emergency situation you may encounter out in the field. Please refer to DNR web site for NR-810 WI Code. Also feel free to contact your WI DNR Representative or your WRWA Circuit Rider with any questions or concerns.

We are always here to assist your water needs.



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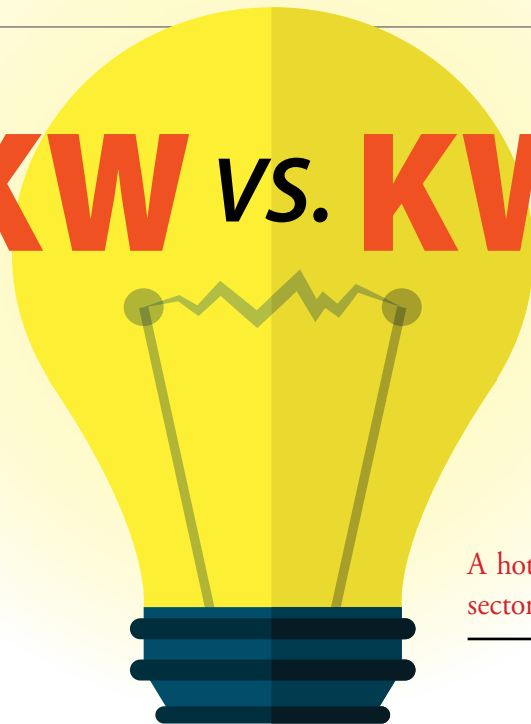


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A hot topic of discussion within the energy sector is the use of variable frequency drives.

By Tony Roche

How many operators in the audience have ever looked at the electrical bill for their water or wastewater utility? I am guessing that not many of you have. Utility bills are generally comprised of multiple line items and these separate line items are added together to create the total bill. Two important line items to pay attention to are kilowatts and kilowatt hours...so what is the difference?

The terms kilowatt and kilowatt hour sound relatively similar, but they are in fact quite different. Kilowatt hours measure electrical consumption over time (i.e. how much energy is consumed in an hour), but a kilowatt is the rate at which electricity is being consumed. A good analogy to explain the difference between kilowatts and kilowatt hours is to picture the speedometer and odometer of a car. Kilowatts are measured instantaneously and are analogous to the speedometer, while kilowatt hours are measured over an hour and are analogous to the odometer reading of a car.

In addition, the terms kilowatt and kilowatt hour have very different meanings on a utility bill. Different electrical utilities present billing information to their customers in different ways, but it is very common for most electrical utilities to include separate charges for kilowatts and kilowatt hours. Total electrical consumption is measured by kilowatt hours (kWh) but demand charges are measured by kilowatts (kW). In some cases, an electric bill can contain multiple demand charges. For example, some utilities have a "distribution demand" charge that bills customers for the greatest demand used in a 12-month period. This means that if a plant had an 86 kW demand in June and a 45 kW demand in September, then the plant would have a distribution demand charge of 86 kW on their September bill. Therefore, it is advantageous for water and wastewater plants to maintain a low electrical demand year-round. An example of an electrical demand rate profile for a wastewater treatment plant is shown in Figure 1.

Figure 1 focuses on demand charges incurred by an actual village in Wisconsin. Peak demand energy usage fluctuated between 45.6 kW and 85.6 kW for the time period analyzed by this study. The transformed peak demand presented in Figure 1 shows a better graphical representation than peak demand alone. With the exception of 2 billing periods (periods 9 and 11), peak energy demand occurred between 9:15 AM and 10:15 AM. Analyzing

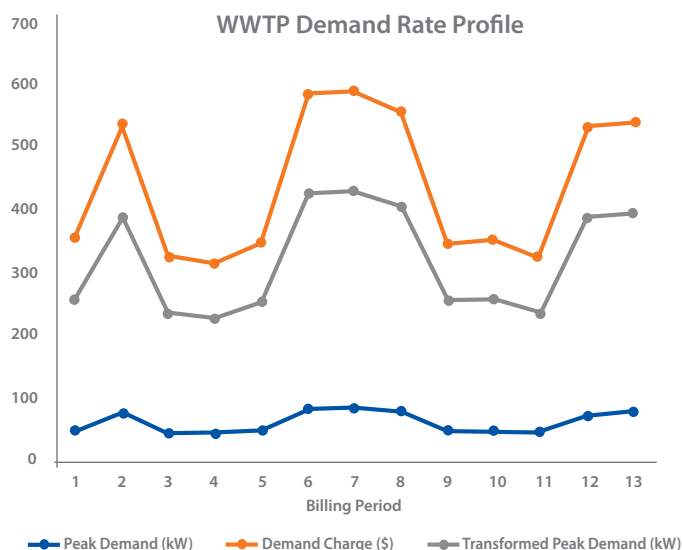


Figure 1: WWTP DEMAND RATE PROFILE. Peak demand was multiplied by 5 times to obtain transformed peak demand.

data and identifying trends is crucial for electrical demand management. If it is possible to identify which process(es) occurred during these times then it would be possible for the village in this example to save significant costs on demand charges. Total demand charges can be significant and can account for over 25% of a monthly electrical bill in some cases.

The take home message from this article is that electrical demand and electrical consumption are both very important factors in utility management. Knowing what pieces of pieces of equipment are in operation and at what time these pieces of equipment are operating can significantly impact electrical costs for a water or wastewater utility.

I wish everyone well for the upcoming winter season of ice fishing, snowmobiling, and Green Bay Packer playoff football! Mark your calendars for the 7th Annual WRWA Ice Fisheree on January 22 and 23 in Fox Lake, WI and also for the 2nd Annual WRWA Ice Fisheree on February 6 and 7 in Chetek, WI.

Tony



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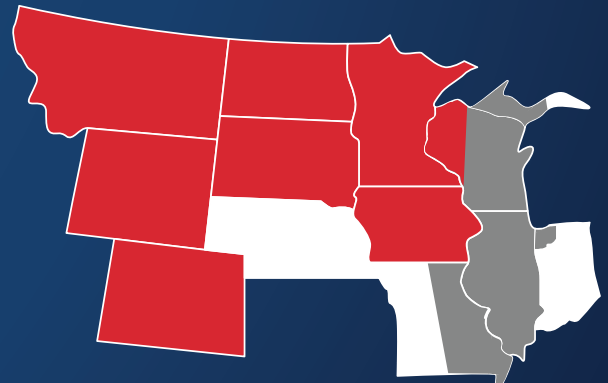
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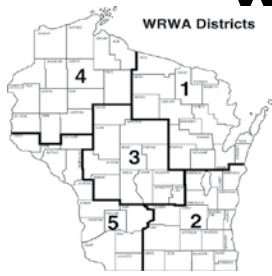


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Wisconsin Rural Water Association

2020 Awards Nomination Form

Since 1989, WRWA has recognized those in the State of Wisconsin that demonstrate excellence in the water and wastewater industries. Please add your nominations in the appropriate area of this form and submit to WRWA no later than February 8th, 2019 for consideration*.

WATER/WASTEWATER SYSTEM OF THE YEAR: This award is presented to WRWA member systems that provide excellent service to their customers and stay in compliance with state & federal regulations.

Water System of the Year: _____

Wastewater System of the Year: _____

OPERATOR OF THE YEAR: This award is presented to certified operators that work for WRWA member systems to maintain regulatory compliance, protect the environment and provide excellent service to their customers.

Operator of the Year – WRWA District 1:	System
Operator of the Year – WRWA District 2:	System
Operator of the Year – WRWA District 3:	System
Operator of the Year – WRWA District 4:	System
Operator of the Year – WRWA District 5:	System

ADMINISTRATIVE PROFESSIONAL OF THE YEAR: This award is presented to utility clerks who work for WRWA member systems and have shown the highest level of integrity and proficiency in their field.

Administrative Professional of the Year: _____ System _____

BUSINESS MEMBER OF THE YEAR: This award is presented to WRWA Business Members that have worked to promote WRWA's mission and shown dedication in providing service to the water & wastewater industries.

Business Member of the Year: _____

LIFETIME ACHIEVEMENT: This award is presented to those individuals that have worked throughout their careers to support WRWA and the water & wastewater industries, and shown a high level of dedication to their field.

Lifetime Achievement: _____

FRIEND OF RURAL WATER: This award is presented to those that have gone above and beyond the call of duty in helping WRWA in its mission of assisting rural communities and protecting Wisconsin's natural resources.

Friend of Rural Water: _____

CONSERVATION: This award is presented each year to member systems that have shown a high level of commitment to operating efficiently and protecting & preserving Wisconsin's water and energy resources.

Conservation: _____

* * *

***Submitting a short letter of support explaining the reasons for nomination provides valuable information to the Awards Committee during the selection process and improves the chances of winning the award.**

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32nd Annual

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Tuesday Pre-Conference Workshops

This year's agenda includes two concurrent Operation & Maintenance sessions, one in water and one in wastewater with a variety of educational & informative presentations.

Opening Session

Always a highlight of the Conference, learn about the challenges facing our industry and solutions to the issues we're facing. Enjoy the opening session speaker and help us congratulate the winners of this year's WRWA Annual Awards.

Educational Sessions

With close to 40 hours of educational sessions offered there is something for everyone. This includes specific classes on topics of interest for operators, managers, PEs, administrative personnel and board members over the course of the four day event.

Thursday Night Banquet

Join us for dinner and an entertaining night at our banquet where the Sportsman's Raffle Prize drawings for dozens of exciting prizes are conducted and the Grand Prize winner is selected.

Water Taste and Poster Contests

Bring a sample of your water to see if it is the best tasting water in Wisconsin and represent our state in the national competition. Also have your area schools submit posters to compete in our Water Conservation state poster contest.

Exhibit Hall

Browse through the 210 vendor exhibits to see the latest in technology and services in the water and wastewater industries. Talk with industry experts and get information for your future projects and facilities.



Don't miss this year's Sportsman's Raffle! This year's Grand Prizes to choose from are one of the six fantastic prizes pictured below. The list of raffle prizes continues to grow and is listed on the WRWA website at www.wrwa.org.



2020 Honda Rancher 420 4X4



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2019 Honda EU7000i &
2019 Honda HRX217HZA



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March 17-20, 2020
La Crosse Center, La Crosse, WI

TUESDAY, MARCH 17		
8:30- 5:00	WRWA Committee Meetings- Board Room B	
PRE-CONFERENCE WORKSHOPS		
9:00 - Noon	WATER OPERATION & MAINTENANCE	WASTEWATER OPERATION & MAINTENANCE
	Got a Minute? I have another quick generator question. Steven Muther – Town & Country Engineering	So you Need to Upgrade your Wastewater Treatment Facility. What are the Steps? Jerry Doriott, P.E. – Short Elliott Hendrickson
	Update on PFAS Regulations Tim Astfalk – Mead & Hunt Inc.	Thickening Pilot Study to Optimize Residuals at Sister Bay Ed Fritz, P.E. – Huber Technology & John Yanisch – Energenecs, Inc.
	Painless DNR Water Tank Inspections James Orr – James Orr Coating Inspections, LLC	The Benefits of Infrared Technology in Drying Biosolids Chris Moarn - Bluteq
12:00	LUNCH – Ballroom Area	
1:00 - 4:00	Advanced Metering Infrastructure (AMI) – Is It Now Within Reach for Small to Mid-Size Utilities? Jessica Morrison & Andres Noel – SUEZ Advanced Solutions	Ammonia Limits & Lagoons: Mentone, Indiana’s WWTF and the Options Available for Beating Nutrient Limts Nick Janous - Nexom
	Proper Tracer Wire Installation & Use of Complete Tracer Wire System Landon Wallace – Construction Products Marketing Group	Effluent Dominated Receiving Stream? Compliance Strategies for Discharges to Small Systems Dan Schaefer – Short Elliott Hendrickson
	Seeing Beneath the Surface Doug Gries – Ferguson Waterworks	The Selection of Advanced Biological Nutrient Recovery (ABNRtm) for Phosphorus Compliance at two Wisconsin Facilities Autumn Fisher – CLEARAS Water Recovery

WEDNESDAY, MARCH 18	
8:00	Registration – La Crosse Center South Lobby
9:00	Opening Session – Ballrooms A, B, C <ul style="list-style-type: none"> Welcome Chris Groh, WRWA Executive Director Opening Speaker – Michael Harris, Formerly with National Rural Water Association (NRWA) WRWA Annual Awards Presentations Annual Membership Meeting – Ballrooms A, B, C following Awards Presentation
*	Exhibit Hall opens following Opening Session – South Hall & Large Equipment in Arena
11:30	LUNCH – South Hall Exhibit Arena
1:00 - 5:00	DNR - Regulatory Updates WI Public Service Commission – Updates: Rate and construction cases, customer service, and other timely topics. USDA Rural Development Updates

CONFERENCE

THURSDAY, MARCH 19				
7:30	Registration – La Crosse Center Main Entrance			
7:30	Exhibit Hall Opens – South Hall & Arena BREAKFAST SERVED FROM 7:30 TO 8:30			
9:30	Department of Safety & Professional Services, Public Employee Safety & Health Update Vince Matarrese – Adv. Safety Technology, Inc.	Implement a Practical Biological Phosphorus Removal Strategy Matt Castillo, P.E. – MSA Professional Services, Inc.	How to Plan & Fund Capital Improvement Projects Kurt R. Muchow - Vierbicher	Radiation Fallout – The Aftermath of Radionuclide Treatment Ryan Wood, P.E. – Strand Associates, Inc.
10:30	Protecting the Source: Opportunities to Expand Wellhead Protection Brian Austin & Christina Anderson – Wisconsin Dept of Natural Resources	Advancements in Continuous Backwash Filters for low Phosphorus Removal & Nitrogen Removal Rob Troupe – Parkson Corporation	American Iron & Steel Requirements for United States Department of Agriculture Funded Projects Joseph M. Dorava – USDA Rural Development	Evolution of Asset Management for the Neenah Water Utility Damian Nevers – Neenah Water Utility & Scott Daniel - GRAEF
11:30	LUNCH – South Hall & Arena Exhibit Areas			
12:00	Water Taste Test – Commons Area			
12:30				Social Security (12:30 pm – 2:00 pm) Ricardo Acevedo Social Security Administration
1:00	Exhibit Hall Closes			
1:00	Reduce Non-Revenue Water with Cost Effective Pressure & Leak Detection Data Shannon K. Rodriguez, P.E. – Nighthawk Control	Meeting Ultra Low Effluent Total Phosphorus Limits with Pile Cloth Media Filtration Mark P. Hughes, P.E. – Aqua-Aerobic Systems, Inc.	Managing Generational Attitudes Within the Utility Workplace Roy Mundy, P.E., ENV SP, Assoc DBIA – McWane Ductile	
2:00	Selecting a Phosphate for Lead & Copper Corrosion Control Darin Skutt – Carus Corporation	Using Process Modeling Software to meet Stringent Nutrient Limits in Lagoon Based Treatment Systems James Martin – Lemna Environmental Technologies, Inc.	Asset Management for Communities/Utilities – Size Does Not Matter Jon Schwichtenberg - GRAEF	An Introduction to the Wisconsin Retirement System (WRS) (2:00pm – 4:00 pm) Caleb Johnson – Wisconsin Department of Employee Trust Funds
3:00	The Life of a Laboratory Sample Jeff Stoltz – Suburban Laboratories	Sanitary Lateral Rehab: Best Practices Joe DeYoung, P.E. – MSA Professional Services, Inc.	The Cyber-Security Challenges of Wireless SCADA Networks Tisha Hayes & Joe McFadden – 4RF USA, Inc.	
6:00	Banquet – South Hall – Sportsman’s Raffle Drawing and Prize Presentation			

FRIDAY, MARCH 20		
8:00	Water Tank Inspections for the Badger State Michael Olesen – KLM Engineering, Inc.	Remedying I&I with iTracking Micro Detection Technology Chad Smeltzer – Midwest Water Group, Inc.
9:00	SCADA Networks – Mysteries Revealed! Steven Muther – Town & Country Engineering	Total Phosphorus Removal with Rare Earth Technology: Three Wisconsin Case Studies Darin Skutt – Carus Corporation
10:00	Tools to Improve the Customer's Understanding & Ownership of Their Water Usage Jose Pulido – Badger Meter	National Equivalent Process Multiple Options for Municipalities; Long Term, Sustainable Biosolids Rick Treleven or Fred Musari – BCR Environmental Biosolids

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GENERAL REGISTRATION FORM

(Municipal Systems, Gov't Agencies Only)

MARCH 17 – 20, 2020



ONE FORM PER PERSON

Full Name: _____ *DNR Op. Cert. No. _____

System: _____

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

Telephone: (____) _____ Email: _____

PLEASE CHECK APPROPRIATE BOXES AND ENTER AMOUNTS FOR DAYS ATTENDING

1. **Tuesday, March 17, 2020**

(Includes educational sessions, continental breakfast, lunch)

WRWA Member

Non-Member

REGISTRATION

☐ \$50

☐ \$65

\$ _____

2. **Wednesday, March 18, 2020**

(Includes educational sessions, exhibit hall, continental breakfast & lunch)

WRWA Member

Non-member

REGISTRATION

☐ \$50

☐ \$65

\$ _____

3. **Thursday, March 19, 2020**

(Includes educational sessions, exhibit hall, breakfast buffet, lunch and banquet)

WRWA Member

Non-member

REGISTRATION

☐ \$100

☐ \$130

\$ _____

4. **Friday, March 20, 2020**

(Includes educational sessions & continental breakfast)

WRWA Member

Non-member

REGISTRATION

☐ \$50

☐ \$65

\$ _____

5. **Additional Banquet Ticket** Print full name: _____

Thursday –
3/19

☐ \$50

\$ _____

***** ON-SITE REGISTRATION – Add \$25 to cost shown**

TOTAL REGISTRATION:

\$ _____

***FOR WRWA to SUBMIT YOUR CEU'S to the DNR, YOU MUST INCLUDE YOUR CERTIFICATION NUMBER ABOVE**

Cancellations/Changes and Refunds: No later than March 1, 2020. After that date, fees are non-refundable. All refunds will be processed after the conference. Substitutions are allowed at no charge.

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Make checks payable to: WRWA

To pay by Credit Card: (Visa, Discover, MasterCard, E-Check, Debit Card Only) Go to www.wrwa.org

***** MUST fax completed form(s) to (715)344-5555 or email to wrwa@wrwa.org**

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MARCH 17 – 20, 2020



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1. **Tuesday, March 17, 2020**

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REGISTRATION

☐ \$50
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(Includes educational sessions, exhibit hall, breakfast buffet, lunch and banquet)
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Non-member

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☐ \$175
☐ \$185 \$ _____

3. **Friday, March 20, 2020**

(Includes educational sessions & continental breakfast)
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Non-member

REGISTRATION

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☐ \$65 \$ _____

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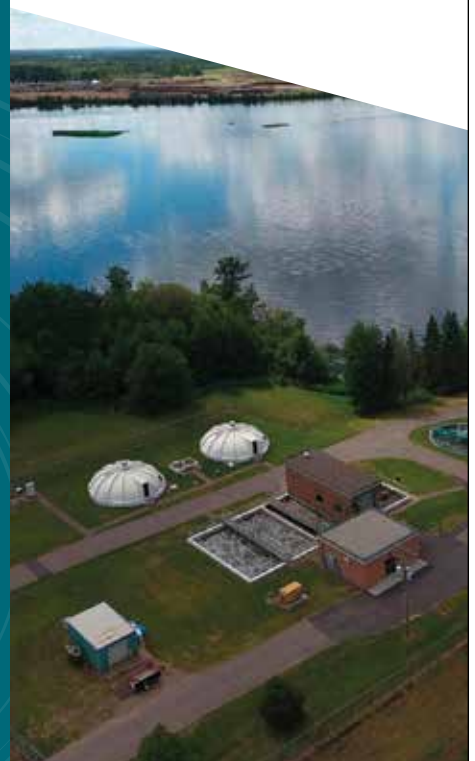
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2nd Annual WRWA Ice Fisheree North

THURSDAY, February 6, 2020
and
FRIDAY, February 7, 2020
Chetek, WI



Meet & Greet- 5:00 pm on February 6
Fisheree Registration from 5:00 pm - 7:00 pm on February 6
and after 5:00 am on February 7
Fisheree from 5:00 pm on February 6 – 2:00 pm on February 7
Lunch at 2:00 pm

Raffle Prize drawings & awards presentation immediately following lunch
\$50 individual prizes for longest Walleye, Northern, & Bass (photo entry, catch & release preferred)
Trophy for combined weight of 10 largest panfish by team

Entry Fee-..... \$50.00 per person (includes coffee, donuts, lunch, raffle, promotional item)

NAME(s)

- | | |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

(Please register by 4:00 pm, Wednesday, January 29th for meal count)

Event Sponsorship

- _____ **Hook (\$500)** Includes eight fisheree entries, name on signs, website and WRWA Journal
- _____ **Line (\$300)** Includes four fisheree entries, name on signs, website and WRWA Journal
- _____ **Sinker (\$100)** Includes name on signs, website and WRWA Journal
- _____ **Meet & Greet (\$100)** Includes name on signs, website and WRWA Journal

Raffle Prize Donation

Donor Name: _____ **Donated Raffle Prize:** _____
(i.e. jig poles, tip ups, winter clothing, etc.)

Total Amount Enclosed _____

Location: Gilligan's, 2542 81/4 Ave., Chetek, WI (715) 924-3105

Lodging: For booking information www.ExploreChetek.com

Bait, Licenses, Tackle: Rod & Gun Shop, 513 2nd St., Chetek, WI (715) 924-4181

Send check and form to: Wisconsin Rural Water Association, 350 Water Way, Plover WI 54467

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For questions on event & lake information: Contact Justin Thompson (715) 210-9088 or visit www.wrwa.org



Winter Operations

By Annetta Von Rueden

I hope you all had a good, safe and successful hunting season. By now you should have tasted those successes in sausage, jerky, and a roast or two.

With fall and hunting season over, we roll into winter. With that comes winter operations that can make your job as water operators easier.

For water towers, it is recommended annually, if not twice a year, to preform a simple inspection on the tank. Make sure it is documented.

- Check roof vents and screens. The upper vent and screen on the top of the tower should be insect proof, frost proof, and does not plug with condensation and snow. The tower has to breathe.
- Make sure roof hatches are closed and secured. The roof hatch should be a minimum of 4 – 6 inches off the deck, and the lid with a 2 inch lip minimum.
- Overflow discharge pipe out at with a 90 degree elbow, 12–24 inches from the ground. Screened with a splash pad leading away from the tower.
- Smooth bore sample port and an emergency chlorine corp.
- Tower secured and locked.

Check the structure for gaps where air is coming in. Around seams and joints. Insulate and repair where any air can find its way in. Repair screen at the top, and overflow screens.

Most systems are pressure demand. You need to turnover at least 20% of the tank per day at a minimum. Some water goes into the system. Not all goes into the tank.

Some causes of ice formation in tanks are temperature of the incoming water, the volume of the incoming water, outdoor temperatures, and leaks.

Ice will form on the north and west sides of the tank. The south and east sides of the tank, the sun will warm.

By dropping the water level in the tank in winter, you are putting warmer water into the tank when water is pumped back into the tower. Monitor the temperature of the water going in. Short cycle – long cycle. Adjust your top level by a foot to foot and a half every week to mid – week. If you can get water over the ice, it will help thaw it.

Adding a tank mixer will help tremendously. There are many advantages. Mixing the water maintains temperature 1-2 degrees from top to the bottom. The top third of the tank doesn't have fresh



water and chlorine. Mixing gets the fresh water in, and keeps the chlorine residual constant from top to bottom. Mixing prevents ice from forming. You still want to have 20% turnover in the tank.

Hydrants - For the slow/non draining hydrants in the system, pump the water out of the barrel to prevent freezing. With the groundwater table higher the last couple of years, there may be a few more on the list to pump out. A trick to prevent freezing, a quart of R.V. antifreeze could be dumped down the barrel of the hydrant.

Valves – Make sure you know where your valves are and that you can operate them in the event of having to shut down the line in an emergency.

WRWA has two fisheries scheduled to help pass the winter. The southern one is being held in Fox Lake January 22–23, 2020. The northern one is in Chetek on February 6–7, 2020. Check out the WRWA website for upcoming details. We will see you there.

“Water” you doing March 17–20? One the highlights of winter is the WRWA Annual Technical Conference. This is a can’t miss event. Starting Tuesday March 17th, (yes, St. Patrick’s Day in LaCrosse) with pre-conference workshops. Wednesday kicks off with opening session,

all day classes and exhibit hall. Thursday all day classes wrapping up with the excellent banquet and Sportsman’s Raffle. Don’t forget to bring a sample of your utility’s water for the water taste contest. Also, have your area schools submit posters to compete in the water conservation state poster contest. Contact Andrew Aslesen WRWA source water specialist at aaslesen@wrwa.org or 715-321-3451. There are good prizes to be given away. Plan on attending the WRWA technical conference. There is something for everyone.

Another retirement for WRWA staff. A longtime friend and colleague of ours has retired on December 5th. Scott Giese, WRWA technical trainer, circuit rider, and the many other tasks he has done over the years at WRWA, has given the water industry 31 years of wealth and information to water operators throughout the state, along with all the others involved in the water industry. From vendors, engineers, and those he has worked with at the DNR. His knowledge, dedication to our industry will be truly missed. Also, his sense of humor. Good Luck to you Scott and Thanks for all you’ve done!

Annie

UP THE CREEK



Ken Blomberg,
WRWA past Executive Director

... the roadside mailbox on a post continues
steadfast - a true rural icon.

COUNTING SNOWFLAKES

It starts with a single snowflake. One flake followed by another and yet another, until a mountain of flakes become a blanket. A blanket of snow - that for the most part, make many folks around here weary of winter - until March melts it away. Record snowfalls may pile up across the state, given recent weather patterns and precipitation trends. No matter where you turn, snow is on everyone's mind. Snowmobilers and skiers can't wait. Snowbirds head south.

The rest of us endure.

Although it's a curse for those of us nursing sore backs and wielding snow shovels, abundant snow is in fact a blessing in disguise. Come spring, warmer temperatures will turn feet of snow cover into much needed inches of groundwater - filling aquifers awaiting fresh supply of water that does not run off downstream during the melt. Several years ago, drought conditions lowered lake levels, slowed stream flows and rendered water tables weak. The tide has turned and most lakes and streams across the state have an overabundance of water - including our two Great Lakes. We've turned a corner and an increase in precipitation now seems to be the rule - raindrop by raindrop, snowflake by snowflake.

Individual snowflakes, when put under a microscope, bring the world of art and science into concert. To view a single snowflake - and for that matter, designs made by frost on window panes - is to draw the observer into another dimension. To count a billion snowflakes would be indeed laborious.

In 1880, fifteen year-old Vermont farmer Wilson Bentley, drew pictures of his "tiny miracles of beauty" - snowflakes. By age twenty, he had devised a method to catch flakes on velvet cloth and photograph their image before they melted. Over a lifetime, he recorded over 5,000 different ice crystal shapes. He long contended that no two snowflakes are alike, each with a unique design and shape. He went on to photograph other forms of water - like ice, raindrops, clouds and fog.

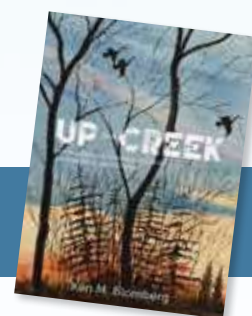
Wilson "Snowflake" Bentley died a single man. Just as well, a woman married to a man whose passion was counting snowflakes would surely have suffered. Mixing the incredible complexity of nature, crystalline science and snowflake art - his legacy brought science and art together, answering yet another piece of nature's puzzle.

Stepping beyond science, we can only grin and bear it and embrace nature's way. As the snow melts in a few months, recall the unpredictability and power of Mother Nature and prepare for flooding, as it is likely to follow. For those that live in heavy soils and low-lying areas - make sure your sump pump is in good working order.

Yours in good health,

Ken

Ken M. Blomberg is the past Executive Director of the Wisconsin Rural Water Association. Ken has written 2 books since his retirement. Autographed copies his first book, UP THE CREEK, are now available for \$16.33, postage paid. A portion of the sale proceeds will be donated to WRWA's scholarship program. Send checks payable to Ken M. Blomberg, 2099 Mayflower Road, Junction City, WI 54443.





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Wellhead Protection Plans & Wellhead Protection Ordinances.

WHAT IS THE DIFFERENCE?



Andrew Aslesen,
WRWA Source Water Specialist

The DNR always suggests that a community adopts a wellhead protection ordinance to implement their wellhead protection plan.

While I'm on the road helping communities put wellhead protection programs in place I sometimes run into some confusion over several different elements of a good program. They are wellhead protection plan and the wellhead protection ordinance. I want to review what each element of a wellhead protection program does and hopefully shed some light on the differences.

The goal of a wellhead protection program is to identify, manage and protect the land areas that contribute groundwater to drinking water wells. When a community starts a wellhead protection program, the first step is to develop a wellhead protection plan. The wellhead protection plan in its most basic form delineates the land area which contributes groundwater to a municipal supply well, identifies existing and potential sources of contamination to the groundwater and lays out a strategy to manage potential sources of contamination to minimize the threat to the drinking water supply. Those strategies can be divided into two categories, non-regulatory and regulatory. Non-regulatory strategies include activities like public education, voluntary best management practices, inter-governmental coordination, inspection and training programs, emergency spill preparation and response and water quality monitoring. Regulatory strategies involve placing a system of legal constraints on land use that have a potential to pollute the groundwater. The regulatory strategy used to implement a wellhead protection plan is what we usually mean when we say "wellhead protection ordinance".

The regulatory control primarily used to protect groundwater quality is the adoption of a wellhead protection ordinance that creates a

zoning overlay district. The zoning overlay district should match the area which contributes groundwater to the well described in the wellhead protection plan as the "wellhead protection area". The zoning overlay puts into place regulations on new land uses, certain activities or plans of operation for conditional uses. The regulations on an overlay district are applied in addition to the underlying zoning of the area. One important aspect in any wellhead protection ordinance is the inclusion of the setbacks for potential contaminant sources found in NR 811.12(5). These setbacks are required by the DNR when citing a new municipal well, however the DNR does not have the local authority to maintain those setbacks once a municipal well is in place. When a municipality adopts a wellhead protection ordinance they put in place the mechanism necessary to maintain those setbacks which are so important for maintaining water quality.

In short, the wellhead protection plan is a non-binding planning document that lays out where a community gets their drinking water from and sets up the blueprint for how to protect it. The wellhead protection ordinance is the regulatory component that gives the plan teeth. The DNR always suggests that a community adopts a wellhead protection ordinance to implement their wellhead protection plan. Wisconsin Rural Water Association is happy to help with drafting wellhead protection ordinances along with the wellhead protection plans that we write, or for communities that already have a wellhead protection plan in place. Of course it's always a good idea to have your municipalities' legal counsel review any new ordinances.

Andrew



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Jetscan sewer televising camera by Envirosight. Comes with extra camera lens, charger, hard case, camera sled (screws on to sewer jetter).
Asking \$500.00. Joel Vanlanen, Village of Suamico, JoelV@suamico.org

Village of Theresa (1,256) seeks qualified applicants for a full-time **Assistant Director of Public Works**. This position is 70% Utility and 30% Public Works. Experience in Sewer & Water operations with a municipality or utility preferred. Application materials including job description are available on the Village's web site (www.villageoftheresa.com), at the Village Hall (202 S. Milwaukee Street, Theresa), or by calling (920)488-5421. Submit resume and application to the Village Clerk, P.O. Box 327, Theresa, WI 53091, in a sealed envelope marked "DPW General Laborer". Applications being accepted until the position is filled.

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continued on page 48



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City of Fond du Lac is accepting applications for a **Water Utility Worker** within the Department of Public Works Water Utility Division. The position is under general supervision to perform all duties necessary for the installation and maintenance of water distribution facilities.

Specific duties include:

- assist in trench excavation
- making repairs to damaged mains, services, valves and hydrants
- tapping new water services
- install water valves and hydrants
- assist in backfilling of excavations
- saw-cut pavement
- operate dump truck hauling materials & equipment to/from the job site
- operate hydro-vacuum machine for mechanical excavation
- operation of valves and hydrants
- stock work vehicle with necessary supplies
- pour and finish concrete curb & gutter, pavement and sidewalks
- complete full restoration of disturbed landscaping areas
- other duties and tasks as required

The position also requires the employee to be frequently available for emergency response during off-shift hours as well as participate in the on-call rotation.

Qualifications include: Working knowledge of water distribution systems, construction and maintenance and associated equipment; a basic understanding of proper roadway and pavement repair; working knowledge of dump truck operation and maintenance; knowledge of motor vehicle laws; familiarity with construction zone safety practices and procedures; and ability to follow instructions. Possession of a valid Wisconsin Commercial "Class A" Driver's License without air brake restrictions and with tanker endorsement. Desirable Training and Experience: Previous experience in performing manual work of a semi-skilled nature on construction and maintenance of underground facilities; graduation from high school or equivalent; competent persons training and familiarity with calling in locates to diggers hotline is a plus. The City offers a comprehensive benefit package including health, dental and life insurance, as well as participation in the Wisconsin Retirement System. Starting salary range: \$21.60 – \$24.68 based upon qualifications. Applications will be reviewed upon receipt. Open until filled. Applications are available in the City Human Resources office on the 4th floor of the City-County Government Center, or by calling: (920) 322-3624; as well as on the City website – www.fdl.wi.gov. Equal Opportunity Employer

Village of Mukwonago is seeking an experienced qualified individual for the full-time position as Utilities Water/Wastewater Operator. Principal duties include Utility plant, lift station, well station maintenance, distribution/collection system maintenance, hydrant maintenance and repair, utility locating, meter reading, water/wastewater sampling, snowplowing, 24-hr emergency callout, rotating weekends, holidays and all day to day operations of the water and wastewater utilities. Periodically may also help DPW with snowplowing or other tasks as needed.

Required Certifications:

- Wisconsin DNR certification in Groundwater (G), Distribution (D) and Iron Removal (I), Grade 1. Or able to obtain within 18 mos. of employment.
- Wisconsin DNR Wastewater certifications; Advanced A1, B, C, P, D, L and SS. Or able to obtain within 6 years of employment.
- Wisconsin CDL with the appropriate endorsement. Or able to obtain within 1 year of employment.

Other Preferred Experience:

- Computer skills with GIS, Excel, Word, Office.
 - At least 2 years of experience working in the water/wastewater fields.
- The Village of Mukwonago offers competitive wage and benefits package. Salary range is \$24.59 – \$33.19. Please see the Village website www.villageofmukwonago.com for the required Mukwonago General Job Application or to obtain a job description call 262-363-6421, Monday thru Thursday 8am-5pm, Friday 8am-noon. Send completed job application and resume by January 31, 2020 and it should be directed to: Dave Brown, Utilities Director, Village of Mukwonago, 440 Rivercrest Crt., Mukwonago, WI 53149 or dbrown@villageofmukwonago.com.



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City of Fond du Lac is accepting applications for a **Utility Clerk II** within the Department of Public Works Water Utility Division. Position is under general supervision to perform all duties necessary for the administration and coordination of Water Utility operations, and other duties as assigned.

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DUTIES AND RESPONSIBILITIES INCLUDE:

- Assist walk in customers and customers over the phone with inquiries, complaints, investigation requests, and questions regarding current special programs offered through the utility. Set up new services, cancel existing services, transfer services, and maintain other applicable records necessary to maintain water service and accurate water billing information.
- Coordinate the investigations of abnormal water consumption between the Water Billing Clerk and Meter Service Workers. Compute billing credits associated with annual run allowances, pool fills, and other abnormal water consumptions as requested by customers or the Water Billing Clerk.
- Assist with the coordination and maintenance of daily work schedules between department staff and property owners, property managers, tenants, and contractors.
- Process all utility requisitions, and assign appropriate account numbers for billing. Investigate product information and vendor pricing prior to ordering. Work with vendors and compare historical information to negotiate better prices. Coordinate, assemble, and process contracts and maintenance agreements for annual utility services. Dispute and settle billing discrepancies for utility purchases.
- Create work orders for department staff as necessary and confirm its completion. Prioritize the work orders as necessary based on severity to minimize damage and water service disruption.
- Research, prepare and send special assessment reports to City Clerk's office when requested.
- Assist with the monitoring of daily water consumption of approximately 16,000 accounts using AMA (advance meter analytics) software.
- Serve on City wellness team

QUALIFICATIONS INCLUDE:

- Exceptional at multi-tasking, organizing, prioritizing, and versatility
- Ability to deal with difficult people
- Outstanding customer service and communication skills
- Ability to meet deadlines
- Knowledge of basic accounting practices is beneficial with strong proficiency in Microsoft Office Suite
- Ability to maintain the Utility's website, social media platforms, and other community outreach initiatives.

DESIRABLE TRAINING AND EXPERIENCE:

- Graduation from high school or equivalent
- Associate's degree preferred
- Two or more years of responsible office work experience.

The City offers a comprehensive benefit package including health, dental and life insurance, as well as participation in the Wisconsin Retirement System. Starting salary range: \$19.47 - \$22.25 based upon qualifications.

Applications will be reviewed upon receipt with first set of interviews being conducted after January 6th. Open until filled. Applications are available in the City Human Resources office on the 4th floor of the City-County Government Center, or by calling (920) 322-3624; as well as on the City website – www.fdl.wi.gov. Equal Opportunity Employer

City of Osseo is seeking a qualified applicant for the full-time position as a **Water Operator**. The ideal candidate will possess the following:

- At least 2 years of experience working with a municipal water system.
- Wisconsin DNR certifications in groundwater and distribution or the ability to achieve within the first year of employment.
- Wisconsin CDL with appropriate endorsement or the ability to achieve within the first year of employment.
- Sound mechanical ability and computer knowledge.
- Strong leadership and organizational skills.
- A degree in water/wastewater technology is preferred.
- Ability to work alone and within a team atmosphere.

Salary range is dependent on qualifications, with an excellent benefit package. A job description and application can be found on the City of Osseo's website at www.cityofosseo.us Contact Benjamin Ganther at (715) 597-2207 with any questions. Please send a resume, cover letter and completed job application to osseopublicworks@triwest.net or mail them to: 13712 – 8th Street, PO Box 308, Osseo, WI 54758.

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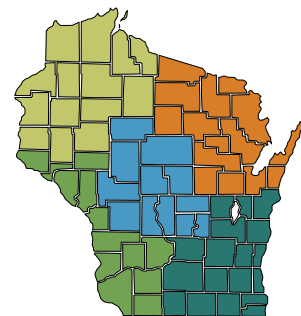


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WRWA Calendar

WRWA 7th Annual Ice Fisheree (Fox Lake) January 22 – 23, 2020

WRWA 2nd Annual Ice Fisheree (Chetek) February 6 – 7, 2020

WRWA Annual Conference (La Crosse) March 17 – 20, 2020

WRWA Office Closed Good Friday (1/2 Day) April 10, 2020

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