

# HOOSIER PIPELINE

The official publication of the Alliance of Indiana Rural Water

Fall 2023

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### PLUS

2022 Apprenticeship  
Program Graduates

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Spring Conference Recap

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How the Alliance Can  
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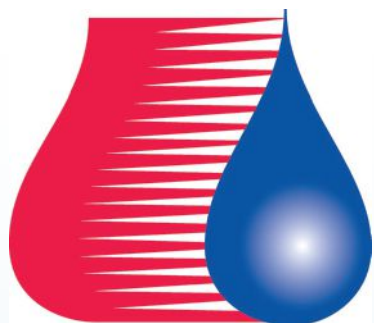
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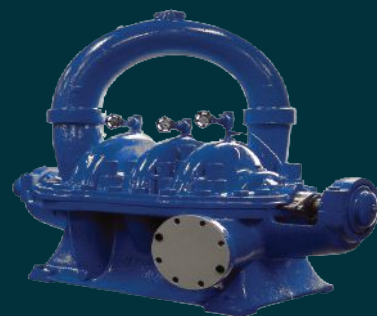




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**Published for Alliance  
of Indiana Rural Water**

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### PUBLISHER

*Hoosier Pipeline* is published biannually by Innovative Publishing for Alliance of Indiana Rural Water. Innovative Publishing specializes in association communications and messaging. Please direct inquiries to Aran Jackson at aran@innovativepublishing.com.



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PUBLISHING

www.innovativepublishing.com



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# Looking Ahead to Another Fantastic Year with the Alliance

Dear Members of the Alliance,

What an incredible journey 2023 has been so far! As we stand on the cusp of fall, it's almost surreal to reflect upon the year's achievements. I'd like to seize this moment to extend a heartfelt "thank-you" to all of our valued members, dedicated sponsors, esteemed Board of Directors and, particularly, our Executive Director and staff for their unwavering commitment in fostering the Alliance into the exceptional organization it is today!

Let's take a moment to recap the remarkable milestones of this year. Our Spring Conference took place once again in the charming locale of French Lick, Indiana. It gives us immense joy to share that we witnessed another record-breaking attendance — a testament to the profound impact of our collective efforts. This accomplishment wouldn't have been possible without the wholehearted contributions of our exhibitors, enlightening speakers, generous sponsors, enthusiastic volunteers, staff and Board of Directors.

A noteworthy addition to this year's event was our collaboration with AWWA in presenting a cybersecurity workshop on Tuesday afternoon, marking an essential step forward in the face of evolving challenges. The pre-conference hospitality kick-off event on Tuesday evening, hosted at the Legendz Sports Bar and sponsored by National Water Services and Advanced Rehabilitation Technology, set the tone for the enriching days that followed.

Another event highlight arrived on Wednesday afternoon during the Awards of Excellence Luncheon, when we celebrated several remarkable water and wastewater professionals and their successes within the water and wastewater industry. We also recognized the brilliance of four Indiana high school students, each meriting a \$2,000 scholarship on behalf of the Alliance. Congratulations are in order for all the deserving winners!

As the day transitioned into Wednesday evening, our hospitality trivia event provided the perfect atmosphere for networking and camaraderie. Thursday morning commenced with a hearty breakfast buffet that fueled our spirits for yet another day of engaging classes. During this time, we kicked off the inaugural Regional Water Taste Test, and kudos go to the town of Tennyson for securing the victory!

Bringing the conference to a triumphant close, we unveiled the victors of the Sportsman's Raffle prizes, including our grand prize the "Happy Camper" package, which went to Brent Kirby from ECO Infrastructure Solutions and had more than \$2,000 worth of camping gear and fun. More than \$5,300 in tickets were sold for the Sportsman's Raffle, the proceeds of which were donated to the Water PAC fund, which ensures rural water and wastewater have a voice in Washington, D.C.! I extend sincere appreciation to all who purchased tickets for this worthy cause!

In May, the Southern Operator Expo once again found its home in Huntingburg, while the Northern Operator Expo returned to Akron. Both expos garnered substantial attendance, maintaining the tradition of success. The second and third Regional Water Taste Tests took place during the expos, with the city of Boonville as the winner in the south and Auburn Water Department victorious in the north! Continuing our legacy, the renowned hog roast lunch was graciously provided by David Harvey and his dedicated team at Water Solutions Unlimited. Heartfelt appreciation goes to Dave and Water Solutions for once again orchestrating the spectacular hog roast!

In July, the Leadership Summit took place in a wonderful new location, downtown Muncie, Indiana, and sparked enriching networking opportunities and conversation amongst industry leaders. The city of Fort Wayne came away with the win in our fourth and final Water Taste Test, and they will compete at the Fall Conference with the other winners to see who has the "Best Tasting Water in Indiana."

We're looking forward to enjoying another new event location with our members at our 18th Annual Golf Outing, which takes place

on Thursday, September 14, at Hawk's Tail Golf Course in Greenfield, Indiana. The funds generated from this fun day on the course will go directly to the Alliance scholarship fund, which will be awarding four \$2,000 scholarships to deserving students. Eligibility encompasses those students whose parent or guardian is employed by a water or wastewater utility within the Alliance's membership. To access the scholarship application, kindly visit the Alliance website at [www.inh2o.org](http://www.inh2o.org).

October will once again bring the arrival of our Fall Conference, scheduled from October 17 to 19, and hosted at the Grand Wayne Convention Center in Fort Wayne. This annual event has witnessed a significant surge in attendance in recent years. With a prime location, abundant networking opportunities and an array of exceptional classes, the conference stands as an unmissable highlight of the year.

In closing, I extend gratitude to all of our valued members, sponsors and the relentless dedication of our organization's staff. Your unwavering support is the foundation of our success. Anticipation brims as we eagerly await your presence at these upcoming events, where we shall continue to forge connections and share knowledge. 💧



**Tim Doersam**  
President - District 3 Director  
Jasper Municipal Utilities

# A New Chapter for the Alliance

Dear Members and Friends,

At Alliance of Indiana Rural Water, we hold association, teamwork and drive as fundamental qualities in our pursuit of becoming a robust and invaluable resource for our members and rural communities throughout the state. I am thrilled to introduce myself as Kristin Bean, the new Executive Director of the Alliance. It is with deep honor that I assume this role, and I am excited about the path ahead.

My association with AIRW began in January 2022 when I took the reins of our public relations, marketing and events endeavors. By early 2023, I had advanced to the position of Deputy Director, assisting in staff management, overall communications and the day-to-day operations of the association." Prior to joining the Alliance, I spent several years working for a Florida municipality, fostering significant relationships with public stakeholders, city officials and residents. In addition to managing staff and diverse programs, I led various impactful community projects. While I originally hail from upstate New York and spent a significant portion of my childhood there, I enjoyed 17 years in Florida before relocating to Indiana in 2021 with my husband and son. During my time in Florida, I earned my Bachelor of Science degree in resort and hospitality management from Florida Gulf Coast University's Lutgert College of Business and started working on my master's in public administration.

Many people have teased me about "heading the wrong direction" when moving to Indiana, but I wholeheartedly disagree. Indiana offers the full spectrum of seasons that I deeply missed while living in Florida. The warmth of Hoosier hospitality has made me feel right at home, and it's a fantastic place to raise a family. Interestingly, my husband's roots are in the small rural community of Morristown, southeast of Indianapolis, which coincidentally is also home to one of our long-standing utility members. While moving across the country with an infant was no small feat for us, it turned out to be one of the best decisions we've ever made. Indiana truly feels like the home I've been searching for.

**"Water holds a special place in my heart — it's a family affair. With multiple family members certified as water plant operators and a relative working in water billing, I've had numerous "water talk" sessions around the dinner table. Those conversations have taken on a whole new significance for me now, as I'm fully immersed in the topic."**

Water holds a special place in my heart — it's a family affair. With multiple family members certified as water plant operators and a relative working in water billing, I've had numerous "water talk" sessions around the dinner table. Those conversations have taken on a whole new significance for me now, as I'm fully immersed in the topic.

As the new Executive Director, I am committed to building upon the achievements of my predecessors and pushing the boundaries even further. This exciting journey is both a privilege and a challenge that I sincerely embrace. Collaborating with my colleagues and tapping into their talents and expertise will be pivotal as we strive to attain new heights and continue our positive impact in Indiana. I'm passionate about making a meaningful contribution and carving out a bright future for our association. This future will be characterized by strong partnerships, a knowledgeable and motivated team, and devoted utility leaders and operators.

As we evolve and adapt to changes, the Alliance team and I are eager to foster relationships statewide. We aim to cultivate connections that offer unwavering support to our members and communities when industry challenges arise — from operator compliance to regulatory changes, certified operator shortages and the aging workforce's transition. We sincerely thank our members for their steadfast support; together, we elevate our shared mission each passing year.

Here's to an exciting new chapter at the Alliance! 💧



**Kristin Bean**  
*Alliance Executive Director*

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# Teen Develops a Field Test to Detect Nanoplastics in Water

Vidhatri Iyer, a freshman at University High School, has developed a one-step nanoplastic detection method using a custom-built portable device for routine screening of field water samples. This technique does not require sample shaking, and results can be obtained within 10 minutes, making it suitable for rapid detection of hot spots of plastic contamination in our water sources. This technique is intended to serve as the first screen for nanoplastic load in water, and additional studies such as spectroscopic methods can help to differentiate plastic types, sizes or shapes in these contaminated samples.

Plastics are widely used because of their low manufacturing cost, durability and versatile use in many consumer goods.

The vast amount of plastic waste has caused environmental concern due to contamination of soil and water bodies, such as rivers and oceans. Small plastic fragments are generated due to the action of chemical and environmental agents. Commonly used household products, packaging materials and clothing items release large numbers of plastic fragments into the daily wastewater reservoirs. Plastic fragments > 100 nanometers (nm) to < 5 millimeters (mm) are characterized as microplastics, and fragments < 100 nm are called nanoplastics. Microplastics and nanoplastics in the river streams and oceans can be harmful to aquatic life, and effective techniques are needed to identify hot spots of plastic waste contamination. 💧





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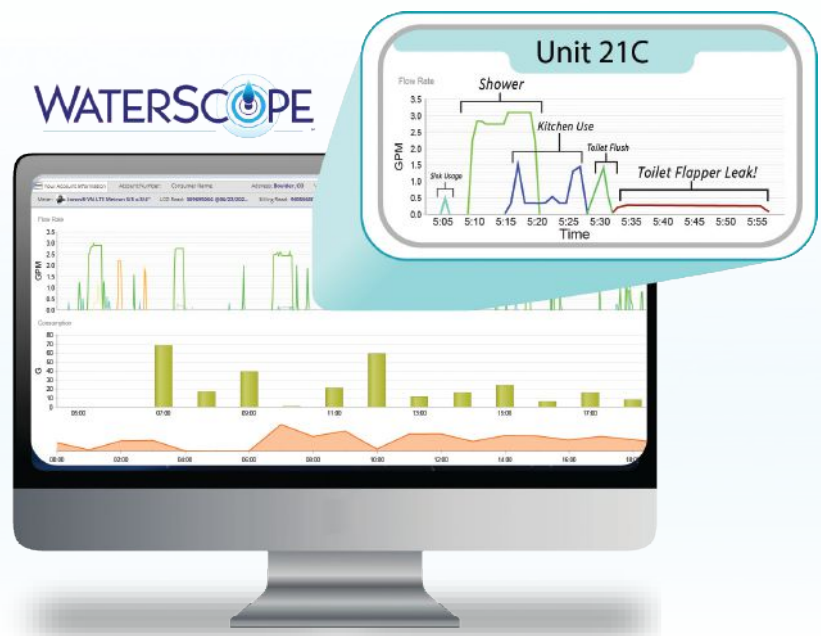
# Trends for 2023 & *Forward*

## Why the fast trend to deploying Smart Water Technology and Systems in 2023 and beyond?

**S**mart water systems require Advanced Metering Infrastructure (AMI) and Meter Data Management (MDM). AMI generally refers to a distribution-wide network providing communications from the meters to the MDM. AMI is the data delivery mechanism.

The trend for AMI is public wireless carriers and multi-purpose networks as opposed to proprietary, single-purpose networks. This trend reflects the fact that building and maintaining wireless network infrastructure is not part of the core competency at most water utilities.

A meter data management system is a sophisticated data repository. In addition to large volume data storage, it also serves as a data hub for large scale integration. The trend for MDM is flexible and powerful cloud-based systems. Cloud-hosted MDM provides a high level of scalability, security and interface capability. This trend reflects the fact that building and maintaining a data center is not in the core competence of most water utilities.



**Figure 1:** Color Coded One Minute Data Household Consumption

Indiana utilities benefit substantially from using the existing infrastructure of strategic partners with the largest cellular networks (e.g., Verizon, AT&T etc.) that bear the cost of maintenance. Building out collectors and repeaters to contain and maintain a fixed-base system within city limits unjustifiably adds to the overall project cost as well as annual maintenance costs, providing minimal security with limited scalability.

“Twenty years ago, before AMI, it used to be about which meter technology for a utility to deploy,” states Tony Deitch, regional midwest manager for Metron Farnier. “Now the trend is all about the gain of specific data that can be derived from these meters and directed straight to the office (or phone) in an easy-to-navigate fashion, by automatically parsing the data and then flagging alerts to both utilities and homeowners for such important events like immediate **leak detection**, **daily consumption** with **usage text**

**alerts**, **monthly budgeting** and utility overall **water loss** – to name a few.” Emergency transmit features can even detect and communicate vital water events throughout the day, possibly averting a disaster at home or business.

For many years, Indiana water conservation professionals have needed the tools that high resolution AMI systems can provide. Now they are available, reliable and completely scalable. After many years of comprehensive cellular pilot studies, the trend for Indiana utilities is definitely AMI system-wide deployment. Alternatively, utilities are incorporating cellular read meters in concert with their existing radio drive by metering read program. They can also insert a handful of units to handpicked locations, helping their customers to effectively manage and configure their own water consumption.

Examining data to 1-minute data points combined with machine learning and artificial intelligence (AI) allows systems

to develop consumption and time-based algorithms while learning water behavior patterns of household appliances, irrigation, and other water use. Providing Indiana utilities and homeowners the ammunition to see clearly, understand and direct their consumption and limit water loss is the ultimate goal.

Water is now a highly valued commodity that keeps growing in expense. We all should want to take an interest in how we use it. For forward thinking utilities who also seek to provide their customers transparency, cellular AMI trend is definitely something to embrace for 2022 and beyond.

For Indiana utilities that want and need an answer to constant rereads, monthly estimations and billing errors, and a constant need for hiring, training and retraining meter readers while struggling to find quality help, reliable cellular AMI technology is the solution. 💧

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# River Valley Resources Grants

## MAKE AN IMPACT

The Alliance of Indiana Rural Water (AIRW) has significant interest in establishing relationships with various agencies and organizations that enable local utilities and their employees to grow and succeed, as well as to secure the next generation of water and wastewater professionals. One of these agencies is River Valley Resources, whose mission is “developing a competitive workforce through collaboration and innovative services for individuals, employers and communities.” River Valley Resources (RVR) is a 501(c)(3) nonprofit organization that was founded to help Hoosiers obtain and maintain gainful employment. Since 1990, this organization has managed more than \$250 million in federal, state and local workforce development-related grants and contracts. RVR has provided several grants to help train the next generation.

- Funding in April 2022: \$22,000
- Funding in June 2022: \$39,000
- Funding in August 2022: \$3,000
- Funding in November 2022: \$52,500 for new enrollees

The grand total for 2022 was \$116,500 in funding spread across the state of Indiana. We need more water and wastewater professionals in this industry, and the funding has truly made an impact. Thank you, RVR, for your support. 💧

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## \$250 MILLION

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## RVR GRANT FUNDING

\$22,000

\$39,000

\$3,000

\$52,500

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AUGUST 2022

NOVEMBER 2022

Hawkins Inc. Is Investing in

# TRAINING THE NEXT GENERATION

**H**awkins Inc. has made a significant investment in the Alliance of Indiana Rural Water Apprenticeship Program and the future of our industry by sponsoring \$8,000 total in scholarships to be used toward the cost of related technical instruction. Hawkins has pledged that this will be an annual sponsorship. This investment in training the next generation is preparing individuals to earn a sustaining wage and make them capable of operating and maintaining critical infrastructure required to provide clean water for the health and safety of all.

The first round of Hawkins Inc. scholarships was presented at our annual Spring Conference in French Lick. There were four participants who were awarded \$1,000 each toward their related technical instruction courses. The second round will be presented at our annual Fall Conference in Fort Wayne.

The first round of recipients were:

- Joel Schwartz – Town of Birdseye
- Daniel Strama – City of Rensselaer
- Scott Hoffman – Town of Ferdinand
- Kaleb Unger – Town of Windfall

The Alliance of Indiana Rural Water is extremely appreciative of Hawkins for their investment in Indiana's future workforce. 💧



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If you are an industry partner and would like to discuss sponsorship opportunities for apprenticeship scholarships, please contact Apprenticeship Program Coordinator Kelly Gardner at [kgardner@inh2o.org](mailto:kgardner@inh2o.org).



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# 2022

# APPRENTICESHIP PROGRAM *Graduates*

BY KELLY GARDNER, APPRENTICESHIP PROGRAM COORDINATOR



**Chandler Wise** with Connersville Utilities passed his WT3 and DSL exams.



**Chase Perry** with the City of Montpelier passed his class I wastewater exam and just completed his water DSS and WT3 apprenticeship; Chase is dual certified and has a bright future ahead of him in this industry. Pictured are Chase and mentor Robby Bunch of the City of Montpelier.



Peerless Midwest has partnered with the Alliance of Indiana Rural Water and will be providing backpacks for all apprentices who graduate from the program. Pictured are Apprenticeship Program Coordinator Kelly Gardner, Apprentice Willie Brock with North Lawrence Water Authority, and Nick Rice with Peerless Midwest.



**Michael Rogers** with West Terre Haute passed his class I wastewater exam. Pictured with Michael are Kelly Gardner, Apprenticeship Program Coordinator, and West Terre Haute Mentor Ed Stewart.



**Charles Cohoon** with the Town of Chrisney passed his class I wastewater exam and is thinking about doing water next. Pictured are Kelly Gardner, Apprenticeship Program Coordinator, and Charles.



**Ralphie Mosley** (pictured) with the Town of Wolcottville completed his wastewater class I certification.



**Ryan Ernst**, who was with the Town of Ferdinand, completed his water DSM certification.



**Cameron Thompson** with Sullivan-Vigo completed his water DSS certification.



Both **Cory Stanley** and **Jordon Massey** from Hartford City completed their class I wastewater exams. Pictured from left to right are Jim McGoff, Chief Operating Officer and Director of Environmental Programs; Mayor Dan Eckstein; Kelly Gardner, Apprenticeship Program Coordinator; Cory Stanley, Wastewater Apprentice; Jordon Massey, Wastewater Apprentice; and Travis Williamson, Wastewater Superintendent.



**Avery Dyer** with Oakland City completed his water DSS and WT4 certifications. Avery is pictured with Tim Dyer, his grandfather. How cool is that for Avery to follow in his grandfather's footsteps?



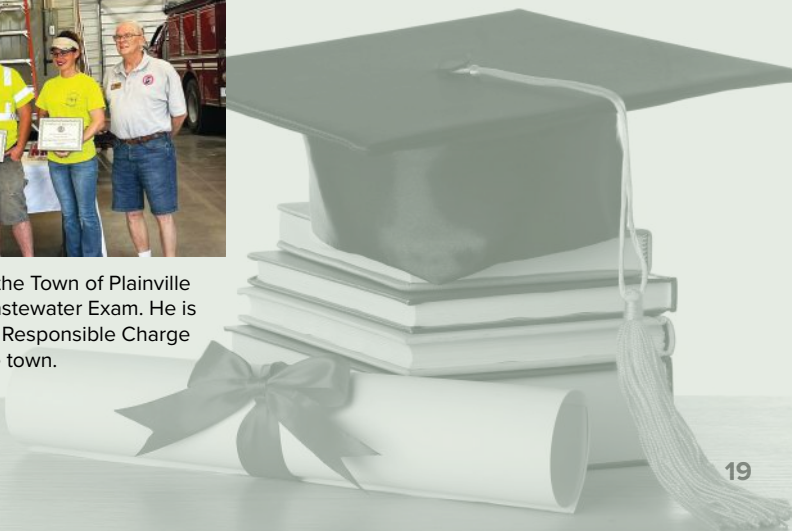
**Leon Foust**, who was with the Town of Roann, passed his class I wastewater exam and also passed his water DSS and WT2 exams at the same time.



**Rick Freiburger** with the Town of Albany completed his class I wastewater certification.



**Kelly Stedman** with the Town of Plainville passed his Class I Wastewater Exam. He is now the Operator of Responsible Charge for the town.





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# *That's the Way We've Always Done It!*

Understanding wastewater can be difficult. All the equations, numbers and data points, multiple opinions and directives, and in a lot of cases the limited time we have to complete the required tasks, can often leave out a very important part of any aspect of wastewater treatment: “*Why?*” Why do we do the things that we do at our facilities? Understanding *why* is needed not only to expand our knowledge of treatment or understanding of wastewater: Understanding why we do different testing or processes can also lead to a huge savings in efficiency, and we all know time equals money.

Many times, when questioning why certain processes are conducted the way they are at specific facilities, I receive the answer, “That’s how I was told to do it” or “That’s how we’ve always done it.” Though sometimes we are limited to following the directive of supervisors, understanding the reaction to our action is very important. The way different duties were handled in the past could very well have been dependent upon the circumstance or the available resources at the time. Operators from 20-30 years ago were operating plants much

differently than operators today. Knowledge, resources, equipment and treatment styles have changed over the years and continue to change.

An easy example to consider is the process of wasting. If an operator from 1972 was running a facility and had trained his employees to waste sludge at a rate of 10,000 gallons a day without explaining the goal or why this was done, this could lead to a significant issue. Consider that the original operator retires and the employee under him takes over. The new operator continues to train

their employees to do the same. The operator was not trained as to why they were wasting 10,000 gallons a day but knew they had always done that before and that’s what made the plant work. Fast-forward 20 years. The plant has undergone a few upgrades and the community has grown. The operator running the facility was taught to always waste 10,000 gallons a day because that’s how we have always done it. Without understanding why the wasting rate was set at 10,000 gallons a day, the operator has neglected to make changes to support the

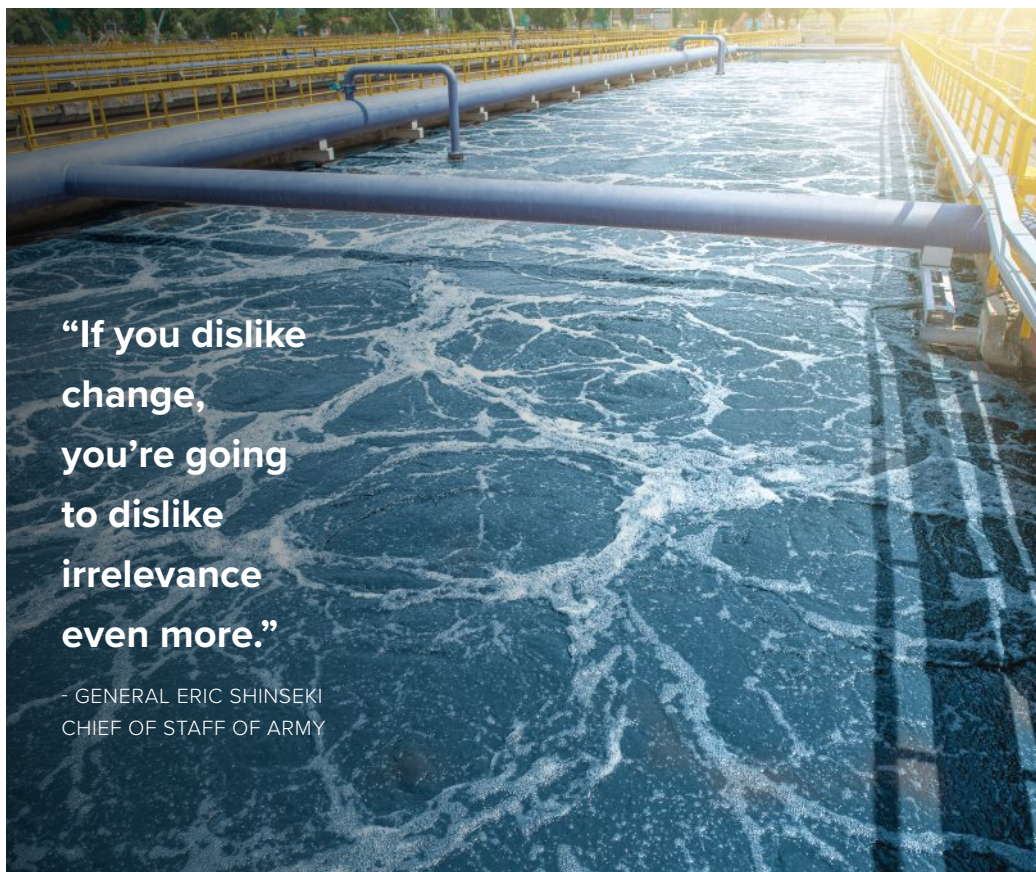
growth or changes at the facility. This could very well lead to several different issues at the plant.

Understanding why different tasks are completed or performed the way they are can make your job much easier. Handling emergency situations, routine maintenance and everyday troubleshooting is sometimes dependent on how well you understand why your plant operates the way it does. This is especially important in those small communities where operators are wearing multiple hats and overseeing most of the town's duties. Change can be hard, but not knowing that the way you are operating a specific process is creating more work or contributing to issues at your facility is making your job even harder.

Try to make a goal for yourself and your employees. Every day, ask yourself or your employees one *why* question related to your facility or a task you are completing that day. Understand why you are doing this task and why it is important. Share the knowledge and understanding you have of your facility with those coming up, and you will benefit as much as them! 💧



**Lorean Johnston**



**“If you dislike  
change,  
you’re going  
to dislike  
irrelevance  
even more.”**

- GENERAL ERIC SHINSEKI  
CHIEF OF STAFF OF ARMY



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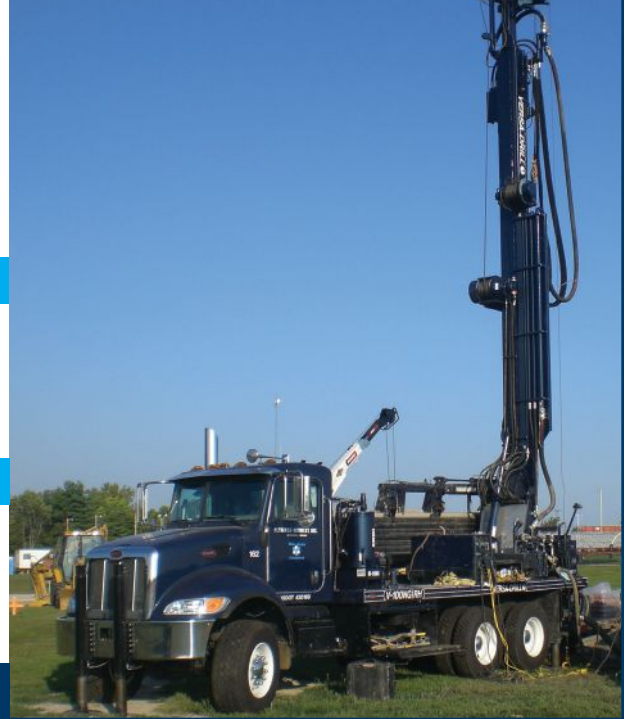
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# Preparing Your Treatment Plant for the **Change of Seasons**

**“Increased biological activity also means an increase in oxygen uptake. Finding the most efficient way to supply enough air for treatment and not waste electricity can be a challenge.”**

**T**he operational needs to support effective treatment year-round vary from season to season. Adjustments made for the summer season will be much different than for winter. Preparing your plant for summer means the transition from winter to spring, and then to summer. The temperature outside rises and the aeration tank temperature increases. Biological activity will increase. The increased activity means an increase in solids. Wasting should increase gradually, so that the sludge age decreases to within the summertime range in which your plant runs well. By decreasing the sludge age, the solids inventory decreases and the food-to-microorganism ratio increases. Increased biological activity also means an increase in oxygen uptake. Finding the most efficient way to supply enough air for treatment and not waste electricity can be a challenge. If your treatment plant relies on blower operation for mixing as well as supplying dissolved oxygen (DO), adding a mixing system might be worth investigating.

If there are clarifiers, the return activated sludge rate may be increased. This allows for a shorter sludge holding time in the bottom of the clarifier. Thus, it will reduce the chance for sludge bulking and a potential increase in final effluent total suspended solids. Experiment to find the sludge blanket depth and return rate that work the best.

Summertime may also mean an increase in flow, based on either an increase in population and usage or rain events causing inflow/infiltration. It may be necessary to increase chemical feed rates (if you use them), and this is something to plan for.

The warmer weather will aid in completing some of those projects that always pop up during the winter.

Most utilities' National Pollutant Discharge Elimination System (NPDES) permits have summertime and wintertime effluent limitation tables that show the limits imposed by our regulatory agency. The wintertime limits can be slightly higher than the summertime limits. That is because wintertime treatment can be challenging. Plant design can sometimes aid in allowing the flexibility to adjust plant operations during the winter. The cold, wintry weather slows the treatment process down and will require operational changes to support treatment. The slowdown in biological activity may require decreasing wasting, to increase the solids. The increase in solids will increase the sludge age and decrease the food-to-microorganism ratio. It may take more biomass to treat the same amount of nutrients that the plant treated in the summer. With the increase in bugs, watch the DO level closely. Water can hold more DO as its temperature drops. Keeping the DO level in a good range for treatment while trying to support efficiency may be tricky the colder the water temperature becomes.

Clarifier operation during freezing weather can create problems that cannot be ignored. Extreme cold can freeze and break things. Since there is more biomass under aeration, sludge bulking can be an issue. Settling can be slower. Finding the proper balance of the sludge blanket depth and the return rate may take time.

Wastewater operators are very resourceful and resilient. Wintertime treatment plant operation can certainly test an operator's skills. 🌊



**Pete Crowl**



# TRAINING OPPORTUNITIES

**T**raining has always been one of the Alliance of Indiana Rural Water's prime focuses throughout the years, and that hasn't changed. Whether it's Certification Exam Review or providing informational sessions that carry needed contact hours for operator certification renewals, the Alliance has been there for you. Being a part of this process has been most rewarding for me as an instructor. Knowing that I am a small part of your success as a Certified Wastewater Operator in Indiana makes me very proud.

Over the last couple of years, we have continued to bring these trainings to our members virtually due to the COVID-19 pandemic. These sessions have been very successful in allowing attendance from all areas of the state during a time when safety became a necessity for everyone. Since we are in a current downtrend in COVID-19 cases, and hopefully that has continued when this article is available to you, we are excited about in-person sessions returning as part of our arsenal

of benefits for our membership. Some of these sessions will be offered as a hybrid event, where folks who are still concerned about safety or cutting back on travel can attend virtually.

The Wastewater Operator Certification Exam Reviews can be offered as a hybrid event on request, so you can attend virtually from any location in the state. However, some members have requested the in-person style for a better learning experience for their style of learning in

preparation for the exams. Everyone doesn't learn the same, and many need the in-person, face-to-face-type sessions to feel more comfortable not only in absorbing the material, but also in asking questions of the instructor. From my point of view, I have always enjoyed the sharing of information with attendees on-site. Not being able to see all of the attendees in virtual sessions doesn't give me the opportunity to see the "aha" moment on their faces, as opposed to the "deer in the headlights" look. I am very committed to providing as much information as possible for the attendees to pass these exams, and this added dimension allows me to expand on subjects or give personalized instruction to those who need it. Offering these sessions in a hybrid format can allow students who feel they need the in-person training to choose to attend on-site.

The students still need to study all the materials that are offered, not only from

**"Offering these sessions in a hybrid format can allow students who feel they need the in-person training to choose to attend on-site."**



the Alliance instructors, but from the Indiana Department of Environmental Management (IDEM) and the University of California at Sacramento, to successfully complete the exams. Having students in close proximity will also allow for networking and sharing of information on other types of treatment, which some of the students can't comprehend from just written material. Due to the fact that IDEM's exams contain all types of wastewater treatment, not just your process, the students need

any and all information on every process in the profession.

In conclusion, the Alliance is here to offer our members any and all types of training, as well as the topics of these sessions. As part of my current Environmental Protection Agency (EPA) position, individual on-site training is also an option. These would provide focused on-the-job-type training, such as covering laboratory processes, left stations or any other topic you may need. This type of training would not carry contact

hours but is more focused to assist with expanding the day-to-day knowledge of your employees. So, if you or your system have any of the above needs, or any ideas for training subjects for upcoming sessions, please contact us. The sessions for 2023 are set, but your ideas will be considered for future ones. 🌊



**Rex Blanton**



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# Fundamentals of Studying

BY DONALD J. PAPAI, APPRENTICE TRAINING DIRECTOR

**S**tudying can be hard — especially in this day and age! Most of us have been out of school for a while and perhaps we didn't have the best study habits then, so what will make things any different now?

The good news is that anybody can develop good study habits — *yes, even you.*

Here is what you need to know.

Start small and set reasonable and practicable goals for yourself. Don't expect to conquer everything on this list in one evening.

1. *Location ... location ... location* is one of the most essential fundamentals in developing good study habits. Find a quiet place with few or no distractions, somewhere you will be able to concentrate and will not be interrupted. If you are having trouble locating the ideal study place, check your local library. Another place I have found to be perfect is one's treatment facility. Usually everyone goes home at some point and that leaves you alone to pack it in and expand the gray matter between your ears.
2. Reviewing tests and quizzes has long been a staple in retaining information. This technique can help reveal weaknesses and help reduce test anxiety. I have heard a lot of students tell me they create flash cards to flip through whenever they have a spare moment.
3. Notes ... hopefully everyone still takes notes. Rewriting your notes and looking things up that you are not sure of will help your brain hang on to the information so you can recall it later. This is an excellent habit to get into.

4. I have mentioned this technique several times in my past articles. Make mind connections through silly, goofy rhymes or songs to help you recall the needed information. Yes, I know it sounds corny, but it truly does help. *Question: What Indiana Administrative Code deals with public water supply?* Tough one, huh? Here is the answer: *327 IAC Article 8*. Now, here is the mind connect: Chevy made a 327 small-block V8 engine motor heads. If that doesn't tickle your fancy, perhaps this one will. If you were to sit down and try to read the entire Indiana Administrative Code 327, Article 8, it would make you a little "crazy." Section 8 was a category of discharge from the United States military, used for a service member judged mentally unfit for service. Cpl. Maxwell Q. Klinger from the TV series *M\*A\*S\*H* was always trying to use this loophole to get discharged. These silly things work — just ask an apprentice.
5. Taking breaks every so often can be beneficial for retaining information. Study hard for about an hour, then give yourself a 15-minute break. That

doesn't mean jump on your phone and check out your social media page. *Stay focused*; that is the key.

6. Do not be too hard on yourself if you did not accomplish as much as you wanted to; sometimes studying can take longer than anticipated. It is OK, and there is always another day.
7. At the end of your study session, your brain needs some TLC (tender loving care). Take care of it by taking care of yourself. Eat well — a well-balanced meal, *not a bag of chips and a beer*. Please don't get me wrong, a nice beverage of your choice is well deserved, just don't overdo it. Get plenty of good sleep, and the next day you will be ready to go.

**In closing:** Establishing good study habits can be tough, but starting with small, doable steps can set you up to have solid study habits for the rest of your life. 🌟

Your Apprentice Training Director,



**Donald J. Papai**



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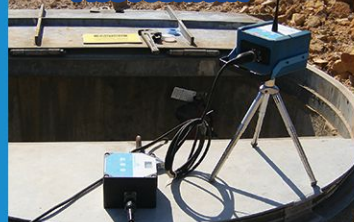
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# CERTIFIED OPERATOR

# TEST-TAKING TIPS

BY CHAD REYNOLDS

**S**WING, BATTER BATTER, SWING. We could only wish it were this easy. Wouldn't it be nice if it was a matter of making contact versus putting in many hours of studying to prepare for the state test? Taking the state test to become a certified operator can be a troublesome experience for many. There's not a format to assure that one is going to pass; however, there are some tips out there that may help. Hopefully, this article can enlighten a few, or even one, and make the journey easier.

When it's time to prepare — have you contacted your state association or your rural water association? This is a start. The state association can give you links to study when preparing. How about your rural water association? The rural water association will put on several exam prep classes throughout the year and, in many cases, the circuit riders can assist with study materials as well. Taking advantage of these is a huge help. Don't be afraid to ask questions of either source. We are all here to help in any means possible.

Utilize the internet — the worldwide web has an array of sources to help with study guides and even practice questions. Having your hands on as many practice questions as possible is probably one of the best practices. Whether you have 1,000 or 4,000, make sure to read them weekly or, in many cases, you may need to review them daily. Everyone is

different and may need to study differently. Some may find it easier to study in groups, and for myself, I find information easier to retain if I read the material out loud. This to me is like having a teacher or instructor teaching me. I tell anyone I know who is preparing to take a test that if they give me the material they have been studying and I ask them a question, if they miss the question, then they haven't studied that material enough. You can never study too much. I highly recommend studying some of the material daily, whether it be for one hour or four hours.

When the day has arrived and it's time to go take the test, stay positive that you've done your due diligence and you've got this. Anxiety hits some of us with big events such as taking a test. Take deep breaths. Maybe you're on a medication, and if so, it may be a good

time to take a stronger dose, if your doctor approves. Once you have arrived and you're all checked in and sitting at the desk, note that the first question can have a tendency to frustrate many. If this is you, skip it and move on to the next one. When you read the question, eliminate the answers you know are not correct. If you have it down to two, then pick the best answer. Many times throughout a test, you're going to encounter another question that will help you determine the right answer to a previous question. Document on scrap paper the questions you need to go back to. I encourage you to stay with the answer you first chose unless you found out it was wrong from another test question. Second-guessing yourself tends to be a bad choice. If you're doing a math question, be sure to write on your scrap paper the question number, and fill out the formula in its entirety. Check the answer you chose and make sure it's what they're asking for in the correct unit of measure. Make sure you go through every step, because many times the multiple-choice questions will have an answer that is the step before the last.

Take your time, and don't rush through the test. You may need to take a break, sit back and relax a minute or two to relieve the tension. This is OK — don't think it's not allowed. If you feel you may need to do this multiple times, be sure to keep track of the time.

These are a few tips that hopefully will assist you in preparing for and taking the test. Good luck when it's your turn. 💧



**Chad Reynolds**  
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BY TOBY DAYS, SOURCE WATER SPECIALIST

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We turn the tap and out comes fresh water. We have access to a wide array of produce at our local supermarkets. We have energy to light our homes and fuel to run our vehicles, with little regard for the water resources, infrastructure and people needed to make it all happen.

**We have this illusion of abundance — the sense that we have plenty of water to do everything we want to do all the time.**

As a water operation specialist, you are asked to pull water from our source and send it through a complex maze of pipes, valves, filters and chemical processes, all before delivering a tested and safe product that meets all regulatory requirements to your customers. The water you provide makes all these activities and products possible; however, all the customer ever sees is the finished product provided at a relatively low cost, never truly considering the process or the resource. As ethical water purveyors, should we be providing *more* than just water?

I've had the great opportunity to travel the state, talking to residents of all ages about the sources of drinking water and efforts to protect it. No matter the age, the overwhelming majority of people have no idea where their water comes from ... the ocean, sewer, town, store, basement ... and fewer know about the infrastructure, processes or people that enable them to have access to clean, safe drinking water. If people don't understand the basic concept of where they get their most essential resource, will they value what they don't know?

We tell people what to do and what not to do, but rarely do we explain why. Facts are not enough. *Participate. Observe. Reflect ...* we learn best by participating

and not just by being told. We need to do less indoctrination and more of helping others realize and act on their own values.

*"Tell me and I forget. Teach me and I remember. Involve me and I learn,"* said Benjamin Franklin.

When people have a better understanding of their water resources and the processes it takes to get water, they will begin to have a better appreciation for these resources, the water industry and, yes, you, the water operation specialists.

Water management, government regulations, the courts or even costly technical fixes won't save our fresh waters for future generations and ecosystems. All have a place in the solution, but the solution that stands tall above all the others, and which is also the cheapest, easiest and fulfills our obligation to the future, is the idea of a "Water Ethic" — a widespread change in the way we view, use and dispose of water — a lifting of that illusion of abundance.

*Water Ethic — making sure the way we live with water today doesn't jeopardize fresh, clean water for our children, businesses and ecosystems tomorrow* (Cynthia Barnett, *Blue Revolution: Un-making America's Water Crisis*).

We want to build the baseline normality when thinking and talking about water. Although that may take time, change does happen. In the 1920s and '30s, Aldo Leopold, *A Sand County Almanac* and the conservation movement changed the way agricultural producers rotated crops and cared for the soil. In the 1960s and '70s, "The Crying Indian" commercials and the passing of the Clean Water Act changed the way we think about littering. We *can* change the way people think about water, and how they use it, too.

People will not come to you; if change is to occur, you must meet people where they are. More and more communities throughout Indiana are starting to realize this and have taken their message about



**AT LEFT:** (Left to right) IDEM Office of Program Support Assistant Commissioner Bob Lugar; Deputy Assistant Commissioner Carl Wodrich; Ball Corporation Environmental, Health and Safety Manager Matt Saul; City of Monticello Wastewater Utility Superintendent Bob Lindley; and Governor's Office Senior Operations Director John Roeder at the Indiana Pollution Prevention Conference and Tradeshow in Indianapolis recognize the City of Monticello partnership with Ball Corporation with a Governor's Award for Environmental Excellence for Recycling/Reuse on Wednesday, September 21, 2022. **AT RIGHT:** Patoka Lake cleanup volunteers.



the importance of water directly to their people. Below are just a few examples of communities working on a community water ethos.

#### **The City of Monticello Wastewater Utility Rain Barrel Project**

The City of Monticello Wastewater Utility developed a rain barrel project to address utility customers' concerns with the added cost of watering their lawns and gardens following a 2019 City Council vote to remove the allowances for sprinkler rates. Partnering with Ball Corporation, which provided 55-gallon barrels from food-grade soap, the city supplied the barrels at no cost to customers to collect rainwater for lawns and gardens. The barrels give the community a way to cut costs and use stormwater runoff, preventing it from running into nearby rivers, lakes and combined sewers. Ninety-five residents have received a free rain barrel.

"Our goal is to educate the public and make them aware of stormwater runoff and how they can use what God has provided us for free and put it to use," said Robert Lindley, Monticello wastewater superintendent.

#### **Patoka Lake Annual Cleanup Day**

The Patoka Lake Regional Water & Sewer District and the volunteer-driven Patoka Lake Watershed Steering Committee have successfully grown the annual Patoka Lake cleanup over the past 16 years. This annual event regularly brings in more than 200 volunteers to pick up litter from the Patoka Lake shoreline. Patoka Lake is the source of drinking water for more than 100,000 southern Indiana residents, and these volunteers picked up litter to help ensure these residents continue to have access to safe, clean drinking water. **To date, 1,721 volunteers have collected 42,975 pounds. That's 21.5 tons of trash.**

Patoka Lake Cleanup Day is organized by the Patoka Lake Watershed Steering Committee with much assistance from the Patoka Lake Regional Water & Sewer District, the Indiana Department of Natural Resources (IDNR)/Patoka Lake and the U.S. Army Corps of Engineers. For more information about the annual Patoka Lake Cleanup Day, as well as other events and activities of the Watershed Committee, please see the group's Facebook page, [www.facebook.com/patokawatershed](https://www.facebook.com/patokawatershed), or contact Doug Merkel at 812-678-8300 or [doug@plrws.net](mailto:doug@plrws.net).

**"Our goal is to educate the public and make them aware of stormwater runoff and how they can use what God has provided us for free and put it to use."**

— ROBERT LINDLEY, MONTICELLO WASTEWATER SUPERINTENDENT

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Bill Bacon, Hartford City Water Superintendent, explains the importance of testing the water daily for the health and safety of all who live and work in the community.

### Hartford City Water 4th Grade Field Trip

In early May 2022, the Hartford City Water Department partnered with the Alliance of Indiana Rural Water and the Purdue University — Extension of Community Development to put on a fun-filled educational adventure for the fourth graders at Blackford Intermediate School. The staff at the Hartford City Water Department set up and ran five hands-on demonstration stations that took the fourth graders through the amazing journey water takes through pipes, pumps and filters to get from its source to their tap.

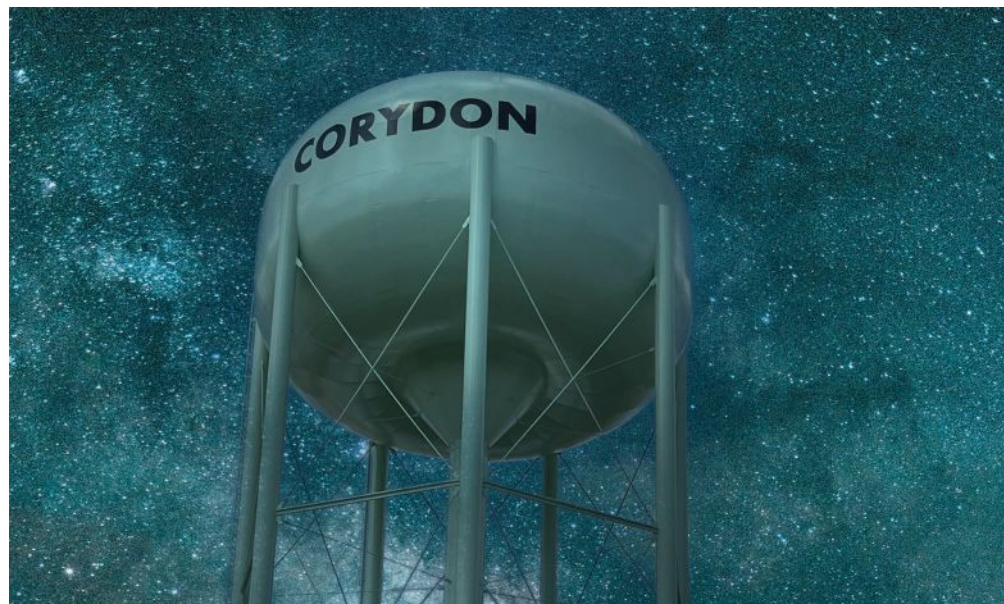
### Conclusion

We never truly own our land and water resources. We have the great fortune of being able to use them for a very brief period of time before we pass them on to the next generation. Therefore, it is essential we use all of our water resources in a sustainable manner while managing our land, in order to protect the quantity and quality of those water resources.

Water is not an endless resource. As *water purveyors, water operation specialists, water agents, water ambassadors and water guardians*, we continue to work toward that widespread change on how we view, use and dispose of water. Transform that illusion of abundance and create a sustainable water ethos in your community. 💧



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# Planning Ahead for 2023 and Beyond

BY DAVE ADKINS, UTILITY MEMBER – GREENCASTLE

**A**s we have crossed the midpoint of 2023, I thought I would pass along a handful of items to consider in your planning. The first one is something we have been hearing a great deal about, and that is the new Lead and Copper Rule. Right now, it is hard to wrap your head around all of the upcoming changes, so I would like to encourage you to start your system inventory.

I know it will be time-consuming to go through your system and collect all the needed information, but if you start now, you have more than a year before it needs to be submitted. Hopefully, by spreading it out over this period, it will not feel like such an overwhelming task. If needed, you can apply for funding to assist systems with inventory management. Resources are available should you require assistance to complete your systems inventory. You can apply for federal funding or hire a third party to complete your inventory for a fee.

As you are aware, in 2023 your water audit does not require validation, but it would be wise to fill one out anyway. By completing an audit in the off years, it

helps you to become more familiar with the information you need to provide in the years when the audit needs to be validated.

Another item to consider, if you have not already done so, is to begin working on your asset management plan. By listing all your system assets, you can see the age, life expectancy and replacement costs. It could become a tool you can use to show your local Board or council the status of your system and what costs they can anticipate in the future. This information could allow your Board or council members to determine if a rate adjustment is necessary or, at the very least, to begin budgeting for future system needs.

Lastly, I would recommend taking out your enterprise resource planning (ERP)/vulnerability assessment and updating the material. This will require significant focus to gather and input all the essential information; however, having an updated and easily accessible assessment in the time of crisis will prove invaluable.

I understand everyone is busy and the matters I have written about can seem like more work. Yet, the points mentioned above are factors that can be helpful to you as the person in charge, your employees, your council or Board, and your system. Stay safe and, as always, thanks for everything you do. 💧





# Ortman Drilling & Water Services REWARDS APPRENTICES

**O**rtman Drilling & Water Services is excited to be a part of the Alliance of Indiana Rural Water Apprenticeship Program. Ortman Drilling is giving out coolers for those who complete the apprenticeship program. The company is known for its commitment to well installations, well rehabilitations, pump installations and overall maintenance of potable water systems. For more

than 100 years, Ortman has been drilling wells in the states of Indiana, Ohio and Illinois for municipalities, schools, businesses, homes, farms and golf courses. They have a full team of professionals who specialize in troubleshooting, diagnosing and complying with local, state and Environmental Protection Agency (EPA) regulations. Since 1922, water has been their mission, and through their work, they exhibit day-to-day dedication to protect this valuable resource. 💧



*Ortman Drilling & Water Services takes pride in green initiatives, lowering the impact on our environment and assisting customers in lowering their impact by installing vertical geothermal systems. This is just another way to help prevent more waste going into our landfills and protect our water resources.*

If you are an industry partner and would like to discuss sponsorship opportunities for apprenticeship scholarships, please contact Apprenticeship Program Coordinator Kelly Gardner at [kgardner@inh2o.org](mailto:kgardner@inh2o.org).



# Water Loss Audit Requirements for Non-Validation Years

BY GORDON MEYER, LEAD WATER CIRCUIT RIDER

Once again, we have completed another water loss audit year, and we do not need to worry about it again until August 1, 2024, when the information for 2023 must be validated and sent to the Indiana Finance Authority (IFA). Is this a true statement? Not according to Enrolled Senate Bill 4, which requires that all customer-metered water systems must fill out the audit yearly starting in 2020, have it validated and send it to the IFA each even year after 2020.

So, the answer is yes — you are required to fill out the audit each year. That means you need to do a water loss audit with 2022 information this year, and you may think to yourself, “Who is going to know if I do it or not?” Well, here’s something to consider: Last year, IDEM took over the Water Loss Audit Validation Certification, and they may start

**“Last year, IDEM took over the Water Loss Audit Validation Certification, and they may start requiring that they see the last three years of water loss audits when they do your next sanitary survey.”**

requiring that they see the last three years of water loss audits when they do your next sanitary survey.

I know that many of you contract with outside vendors to complete and validate the audit every two years, and these companies do a wonderful job. Try not to consider this audit a burden; use it as a beneficial tool for your system. Download the Water Loss Audit Version 6, and do the audit yourself in the odd years that the audit does not need to be validated. Learn how to use the software, and you can compare from year to year how your

system is doing to decrease your water loss. I’m confident you will find the software user-friendly and will be able to successfully complete the audit.

You already know where to look for the information that was provided to whomever prepared the audit in the past. When you work on the audit, put an annotation in the notes section, marked “N” on the worksheet, where the information was located, such as in the billing systems annual report, a yearly report provided by your accounting firm, or monthly reports of operation forms (MROs), and so on.



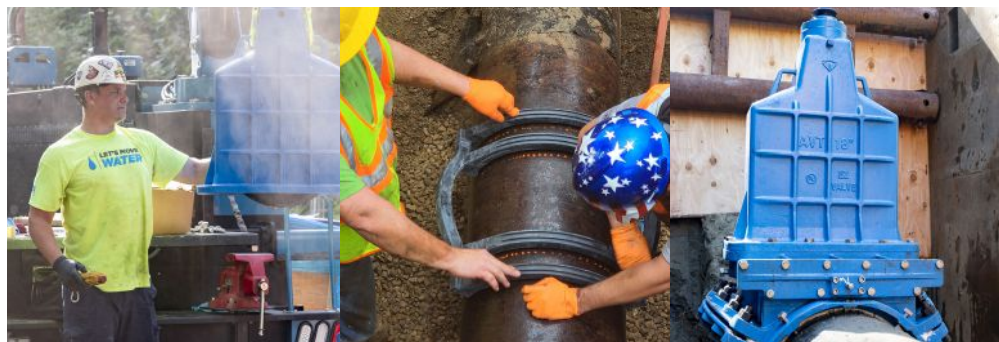
You will also need to answer the questions in the interactive grading data, marked "G" on the worksheet. Just click on the box next to each question, and it will give you a dropdown arrow on the right edge of the box. Then, click on the arrow and it will list a series of answers for you to pick from. Use only the answers provided on the dropdown list; you cannot put your own answers in the software, as it will not accept them or give you a validity grade.

As always, we at the Alliance are willing, ready and able to assist you with filling out the audit. All three of our rural development water circuit riders are certified validators, as is our Environmental Protection Agency (EPA) training specialist. Please feel free to call us if you have any questions. We are more than happy to come by, look the audit over and provide any assistance you need with it. 💧

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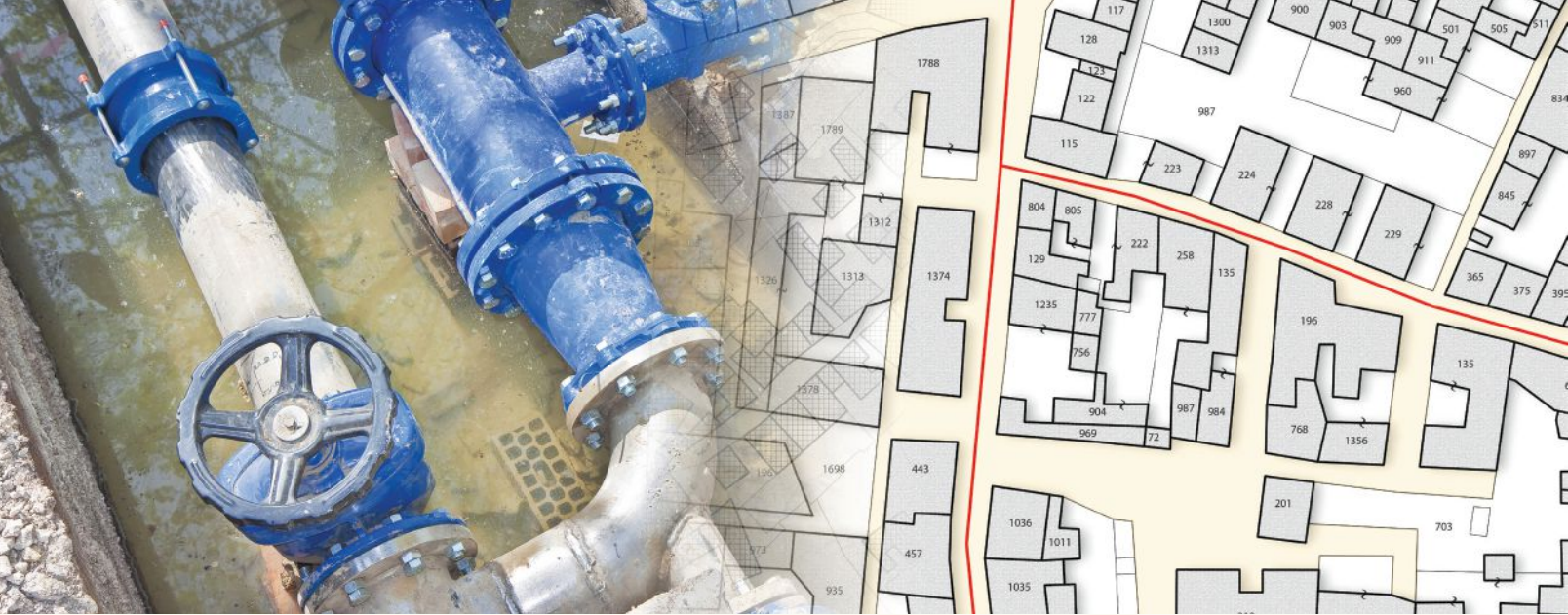


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# What's **Lead** Got to Do with It?



The Lead Service Line Inventory (LSLI) is currently a major concern for many utilities, prompting them to understand its implications, why Indiana

Department of Environmental Management (IDEM) requires this information and how it will be used. The primary focus of the LSLI program is on the inventory of service lines, specifically their physical location and the material they are made of. Initially, it may feel overwhelming due to the abundance of information, but as you delve into the LSLI program, you'll find it less daunting. Fortunately, there are ample resources available to assist you throughout the process, and you have enough time to complete your inventory as the deadline for submission is October 16, 2024.

However, it's essential not to procrastinate and wait until the last minute, treating it like a college exam.

Community Water Systems with fewer than 1,000 service connections can apply for the Lead Inventory Technical Assistance Program (LITAP), which provides free support from the Alliance. LITAP offers valuable resources to smaller utilities and municipalities to aid them in their inventory management. If you fall under these criteria, taking advantage of this free assistance is highly recommended. To apply, you can find the QR code

on this page. The Alliance, funded by the Indiana Finance Authority (IFA), collaborates with Arcadis to assist non-transient, non-community water systems with their inventories as well. We are committed to supporting you in completing your LSLI, no matter the challenges you anticipate.

For larger community systems with more than 1,000 connections, funding can be obtained through the IFA from either the State Revolving Fund (SRF) or directly from the IFA. The funding programs offer various levels of support to help larger utilities manage their inventories. The amount of funding provided is determined by the number of service lines in the system and is categorized into three project types. Type I projects involve gathering records, including

data from as-builts, GIS mapping or any other records kept by the system. Type II projects focus on developing an actual replacement plan, while Type III projects concentrate on inspecting and validating service lines.

If you're unsure about your system's eligibility or have any inquiries, the link to the IFA's funding guidance is provided on this page. Remember, seeking assistance and support throughout this process is crucial, and with the available resources, you can successfully complete your Lead Service Line Inventory and comply with IDEM requirements. 🟦



**Scott Aaron**  
*Water Training & LSLI Specialist*

## MORE ONLINE



**Indiana Finance Authority Lead Inventory Technical Assistance Program Interest Form**



**Lead Service Line Inventory Funding Application for systems > 1,000 service connections**

# Alliance of Indiana Rural Water Board Of Directors

# Upcoming Election

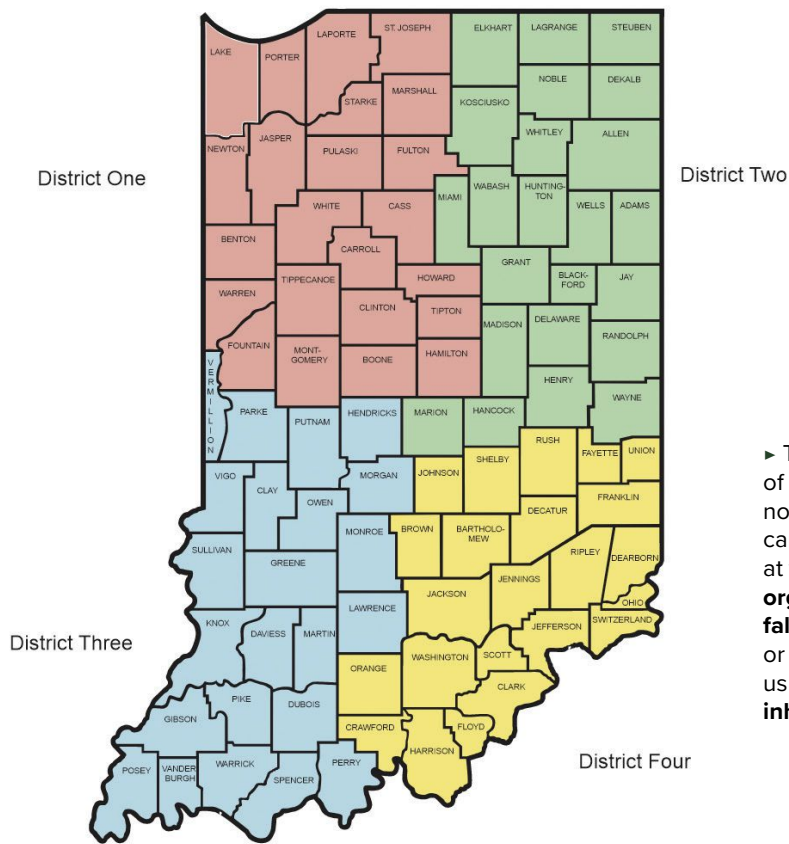
The annual membership meeting of the Alliance of Indiana Rural Water is scheduled for **7:15 a.m. on Thursday, October 19**. During this meeting, three (3) members of the Alliance Board of Directors will be elected to fill three open director seats. Any voting member of the Alliance who wishes to be considered for election may submit their name on the nomination form. Any voting member who follows these guidelines shall have their name placed on the ballot as seeking a position as a director of the Board. Per the Alliance bylaws, there will be no nominations from the floor at the annual membership meeting. All directors elected at the membership meeting shall serve a three (3) year term. Terms shall be based on calendar years, commencing on January 1 following the election.

## Article VI, Section 5, Voting:

“Each Active Member shall be entitled to one (1) voting delegate, in person, on each matter submitted to the delegates at each annual or special meeting. Only one (1) vote per person. No employee of the Alliance may vote for a member system. All matters presented to such annual or special meetings shall be decided by a majority vote there at. There shall be no voting by Proxy.”

The Board of Directors of the Alliance of Indiana Rural Water shall be composed of nine (9) members. By dividing the State into quarters consisting of twenty-three (23) counties each, four (4) directors and five (5) directors at large. Each member shall be elected for a three-year term and shall serve through the year his/her term expires. Only Managers, Certified Water and/or Wastewater Operators, or those actively involved with the overall operation and management of member water and/or wastewater utilities may serve on the Board of Directors. No more than one (1) director from the same member system may serve on the Board of Directors at the same time.

## Alliance District Map



► The Board of Directors nomination form can be found at [www.inh2o.org/events/fallconference](http://www.inh2o.org/events/fallconference) or by emailing us at [alliance@inh2o.org](mailto:alliance@inh2o.org).

There are **three** Director seats up for election this year. These available positions are currently held by **Catlyn Helmuth – At-Large**, **Adam Sams – At-Large** and **Nancy Harmon – At-Large**.

## Commitment To Serve

Candidates should be willing to devote a considerable amount of their time to issues affecting the association. If elected to the Alliance of Indiana Rural Water Board of Directors, candidate will attend meetings,

serve on committees, etc., be actively involved in the Alliance and commit to the following:

- Participate in 80 percent or more of the Board of Directors meetings
- Attend the Annual Membership Meeting
- Attend either the Spring or Fall Conferences, both if possible
- Attend at least one (1) NRWA Rural Water Rally during each three-year term
- Attend one (1) NRWA Annual Conference during each three-year term 🌊

**Deadline:** To be considered for a position on the Alliance Board, signed nominations must be received in the Alliance office by **Monday, September 18**.

In order to cast votes for potential Board members, the certification of delegate form, which can be found on the above website, must be completed and returned to the Alliance by **Wednesday, October 18, at 3:30 p.m.**

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I just wanted to take a minute to let you know that Toby has just been a huge help in our watershed protection efforts here at Patoka Lake. From all the time he put in around 2006 to get our first 319 grant and the help he gave us throughout the years, to all the help he has been giving me the last several months in trying to get a new grant for a part-time coordinator and possibly an educational trailer.

Toby is always willing to jump in and help out whatever I've asked of him. He is very resourceful and professional and a pleasure to work with. I am very excited about the future possibilities. We are very lucky to have such a resource here in Indiana as the Alliance and people like you and Toby.

Thanks again for all your support and enthusiasm.

*Doug Merkel*  
General Manager

August 3, 2022

Lorean, I just wanted to personally thank you for all you have done over the past several months in helping us get our plant back to where it should be and for helping us set up our lab again. As you know, we terminated our previous Operator and brought on our Maintenance Technician, Andy Doke, to run all of the operations of our vacuum and treatment plants. We just could not have done all of this without you and honestly in a short amount of time. We were out of compliance on our permit, but with your help, we have made great strides in getting back to an efficiently/properly operated plant.

On behalf of our Board, Andy and me, thank you!!

*Lynn Beck*  
President  
LTRSD

To Whom It May Concern:

We have used the Indiana Rural Water Alliance for training and classes for our wastewater operators. Recently, the Middlebury Wastewater Treatment Facility had issues with our oxidation ditch, and the representatives of the Indiana Rural Water Alliance were able to provide suggestions and recommendations to assist us.

We are more than happy to discuss this further with anyone interested in using the Indiana Rural Water Alliance. Please feel free to contact me at (574) 825-1499 or by email at [wwtp@middleburyin.com](mailto:wwtp@middleburyin.com).

Sincerely,

*Daniel Holderread*  
WWTP Superintendent  
Town of Middlebury

I'm sitting here on my back porch enjoying a couple fingers of Jameson and thinking of you, Rex. I passed my class 3 exam today on first try. You were right — it was a beast. I've struggled to get to it as the last 15 months I've been engrossed in an \$8 million Long Term Control Project at Wastewater here in Butler. We're in the final 30 days and the many upgrades are exciting.

At any rate, I want you to know that you made it possible for me. Your class last fall was every bit the educational offering you intended it to be ... and then some. I used your notes extensively in preparation for an exam I was confident I would fail. Like I had told our mayor, "I could run this WWTP successfully with a high standard for the next 20 years — and hand over a gem to the next generation ... but I don't think I can pass the class 3 exam."

Passing the exam this morning is an immense weight off my chest. I just wanted you to know it was you that helped prepare the way. Alliance has been a gem of a resource at every turn. Your organization excels in your mission. And you are a spectacular guide.

Thank you, Rex.

Respectfully,  
*Scott Lanning*  
Wastewater Superintendent  
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# 120Water LCRR Partnership with National Rural Water Association Saves Members More Than \$425K

LAURA VIDAL, ASSOCIATION PROGRAMS MANAGER FOR 120WATER

**120WATER IS PROUD AND EXCITED TO PARTNER WITH NATIONAL RURAL WATER ASSOCIATION (NRWA)** and the Alliance of Indiana Rural Water as an affinity partner in their continuous efforts to assist rural and small communities. One of our goals through these partnerships was to be able to bring modern solutions to water systems that might not normally be able to afford them through discounts with rural water membership.

We are delighted to announce that we've already been able to help *more than 225 small and rural community water systems* across the nation get started on the journey to Lead and Copper Rule Revision (LCRR) compliance! These communities are on pace to meet the preliminary service line inventory submission compliance deadline by October 16, 2024. We are even more thrilled to share how much money we've saved these systems; cumulatively, through partnership discounting, we've saved these systems *more than \$425,000!* In Indiana,

► For more information, visit [www.120water.com/lcrr-assistance](http://www.120water.com/lcrr-assistance).

we've saved members more than \$90,000 through discounts available only to rural water members.

Here at 120Water, rural water is the heart of our business. If you are struggling to wrap your mind around how to start on LCRR compliance, or you've started but are unsure if you are going in the right direction, we'd love to offer you a free 30-minute planning session.

These free sessions will connect you to a state-specific LCRR specialist, and after only 30 minutes you will walk away with:

- A comprehensive understanding of where you are in the LCRR journey
- Identification of data and resources already available to start building a preliminary inventory
- Insights into what other utilities in the state are doing to tackle LCRR and any state-specific guidelines
- Best practices for managing the data
- A clear vision and recommendations for best next steps

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