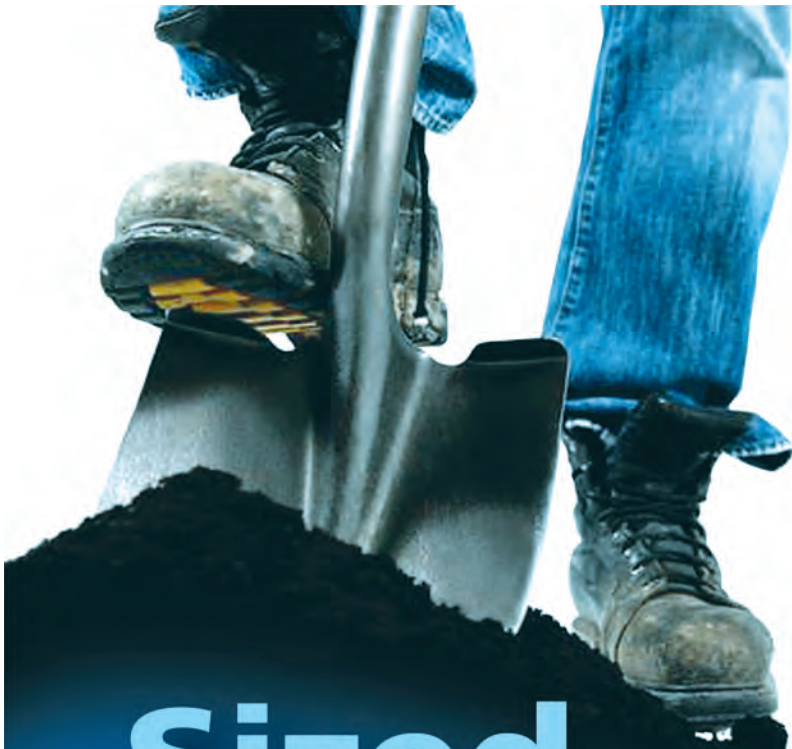




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ARTICLES

Preserving Our Infrastructure	by Don Craig	5
Time to Pull Your Pump?	by Gale Moore	8
IRWA Office Closings.....		9
6th Annual IRWA Golf Outing Pictorial		14-15
Welcome New Members		11
What Normal People Want.....	by Willie Horton	19
Ribbon Cutting/Open House in Carbon Cliff.....		21
About That Chapter 4 In <i>The Sample Collectors Handbook</i>	by Wayne Nelson	22
Honors to Current Board Members	by Greg Bates	23
28th Annual Technical Conference.....		25
One-On-One Water & Wastewater Certification Overview Training Registration Form		26

MISSION STATEMENT

“Protecting and preserving the water and wastewater resources of Rural Illinois through education, representation and on-site technical assistance”.

ON THE COVER: *This picture was taken by Patricia “Pat” Gammill, Circuit Rider, at Fred & Mary Gilman’s Country Garden in Michael, Illinois.*

Waterways is the official publication of the Illinois Rural Water Association, P.O. Box 6049, Taylorville, Illinois 62568, and is published quarterly for distribution to members as well as other industry associations and friends. Articles and photographs are encouraged. Advertising and submissions should be mailed to the above address or e-mail us at ilrwadb@ilrwa.org.



LIST OF ADVERTISERS

American Flow Control.....	11
Apex Pumping Equipment.....	11
Bakercorp.....	4
Banner Engineering.....	17
Cady Aquastore	27
Coe Equipment, Inc.	4
Crawford, Murphy & Tilly, Inc.	10
Dixon Engineering	4
Heneghan & Associates, P.C.....	20
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Maguire Iron	24
Metropolitan Industries.....	7
Missouri Machinery & Engineering	17
Municipal Well & Pump	13
Newell Sand/Rock Filter Cleaning	4
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Pittsburg Tank & Tower.....	9
Preferred Tank & Tower.....	17
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USA Bluebook.....	28
Utility Service Company, Inc.	10
Water Remediation Technology	2
Water Well Solutions.....	17

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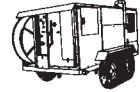
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Preserving Our Infrastructure

by Don Craig, Deputy Director

In the nearly 25 years that I have been “on the road” working within the Rural Water Association ‘family’, I have seen quite a variation in the quality of utility infrastructures, not only in our great state of Illinois, but many other states as well. Needless to say, it disturbs me to see such deterioration in every aspect; and specifically water and wastewater facilities and systems ignored, and not properly maintained, operated, and managed.

There are many factors that play into some reasons why such utilities have faltered over the years. It may be the lack of attaining or retaining good quality operators and other personnel, or it may be declining customer base, improper rates, lack of community support or understanding, improper system designs and construction, lack of education and understanding of system operation, regulatory pressures that continue to mount as the systems deteriorate, lack of available funding to make renovations, and many, many other factors. But, the one that stands out the most, which serves to properly ‘control’ all the others to aid in and direct proper system operations and maintenance; and thus to preserve our facility infrastructures in that area... is management. Without proper facility management directives, guidelines, willingness, education, involvement, understanding, openness, concern, and on, and on, and on... then any facility’s infrastructure can and will “go to hell in a hand-basket” as they say.

Utility boards, overseeing water and sewer systems, whether a municipality or not, should understand first and foremost, that in most all cases, those sys-

tems represent that community’s biggest assets. The bottom line is that those utilities must be maintained, replaced, renovated, upgraded, etc. through the years. And, yes, that means making difficult and sometimes unpopular decisions... but, they are decisions for the good of the system affected, good for the community, good for the customers they serve, and good for the continually aging and deteriorating infrastructures as a whole. Let’s be honest though, if a person takes the initiative to become a board or council member, then they should be willing to make those tough decisions that will better the facility’s systems not only in the present, but also for the future. In my opinion, if someone is not able or willing to make tough decisions, such as rate increases, etc., then maybe, they should not be on that utility’s board or council.

In most cases, people want to do the right thing, make the right decisions, and help their community, neighbors, and fellow human beings...in whatever way they can. In every facet of life (not only just talking about our country’s infrastructure)...sometimes we all need to take a step back, look over a situation, evaluate the needs, and then move forward with conviction to see it through. That’s the human spirit at its best.

The American Recovery and Reinvestment Act (ARRA), whether popular or not, is being instituted across this nation in an effort to directly rebuild and renovate our country’s infrastructures and create jobs in many, many areas other than just water or wastewater utilities. We evidence every day, rapidly fal-



tering highways, bridges, storm sewer systems, community facilities, other utilities, and on. In our area of expertise, that of water and wastewater management and operations...we are working closely with Rural Development in promoting and assisting systems to acquire low interest loan and possibly grant money, to help in their overall funding demands to make those infrastructure changes that may be so desperately needed. And with the influx of over three times the normal amount of those funds through the stimulus program (ARRA), the opportunity to get funding is greatly increased to say the least. The IRWA urges all public water and wastewater systems in the state, to make systems assessments, for needed upgrades, renovations, replacements, and even new construction involving their present or newly planned water and/or wastewater infrastructures. And, after doing so, do not hesitate to contact your regional Rural Development office to talk about possible funding for your system needs. You may also contact our office, and we will help to facilitate possible funding, in any way we can.

continued on page 6

Preserving Our Infrastructure continued from page 5

FASCINATING FACTS:

If the world's entire water supply could be represented by a 55 gallon drum (barrel) filled to the brim with water... all the oceans of the earth would total nearly 53 1/2 gallons.

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Time to Pull Your Pump?

by Gale Moore, Circuit Rider

Do you know how long your pumps been in? Is your response...*"Gee, I don't know, ten or more years I guess. Never seem to have a problem with it. You know, out of sight out of mind."* Without proper maintenance those pumps won't last forever.

First, some research with your pump manufacturer and pump puller can get you some information, such as the estimated life of pump and motor, when it was installed, and when it needs to come out.

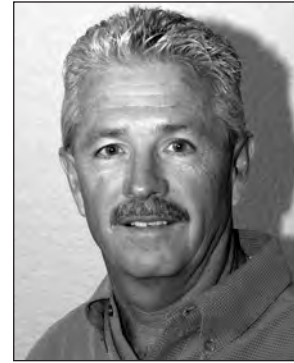
Do you have a plan when the unexpected call comes in saying "low water pressure"? Hopefully there's a back up well, an alternate water source, or a procedure for keeping your consumers with water.

Do you have a pump puller on speed dial? Contact with them in time of emergency is necessary, and like everyone else, they could be running behind, but will usually work you in with an emergency.

Do you have everything you need or provisions to get it when the pull begins? If possible be there during the pull, much can be learned by watching; column pipe, column pipe threads, couplings, wire, wire splice, motor and pump conditions. Will the column pipe, couplings, wire, pump, motor, check valve, etc. need to be replaced?

Do you have a procedure for start up once the pump is back in? Disinfecting the well, enough chlorine for disinfection, sample bottles, an electrician present for start up, and a lab willing to do the testing on Saturday and Sunday should be a considered. Pulling the pump is an expensive repair for your system, make sure it is done right the first time, and remember safety first.

The saying goes, "If it isn't broken then don't fix it." However, you will be fixing it if you aren't maintaining it. 💧



Time to Pull Your Pump?

continued from page 8



The IRWA Office Will Be Closed for the Following Holidays:

Wednesday, November 11, 2009

— VETERANS DAY —

Thursday & Friday, November 26-27, 2009

— THANKSGIVING HOLIDAY —

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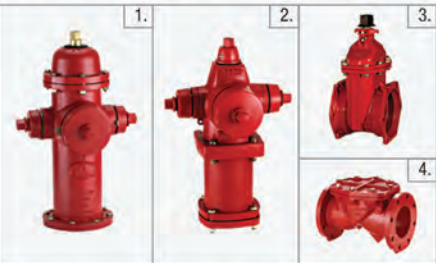
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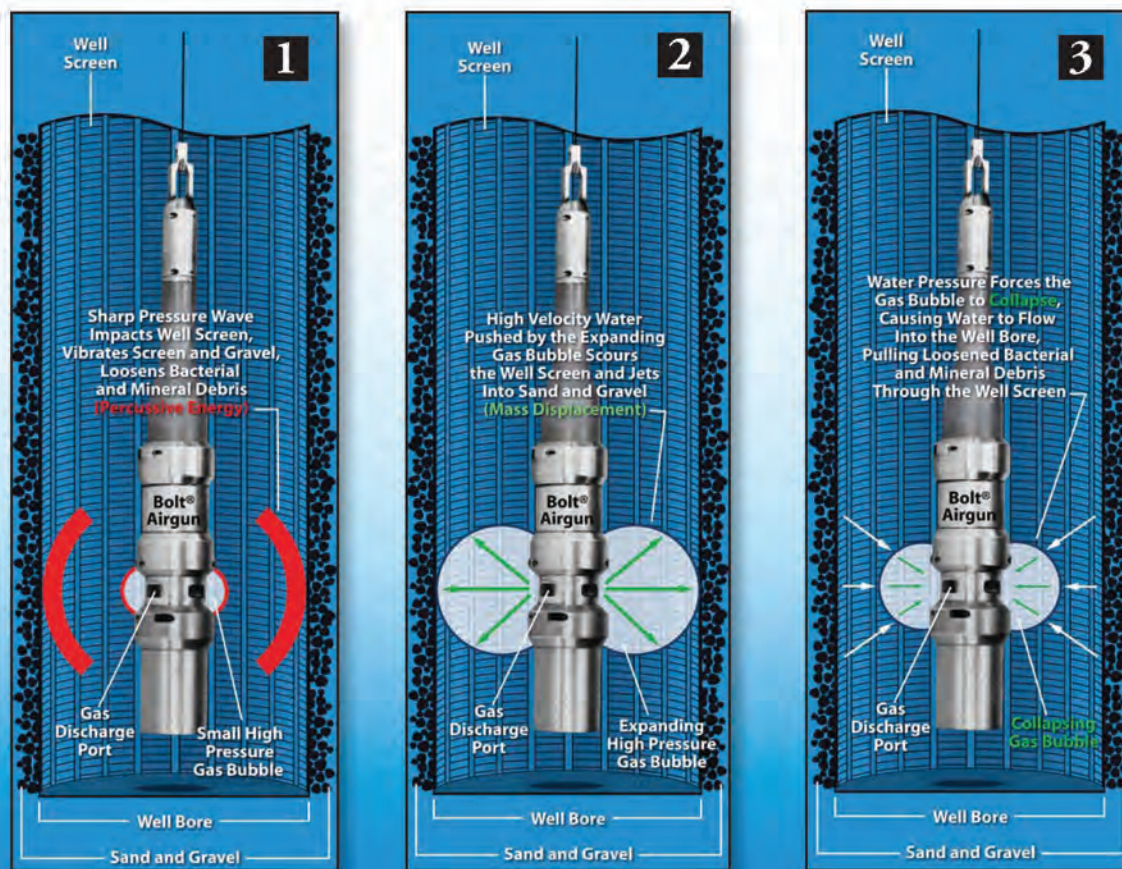
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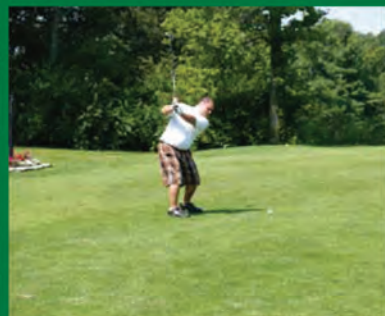
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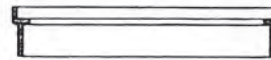
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What Normal People Want

by Willie Horton

I know that people are constantly striving to get more out of life. I know that many people wish for, hope for, want for more success, more happiness, more wealth. But wishing, hoping and wanting something is simply a useless mental activity - a waste of energy - because the only thing that will get you what you want is beyond wishing, hoping and wanting - it's believing. More of that later! For now, if you really look around and observe the behaviour of so-called normal people, you will discover what normal people really want - they want you to be normal too.

There is nothing more threatening to the normal state of mind than someone who's different - in particular, someone who is abnormally happy and successful. It's not so much that normal people are jealous of abnormal success - they actually want to take the abnormally successful person down.

One of the biggest issues that my clients have to face following my two-day personal development workshop is that, even though they have learned to become abnormal, even though they have learned (from a vast array of research stretching back over seventy years) that so-called normal people are actually totally and completely mad, when they venture back out into the ordinary, everyday so-called real world, almost everyone they encounter will be normal - will be insane.

A brief aside - because stating that normal people are insane requires an explanation! Here are some quick facts.

About 96% of us are normal - we behave according to and conform to a variety of behavioural and social norms. Normal people control about 1% of their mind - in other words, they are only capable of paying 1% attention to what is going on in the present moment. Normal people's reactions and behaviours are automatically created by their subconscious minds which were programmed through snapshot learning during their formative years. In other words, the subconscious mind controls the normal person - not the other way around. If you're not in control of your own mind, surely that's a definition of madness!

There's more - societal norms tell us that we must work hard to be a success, that there are many outstanding things in life that only outstanding people can achieve - not normal people. Research proves that normal people only see what they expect to see, only perceive what they expect to perceive. In other words, normal people wander through life with their eyes closed, their senses dimmed, their life confined to the box created for them by their key influences during their childhood years and by a society that needs normal people to conform - whether that's a society driven by organised religion, the nation state or global corporate interests is a debate for some other day).

Back to my point - normal people want you to be normal. A client emailed me a couple of days ago saying that he had no problem opening, clearing and focusing his mind each morning - in preparation for the opportunities that

every day holds for all of us. But, then, he'd get into work and be assaulted by normal people. People wanting to gossip (one of the greatest draws on our precious mental energy), people looking for a fight ("I deserve promotion", "Someone's getting involved where they shouldn't be", etc.) - and then he arrives home and is confronted by his teenage children - and, having three teenagers myself, it can often be difficult to remain calm, focused and effective!! All these everyday scenarios drag the calmest of minds into the dirt so that we end up reacting automatically all over again - and when did reacting make anything better!?!)

You need to stop being normal - and, if you've started on the path towards being abnormal, you need to protect yourself against all those normal people who, unwittingly granted, was to drag you into their little dramas - want more of your attention, want you to make them feel important or better.

Why take the path that leads towards abnormality? Well, for starters, given my albeit very brief description of the normal mental state, do you really want to be normal? But, more to the point, you need to realise certain truths borne out by all the research that I've already mentioned. Anyone - and that includes you - can achieve the extra-ordinary and the exceptional. Anyone - and that, again, includes you, can achieve effortless happiness and success. You do not need to work hard to be a success. You need commitment,

continued on page 20

What Normal People Want

continued from page 19


vision and belief - if you've got those, no work is difficult, no effort a strain.

The commitment you need is to your own state of mind. You need to cultivate and develop a clear, present and focused state of mind - a state of mind that is completely at odds with the normal cluttered, distracted mindlessness of normality. You need to commit to developing your ability to pay attention - not to your goals and dreams, but to the only time and place we have - the here and now. That means you pay more than 1% atten-

tion - that means you're already exceptional.

You need to believe. Believing is not wishing, hoping or wanting. Believing is seeing, feeling, hearing, smelling and tasting the success you want, as if you already have it. Those five senses that you rarely pay attention to are the very tools by which you can enable yourself believe and, more importantly, the only tools you have at your disposal to pay attention to the here and now - to be present, to be "all there", rather than "all over the place".

Don't want what normal people want - believe in the extra-ordinary.

***About the Author:** Willie Horton was born and educated in Dublin, Ireland. An ex-accountant and ex-senior banker, he has worked in the area of personal development since 1996, enabling business leaders, sports people and ordinary people understand how state of mind creates success (or failure). They describe the results as 'unbelievable' and 'life-changing'. Willie and his family now live in the French Alps. For more information, visit <http://www.gurdy.net>. *

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Ribbon Cutting/Open House in Carbon Cliff

On Monday, August 31st, The Village of Carbon Cliff hosted a ribbon cutting for new improvements, to their South Water Treatment Plant. An open house for the public was held, and they had tours of the facility during that time frame, as well. The plant is located near Old Orchard Apartments and is on the corner of Orchard Lane and Friendship

Road. This project culminates improvements to the municipal water system worth approximately \$500,000.

The Village also unveiled life size Musical Sculptures created in part from cast off old water plant parts and components. The sculptures were entitled the “Village People”. This was a collaborative effort between the Village of Carbon

Cliff and the United Township High School. School instructors Jim Goodwin of the welding department, and John Neevenhoven of the art department, were instrumental in helping with that project and motivating the students to design and execute the sculptures. The Village has plans to move the sculptures to a permanent site in the near future. ♪



About That Chapter 4 In “The Sample Collectors Handbook”

by Wayne Nelson, Training Specialist

Do you all remember getting an envelope in the mail from the IEPA back in February, 2009 with several forms. One of the forms was regarding our Consumers Confidence Report (CCR) certification form. Since the time was getting close to getting our CCR ready we paid pretty close attention to that form. Also in the packet was a form regarding the new Lead Rule language. It asked anyone that wanted a copy of the NEW (and improved?) Chapter 4 of *The Sample Collectors Handbook* to mail the form in and a copy would be forwarded to them.

From the requests that I've been getting from systems in recent days it's becoming clear that a lot of you did not order the new Chapter 4. If you did receive it or review the chapter on-line you probably ran away screaming. Come on!-the chapter is only 212 pages long.

But regardless of how long the chapter is or how boring it is we'll all have to follow the new rules eventually. For some of you that collect lead and copper samples on a maintenance schedule that time may be one or two years off yet but for many of you the time is now.

In this article I want to discuss just one part of the regulation. This is the rule that I am currently getting the most requests for. In the new rule public water supplies have to notify its customers that participate as Lead sample sites. This notification must include information such as the individual tap results for Lead tap water monitoring, an explanation of the health effects of Lead in

drinking water, steps that consumers can take to reduce exposure to Lead in their drinking water, the MCLG and action levels for Lead and definitions of these two terms, and contact information for your system.

This notification to customers must occur within 30 days after you have received the last Lead result for that monitoring period. It may be hand-delivered, sent by direct mail, or by electronic mail.

Then a Lead Consumer Informational Notice Certification Form must be submitted to the IEPA within 90 days following the end of the sample collection period. This form is available on-line in *The Sample Collectors Handbook* in Chapter 4, Appendix J, page 389.

Before we get to send the certification form and notices to the IEPA we have to deliver the right notice to the customer. This could be one of four different templates or a combination of the four.

So how do we choose the right template(s)? Depending on the actual Lead results and the Lead 90th percentile you will need to choose the template(s) that best fits your situation. First-you will need to know the Lead 90th percentile for the sample period. If you do not know how to calculate the 90th percentile Chapter 4, Appendix C in *The Sample Collectors Handbook* offers step-by-step instruction in determining your actual value.

Once you know if your system has met the 90th percentile or not you may



now select the appropriate information notice template **for each of your sample results**.

- **USE TEMPLATE 1:** If **both** the homeowner's result **AND** the **90th percentile are below** the Lead action level of 0.015 mg/l (15 ug/l or ppb)
- **USE TEMPLATE 2:** If the homeowner's result **is below** 0.015 mg/l **BUT** the **90th percentile is above** the Lead action level of 0.015 mg/l (15 ug/l or ppb)
- **USE TEMPLATE 3:** If the homeowner's result **is above** 0.015 mg/l **BUT** the **90th percentile is below** the Lead action level of 0.015 mg/l (15 ug/l or ppb).
- **USE TEMPLATE 4:** If **both** the homeowner's result and the **90th percentile are above** the Lead action level of 0.015 mg/l (15 ug/l or ppb).

As you can see the right template may change from customer to customer.

Templates 1-4 may be found on pages 391-398 of *The Sample Collectors*

continued on page 23

Honors to Current Board Members

by Greg Bates, IRWA Board President

We are very pleased to announce that a current board member has received an award recognizing his propensity for operating a well run water treatment facility. Mr. Tom Shrewsbury, IRWA Director from District 2, was named as the runner-up for the water operator of the year in the groundwater category at the this year's 78th Annual Illinois Potable Water Supply Operators Association (IPWSOA) Conference held at the Crowne Plaza in Springfield, Illinois from September 23 – September 25, 2009. Mr. Shrewsbury is the Water Superintendent for the Village of Hebron located in the extreme Northeast corner of Illinois and has served on the Board of Directors of the Illinois Rural Water Association for over five years. While on the Board, Mr. Shrewsbury and has served on many committees and is cur-

rently chairing the membership committee. Mr. Shrewsbury has proven himself to be a very dedicated member of the Board and takes pride in his position as Superintendent at the Village of Hebron. Mr. Shrewsbury is very active in his community and works hard to keep their facility up to date with the ever changing regulations and advancements in treatment technology. Congratulations Tom!

Operators are rated on the day-to-day operation of their facilities and being named as a runner up in the groundwater class is one of the highest of professional honors that an operator can receive in the water treatment industry.

The Illinois Rural Water Association is also fortunate to have a member on its Board who has won the respect of his peers and serves as a judge for the IPWSOA operator of the year competition.



Mr. Jeff Tumiati, IRWA Director from District 5, hales from the Village of Stonington and has been a judge for a number of years and is a very valuable member to the process. Jeff is a very energetic board member and does a lot to help our association. We would like to congratulate both of these board members on a job well done and tell them how much we appreciate their service to Illinois Rural Water Association. 💧

About That Chapter 4 In “The Sample Collectors Handbook”

continued from page 22

Handbook. When tailoring your templates for your individual customers be sure that all information found in italics is included in the notice. This is required/mandatory language and cannot be changed.

After delivery to all customers from which Lead samples were collected in that collection period is made it is now

time to complete the certification notice. The certification form requires general information about your system.

Review your customer notices and check that all required information is included. If all notices do include the required information you may then initial the appropriate spaces on the certification form as well as the method of deliv-

ery used. Sign, date, and mail the certification form to the Illinois Environmental Protection Agency address listed at the top of the certification form. While it is not required to include the actual notices that you sent to your customers you may want to attach one to the certification form to show that your notices included all the required language. 💧

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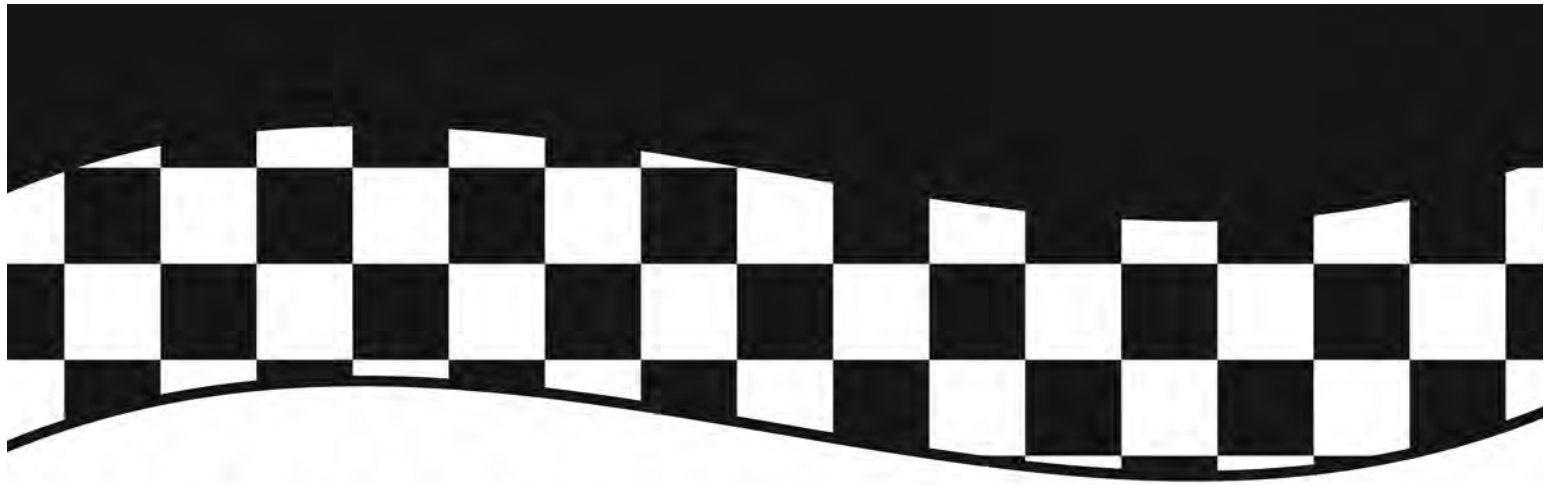
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