



IT MUST BE A MONDAY

Provided by: John Bell, Wastewater Technician

I was informed that my credit card was not working. Is today Monday? I have had this card for over fifty years and now I have a problem. I go directly to the source and call the credit card company. My problem was not resolved and in fact was just beginning. The credit card company has a robot-answering phone system. You get to press 1 to be upset, press 2 to be really upset and press 3 to be madder than hops. This answering system is so superior that you get on a loop that will get you back to the start. You begin it over again without ever being in contact with the human side of the call-in system. After several attempts and getting the same result, I stopped this madness and felt that I should try a different approach to solve the problem.

Speaking of Mondays and problems, I am reminded of a situation that was recently resolved by Dave McMillian. Dave, as you all know, is the training specialist for IRWA. Previously, he was with the IEPA as Division Manager for many years. On July 1, 2019, the Illinois Environmental Protection Agency (IEPA) required wastewater operators to attend training sessions in order to keep their wastewater certification active. This requirement is familiar to all water certified operators who have been working under this requirement for several years. A problem arose with the two-hat operators. Two-hat referring to an operator who is both certified in water and wastewater. The main problem centered around where to post the credit for

attending a wastewater training session. A related problem was whether two-hat operators receive credit for water and wastewater while attending a training session that pertains to both water and wastewater. Dave set up a pow wow with IEPA to discuss these issues. It was immediately agreed upon that taking a training session that pertained to both water and waste water would be credited to both. The situation with how you will get credit for the wastewater side is being resolved. For now keep your paper records on the wastewater training sessions! The electronic submission of your credits for the water side will be updated to accept this information on waste water side at some time in the future. DO NOT attempt to electronically submit wastewater credit to this program at this time.

The credit card situation was resolved by calling the bank and getting in contact with Miss Brown. Miss Brown (the bank's Dave McMillan) bypassed the robot-calling system and was able to go directly to the source. Credit card matter resolved. Thank you Dave and thank you Miss Brown. Things are great and it feels like it must be a Friday. If you find yourself with a "Monday" problem, please contact IRWA. Let us help you get right to that "Friday" feeling.

The 17th Annual IRWA Golf Outing was held on Friday, August 28, 2020 with 96 golfers in attendance. Thank you to the following Associate Members for sponsoring this years outing:

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- **Becoming a Certified Water or Wastewater Operator**—Training/Sidebar links
- **Boil Order Notice**—Resources/Downloads
- **Certification Overview from IRWA**—Training/Sidebar link
- **Certified Water Operator Contract**—Resources/Downloads
- **CEU Forms from past conferences**—Resources
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- **Cross Connection** (manual, survey & ordinance) - Resources
- **Current hot topics and upcoming events** - Home
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- **Energy Efficiency Assessment**—Services
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- **Forming a new water district**—Resources/Downloads
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- **PFAS**—Home
- **Rate Study**— Services
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- **Video Inspection Services**—Services
- **Wastewater CEU information**—Home
- **Water Loss Handouts**—Resources/Downloads
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GPS/GIS MAPPING SERVICES

Through the implementation of GPS & GIS technology, IRWA can effectively produce hard copy and digital maps. With this service available from IRWA, utilities can attain new and accurate maps to better manage their water, wastewater, and storm sewer assets.

The printed maps can be large-scale wall maps up to 36"x48" showing utility features with the desired layers (aerial photos, streets, topography, etc.).

The digital map files on a CD, can be viewed and printed with free software that IRWA will provide and install on a utility computer. The software allows you to view and click on a system feature (such as a valve, hydrant, meter pit, curb stop, manhole, lift station, treatment facility, etc.), and pull up attribute data about each...as well as several other capabilities such as printing, zooming, etc.

Also, IRWA has a working relationship, with DiamondMaps.com, to put your IRWA project maps, on their server, for mobile viewing with a smartphone or cellular capable tablet...including editing capability. This is at no extra charge to the system for the first year's subscription. Continuance of the Diamond Maps service after the first year, is at the utility's discretion.

Payment for GIS services, is a set charge per feature, with IRWA members receiving an automatic 30% discount, and even more of a reduction with bigger projects. More information is also posted on our website at: www.ilrwa.org, or you may call our office at 217-287-2115.

