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Volume XIII — Spring 2016



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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 Luke McLeod, husband of Heather McLeod, Membership Services Assistant, cruising with the 40 MPH club, near Long Creek Water District located near Decatur, Illinois.

Water Ways is the official publication of the Illinois Rural Water Association, P.O. Box 49, Taylorville, Illinois 62568, and is published quarterly for distribution to members as well as other industry associations and friends. Our website is www.ilrwa.org. Articles and photographs are encouraged. Advertising and submissions should be mailed to the above address or e-mail us at ilrwadb@ilrwa.org.



Find us under Illinois Rural Water Association

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A Unique Site in Illinois

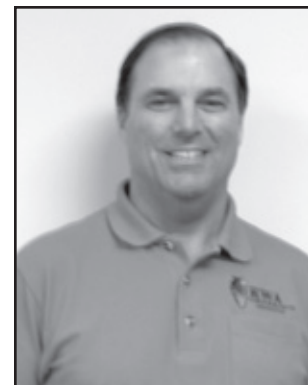
*by Don Craig,
IRWA Deputy Director*

Driving along U.S. Route 20, going west from Freeport towards Galena, and sitting to the north about a mile, is the town of Lena... a proud member of Illinois Rural Water Association. It is located in Stephenson County, and has a population of approximately 2,600 residents. Initially, what catches the eye is that the community sits up at a higher elevation, but that is not really what captures the attention of a passerby.

Rising majestically up from the Village at just over 122 feet, is a notable and stately structure... a historically beautiful limestone and brick water

tower. If you've never seen such a unique and stunning elevated tower as this, you are truly missing something. People traveling to the scenic and historic town of Galena, should take the time to veer to the north at the Lena crossroad off Rt. 20, and take a few minutes to go up to and "take in" the awe and beauty of this historic icon.

The tower has a unique history, to say the least, in how it came to be, its construction, and it's presence through the years. The following is transcript taken from Wikipedia, in regard to the Lena Tower.



through the 1870s and 1880s and the Lena Star editorials led the crusade to build a water tower.

The week of June 14, 1895, workers began drilling for the new reservoir and water tower. The drill reached 400 feet in depth and became stuck. It was not freed until October 1895 and work crews were forced to work double shifts to compensate. The tower structure itself began rising by early November when disaster struck the project. As a rock was being hoisted up the tower, it crashed to the ground ripping through the first two floors of the structure. When a winter thaw hit the area on December 25, the mortar on the building began to crumble; the unseasonable thaw had weakened poorly mixed mortar. Citizens were outraged and blamed the newspaper for pushing the tower so furiously. The paper, in turn, blamed the faulty work of the contractor; the foundation was not large enough to support the mass of the tower structure.

In June 1896, Village trustees voted to hire U.S. Wind, Engine and Pump Company from Batavia, Illinois to demolish the unstable water tower and rebuild it with a properly founded

HISTORY:

The need for a water tower in Lena was the topic of newspaper editorials many years before the current structure was actually built in 1896. In the early 1870s fires struck a stable, a warehouse, a rural school and several houses in and around Lena. The 1871 Great Chicago Fire induced a sense of panic among many Illinoisans, including those in the Village of Lena. In 1874, fire nearly destroyed the freight house and depot owned by the Illinois Central Railroad in Lena. The fires continued



continued on page 5

structure. On June 19, 1896 the company arrived to demolish the old structure and begin laying a new foundation using Portland cement. The tower had risen 35 feet by July, and by September the brick portion of the facade was completed at 100 feet. By October 1896, the cypress water tank was installed atop the Lena Water Tower.

DESIGN:

The Lena Water Tower is situated on a triangular section of land in the Village. It is 22 feet wide at its base, and rises to a height of 122.5 feet. The first 56 feet of the structure was constructed from limestone blocks, and each block measures 24 inches by 30 inches. Six stone buttresses flank the first 50 feet of the water tower as well. The 44 feet above and beyond the limestone portion of the facade is faced in red brick. The limestone was quarried east of the Village.

Atop the brick of the current Lena Water Tower is a stainless steel tank, which is held in place only by the weight of the water inside. The current tank replaced

the old wooden water tank in 1984, and is painted black with "LENA" spelled out in large yellow letters across its face. The tank is 22.5 feet tall and 18.6 feet in diameter; it holds 50,000 gallons of water and is ringed by a metal catwalk.

SIGNIFICANCE:

The Lena Water Tower has been in continuous service since it was built in 1896, and is the tallest structure in the Village. Its role in providing the citizens of Lena with water services beginning in

1896 is the primary reason the structure was listed on the U.S. National Register of Historic Places on February 20, 1997. Included in the listing to the National Register was the reservoir, which was added as a contributing property.

The Lena Water Tower is believed to be one of three in the state of Illinois, designed and built of similar construction, and has become a symbol of the Village of Lena. 💧



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2016 IRWA Training Division Update!

by Phil Donelson,
IRWA Training & Marketing

"My dad used to use his police psychology on us. We would be outside playing; my father would come home from work and say things to me like, 'son, come here. I thought I told you to mow the lawn.' 'Well father, I forgot.' My dad looked at me, 'Well, what if I would forget to go to work tomorrow?' I'd say, 'Well that works out, then you could mow the lawn. What's the problem?'"

Lewis Dix: Mow the Lawn

I hope everyone is enjoying the start of spring here in Illinois! ... warm days, cold days, and days that it just can't make up its mind! As always when it is my turn to write for our publications, I take the opportunity to update you on things going on in the IRWA training division.

First of all, we want to thank all of you for your attendance at our annual conference in Effingham. You helped to make it one of the best ever because we broke an all-time attendance record, so thanks so much for your participation! This year in the main training room we had some really great speakers and offered more than 12 hours of training credit hours over the 3 days. We had a wonderful conference and I hope all of you who were able to attend felt it was a productive use of your time, not to mention, a lot of fun! We also want to thank all our vendors who make an event like that possible! We hope to see all of you next year!

With spring in the air, it is that time of year again, so register now for the 4th annual Spring Administrative Conference! It will be held on May 12 & 13 at the 4 Points by Sheridan in Fairview Heights again this year. Look for registration information on our website. You can register on line, from our mailer,

or from one of the several email blasts I will be sending to your system. If you do not see any of those options, please feel free as always to contact me or the IRWA office if you have questions.

If you are unfamiliar with the Administrative Conference, it is a full day of speakers on Thursday, and a half day on Friday concluding by noon. We will have a well-rounded variety of topics that are directed at administrative staff, board members, city officials, and any other clerical staff who work for municipalities or water systems. The sessions are always full of wonderful Q & A to the benefit of all in attendance. It has always been a great learning environment and we expect more of the same this year! I have changed up the topics and speakers quite a bit this year so please review the agenda (in this publication) and take advantage of the new speakers. The group has had a lot of fun getting to know one another and sharing horror stories and victories. We have also made some really fun memories during the hospitality hour on Thursday evening as well! That is all I will say about that... haha! All kidding aside, I want to thank the speakers and all of you who have attended in the past for making it a very memorable conference each year. I hope to see all those familiar



faces and many new ones this year! If you have not yet made it to one of these events, you really should attend one and see for yourself! I do my best to have good food, fun raffles, giveaways, and as much fun as legally possible each year... and over the course of the two days; you just may learn a thing or two! We really hope to see you there! Also, as we have done in the past, there will be a Buy One, Get One Half Off registration promotion.

continued on page 8

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2016 IRWA Training Division Update!

continued from page 7

If a system pays for one regular priced registration, the second person from the same system is ½ off!! What a deal!

Most of you are aware, but if not, I manage all the training for IRWA including the USEPA sponsored sessions and the fee based classes as well. On

the fee based side, I have made a few changes to make it a little easier for you to take part in the fee based sessions. I have lowered pricing because money is tight everywhere, and I have also made some of the sessions shorter, because I know it is hard for you guys to get

away a whole day sometimes. I hope it helps and I would like you to check these classes out. Here is a brief overview of the upcoming training opportunities for you.

I have one free session sponsored by the USEPA coming up in May on the 10th in Forsyth. I have several fee based sessions coming up within the next month or two as well. I have sessions with American Flow and Pedrotti on April 12, 13, and 14; sessions with HydraStop and JCM on April 19, 20, and 21; Layne is on April 26 in Havana, and the 27th in Loves Park; and a new vendor to the area, Matchpoint is on May 3, 4, and 5.

We had to cancel a session up in Kankakee last month due to weather that prompted the college to close its campus. That training was with Water Well Solutions. They have agreed to go out with me again so we can make up the session we missed. They will be training with me for two dates close to the same area on the 14th of June in Morris, and the 15th of June in Kankakee. This will allow those people who missed that session due to weather, at least two chances to make it up.

In closing, please keep checking our website, print our e-mails, and respond to our fliers to register for upcoming sessions of all types. Thanks again to all of you who support the training we do, whether it is through speaking or attending as a student! See ya soon in class!!

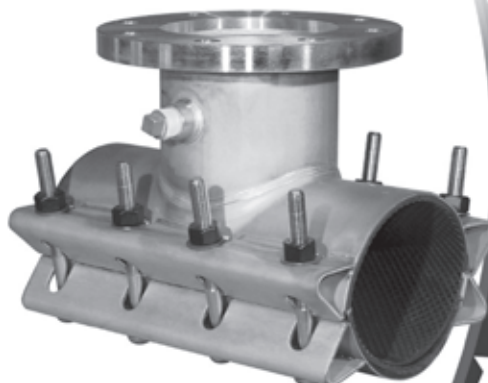
I wish you a safe and fun spring!! 💧

The IRWA Office Will Be Closed the Following Holidays For the 2016 Year:

Monday, May 30	-	Memorial Day
Monday, July 4	-	Independence Day
Monday, September 5	-	Labor Day
Friday, November 11	-	Veteran's Day
Thursday & Friday, November 24 & 25	-	Thanksgiving
Friday, December 23	-	Christmas Eve
Monday, December 26	-	Christmas

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Spring Checklist!

Examine Roof Shingles

Examine roof shingles to see if any were lost or damaged during winter. If your home has an older roof covering, you may want to start a budget for replacement. The summer sun can really damage roof shingles. Shingles that are cracked, buckled or loose or are missing granules need to be replaced. Flashing around plumbing vents, skylights and chimneys need to be checked and repaired by a qualified roofer.

Probe the Wood Trim

Use a screwdriver to probe the wood trim around windows, doors, railings and decks. Make repairs now before the spring rains do more damage to the exposed wood.

Check the Gutters

Check for loose or leaky gutters. Improper drainage can lead to water in the basement or crawl space. Make sure downspouts drain away from the foundation and are clear and free of debris.

Use Compacted Soil

Low areas in the yard or next to the foundation should be filled with compacted soil. Spring rains can cause yard flooding, which can lead to foundation flooding and damage. Also, when water pools in these low areas in summer, it creates a breeding ground for insects.

Examine the Chimney

Examine the exterior of the chimney for signs of damage. Have the flue cleaned and inspected by a certified chimney sweep.

Inspect the Concrete

Inspect concrete slabs for signs of cracks or movement. All exterior slabs except pool decks should drain away from the home's foundation. Fill cracks with a concrete crack filler or silicone caulk. When weather permits, power-wash and then seal the concrete.

Move Firewood

Remove firewood stored near the home. Firewood should be stored at least 18 inches off the ground at least 2 feet from the structure.



Check Outside Faucets

Check outside hose faucets for freeze damage. Turn the water on and place your thumb or finger over the opening. If you can stop the flow of water, it is likely the pipe inside the home is damaged and will need to be replaced. While you're at it, check the garden hose for dry rot.

Service the AC Unit

Have a qualified heating and cooling contractor clean and service the outside unit of the air conditioning system. Clean coils operate more efficiently, and an annual service call will keep the system working at peak performance levels. Change interior filters on a regular basis.

Check Power Equipment

Check your gas- and battery-powered lawn equipment to make sure it is ready for summer use. Clean equipment and sharp cutting blades will make yardwork easier.

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REQUEST FOR PRESENTATION

All presentations must be generic and cannot directly promote a particular company and/or product. Company logo on slides and presentation materials is permitted. Submission of this form does not guarantee assignment. Planning meetings are held 3 months prior to conferences. If your topic is chosen, you will be contacted to confirm dates and times for the session. Thank you for volunteering!

This topic is for: ☐ Water ☐ Wastewater ☐ Either

Estimated time needed for presentation: ☐ 1 hour ☐ 45 minutes

Topic: _____

Speaker: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

E-mail address: _____

Brief Description of topic:



4th Annual Spring Administrative Conference

May 12th & 13th, 2016

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Sessions and Topics

Featured Sessions

"Audits and what are they good for?"

Brenda Masters-Stout C.P.A. from the offices of Fleming and Tawfall & Co. will lead a practical discussion about financial statement audits and answering questions like who needs an audit, how does an audit help my organization, what should I provide for my auditor, and other topics. Please feel free to bring questions or experiences to share.

"Using ArcGIS Online for Organizations"

Jon Hodel with Cloudpoint Geographics will discuss the issues of how organizations have some type of GIS in place but many have a difficult time sharing their data internally or externally. Learn how to create new maps, groups for sharing, and making maps available to others.

"IMRF Pension Plans"

Christine E. Fine, a field representative with IMRF will be speaking with us about the basics of the IMRF program and taking questions to help understand issues you may have.

"IEPA Forms and Documents"

Mark Britton with the Public Water Supplies Compliance section of the IEPA, will be speaking with us about paperwork, forms, and the NORP form. He can also field questions about advisory and non-compliance letters, or violation notices as well.

"Insure from Water Loss"

Kris Schultz from Servline, a new and unique insurance program that covers water loss with no deductible, as well as repairs or replacement of a customer's water and sewer line in a timely fashion.

"Manage Delinquency and Collections"

Charli Jo Ledgerwood with CUSI will lead discussions and point out some general support to limit delinquency and collection issues. Please bring your own examples of what works and what doesn't.

"Irate and Cranky Customers"

Michael Antoline, from the Law Office of Michael Antoline, will be discussing how to deal with irate, angry, and problem customers. He will give tips and go over ways to defuse issues.

"Human Capitol Management"

Brian Jablonski from CBIZ Benefits and Insurance will be updating us on recent insurance issues, retirement, and discussing Human Capitol Management.

"Rural Water Impact Web resource"

Rural Water Impact has recently partnered with NRWA. They are the industry leader in professional, cost effective websites—custom designed for the Rural Water Systems. They offer custom, cutting edge, search engine optimized website solutions.



Conference Agenda



Thursday May 12th

8:00-8:30 a.m.	Registration and Welcome
8:30-9:30 a.m.	Audits, what are they good for?
9:30-9:45 a.m.	Break
9:45-10:45 a.m.	Using ArcGIS Online
10:45-11:00 a.m.	Break
11:00-12:00 p.m.	IMRF Pension Plans
Noon -1:00 p.m.	Lunch Provided
1:00-1:45 p.m.	IEPA Forms and Documents
1:45-2:00 p.m.	Break
2:00-2:45 p.m.	Insure from Water Loss
2:45-3:00 p.m.	Break
3:00-3:45 p.m.	Delinquency and Collections
4:00-5:30 p.m.	Hospitality Reception

Friday May 13th

8:30-9:30 a.m.	Angry and Irate Customers
9:30-9:45 a.m.	Break
9:45-10:30 a.m.	Human Capitol Management
10:30-10:45 a.m.	Break
10:45-11:45 a.m.	Rural Water Impact Web Services
11:45-12:00 p.m.	Drawings and Recap

Thanks For Your Participation!





Registration Information - May 12th & 13th, 2016

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Registration Hours:

Thursday, May 12th 8:00 a.m. - 8:30 a.m.

Registration:

Registration and badges are required for all conference attendees.

Pre-Registration:

To pre-register just complete the registration form and mail with payment to:

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Or on-line at www.ilrwa.org for credit card or PayPal payments only.

Pre-registration must be postmarked by May 6, 2016

On-Site Registration:

All conference attendees must obtain a name badge and conference material at the registration desk. If you do not pre-register, please make sure that you register as soon as possible after you arrive at the Convention Center. Please note that on-site registration is \$25.00 higher than pre-registration.

Cancellation & Refunds:

Refunds are issued only in the event of an emergency or hospitalization. We must have a **written notice of cancellation** to issue a refund.

Hospitality Reception:

Thursday, May 12th 4:00-5:30 p.m.

Please join us after the days sessions for munchies, beverages, and a good time sure to be had laughing with your peers! It should be a good time to get warmed up for a night out shopping and dining in the area. We hope you will join us.



2016 Annual Spring Administrative Conference

REGISTRATION FORM

Must be completed for all attendees

(Please photo copy for each additional attendee)

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Includes Sessions, Meals, and Activities for both days

Pre-Registration

Member: \$165.00 = \$ _____

Non-Member \$190.00 = \$ _____

2nd Member: \$82.50 = \$ _____

2nd Non-Member \$95.00 = \$ _____

On-Site Registration

Member: \$190.00 = \$ _____

Non-Member \$215.00 = \$ _____

2nd Member: \$95.00 = \$ _____

2nd Non-Member \$107.50 = \$ _____

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NO REFUNDS AFTER May 6th, 2016

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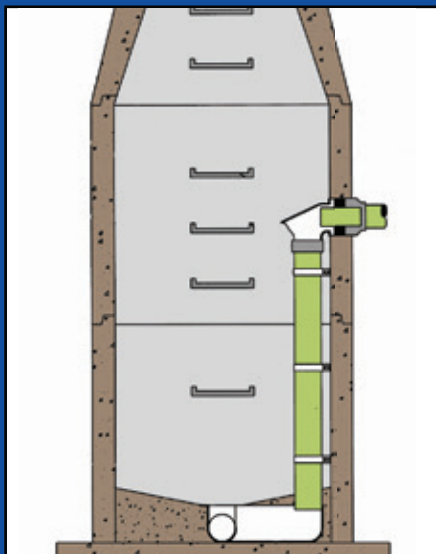
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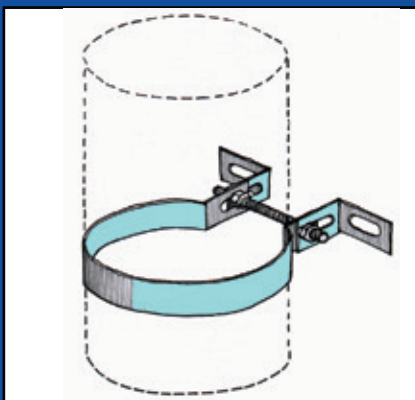
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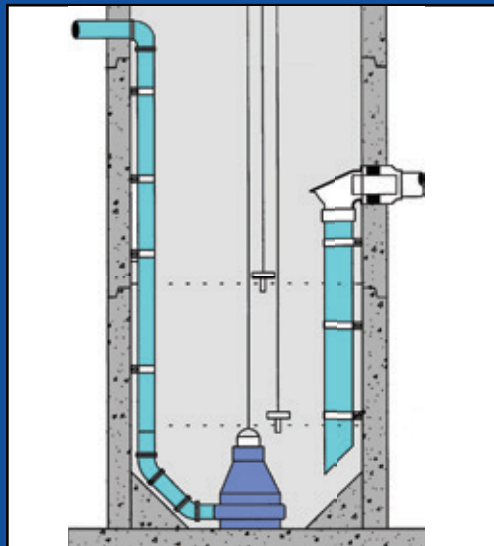
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WHEN: FRIDAY, AUGUST 19, 2016
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Next Generation?

by Jeff Tumiati,
IRWA District 5 Board Member

A while back I was visiting with my son-in-law, Ben Molitor. He is the Scout Leader for Pack 43 in Highland, Illinois and during one of our conversations he was telling me what the Scouts needed to fulfill their requirements to obtain their scientist activity badge. The specific requirement was to meet with someone who uses science in their everyday job and what role it plays in their profession. I said wow that's a great thing for the kids to learn about, but once more I proved I might be a slow learner in that it took me a day to realize – "Hey that's what Water and Wastewater System Operations Specialists do each and every day". So I called my son-in-law and told him that I would be glad to help out by finding them a Plant to tour and complete the requirement. Finding a time and location that would work for all parties turned out to be much harder than I had imagined. A few days later I happened to be at the Illinois Rural Water office and I was telling Executive Director, Frank Dunmire, about my predicament. After listening to me he said he had the solution to my problem sitting in the garage next to the office. He said that is exactly what IRWA's mobile training unit was designed and built for. We would simply take the MTU, which included a complete water treatment plant and distribution system, and setup a working lab in it as well. So a plan soon came together to meet with the scouts.

I asked that each scout bring a sample of water from their home. Those samples ended up coming from Highland, Granite City, Collinsville, Troy, Stonington, Taylorville, and

several private wells. We started the day with their normal business meeting at the Evangelical United Church of Christ located in Highland. After the business meeting I talked about what Water and Waste Water System Operations Specialists do on a daily basis and what role science had in providing safe drinking water and wastewater treatment. When I asked if there were any questions before we went to the MTU I was amazed. It kind of sounded like a popcorn machine as their questions were popping up from all directions.

They had great questions and lots of them. We then proceeded to the MTU where we had set up lab stations set up and the boys divided into groups of two per station. They each ran several tests including pH, iron, hardness, chlorine residuals, and fluoride on the samples they had provided. The samples came



from numerous sources and they were able to see and discuss the differences when recording the lab results. As I mentioned earlier, the MTU is equipped with a working water system, so as an added bonus we were able to talk about the full circle of water from pumping it from the well, lake or river; the treatment processes involved; distribution system;

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Next Generation?

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the reasons for storage and last but not least the wastewater collection and treatment system. If you have ever been in the MTU you can't help but notice, it's full of the tools of our trade. By this time several parents had begun arriving to pick up their children, but the boys weren't

quite ready to call it a day yet and soon we had the parents involved as well. We started with the section of water main in the MTU and every scout and most of the parents completed a tap. We talked about metering, service line installation, and examined the internal workings of the cut

away fire hydrant. At the end of a very long day the scouts were able to achieve the requirements for their science activity badge.

I had a great time with the kids

and took the opportunity to suggest that maybe one or more of them would become the next generation of System Operations Specialists. Unlike the last time we had the MTU at a school for water week, I failed to mention that our profession requires us to work weekends and holidays including Christmas. Looking back on everything we did that day it reaffirmed what an amazing profession the water and wastewater industry is and what a huge responsibility we have in providing safe potable water and wastewater treatment to our communities. Be very proud of what you do each and every day as a System Operations Specialist, because in the words of my grandson "we are kind of a big deal and we do make a difference"! 💧

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Fried Chicken, Ice Cream and Certification

*by John Bell,
IRWA Wastewater Technician*

The wife and I like eating at Godfathers Pizza. Springfield, Illinois has two Godfather's locations that we frequent. One Godfather's is located on West Wabash Avenue. The other Godfather's is located on the east side of Springfield on Dirksen Parkway. Most of our shopping needs are done on the west side of Springfield. After shopping, we would go to the Godfather's on Wabash, which was nearby.

Several months ago, we heard that the Godfather's on Dirksen Parkway was going to have fried chicken and ice cream added to their buffet menu. "Sounded darn good." Much to our delight, we were told that if the Godfather's on Dirksen did well with these added menu items then the Godfather's on Wabash would upgrade its menu. The Godfather's on Dirksen did add chicken and ice cream. The wife and I "taste-tested" the chicken and ice cream and we liked what had been added to the east side menu. We also noticed that the new menu was a "hit" with a lot of customers.

While visiting the Godfather's on the west side, we asked when would they be offering the chicken and ice cream. Several months passed and the west side Godfather's had not changed their menu. The east side menu was a success so we could not understand why the menu was not upgraded on the west side. We heard that the west side Godfather's was too small of a building to handle the upgrade. A new location or an expansion, or something else was needed to upgrade. So far, things worked for the east side

Godfather's and did not work for the west side Godfather's.

The training requirement to keep your certification active works for drinking water certification and does not work for waste water certification. Will it ever work? No one that I have talked to from the Illinois Environmental Protection Agency know when this might take place or even if it ever will.

Success on the water side does not necessarily mean the same thing on the waste water side. Would it be a good thing for waste water operators to meet similar requirements as the drinking water operators? Most of the members of IRWA are small communities. The operator wears more than one hat at a time so I think it would probably be a positive benefit.

The drinking water side of the equation recognizes the benefits of continuing education. This benefit is therefore made mandatory. Waste water does not have a mandatory continuing education

requirement. Once certified as a waste water operator nothing further is required. Some governing bodies will only fund what is required. However, continuing education keeps you abreast of



new techniques, new technology and the changing regulations.

The benefits of remaining current on these matters can be not only helpful but sometimes crucial to a community. The governing bodies usually rely on the local certified operator to remain abreast of these issues. Continuing education enables the operator to do so. This leads one to the conclusion that mandatory continuing education of waste water operators would be as beneficial as it is for drinking water operators.

I also think it would be darn nice to have fried chicken and ice cream on both sides of town! 💧



Streamline Your Data Collection

***by Baxter & Woodman Inc.,
Consulting Engineers***

Volunteer to Beta Test a Revolutionary New Software.

Baxter & Woodman Inc. (B&W) Consulting Engineers (headquartered in Crystal Lake, IL) received repeated requests from clients in search of a more efficient way to handle data collection and compliance reporting for water systems. These clients found that the typical process of writing data on a clipboard and then typing that data into a spreadsheet took more time than it ought to. Moreover, “double entry” of data often led to typos and mistakes in the reports. They wanted a way to both save time collecting the data and improve the accuracy of the reports. In response, B&W designed a software program which enables tablet-based (or phone based) collection of manual data and automates production of monthly IEPA reports.

Initially targeting larger water systems, the software required on-site IT infrastructure (such as a server and VPN connectivity). These infrastructure requirements made the software cost-prohibitive for many smaller producers.

With the overwhelming majority of water systems in the United States producing fewer than 1 million gallons of water per day, B&W knew that the software would provide the greatest benefit to the water industry if it was affordable to all water producers - not just the larger systems.

With this in mind, B&W is designing a new version of the software with two major goals:

- It needs to be affordable to even the smallest of water producers
- It needs to be user-friendly so that non-technical users appreciate its value.

The redesigned software will be cloud-based and allow water operators to conveniently enter manually collected data directly into their tablet or smart phone. Once the data is entered, the operator is finished. There is no need to drive back into the office to drop off a clipboard! For certified operators who assist in managing several water systems, there is no longer any need to drive around collecting the handwritten meter readings for different communities. Data entry progress could be entirely tracked and managed from a tablet regardless of your location.

Larger water producers already using the first version of the software have reported significant time savings and improved accuracy of data collection and reporting tasks. With the second version of the software about to

begin development, B&W is looking for no more than 20 small water producers to join a beta test. Beta testers will use and evaluate the new version of the software at no cost. As a beta tester, your feedback will be tremendously important in determining which features are included in the software upon release to the general public. It is expected that beta testing will begin at the start of 2017.

Once released to the public, the software will be priced on a monthly subscription basis. In exchange for their help in testing the software, beta testers will be offered a special discount on the monthly cost if they choose to continue to use the software after the beta test is complete. Beta testers will be able to lock in their discounted price for 5 years.

If your community is interested in learning more about the software or how to become a beta tester, please email Tim Foerster at tfoerster@bwcsi.com or call him at (815) 444-3201.💧





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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 new service available from IRWA, utilities can attain new and accurate maps to better manage their infrastructure assets.

The printed maps can be large-scale wall maps up to 36"x48" showing major water and wastewater features with the desired layers (aerial photos, streets, topography, etc.). The printed maps can also be generated into a map book format. The map book is a bound 11"x17" book of high-detail maps printed at the best available scale.

The digital map file on a CD, can be viewed and printed with free software that IRWA will provide. The software allows you to click on a waterline with a leak and highlight which valves need to be closed to isolate the line. There are also tracing features to show the direction of water flow, and other useful features.

Payment for services is determined by a charge per each system feature located. The amount charged for a Map Book will be \$50 plus \$5 per page; and a wall map is billed at \$100 per map. More information is also posted on our website, or you may call our office.



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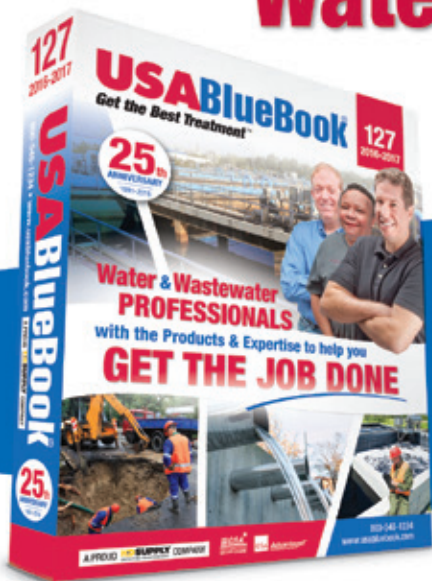
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