

Tuesday Sessions

8:00am - 9:00am

Opening Session: The Art of Communicating with Your Regulatory Agencies

Doug Miller, Evergreen Rural Water

- In order to avoid the pitfalls of miscommunication, the vision of the utility has to be understood by all employees, and when given opportunities to speak with an agency person, to keep their responses within those boundaries. This presentation comes from 30 plus years of public service as a platform to provide anecdotal and best practices for utility employees in communicating with the person assigned to them from the agency that the utility is in contact with.

9:10am - 10:10am

RTCR-Updating Coliform Monitoring Plans

Carol Stuckey, Department of Health

- Attendees will have a better and refreshed understanding of the Revised Total Coliform Rule, and will be able to better create monitoring plans.

Wastewater Processes Overview

Paul Krauth, Statepoint Engineering

- When an operator understands how each process unit works (or more often doesn't) it allows them to optimize the facility's performance. Often this industry is reactive to problems AFTER they occur. Countless investigations and case studies show that often there were "red flags" in individual processes PRIOR to these problem(s). That they were missed or more often NOT understood. This class is designed as an introduction to understanding basics of unit processes. It is hoped through an increased understanding of these processes Washington's operators will be able to better protect the State's water resources.

~This is a two hour class

Avoid the Truck Roll-Survey of Remote Shut Off Meters

Michelle Harvey, Badger Meter

- You know those chronically late paying customers. Situations where a truck-roll is required to turn the water off or back on. For these applications, valve and meter companies have combined AMR/AMI technology with valves and meters to provide the ability to do this remotely, sometimes without leaving the office. This presentation will provide a survey of remote shut-off valves and meters with built-in shut-off valves.

10:20am - 11:20am

Lead & Copper Updates

Derrick Dennis, Department of Health

- This presentation will cover recent updates to the Lead and Copper regulations in Washington State. Operators and managers need to know and abide by lead and copper regulations.

Wastewater Processes Overview

Paul Krauth, Statepoint Engineering

- Continued from 9:10am.

Internet of Things & Cyber Security

Arnab Bhowmick, Aakavs Consulting

- As more organizations are moving towards mobility and cloud technologies, internet of things and cyber security is becoming important more than ever. Competing technologies, connectivity, sensor based operations and monitoring - all are becoming commonplace. This session will help operators understand how, when, and where to implement cyber security and leverage internet of things. The basic concepts will be covered along with strategies and implementation rules.

11:20am - 1:00pm
Lunch With Exhibitors

1:00pm - 2:00pm

Past, Present & Future of Water Utilities: Shocking History and Crystal Balls

Todd Krause, NW Water Systems

- "Those who don't learn from the errors of history are bound to repeat them". By understanding past water system operations and treatment, we can better understand our present state of water system operations, maintenance and management. The class will also look at proposed regulation and likely future regulations, technologies, and practices that will better assist managers and operators run their water utilities.

Activated Sludge 101

Paul Krauth, Statepoint Engineering

- Most of American wastewater treatment is done by the activated sludge process. While activated sludge is very common, an operational understanding often is not. This process may require daily monitoring and "tweaking" to fully optimize the effluent quality and operational costs. This class will explain some of these basics, and hopefully will provide some operational tools for managing Washington's wastewater facilities.

~This is a three hour class

Tuesday Sessions

1:00pm - 2:00pm

Emerging Trends in the Water & Wastewater Industry

Brian Kut, WaterTrax

- This topic will cover areas where technology is being utilized to enhance operations within water & wastewater systems. Ensuring regulatory compliance and allowing for automation to cover redundant functions.

2:10pm - 3:10pm

Talking Backflow

Bill Bernier, DOH and Derek Zock, Evergreen Rural Water

- This session will discuss the importance of a cross connection control program and backflow devices. Real life examples will be used to share information about how disaster was prevented and/or what happened because cross connection/backflow protocols were not met.

~This is a two hour class

Activated Sludge 101

Paul Krauth, Statepoint Engineering

- Continued from 1:00pm.

Emergency Funding & Response

Janet Cherry, Department of Health

- The information presented will assist operators and managers with preparing for emergencies on a technical, managerial, and financial level. The intent is to assist water and wastewater systems with tools for recovering from a disaster.

~This is a two hour class

3:20pm - 4:20pm

Talking Backflow

Bill Bernier, DOH and Derek Zock, Evergreen Rural Water

- Continued from 2:10pm.

Activated Sludge 101

Paul Krauth, Statepoint Engineering

- Continued from 1:00pm.

Emergency Funding & Response

Janet Cherry, Department of Health

- Continued from 2:10pm.

After Class Events:

Don't miss out on an evening with Exhibitors! Gear up for a meet & greet with appetizers and free beer! We will be having beer tasting during the Exhibit Hall Open House immediately following classes on Tuesday. We will also have a no host bar. Come join the fun!

**Don't Forget to Buy
Your Raffle Tickets...
Drawing After Class
On Wednesday!!**



Wednesday Sessions

7:00am - 8:00am

Breakfast Jeopardy!

Various, Evergreen Rural Water

- This morning session will be a "game show" with audience participation required to answer questions about water distribution, water treatment, wastewater and management topics.

8:00am - 9:00am

Keep a Steady Residual

Howard Taub, Correct Equipment

- Disinfection with chlorine is basic to operating a water system. Learn how to prevent under/over chlorination.

~This is a two hour class

Wastewater Microbiology

Paul Krauth, Statepoint Engineering

- Often this industry is reactive to problems AFTER they occur. Countless investigations and case studies show that often there were "red flags" in routine microbiology exam PRIOR to these problem(s). This class is designed as an introduction to understanding basics of microbiology. It is hoped through an increased understanding of these processes Washington's operators will be able to better protect the State's water resources.

~This is a two hour class

Resilient Asset Management System

Arnab Bhowmick, Aakavs Consulting

- Resilient Mobile GIS based Asset Management is a great solution to improve business performance and efficiency. Such systems should provide cutting edge features and functions at an affordable cost on mobile platform. Managers in the office can monitor work status and progress, office staff can create service requests or work orders from customer calls, and field crew can get work done while in the field. Status is updated between field and office instantly. We will also discuss benefits, ROI, and case studies - how other local govt. entities are already using these technologies to streamline their business, and manage resources for most efficient and best use.

~This is a two hour class

9:10am - 10:10am

Keep a Steady Residual

Howard Taub, Correct Equipment

- Continued from 8:00am.

Wastewater Microbiology

Paul Krauth, Statepoint Engineering

- Continued from 8:00am.

Resilient Asset Management System

Arnab Bhowmick, Aakavs Consulting

- Continued from 8:00am.

10:10am - 10:40am

Beverage Break and Water Taste Test in the Exhibit Hall

10:45am - 11:45am

Service Line Pipe Materials

Whit Hall, Rehau (Municipex)

- In this session, you will receive information to understand the history of service line pipe and make the best decision's reading service line products and how they benefit water districts.

Wastewater Microbiology

Paul Krauth, Statepoint Engineering

- Continued from 8:00am.

Funding Panel: Who Can Fund Your Project?

Various, DOH, CDBG, USDA, Ecology

- Most utilities cannot internally fund a capital project. This session will have representatives from many funding agencies within Washington State to talk about their program and answer questions. Cathi Read with Small Communities Initiatives will moderate the discussion.

11:45am - 12:30pm

Lunch (On Your Own) / Exhibit Hall Open

12:30-1:00pm Ice Cream Social With Exhibitors

1:00pm - 2:00pm

Successful Sampling: Beyond Collecting Water

Nina Helpling, Department of Health

- Water systems are required to take periodic water samples to be tested by a certified laboratory to ensure that they are delivering safe drinking water to their customers.

Cross Connection Control at Wastewater Treatment Plants

Bill Bernier, Department of Health

- Operators will learn the regulations that govern cross connection control at wastewater facilities, what common deficiencies we found during our surveys, and the importance of coordination and cooperation between water and wastewater system operators.

Wednesday Sessions

1:00pm - 2:00pm

Managerial Sustainability & Capacity Development: What Is It?

Mary Howell, Backflow Management Inc.

- Financial, technical and managerial are all aspects that need to work in conjunction with each other in order for managerial sustainability and capacity development to stay within SDWA requirements. Institutional and administrative capabilities including leadership accountability, staffing, organization, and communication are some of the tools needed to fulfill these standards.

2:10pm - 3:10pm

Workforce Development and Operator Certification Program Update

Deni Gray, Department of Health

- Operators can use this information to help them plan their career path and focus on successively higher knowledge and experience. The most effective tool in protecting public health on a water system is the knowledge, skills and training of its certified operators.

Solids Handling/Digestion

Paul Krauth, Statepoint Engineering

- One of the most dismissed aspects in the wastewater treatment process is the solids handling. Their production, stabilization and disposal. From an operational aspect, the stabilization processes are much more complex and require much more time in day to day operations versus the liquid side of the facility. This class is designed as an introduction to understanding basics of digestion and some of the warning signs to look for.

~This is a two hour class

The Relationship Between the Manager and the Governing Body

Mary Howell, Backflow Management Inc.

- How can a manager effectively execute governing body's policies while retaining: a high standard of skill, effective communication, clear goals, accurate reports, compliance, professional executive, administrative, supervisory direction, training in alignment with policies and goals, clear ethics, company culture, standard policy.

3:20pm - 4:20pm

Water Use, Water Rights & Systems Capacity

Melanie Mankamy, Wilson Engineering

- This presentation will describe how water use and water rights are used in sizing system components, and in determining the number of connections a water system can support.

3:20pm - 4:20pm

Solids Handling/Digestion

Paul Krauth, Statepoint Engineering

- Continued from 2:10pm.

Customer Service-It's Everyone's Job!

Jacki Masters, Mt. View-Edgewood Water Company

- Understanding and communicating with utility customers is imperative to providing uninterrupted service. Today's diverse customer base requires excellent listening and communicating skills as well as respectful assertiveness.

4:30pm - 5:30pm

Are You Smarter Than a Circuit Rider?

Tracey Hunter, Evergreen Rural Water

- Are you smarter than a Circuit Rider? This game show, where randomly selected conference attendees partnered with Rural Water staff to answer questions about drinking water, wastewater, regulations, utility management and the water industry.

5:30pm - 6:00pm

Raffle!

6:30pm

Trap Shoot @

Marysville Rifle Club

1601 Lakewood Road

Arlington, WA 98223.

Thursday Sessions

8:00am - 9:00am

Building & Using GIS In Your Organization

Arnab Bhowmick, Aakavs Consulting

- GIS based asset management is no longer an option, but is becoming a necessity for local government. Throw in mobility, cloud, and cyber security- the mix starts getting interesting fast! This session will provide first hand information on how to navigate from zero to hero. We will discuss best practices, gotchas, how to's, what not to's. No matter what level of job responsibilities you have, you will benefit from collective knowledge of your peers who have developed enterprise GIS, from scratch, geared towards various decision making applications, including enterprise asset management.

Basic Lab Tests

Paul Krauth, Statepoint Engineering

- When an operator understands what the laboratory data is telling them it allows them to optimize the facility's performance. Often this industry is reactive to problems after they occur. Countless investigations and case studies show there often were warning signs in the facilities data prior to these problems. This class is designed as an introduction to understanding these tests and what are some of the warning signs to look for. It is hoped through an increased understanding of laboratory tests, Washington's operators will be able to better protect the State's water resources.

~This is a two hour class

Human Resource Management

Mary Howell, Backflow Management Inc.

- In order to follow the Fair Labor Standards Act as well as the Equal Employment Opportunity Commission, Human Resource management must have a clear organizational structure. Following these standards allow for a safer feeling work environment, which in turn creates higher quality of health in the industry.

~This is a two hour class

9:10am - 10:10am

Building Seismic Reliability By Retrofitting Your Older Concrete Tank

Mark Moore, DN Tanks

- Many systems are working with older infrastructure and are faced with major decisions about their older storage systems. This topic will provide them options on retrofitting their tanks that other system owners have used to save money. This includes bringing tanks up to code to meet safety, water quality, water loss, and seismic.

Basic Lab Tests

Paul Krauth, Statepoint Engineering

- Continued from 8:00am.

9:10am - 10:10am

Human Resource Management

Mary Howell, Backflow Management Inc.

- Continued from 8:00am.

10:20am - 11:20am

Flushing What is In Your Pipes

John Schwartz, USA Bluebook

- Idea's shared could lead to improved Distribution System flushing.

Wastewater Operator Certification

Poppy Carre, Department of Ecology

- This presentation will cover wastewater operator certification regulations, education, and experience requirements, and updates to the Operator Certification Program.

Public Relations and Public Policy

Mary Howell, Backflow Management Inc.

- Public policies that address known or perceived issues can stem from the data gathered from public relations outreach, such as direct interactions with the general public. Examples of this are: mission statements, marketing, developing, meaningful relationships between companies and public, and taking steps to promote service and image.

- Remember to turn your CEU form in before you leave.

- Remember to turn your evaluation form in for a chance to win a gift card.

- Thanks for coming, see you in Kennewick, February 2018!