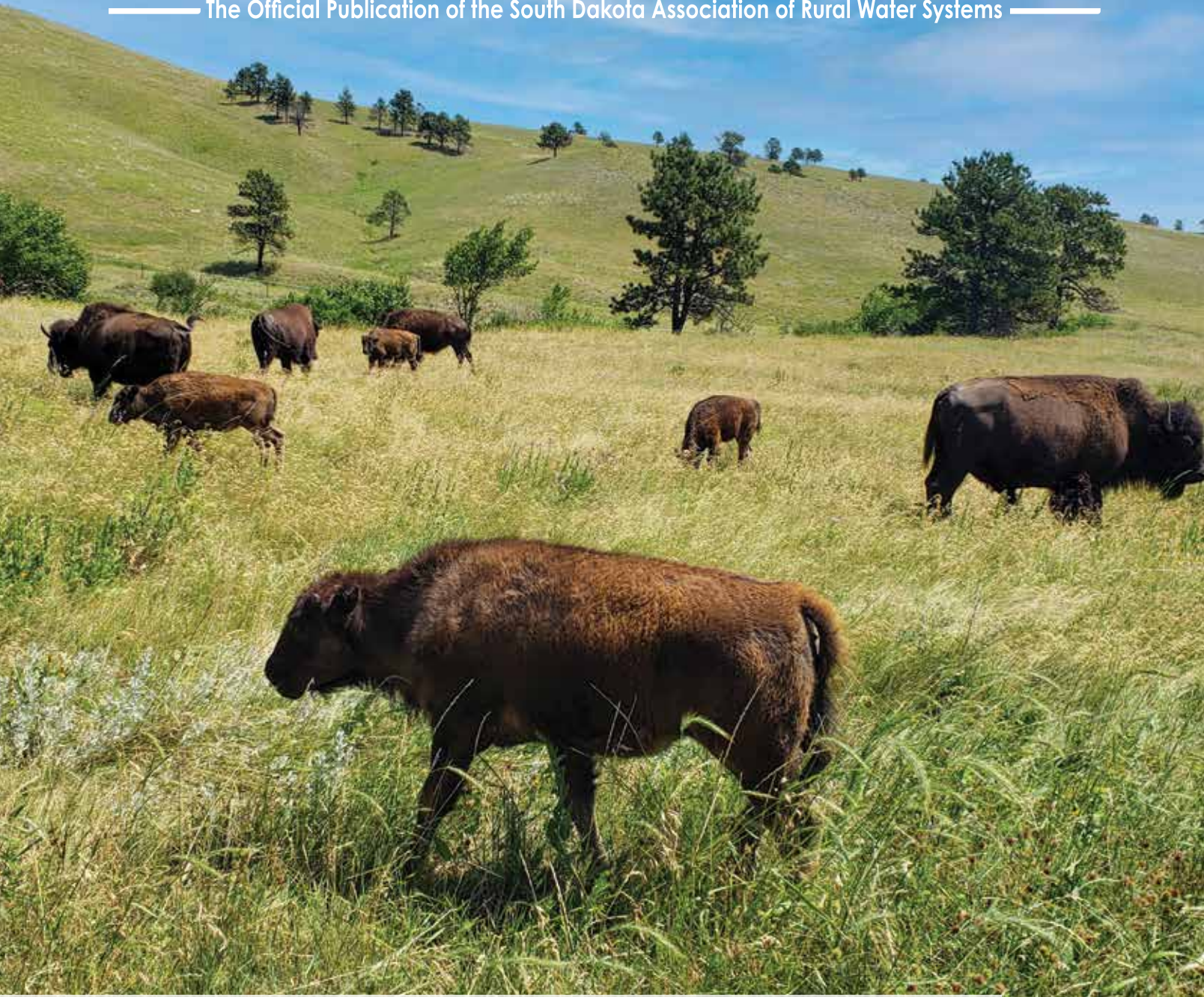


APRIL 2021


# ServiceLine

— The Official Publication of the South Dakota Association of Rural Water Systems —



**RURAL WATER EXPO**  
**APRIL 28-29 • RAPID CITY**





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Cover Photo: Bison at Custer State Park. Photo Credit Jennifer Bame

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P.O. Box 287, Madison, SD 57042 • Phone 605-556-7219, Fax 605.556.1497 • email: [info@sdarws.com](mailto:info@sdarws.com) • [www.sdarws.com](http://www.sdarws.com)  
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# FROM THE SDARWS PRESIDENT

RON GILLEN, SDARWS PRESIDENT



## RURAL WATER EXPO - APRIL 28-29, 2021

South Dakota Rural Water is planning to host the 2021 Rural Water EXPO in Rapid City at the Best Western Ramkota Hotel and Conference Center April 28-29, 2021.

The EXPO is open to all water and wastewater utility staff, board/council members, engineers, State and Federal employees. The training will consist of twenty presentations, 30 minutes each, thus allocating ten contact hours for those individuals who are licensed operations specialists. Along with the training sessions, the EXPO will showcase many of our industry's manufacturer and supplier leaders. These professional companies will be set up in the main EXPO training center for attendee easy access and to provide answers to those pressing questions. Many will be displaying the recent advances in technology our industry has witnessed over the past several years.

A room block is set up at the Ramkota Best Western Hotel in Rapid City. You can make room reservations by calling 605-343-8550 and asking for the Rural Water room rate.

The EXPO will kick off at 8:00 am Wednesday, April 28th and conclude at noon on Thursday, April 29th with lunch provided on the first day. Registration information is coming soon! Please pre-register by visiting our website at [sdarws.com/rural-water-expo.html](http://sdarws.com/rural-water-expo.html). Due to the COVID-19 Pandemic, this event is subject to be canceled or modified.

## LEADERSHIP SEMINAR RESCHEDULED

South Dakota Rural Water has rescheduled the Leadership Seminar for June 1-2, 2021 at the SpringHill Suites in Deadwood in conjunction with the SDARWS June Board Meeting. This seminar is geared towards Rural Water System Directors and includes informational sessions on succession, rate setting, strategic planning, social media, and more. The full agenda can be found on page 12. To register, visit: [sdarws.com/leadership.html](http://sdarws.com/leadership.html). Due to the COVID-19 Pandemic, this event is subject to be canceled or modified.



## FISHING TOURNAMENT

The Rural Water Warriors are hosting the Annual Rural Water Fishing Tournament April 30 - May 1 at the Outpost Lodge on Cow Creek Bay in Pierre. This tournament is limited to the first 40 teams of 2-3 fishermen, and is open to current water/wastewater, associate, or corporate members of SDARWS. The cost is \$150/team and includes lunch. The deadline to register is April 23rd. More information can be found online at [www.sdarws.com/fishing-tournament.html](http://www.sdarws.com/fishing-tournament.html), or on the back cover of this issue of *ServiceLine*. ♦



# OPERATOR CERTIFICATION TRAINING AND EXAMS

**More classes/exam sessions will be scheduled for 2021.  
All classes/exams are tentative based on the status of the pandemic.**

Course	Date	Location
Basic Water Treatment	April 6-8 (CT)	Zoom Webinar by SDARWS
OpCert Exam	April 8 @ 1:00 pm (CT)	Sioux Falls Ramkota Harvest Room
Small System Water Treatment Workshop	April 27 (CT)	Zoom Webinar by SDARWS
Small System Water Treatment Workshop	April 29 (CT)	Zoom Webinar by SDARWS
Intermediate Water Treatment	May 4-6 (CT)	Zoom Webinar by SDARWS
OpCert Exam	May 6 @ 1:00 pm (CT)	Sioux Falls Ramkota Harvest Room
Advanced Water Treatment	May 18-20 (CT)	Zoom Webinar by SDARWS
OpCert Exam (18 Seats Available)	May 25 @ 12:30 pm (CT)	Pierre Matthew Center/Foss Bldg
Stabilization Pond Workshop	June 1 (CT)	Zoom Webinar by SDARWS

*Online classes will start at 8:00 a.m. Tuesday through Thursday and end at approximately 4:30 p.m. on Tuesday and Wednesday and noon on Thursday.*

## HOW DO I ATTEND AN ONLINE WEBINAR?

First, register for the class online at [www.sdarws.com](http://www.sdarws.com). Upon registration you will need to enter a valid email address for each registrant or we will not be able to send you the following: After you are registered, SDARWS Trainer Jim Zeck will send you a link with instructions on how to get signed up for the online course using Zoom. When registering on Zoom we ask that you use your full name instead of a handle so we know who you are when you logon to the course. You will also get instructions on how to access the course materials to download and which material you may want to print off (typically the ABC Formula Conversion Table and the Math Handout) prior to the day of the course. If you have multiple participants from one system, please fill out a registration for each attendee. During

the start of the course you may be asked to use the chat function to let trainer Jim Zeck know who is in attendance at your site if you have more than one person. You will also need a pen/pencil, notepad, and calculator available. The webinars are accessible via computer (may need headphones or speakers if not built in), smartphone, or tablet (the bigger the screen the better). During the webinar, if you have questions you are able to ask them by typing your question in the Q&A box. There is a possibility to request to turn on and use a microphone on your end if you have a very specific question or comment. Attendance will be taken periodically during the duration of the webinar. Certification webinars are not recorded - you must attend on the day the class is given for credit.

**For Study materials, visit: [www.abccert.org/testing\\_services/ExamReferences.asp](http://www.abccert.org/testing_services/ExamReferences.asp)  
For more information contact SDARWS Trainer Jim Zeck: 605-201-9568 or [jzeck@sdarws.com](mailto:jzeck@sdarws.com)  
**REGISTER FOR CLASSES ONLINE: [sdarws.com/certification-classes.html](http://sdarws.com/certification-classes.html)****

# CHANGES TO CERTIFICATION EXAM COSTS

**TO ALL WATER/WASTEWATER SYSTEMS/OPERATORS:** Since 1970, DENR has been charging \$10 or less to take an Operator Certification Exam. The annual charge to renew a certificate has been \$6 or less. Obviously costs have increased since the 70's and DENR has been taking a significant loss every time a certification exam has been taken. The costs for an exam include the cost to have the exam corrected, exam room rental, per diem, and mileage.

SB 53 was proposed by DENR to allow us to charge what the actual cost of each exam is which is approximately \$60. The bill also eliminated the annual renewal fee. SB53 passed both houses of the Legislature and was signed by the Governor on February 24, 2021. The effect is that any OpCert exam taken after July 1, 2021 will cost \$60. With the renewal fee being eliminated, all operators that have the proper number of contact hours and are still working in the water/wastewater field will have their certificates renewed automatically by DENR on July 1, 2021 and every February 1 after that. The operator does not have to do anything other than ensure they have adequate contact hours based on the certificates held. The operator will receive a notice via email or regular mail noting this.

Just to note that according to the SD Department of Labor and Regulation, the cost of a Journeyman Plumbers exam is \$205, Sewer and Water Contractor exam is \$335, and Plumbing Contractor exam is \$375.

Also please note that the certification classes offered by South Dakota Rural Water are still free and supported by a contract with DENR.

## AS A REMINDER, THE FOLLOWING CONTACT HOUR REQUIREMENTS HAVE BEEN IN PLACE SINCE 2010:

Number and Type of Certificates	Contact Hours Required
Operator has one certificate (Class I or II)	10 contact hours every three years
Operator has one certificate (Class III or IV)	20 contact hours every three years
Operator has more than one certificate and all are Class I and II	15 contact hours every three years
Operator has more than one certificate and at least one certificate is a Class III or IV	30 contact hours every three years

The three year period runs from February 1 of the renewal year back to February 1 three years previous. For example, for the 2022 renewal only the contact hours acquired between February 1, 2019 thru February 1, 2022 are considered.

## HOW DO I REGISTER FOR AN EXAM?

Application must be received by the Secretary at least TWO WEEKS BEFORE THE EXAM DATE. One exam per application. This application is for exams only-NOT classes. You can download an application at: <https://denr.sd.gov/des/dw/PDF/E0470LDV1-opcertapp.pdf>.

Questions about operator certification should be directed to Rob Kittay at the Drinking Water Program in Pierre at 605-773-4208 or via email at [SDDrinkingWater@state.sd.us](mailto:SDDrinkingWater@state.sd.us).

### Exams at Matthew Center/Foss Building-Pierre:

- You may not enter the building without an escort. At 25 minutes before the exam start time, please line up at the front door of the Foss Building on Capitol Avenue observing social distancing. A proctor will meet you at the front door and escort you to the exam room. DENR rules require that upon entering the building, you must sign in and have your temperature taken. If you are late, you risk not getting into the building to take the exam.

### Exams at Other Locations such as Motels/Water/WW Plants:

- No-one enters exam room before proctor. All materials/people will clear room after class has ended if applicable. Please remain in parking lot or lobby maintaining social distances. Line up at the front door of the exam room 20 minutes before the exam start time and observing social distancing.
- When exam room is ready, proctor will invite each examinee

into room to an assigned seat with exam already in place.

- When you get seated, you are not to start your exam. You are to wait until all examinees are seated, exam instructions are given, and exam session will start.
- Pencils/calculators/pencil sharpeners will not be provided. You must bring your own.
- No receipts/exam applications/schedules will be available. For a receipt, call 605-773-4208 or email [rob.kittay@state.sd.us](mailto:rob.kittay@state.sd.us) after the exams and one will be emailed to you.
- Examinees needing to leave exam room during exam such as bathroom use will be allowed to do so; however, only one person may leave at a time.
- Examinees with a question on exam will come forward to the proctor's table (maintaining social distancing) to ask question.
- When examinee is done with exam, they will come up to proctor's table and hold up their exam booklet/answer sheet so proctor can determine that answer sheet has been completed properly. After proctor gives OK, they will put answer sheet inside booklet and leave on table without proctor touching exam.
- Examinees are then to leave exam room at motels/water/WW plants or the Foss Building/Matthew Center directly.





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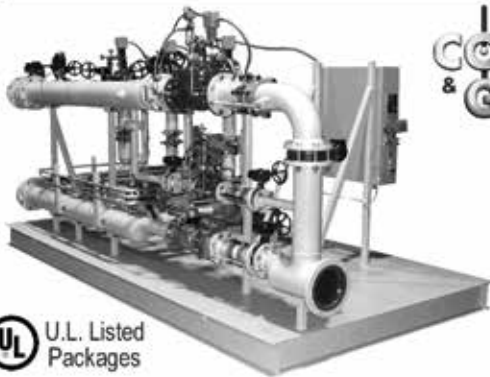
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# SDARWS STAFF DIRECTORY



**KURT PFEIFLE**

*Executive Director*

kpfeifle@sdarws.com  
605-204-0125



**STEVE ATTEMA**

*Training Specialist*

sattema@sdarws.com  
605-270-1766



**JIM ZECK**

*Training Specialist*

jzeck@sdarws.com  
605-201-9568



**MIKE MOELLER**

*Technical Assistance  
Training Specialist*

mmoeller@sdarws.com  
605-270-4989



**NICK JACKSON**

*West River Circuit Rider*

njackson@sdarws.com  
605-641-4557



**GREG GROSS**

*East River Circuit Rider*

ggross@sdarws.com  
605-201-6026



**ROBYN BROTHERS**

*Office Manager*

rbrothers@sdarws.com  
605-556-7219



**JEFF FOSSUM**

*East River Circuit Rider*

jfossom@sdarws.com  
605-201-9561



**JEREMIAH CORBIN**

*Source Water Protection  
Specialist*

jcorbin@sdarws.com  
605-270-3894



**BILL THORSON**

*Technical Assistance  
Training Specialist*

bthorson@sdarws.com  
605-201-0170



**JENNIFER BAME**

*Communications &  
Marketing Coordinator*

jbame@sdarws.com  
605-556-7219



**DANNY AYERS**

*East River Wastewater  
Technician*

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Please submit letters via email to: [info@sdarws.com](mailto:info@sdarws.com) or by mail to: South Dakota Rural Water, PO Box 287, Madison, SD 57042

## ARE YOU ON OUR EMAIL LIST?

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Email [info@sdarws.com](mailto:info@sdarws.com) to be added to our list.

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2021

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FOR MORE INFO**



**FOR MORE INFO  
PLEASE CONTACT**  
Jeremiah Corbin  
605-270-3894  
[jcorbin@sdarws.com](mailto:jcorbin@sdarws.com)

**REGISTER ONLINE: [sdarws.com/rural-water-expo.html](http://sdarws.com/rural-water-expo.html)**

*Due to the COVID-19 Pandemic, this event is subject to be canceled or modified.*



RURAL WATER  
2021

# EXPO AGENDA

## WEDNESDAY, APRIL 28

- 7:30 AM **Registration/Refreshments/Exhibit Hall Open**
- 8:15 AM **Welcome/Agenda Review**
- 8:30 AM **West River Pipeline** – Cheryl Chapman, Banner
- 9:15 AM **Distribution System Water Quality Improvements with Implementation of Active Tank Mixing**  
– Jeff Rhodes, UGSI Solutions
- 10:00 AM **Refreshment Break in Exhibit Hall**
- 10:30 AM **Reduce Non-Revenue Water** – Steve Bruskiwicz, iHydrant
- 11:15 AM **AWIA: Risk Assessment & Emergency Response Plans** – Kyle St. Clair, EPA
- 12:00 PM **Deli Bar Buffet Lunch**
- 1:00 PM **Regulatory Update** – Mark Mayer, SD DENR
- 1:45 PM **Backflow Prevention Testing** – Bill Thorson, SDARWS
- 2:15 PM **Meter Data Management** – Steve Willis, PCS

- 2:45 PM **Refreshment Break – Visit Displays**
- 3:00 PM **Local Provider Capabilities: BMPs for CIP**  
– Will Lind, Dakota Pump
- 3:45 PM **Cured in Place Pipe** – SUEZ
- 4:30 PM **Rate Setting and Asset Management**  
– Calvin Coles, Waterworth

## THURSDAY, APRIL 29

- 7:30 AM **Exhibit Hall Open/Coffee, Juice, & Rolls**
- 8:00 AM **Age: The Enemy of Water**  
– Craig Steve, IXOM Watercare
- 8:45 AM **“I Have Low Pressure” Helping Your Customers with Low Pressure Complaints** – Dan Nebelsick, DGR
- 9:30 AM **Refreshment Break in Exhibit Hall**
- 10:00 AM **Are you ready to go Green?** – Rachel Kloos, ISG
- 10:45 AM **Rural Development Funding**  
– Katie Hammer, Rural Development
- 11:30 AM **Door Prizes**



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# FLEET Program



• The National Rural Water Association has created partnerships with motor groups to offer discounts to State Rural Water Associations and their utility system members.

• Member utilities should contact their State Rural Water Association to access the Rural Water Fleet Program.







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**SLOT TOURNAMENT**

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**June 1-2, 2021 • Deadwood, South Dakota**

**TUESDAY – JUNE 1**

- 1:00 WELCOME**  
– Ron Gillen, SDARWS Board President  
**PLEDGE OF ALLEGIANCE**  
**AGENDA REVIEW**
- 1:15 PREPARING FOR SUCCESSION: YOURS AND YOUR PEOPLE**  
Dan Oakland – Alternative HRD
- 2:00 RATE SETTING AND ASSET MANAGEMENT**  
Calvin Coles - WATERWORTH (via Zoom)
- 2:45 BREAK**
- 3:00 THE STATEWIDE GROUNDWATER MONITORING NETWORK**  
Tim Cowman – SD Geological Survey
- 3:45 BREAK**
- 4:15 STRATEGIC PLANNING**  
Bob Harris – Harris Management Group (via Zoom)
- 5:30 PRESIDENT’S COCKTAIL HOUR**

**WEDNESDAY – JUNE 2**

- 8:00 REGULATORY UPDATE**  
Mark Mayer – Drinking Water Administrator, SDDENR
- 8:45 BREAK**
- 9:00 NRWA GRASSROOTS LEGISLATIVE ADVOCACY IN WASHINGTON DC**  
Bill Simpson, Michael Preston & Mike Keegan – NRWA (via Zoom)
- 10:00 BREAK**
- 10:15 FIDUCIARY RESPONSIBILITIES OF DIRECTORS**  
Darla Pollman Rogers – Riter Rogers, LLP.
- 11:15 CLOSING COMMENTS**  
Ron Gillen, SDARWS Board President, & Kurt Pfeifle, SDARWS Executive Director

*SDARWS is monitoring the Covid-19 pandemic and will make announcements as needed in the event the seminar needs to be modified.*





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# WHAT WILL YOU LEARN IF YOU GOOGLE YOUR JOB TITLE?

**Jeff Fossum, Circuit Rider**

In preparation (or hesitation) to write my bi-monthly ServiceLine article, Jennifer Bame, our Communications and Marketing Coordinator at SDARWS, asked me if I had ever Googled “Circuit Rider.” My answer was no. So she sent me a link to some articles about Circuit Riders. Then the light came on in my head! Last year Grand Valley, the little country church that my family is a member of, had its 125th anniversary. The 1995 centennial history booklet of Grand Valley talks of the settlers setting up a congregation and how the church only hosted services every fifth Sunday. The difference in our church history was that multiple young congregations shared a preacher. This sparked my interest in Jennifer’s links which told a story about Methodist Circuit Rider preachers who served the new frontier of communities as they sprouted up across the plains.

I’m going to compare my role today as a Rural Water Circuit Rider (a roving technical expert employed by a State Rural Water Association to provide training and assistance to rural and small water utilities within their state) with some of the facts I read in my research about the original Circuit Riders.

The Methodist Circuit Rider Francis Asbury traveled approximately 270,000 miles and preached 16,000 sermons during his tenure. Typically, Circuit Riders traveled 200-to-500-mile routes on horseback. Theirs was a difficult and often short life. Before 1847, nearly half of Methodist Circuit Riding preachers died before the age of 30.

In the three years of employment as a Rural Water Circuit Rider, I have traveled over 77,000 miles. Just last year, I drove 21,715 total miles traveling between 236 individual system stops. I am just 200,000 miles short of Francis Asbury’s life travel, but I am not ready to retire yet! Last year, I traveled 452 miles every week on average, which is in the ballpark of what Mr. Asbury traveled every 5 to 6 weeks. The main difference is I had a Dodge Ram Pickup, and Frances had a horse! Now compare the age thing, WOW, I have nothing to complain about. After reading more articles, one quote stuck in my mind.

“We must reach every section of America, especially the raw frontiers. We must not be afraid of men, devils, wild animals, or disease. Our motto must always be FORWARD!” — Francis Asbury.

If you read the quote from Francis Asbury, you may wonder how this can compare. Think about it – as Circuit Riders for SDARWS, we are challenged to visit all the water systems in our state – so that hits the part of “reach every section.” The next part may get me in trouble: “not be afraid of men, devils, wild animals, or disease.” Yes, we are still in an old, male-dominated field of



operators consisting of “MEN.” In the next part of the quote, it is sometimes hard to tell the difference between the devils and wild animals we encounter. This covers many things: disgruntled or disagreeable customers or coworkers, or actual wild animals (and wild domesticated animals) in places they aren’t meant to be.

The last item from this line of the quote is “disease.” If your mind and body didn’t go into a tailspin

with this one word, you, my friend, have been living under a rock for the past year. The word and effects of “disease” have had more discussions over this last year than any other topic. I think disease has been discussed more often than how the local weather forecaster always predicts the wrong amount of rain and snow.

I like the positivity in the last part of this quote, “Our motto must always be FORWARD!” Just think about the bylaws, ordinances, and documents that are put into practice to improve life in our communities. I am sure these words could be found embedded in every nook and cranny of these documents.

I thought I knew what it meant to be a “Circuit Rider” when I took the job at SDARWS, but from now on, I will think about Francis Asbury and his quote when I hear the phrase. Our goal at SDARWS to reach every section of South Dakota to provide training and technical assistance to those who need it. If your community or water system wants an SDARWS Circuit Rider to stop by, please give Nick, Greg, or myself a call. We would love to share the “gospel of water” (aka technical expertise) with you. Our contact information can be found on page 9. 💧



**JEFF FOSSUM** joined the SDARWS staff in February 2018, as a Circuit Rider. He previously worked for 32 years at the City of Canton, SD as the Water/Wastewater Superintendent. Jeff holds a Class II Water Treatment, Class II Water Distribution, Class II Wastewater Treatment and Class II Wastewater Collection. His interests include gardening, woodworking and talking.



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# PASS ON KNOWLEDGE BEFORE RETIREMENT

**Mike Moeller, Technical Assistance/Training Specialist**

We have all seen it before when someone asks the question, “how do you know that,” and they respond with a simple point to the temple followed by the words “it’s all up here.” It’s great when you have that person around you to tell you what or where something is, but what happens when that person decides to retire? Most of the time, the knowledge that a person holds in their head goes with them. If you are lucky, they will still live in the community that you are working in and be available for questions from time to time.

Dave Huber with the City of Lemmon plans to retire someday. He does not want to be a person who takes all the knowledge with him when he goes. Dave contacted the South Dakota Association of Rural Water Systems about building a map for his water system. In previous years Dave had his sanitary sewer system mapped and saw the convenience of having a map hanging on the wall visible for everyone to look at. SDARWS met with Dave to see what he was thinking for an updated map. Dave wanted a map with just water mains, hydrants, and main valves. We decided to do the mapping in stages. So over a few days in the fall of 2019, Dave, several city employees, and SDARWS located and collected the GPS location of all the valves and fire hydrants in Lemmon. Collectively we developed a map with just those items on it. Dave’s reason for making a map with just those items on it was so that it was not so congested to look at.

In the fall of 2020, SDARWS returned to Lemmon to work with the city employees to locate all the curb stops in town. Curb stops usually are the hardest to locate since most of them are below the ground’s surface, as the city employees found out.

Locating the curb stop for every home takes time and a lot of research. As with any small town in South Dakota, what you would think makes sense for where the curb stop should be located, but as we found in Lemmon, is not always the case. We had a few homes that were built before water mains were installed, and the water service was a considerable distance to an existing main. In some cases where we could not find the curb stop with a metal detector, a line tracer was hooked up to the water line inside the home and traced outside the house to see where the water service line runs. Luckily in Lemmon, all the service lines we had to trace were copper, and the tracer could be connected directly to the pipe without needing to put the wire inside the water service line.

Passing on the knowledge you have gained over years of working for a water system is vital for that system’s future after you have retired. Mapping your water system is a good idea. It gives the people who will take over for you someday a visual of what the water or wastewater system looks like and where to find the infrastructure to maintain and make repairs. The maps can also be converted to a KML file and sent to you via email so the system operators can look at it on their mobile device while standing at the location of what they may be looking for. Mapping is a simple way to pass on years of knowledge. 💧



*Map of Lemmon without curb stops.*



*Uncovering a curb stop after tracing it.*



*This curb stop was found 18+ inches below the surface.*



**MIKE MOELLER** has worked for SDARWS since 2014. He previously worked at Dakota Pump and Control for five years, and served 30 years with the South Dakota National Guard. Mike also holds an Advanced Safety Certificate from the National Safety Council.

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# SDARWS TO HOST VIRTUAL SUSTAINABLE MANAGEMENT WORKSHOP MAY 13<sup>TH</sup>

**S**DARWS is hosting a Sustainable Management of Rural and Small Systems Workshop on May 13<sup>th</sup> via Zoom. At this workshop, participants are introduced to the ten key management areas for small and rural water and wastewater systems. Participants will be asked to conduct a short self-assessment of their operations in relation to the management areas and identify management improvement opportunities at their systems based on the assessment. The workshop further provides an opportunity for participants to share experiences from their systems to better understand how to implement improvements and have a basis for working with staff and community members to operate more effectively. Resources will be made available to participants to help them implement the improvements identified during the assessment.

By making improvements in any of the ten key management areas through methods outlined in the Workshop in a Box and the Guidebook, at a pace consistent with their most pressing challenges, systems will be able to deliver increasingly efficient, higher-quality services.

Participants will conduct a guided self-assessment of their system and identify areas for improvement that are critical to success at your utility. This self-assessment will help you prioritize actions when resources are limited. You will also learn from other utilities who have faced similar challenges.

The workshop focuses on ten key management areas of effectively managed utilities, which make up a framework for a complete and well-rounded management approach. By making operational improvements in any of these areas, your utility will be able to deliver increasingly efficient, high quality services to your community.

These workshops will help utilities address a full range

of challenges and improve the management of their operations and infrastructure:

- How to deliver increasingly efficient, and high quality services
- How to improve long-term sustainability and increase resiliency
- How to use the Rural and Small Systems Guidebook to Sustainable Utility Management to make improvements at your system

## RESOURCES COVERED AT THE WORKSHOP

The Environmental Protection Agency (EPA) and United States Department of Agriculture (USDA) have worked with utilities, water associations, and technical assistance providers to create materials that help utilities address challenges and capture improvement opportunities. These materials include the Rural and Small Systems Guidebook to Sustainable Utility Management and the Workshop in a Box. You can find these resources on USDA and EPA's websites, and you can access them through your local technical assistance providers.

[water.epa.gov/infrastructure/sustain/watereum.cfm](https://water.epa.gov/infrastructure/sustain/watereum.cfm)

[www.rd.usda.gov/programs-services/services/sustainable-management-tools](https://www.rd.usda.gov/programs-services/services/sustainable-management-tools)

**These workshops are geared towards small water and wastewater systems and finance officers, mayors, city council members, and water/wastewater management are all encouraged to attend. If your city/system is interested in attending, please register online at [www.sdarws.com/sustainability.html](http://www.sdarws.com/sustainability.html). If you have questions, please call the SDARWS Madison office at 605-556-7219, or Wastewater Technician Danny Ayers at 605-291-2299. The full agenda is on page 22.**

**REGISTER ONLINE AT: [SDARWS.COM/SUSTAINABILITY.HTML](http://SDARWS.COM/SUSTAINABILITY.HTML)**

# RURAL AND SMALL SYSTEMS SUSTAINABLE UTILITY MANAGEMENT WORKSHOP AGENDA

MAY 13, 2021 | ZOOM ONLINE WEBINAR | 8:00 MT/9:00 CT

## FEATURED SPEAKERS:

**Danny Ayers**, SDARWS Wastewater Technician

**Bill Thorson**, SDARWS Training Specialist

**Note: times are listed as mountain time**

**8:00 AM Sign-in/Registration**

**8:30 AM Introductions and Workshop Objectives**

**8:45 AM Session 1: Overview of Key Management Areas – Presentation**

- Presentation of Key Management Areas
- Group Discussion: Other Important Management Areas for Sustainability

**9:15 AM Session 2: Utility ‘Self Assessment’ Exercise**

- Explain “Sustainable Management Self Assessment”
- Participants Conduct Self Assessment
  - ♦ Rate utility achievements and rank management priorities
  - ♦ Plot results: achievements vs. priorities
- Table Discussion Among Participants About Results
  - ♦ Where is your utility strong? Why?
  - ♦ Where is there the most room for improvement? Why?
  - ♦ What are your areas of focus?
- Why are they a priority?
- Why is performance low?
- Technical capacity?
- Financial capacity?
- Managerial capacity?
  - ♦ What are the commonalities and differences among table participants’ achievements, priorities, and challenges?

**10:10 AM Break**

**10:25 AM Session 3: Plenary Discussion – Self**

**Assessment Results**

- Tables Report Out
- Synthesize Results

**11:30 AM Lunch Provided**

**12:30 PM Session 4: Table Exercise – Improving Outcomes**

- Each table completes an improvement worksheet for one low achievement/high

priority management area.

■ Discussion Questions:

- ♦ What will constitute “high achievement” in this management area?
- ♦ What changes will the utility need to make to improve performance?
- ♦ How could you track your performance progress?
- ♦ What will be the biggest challenges to performance improvement?

**1:15 PM Session 5a: Plenary Discussion – Practices, Tools, and Measures: Result**

- Tables Report Out
- General Discussion of Findings

**1:45 PM Break**

**2:00 PM Session 5b: Plenary Discussion – Practices: Results**

- Synthesis of Table Discussion Results
- Local Assistance Available in Key Management Areas
- Presentation of Additional Tips, Tools, and Measurement (prepared before the workshop during the “Prepare Meeting Materials” phase)
- Reflections: Key Lessons Learned and Near Term Steps
  - ♦ Discuss Utility Management Improvement Plan

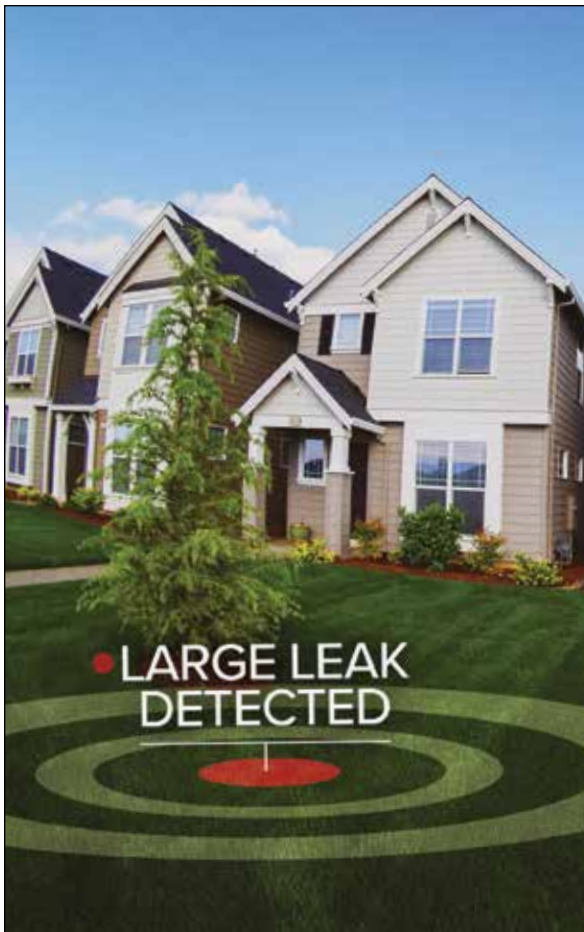
**3:15 PM Session 6: Feedback Session**

- ♦ Participants Complete Workshop Evaluation Form
- ♦ Are these the right management areas, and how to improve?
- ♦ Is self assessment useful, and how to improve?
- ♦ Are tools and tips useful, and how to improve?
- ♦ Are measures useful, and how to improve?
- ♦ Overall rating of format, flow, presenters, etc.

■ Collect Evaluation Forms

**4:00 PM Adjourn**





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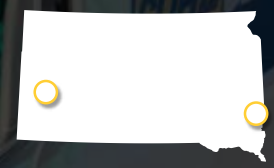
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# HIGH QUALITY H<sub>2</sub>O

**Bill Thorson, Technical Assistance/Training Specialist**

**H**ow do we know we are getting high quality drinking water? We trust that the public water system will follow the rules, stay in compliance, and provide the best quality water possible. If tests come back with any problems, then the water provider takes steps to correct the problems and keep everyone who drinks their water safe. We trust that there are no pollutants or contamination of the drinking water from other sources. Some things we cannot control, however, affect the water we drink. Cross-connections and backflow can be a large control issue, if it happens.

Backflow is the undesirable reversal of flow of fluids, chemicals, or any other foreign material into the public drinking water system. There are two forms of backflow:

1. **Backsiphonage** - usually caused by a loss of pressure in the drinking water system.
2. **Backpressure** - caused by pumps, piping systems elevation, or thermal expansion from a heat source.

The reference above was taken directly from the American Backflow Prevention Association website (<https://www.abpa.org/page/BackflowPrevention>).

A cross-connection is a physical connection between the water supply and any source of possible pollution or contamination. By eliminating or controlling all actual or potential cross-connections, the public drinking water system will be protected within the public water main system and within buildings. Backflow can happen from a residential or a commercial source. Medical facilities, chemical plants, industrial plants, boilers, custodial mop sinks, swimming pools, chemical feed mixers, mortuaries, medical, dental, and veterinary clinics, laboratories, irrigation and lawn-sprinkler systems, marinas, connections with an auxiliary water supply, which could be polluted, are all possible sources of cross-connection and backflow contamination. Would you like to drink someone else's pool water? How about some chemicals from the industrial facility in town? Toilet tank water? What do you think embalming fluid in your water would taste like?

It is a problem we don't hear much about and hope we never have to deal with, but it is a very real possibility. I am not looking to lay blame or accuse anyone of causing the problem of backflow contamination, but to make everyone aware of the possibility of the pollution or contamination of your drinking water and assist in taking steps to reduce or eliminate the possibility of backflow hazards. The idea is to provide more education and information on backflow prevention to all citizens.

So, what is the problem with requiring backflow assemblies? There are codes and ordinances to prevent backflow in some towns and cities. The plumbing code also has a part that deals with backflow prevention. Backflow prevention assemblies are insurance against backflow issues. If you own a home and you have a mortgage on that home, the lending authority requires you to have insurance on the home to protect their investment. If you have a car, pickup, camper, boat, or business, you have insurance to protect your investment. Why not have insurance



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to protect other people in your home or the community and the employees of your business???

The problem is most often cost and can at times be coupled with political motivations. Backflow prevention assemblies can be costly. Properly installing and maintaining a backflow prevention assembly adds to that cost. Backflow assemblies must be tested every year. The problem of a backflow possibility needs to be made known, not to spend more money or force more work on anyone, but to find an equitable solution to prevent a potential life and health disaster. We all have a stake in preventing backflow. We all share in the responsibility to protect our drinking water. We all need to be thinking about an equitable, feasible, manageable way to increase the insurance against backflow hazards.

There is more to come on this issue as workable backflow prevention is a must have to protect the water systems and citizens of South Dakota.

If you have any ideas, questions, or incidents of backflow contamination, contact me anytime. I would be very interested to hear your thoughts and ideas on helping prevent backflow hazards or any incidents of backflow.

As always, stay safe. 💧



**BILL THORSON** joined the SDARWS staff in March of 2018 as a Wastewater Tech. Bill transitioned to Trainer/Technical Assistance Specialist with SDARWS in October of 2019. Bill previously was employed with the City of Canton as Public Works Director for nine years and water/wastewater operations specialist for 19 years. Bill holds Class II certifications in Water Treatment, Water Distribution, Wastewater Treatment, and Wastewater Collection. Bill is NASSCO certified in pipeline and manhole inspections. Bill is also an SDWWA board member.



# ASSESSING RISK & RESILIENCE

## **Jeremiah Corbin, Source Water Protection Specialist**

**F**or systems that serve a population over 3,300 but under 50,000\* the EPA's AWIA 2013 Risk Assessment deadline is June 30\*. South Dakota Rural Water, the AWWA and the EPA have been reaching out to water systems for the past several years to prepare systems to meet compliance with this regulation. (\*Systems over 50,000 population have different deadlines).

AWIA Section 2013 requires community water systems serving more than 3,300 people to develop or update risk assessments and emergency response plans (ERPs). The law specifies the components that the risk assessments and ERPs must address and establishes deadlines by which water systems must certify to EPA completion of the risk assessment and ERP.

## **RISK AND RESILIENCE ASSESSMENT REQUIREMENTS**

Each community water system serving a population of greater than 3,300 shall assess the risks to, and resilience of, its system. Such an assessment shall include:

1. the risk to the system from malevolent acts and natural hazards
2. the resilience of the pipes and constructed conveyances, physical barriers, source water, water collection and intake, pretreatment, treatment, storage and distribution facilities, electronic, computer, or other automated systems (including the security of such systems) which are utilized by the system

3. the monitoring practices of the system
4. the financial infrastructure of the system
5. the use, storage, or handling of various chemicals by the system
6. the operation and maintenance of the system

The assessment may include an evaluation of capital and operational needs for risk and resilience management for the system.

## **EMERGENCY RESPONSE PLAN REQUIREMENTS**

No later than six months after certifying completion of its risk and resilience assessment, each system must prepare or revise, where necessary, an emergency response plan that incorporates the findings of the assessment. The plan shall include:

1. strategies and resources to improve the resilience of the system, including the physical security and cybersecurity of the system
2. plans and procedures that can be implemented, and identification of equipment that can be utilized, in the event of a malevolent act or natural hazard that threatens the ability of the community water system to deliver safe drinking water
3. actions, procedures and equipment which can obviate or significantly lessen the impact of a malevolent act or natural hazard on the public health and the safety and



supply of drinking water provided to communities and individuals, including the development of alternative source water options, relocation of water intakes and construction of flood protection barriers

4. strategies that can be used to aid in the detection of malevolent acts or natural hazards that threaten the security or resilience of the system

Community water systems shall to the extent possible coordinate with local emergency planning committees established under the Emergency Planning and Community Right-To-Know Act of 1986 when preparing or revising an assessment or emergency response plan under the AWIA. Further, systems must maintain a copy of the assessment and emergency response plan for five years after certifying the plan to the EPA.

### THIRD-PARTY STANDARDS

The EPA does not require water systems to use any designated standards, methods, or tools to conduct the risk and resilience assessments or to prepare the emergency response plans required under AWIA Section 2013. Rather, community water systems must conduct risk and resilience assessments and prepare emergency response plans that meet the specific requirements outlined under AWIA Section 2013.

Community water systems may use any standards, methods or tools that aid the system in meeting the requirements of AWIA Sections 2013(a) and (b). However, regardless of the use of any standard, method or tool, the community water system is responsible for ensuring that its risk and resilience assessment and emergency response plan fully address all AWIA requirements.

Many systems in South Dakota have VA/ERP information to accommodate Rural Development requirements, these plans can easily be updated to comply with the EPA's AWIA regulations.

The EPA also has the VSAT available on their website to utilize at no cost.

### CERTIFICATION PROCESS


Each community water system serving a population of 3,300 or greater, must certify the completion of its risk and resilience assessment or emergency response plan for every individual PWSID number. Your PWSID number should be nine characters with no spaces.

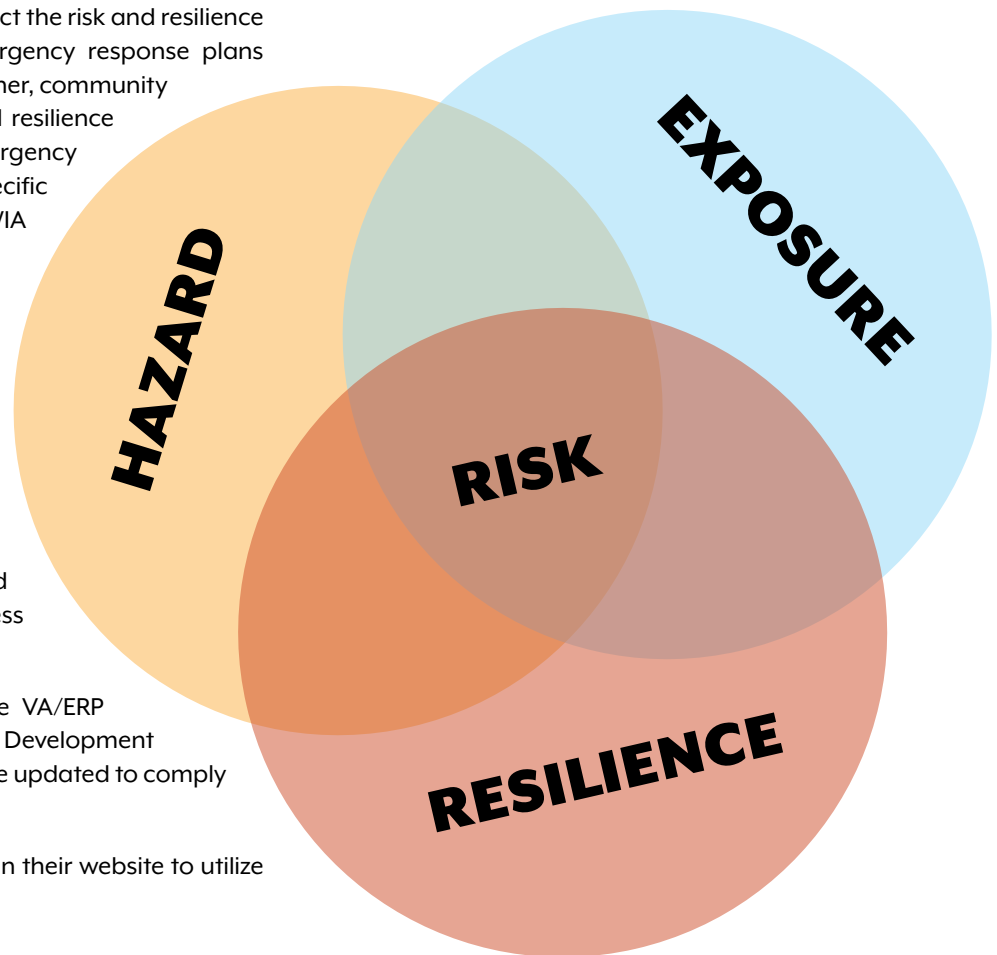
When determining population served in relationship to risk and resilience assessment and emergency response plan certification statement submittal dates, community water

system wholesalers should account for the entire population(s) served of the community or communities to which they sell or provide water. The risk and resilience assessment or emergency response plan certification requirements of this law also applies to those community water systems with consecutive connections that individually serve less than 3,301 people, but their aggregate population served is greater than 3,300 people due to the additional populations that the system sells to.

### Three options are available for risk assessment and emergency response plan certification submittals:

1. user-friendly, secure online portal
2. email
3. regular mail

Additional information and links can be found on the EPA's AWIA website: [epa.gov/waterresilience/awia-section-2013](http://epa.gov/waterresilience/awia-section-2013). 



**JEREMIAH CORBIN** is the Source Water Protection Specialist. He has worked for SDARWS since 2009. In his free time he serves as the Utilities Commissioner for the City of Madison. He has a BS in Information Systems from Dakota State University, and holds a Utility Management Certificate from NRWA. He is also a proud member of the Madison Rotary Club and is a 4H shooting sports instructor.

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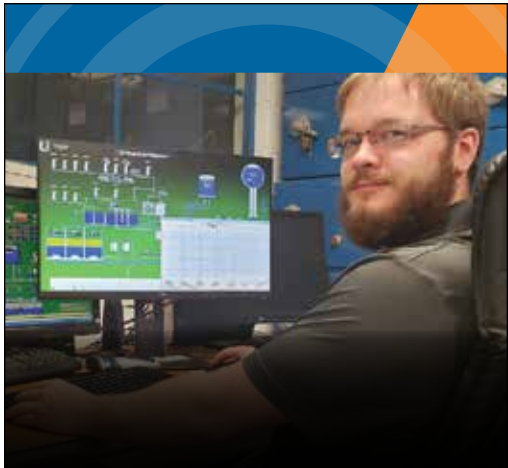










# CERTIFICATION PRACTICE QUESTIONS

1. Which of the following must be included in your Revised Total Coliform Rule (RTCR) sample site plant?
  - a. Your routine sample sites
  - b. Your repeat sample sites
  - c. All of the above
  - d. None of the above
2. The number of routine samples per month a Community Water System (CWS) must collect is dependent on?
  - a. EPA
  - b. SD DENR
  - c. Miles of Distribution System
  - d. System Population
3. How many repeat samples does a Community Water System (CWS) have to collect if required?
  - a. 1 per each positive sample
  - b. 3 per each positive sample
  - c. 4 per each positive sample
  - d. Either b or c depending on size of the system.
4. How many extra routine samples must a Community Water System (CWS) collect in the month following a positive sample?
  - a. 0
  - b. 3
  - c. 4
  - d. 5
5. A level 1 assessment must be completed by Public Water Systems (PWS) if?
  - a. They have 2 or more positive Total Coliform (TC+) samples in a month if they collect 40 or less samples per month.
  - b. If greater than 5.0 percent of their samples are TC+ if they collect more than 40 samples per month.
  - c. If a public water system fails to take every required repeat sample after any single TC+ sample
  - d. All of the above
6. A public water system will receive a Treatment Technique (TT) violation if?
  - a. They get a positive E. coli sample
  - b. They get a positive Total Coliform sample
  - c. If they fail to conduct a level 1 or Level 2 assessment
  - d. There are no Treatment Techniques in the RTCR
7. A level 2 assessment must be completed by a Public Water System (PWS) if?
  - a. The PWS has a second Level 1 assessment within a rolling 12 month period
  - b. The PWS has a Total Coliform MCL violation
  - c. The PWS has an E. coli MCL Violation
  - d. All of the above
  - e. A & C
8. The RTCR applies to?
  - a. Only Community Water Systems (CWS)
  - b. All Public Water Systems (PWS)
  - c. Only Non-Transient Non-Community Water Systems (NTNC)
  - d. Only Transient Non-Community Water Systems (TNC)
9. A MCL violation is triggered by?
  - a. Two Total Coliform positive samples in a given month
  - b. A Total Coliform positive sample followed by a E. coli positive repeat sample
  - c. A Single E. coli positive sample
  - d. There are no MCL violations only Treatment Technique Violations
10. 55 lbs. of a chemical was added to 2.5 MGD of water which ran through the treatment plant, what is the dosage in mg/L?
  - a. 2.64mg/L
  - b. 1.23 mg/L
  - c. 4.5 mg/L
  - d. 6.3 mg/L



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1. C; 2. D; 3. B; 4. A; 5. D; 6. C; 7. E; 8. B; 9. B; 10. A



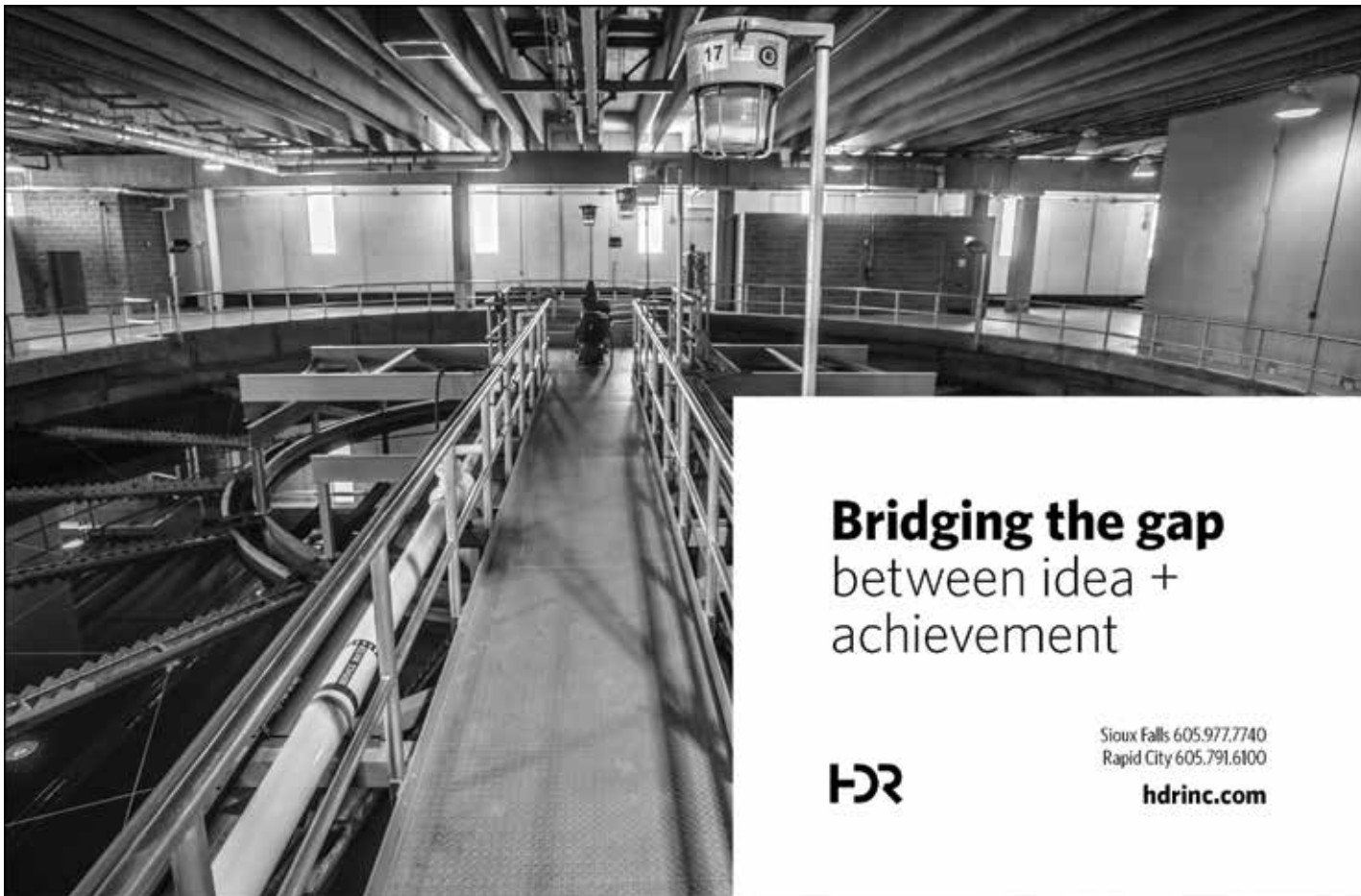
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# SDARWS OFFERS INDIVIDUAL OPERATOR ASSISTANCE

**Greg Gross, Circuit Rider**

COVID-19 has created a lot of hardships and struggles for businesses and individuals alike. South Dakota Association of Rural Water Systems has experienced obstacles as well. In-person training has been canceled since March of 2020. SDARWS has persevered through these tough times with virtual training and phone assistance. Through this work world trauma was the birth of Individual Operator Assistance (IOA). IOA is an opportunity for SDARWS staff to meet with new water system operators and conduct one on one training, in-person, while still maintaining all required safety protocols. This training does not replace the operator certification classes but is built to enhance the experience. New water operators are exposed to terminology, acronyms and basic math used in the certification classes. IOA also can be a safe place for people to ask basic questions that they may be embarrassed to ask in a classroom setting. The water field is far more complicated than it appears on the surface and many new water operators can become overwhelmed with the amount of information they must learn in order to pass the certification exams. The SDARWS staff has decades of experience in the water and wastewater field and we would be proud to be your partner in learning, training and growing as a professional in your field. Give us a call if you'd like some Individual Operator Assistance – you can find our contact information on page 9. 💧



**GREG GROSS** joined SDARWS in March 2017. Greg currently holds South Dakota certificates for Class I wastewater, Class I Water Distribution, Class I Wastewater Collection and Class I Stabilization Pond. Greg's work experiences include, Utilities manager in Howard for 2 years, City maintenance worker in Alexandria for 2 ½ years, and Welder/builder of water booster and sewer lift stations at Dakota Pump of Mitchell for over five years.

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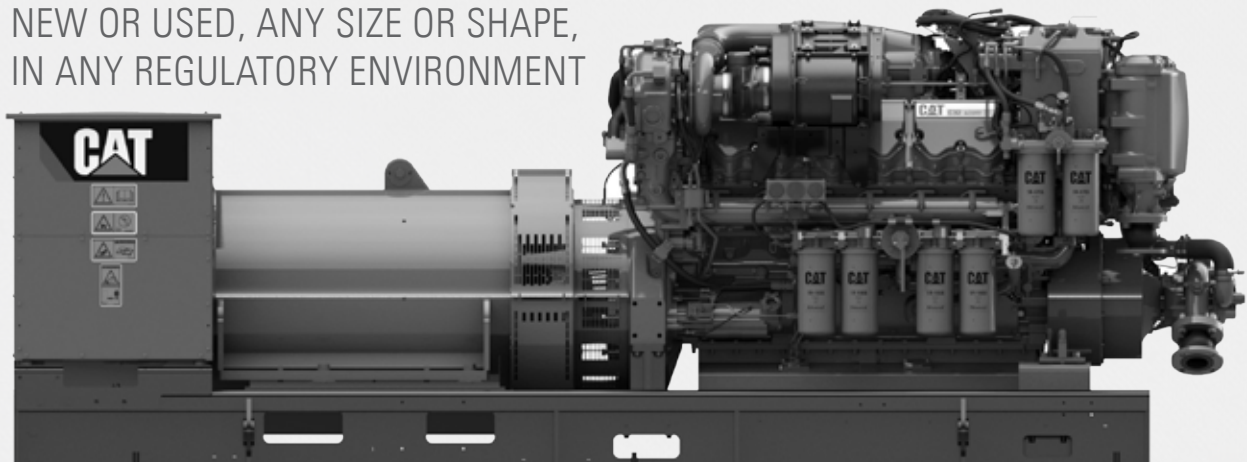
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# PHOTOS FROM THE FIELD



SDARWS Circuit Rider assists Valley Springs Operations Specialist Blane Eilts with hydrant repairs.



Nick Jackson assisting the City of Keystone with a hydrant freeze-up due to -30° temps.



SDARWS Circuit Rider Jeff Fossum was in DeSmet assisting Operator Charlie Stoddard with flushing a dead-end water line in winter.



SDARWS in conjunction with DSG and AY McDonald hosted three Virtual Water Service Fittings Best Practices and Lead/Copper Rule Workshops via Zoom.



Dakota Pump's Jim Sebert and Will Lind presenting on pumps and pump stations at the Operations Supervisor meeting in Chamberlain.



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# FROM THE EXECUTIVE DIRECTOR

KURT PFEIFLE, EXECUTIVE DIRECTOR

**A** top priority for the South Dakota Association of Rural Water Systems (SDARWS) is Congressional and Legislative support. The SDARWS Mission Statement reads, “To provide the highest quality services that meet the needs of and supports the collective efforts of our water and wastewater membership.” Supporting the collective efforts of our membership includes being the driving force in our Legislative and Congressional efforts. In short, SDARWS strives to be the loudest voice in the room when it comes to water development in our state!

Things have been different on the lobbying front in 2020 and continue to be a little odd in 2021. Coronavirus has been rough, and SDARWS does what it can to stay in touch with our Congressional Delegation to keep our priorities and “asks” in front of them and get their commitment to support the things we need. In late February, SDARWS set up virtual Zoom meetings with Senator John Thune, Senator Mike Rounds, and Representative Dusty Johnson. We connected with each of them and invited our rural water membership to join the meeting and have a conversation with the Delegation. The

meetings were a huge success. The Association, along with many of our rural water system partners, were able to have significant and informative conversations with the Delegation members. When we wrapped up our meetings, the Delegation knew exactly what South Dakota’s water priorities are. Each voiced their commitment to ensuring that our voices are heard, and our priorities are advanced.

At home Legislatively, SDARWS ensures a continual presence at the State Capitol during the Legislative Session. Riter Rogers, LLP are Legal Counsel and Lobbyists for SDARWS. Lindsey Riter-Rapp is our primary Lobbyist during the Session, and she is backed up with able assistance from Darla Pollman Rogers and Robert Riter Jr., who are all lawyers at the Riter Rogers Law Firm. Lindsey stayed in constant touch with SDARWS during Session and represented our interests skillfully in Pierre. Lindsey composed weekly reports via Ripples to SDARWS and our membership, keeping us fully informed and engaged in the 2021 Legislative Session.💧



*Robert C. Riter Jr.*



*Darla Pollman Rogers*



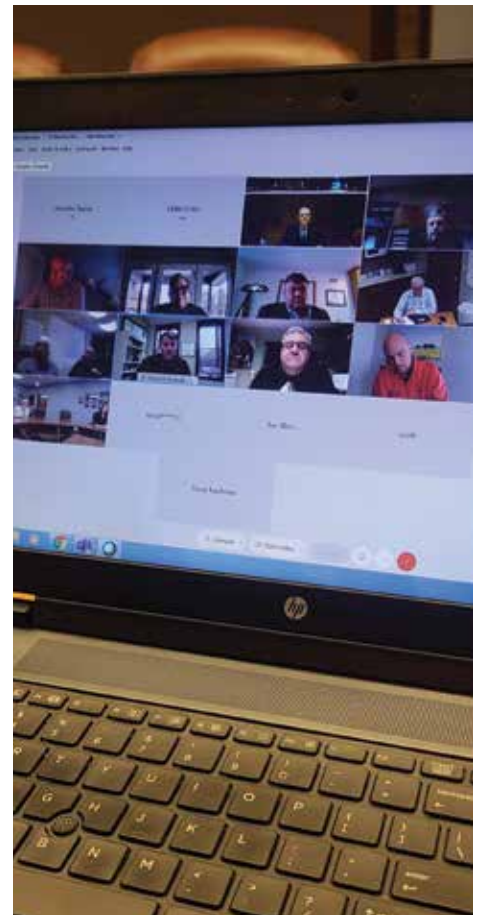
*Lindsey Riter-Rapp*



*Zoom meeting with Senator Thune*



*Zoom meeting with Congressman Johnson*



*Zoom meeting with Senator Rounds*



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## MANDATORY RULES MEETING

April 30, 2021 at 7:00 PM  
in the Outpost Lodge Event Center

- Teams to consist of 2-3 people with at least one person who is a current water/wastewater, associate or corporate member of South Dakota Rural Water.
- Tournament begins at the Cow Creek Boat Ramp on Saturday, May 1 at from 7:00 AM - 3:00 PM.
- This is a boat-only tournament.
- Participants may fish above or below the dam (Lake Sharpe or Lake Oahe)
- Boat inspection prior to start.
- South Dakota fishing regulations must be followed.
- Weigh-ins start @ 3:30 PM
- Walleye tournament; largest seven walleye weighed per team.
- All judges rules are final.
- In case of a tie, the team with the biggest fish by weight wins.
- Tournament winners announced shortly after weigh-in results are compiled.
- Meal to follow at the event center @ 5:00 PM.

For more information, contact Mike Moeller, SDARWS Tournament Chair  
605-270-4989 • mmoeller@sdarws.com

**Register online at [sdarws.com/fishing.html](http://sdarws.com/fishing.html)**