

ServiceLine

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

RURAL WATER EXPO

April 26-27, 2022

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YOU DO IT
THAT WAY?



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Cover Photo: Mourning Dove on a barb wire fence in the Badlands of South Dakota. Photo credit freepik.com

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FROM THE SDARWS PRESIDENT

RON GILLEN, SDARWS PRESIDENT

ZECK AND JACKSON RETIREMENTS

Jim Zeck and Nick Jackson are on their way to greener pastures. Jim is officially retired as of March 31, 2022 after 21 years and two stints at SDARWS. He performed countless certification training classes throughout his years here, and had contact with most every certified operator in the state. Bill Thorson has taken over Jim's training classes and he has big shoes to fill.

Nick Jackson has also announced his intentions to retire, and has graciously extended his retirement date until we find the perfect replacement candidate (or before the snow flies this fall). Nick has been with SDARWS for 21 years, and has faithfully served the association out west as a Circuit Rider, trainer, and field technician.

Thank you gentlemen for faithfully serving the Association all of these years. You will be missed.



Jim Zeck



Nick Jackson

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OPERATOR CERTIFICATION TRAINING AND EXAMS

Course Name	Start Date	End Date	Location
Small Water Treatment Workshop	April 28, 2022		Rapid City: Ramkota
Intermediate Water Treatment	May 3, 2022	May 5, 2022	Sioux Falls: Ramkota
OpCert EXAM (40 Seats)	May 5 @1:00 PM		Sioux Falls: Ramkota
Advanced Wastewater Treatment	May 17, 2022	May 19, 2022	Rapid City: Ramkota
OpCert EXAM (40 Seats)	May 19 @1:00 PM		Rapid City: Ramkota
Stabilization Pond Workshop*	June 2, 2022		Huron: Event Center
Basic Water Treatment	July 12, 2022	July 14, 2022	Watertown: Ramkota – Cattail Room
Wastewater Collection	August 2, 2022	August 4, 2022	Aberdeen: Ramkota – Northern Room
Water Distribution	August 16, 2022	August 18, 2022	Sioux Falls: Ramkota – Harvest Room
Intermediate Water Treatment	August 30, 2022	September 1, 2022	Rapid City: Ramkota – Rushmore Room
Small Water Treatment Workshop	September 20, 2022		Zoom Online Course
Wastewater Collection	October 4, 2022	October 6, 2022	Sioux Falls: Ramkota – Harvest Room
Stabilization Pond Workshop*	October 13, 2022		Mitchell: Highland Conference Center
Stabilization Pond Workshop*	October 18, 2022		Aberdeen: Ramkota – Northern Room
Water Distribution	November 15, 2022	November 17, 2022	Spearfish: Holiday Inn
Basic Wastewater Treatment*	December 6, 2022	December 8, 2022	Rapid City: Ramkota – Rushmore Room

Classes start at 8:00 AM Tuesday through Thursday.

Classes end at approximately 4:30 PM on Tuesday and Wednesday, and noon on Thursday.

One-day Workshops start at 8:00 AM and end at 4:30 PM.

CERTIFICATION CLASS & EXAM INFORMATION

**The Stabilization Pond class deals strictly with ponds and is the best class for preparing to take the Small Wastewater System exam. The Basic Wastewater Treatment Class deals with all types of wastewater treatment other than ponds and is the best class for preparing to take the Class I Wastewater Treatment exam. Small systems that use ponds for treatment can come into compliance with the OpCert Law by passing either the Class I Wastewater Exam or the Small Wastewater System exam.*

***Water systems serving less than 500 people that use wells can come into compliance by passing the Small Water Treatment exam. Larger systems must pass the Class I Water Treatment exam.*

EXAM INFORMATION

Beginning July 1, 2021, all exams cost \$60. There will be no fee for the annual renewal. **All exam applications are due two weeks before the exam date.**

Questions regarding exams can be directed to Tammie Hill with DANR at 605-773-3577 or tammie.hill@state.sd.us.

DANR Operator Certification website:

danr.sd.gov/OfficeOfWater/OperatorCert/default.aspx

STUDY MATERIALS

DANR has water exam study material to lend to operators. These include manuals from California State:

- *Water Distribution System Operation and Maintenance*
- *Small Water System Operation and Maintenance*

TRAINING CLASSES

Certification Training Classes are conducted by the South Dakota Association of Rural Water Systems. These classes are presented at no charge. Certified Operators can obtain contact hours for attending all of the above classes.

For more information on certification training classes, please contact Bill Thorson at 605-556-7219 (office) or 605-201-0170 (cell).

Register for training classes online at:

sdarws.com/certification.html

For Study materials, visit: www.abccert.org/testing_services/ExamReferences.asp

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WE ARE HIRING!

JOIN OUR TEAM



WEST RIVER CIRCUIT RIDER

The Circuit Rider exists to provide technical advice and assistance to rural and small-town municipal water system operators within the state of South Dakota, and to manage the administrative affairs of the Circuit Rider Program. The Circuit Rider will be required to analyze situations, evaluate possible courses of action, make decisions, and give advice and recommendations regarding water system's operations to Association members, as well as to other users and non-members.

ESSENTIAL FUNCTIONS:

1. Technical Training and Assistance

- Provide timely technical assistance, which includes all areas of operations, maintenance, management, regulations compliance, water treatment and water conservation, to rural and small-town municipal water systems under 10,000 population (unless they are an RD borrower), in eastern and central South Dakota;
- Contact and offer assistance to a minimum of 30 water systems each month (360 per year), and ensure that on-site visits cover the eastern and central geographical areas of the state;
- Resolve water system's operational and maintenance problems in compliance with the Safe Drinking Water Act, and perform technical assistance as outlined in the State Affiliates / NRWA Agreement;
- Work with the DENR to help water systems comply with Safe Drinking Water Act regulations;
- Assist those facilities that are RD funded, or might be eligible for RD funding;
- Provide emergency response assistance to members and

non-members as directed by DENR.

2. Administrative Duties

- Attend staff meetings as well as meetings relating to water system's environmental issues and impacts on water systems, including DENR, AWWA, and SDWWA events;
- Complete and submit required reporting in a timely fashion, including providing monthly reports to NRWA, and information regarding contacts made and problems encountered;
- Assist with Conferences, EXPOs and Seminars when needed;
- Provide SDARWS and NRWA with an annual Operating Plan.

3. Public Relations

- Promote positive public relations with facilities, consumers, governmental agencies, and others regarding water issues, including developing and maintaining positive working relationships with individuals from state and federal agencies. (Includes RD, DENR, EPA, IHS, BOR and NRWA.)
- Visit the state and / or district RD officials at least quarterly.
- Promote membership in SDARWS to municipalities around the state.
- Develop informational articles for dissemination, including articles for the *ServiceLine Magazine*.
- Present educational talks and presentations at water-related associations or organizations.

4. Education

- Continually work to maintain an awareness of changing regulations, technical knowledge and information, in order to (a) provide the best advice and assistance possible, and to (b) teach and train others in necessary skills.
- Attend NRWA in-service training sessions for the purposes of gaining an updated technical knowledge of new practices and technologies in these fields, learning new reporting features, and discussing operating plans;
- Read and study new technical standards proposed and set by public and private organizations as well as research problems facing the water industry;
- Work actively with the Field Program Supervisor on technical assistance training programs.

OTHER FUNCTIONS:

The Circuit Rider will work directly with all other staff members, and will coordinate the activities of the position with the Field Program Supervisor. The Circuit Rider will also have contact with the SDARWS Board of Directors, Water / Wastewater facilities, facility personnel, government personnel, elected officials, technical organizations, and industry representatives. It is expected that the Circuit Rider will continually take the initiative to improve and strengthen these relationships, and will represent the SDARWS in the most effective and professional manner possible. It is expected that the Circuit Rider will continually work together through a team approach with the other Association employees in the areas of training and technical assistance.

While this summary should provide an excellent guideline for succeeding in this position, there may be other responsibilities and tasks assigned to the Circuit Rider from time to time by the Executive Director. There may be times when the Circuit Rider will need to assist others in the completion of their duties, and assume some of their responsibilities. It is expected that the Circuit Rider will have the flexibility and willingness to adjust to these changing needs.

QUALIFICATIONS AND REQUIREMENTS:

1. Education and Work Experience

- High school diploma, or equivalent
- Must have a Water Treatment and/or Distribution Operator's License.
- Must have a minimum of five years' experience in the operations of water systems

2. Skills, Knowledge and Abilities

- Must have a thorough understanding of the operations

and maintenance of associated equipment;

- Successful candidates must have the ability to train others, either one-on-one or in a group setting;
- Must have the ability to present information, sometimes of a very technical nature, to an audience (e.g. a city council) who does not necessarily have technical training or knowledge;
- Must possess strong problem-solving abilities and communication skills;
- The Circuit Rider must be able to operate and service all equipment associated with a water system. This person will also need to operate general office equipment proficiently, including computers, keyboards, telephones, calculators, and other office-related machinery.

3. Physical Capabilities

- Extensive travel time is required. Up to 75% of the Circuit Rider's time will be spent outside of the office, accessing construction sites and water systems, visiting Association member offices, and will be required to attend numerous meetings associated with the position.
- Activities will range from extended periods of traveling by vehicle, sitting at the office and at meetings to considerable motion and physical activity when visiting systems.
- Physical activity will be varied, and at times strenuous, since the primary function of this position is to provide technical assistance and training to water system operators, at their operation's facility.
- Physical activities may include occasional lifting of up to 50 or 60 pounds, climbing ladders to access systems and /or equipment, and demonstrating equipment usage.

NOTE:

This position description is intended to provide a fairly comprehensive and accurate description of the position, but it will not cover all aspects, details or tasks required. Other functions, responsibilities and requirements may be assigned, and this position description may be changed at the direction of the SD Association of Rural Water System at any time.

The SD Association of Rural Water System is an Equal Opportunity Employer, and will consider applicants for all positions without regard to race, color, religion, national origin, genetic information, sex, age, disability or veteran status, or any other basis prohibited by South Dakota or federal law.

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SDARWS Conferences & Events



Rural Water EXPO | April 26-27, 2022

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. Many will be displaying the recent advances in technology our industry has witnessed over the past several years.

To learn more, visit www.sdarws.com/rural-water-expo.html or email expo@sdarws.com

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Rural Water Fishing Tourney | April 29-30, 2022

The Annual Rural Water Warriors Fishing Tournament takes place at the Outpost Lodge on Cow Creek Bay in 2022. Teams consist of 2-3 people with at least one person who is a current water/wastewater, associate member or corporate partner of the SDARWS. This tournament is limited to 50 teams. There is an eight fish maximum per boat with the largest seven fish weighed, and all South Dakota fishing regulations must be followed. A mandatory rules meeting is held at 8:00pm the night before the tournament.

For more information, visit www.sdarws.com/fishing-tournament.html or email fishing@sdarws.com



Rural Water Open Golf Tourney | July 19, 2022

The Annual Rural Water Open will take place at the Elmwood Golf Course in Sioux Falls. This tournament is open to Utility Members, Associate Members, and Corporate Partners of SDARWS. Registration is \$100/player and includes golf, cart, lunch, and awards.

For more information, visit www.sdarws.com/golf-tournament.html or email golf@sdarws.com

Elmwood Golf Course

2604 W. Russell St • Sioux Falls, SD • 605-367-7092



Leadership Seminar | November 9-10, 2022

This seminar is geared towards Rural Water System Directors and covers a gamut of topics pertaining to rural water boards.

For more information, visit www.sdarws.com/leadership.html or email jcorbin@sdarws.com

Pierre Ramkota Hotel & Convention Center

920 W Sioux Ave. • Pierre, SD • 605-224-6877



Annual Technical Conference | January 10-12, 2023

The ATC is the annual conference of the South Dakota Association of Rural Water Systems, and is the largest water/wastewater conference in South Dakota. This event is designed to bring together water and wastewater utility systems – both large and small, municipal and rural – for sessions in operations, management, boardsmanship and governance. This conference is held every year during the first week of the South Dakota Legislative session in Pierre, SD and hosts over 500 attendees.

To learn more, visit www.sdarws.com/annual-conference.html or email atc@sdarws.com

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PAUL DORWART HIRED AS NEW EAST RIVER CIRCUIT RIDER

This past March, Paul Dorwart joined the team at SDARWS as a Circuit Rider for the state's east side. He has a degree in Ag Management from Mitchell Technical College and a bachelor's degree in business administration from Dakota Wesleyan University. Paul worked as a general contractor for nine years before becoming the maintenance superintendent at the City of Kimball. He holds a Class I Water Distribution, Class I Wastewater Collection, and Stabilization pond certificate.

When asked what he is most looking forward to in his new position, Paul says, "I think that this opportunity will give me the opportunity to constantly learn new things and see new places. I look forward to meeting all of the great people around the state and getting the chance to help wherever possible." Paul has said that he has a constant desire to learn new things and teach himself new skills.

Paul grew up on a fourth-generation farm north of Kimball that has been in his family for over 100 years. He currently resides in Kimball with his wife Emily and two daughters, Addyson and Emery. He enjoys hunting, traveling, gardening, landscaping, and building/remodeling projects in his spare time.

If you'd like to have Paul stop by your system, give him a call at 605-201-9568, or he can be reached via email at pdorwart@sdarws.com.



Paul Dorwart

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RURAL WATER
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2022

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RAPID CITY, SOUTH DAKOTA

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TUESDAY, APRIL 26

- 7:30 AM **Registration/Refreshments /Exhibit Hall Open**
- 8:15 AM **Welcome/Agenda Review**
- 8:30 AM **West River Pipeline** – Cheryl Chapman, West Dakota Rural Water System
- 9:15 AM **Per and Polyfluoroalkyl Substances – A Challenging Environmental Contaminant**
– Tim Stefanich, AE₂S
- 10:00 AM **Refreshment Break – Visit Displays**
- 10:15 AM **Chemical Availability & Pricing**
– Dave Schindeldecker, Hawkins
- 11:00 AM **Explaining the RD Design Review and Oversight Process** – Jon Schmidt, USDA Rural Development
- 11:30 AM **Deli Bar Buffet Lunch**
- 12:30 PM **Lead and Copper Rule Revisions**
– Erin Fagnan, SD DANR Drinking Water
- 1:30 PM **Evolution of Underground Utility Locating**
– Joe Rubbelke, UtilityLogic

- 2:15 PM **Refreshment Break – Visit Displays**
- 2:45 PM **Black Hawk Water User District Wellhouse & Reservoir Tank** – Joe Noble, AE₂S
- 3:30 PM **Monoform+** – Ryan Horn, HK Solutions
- 4:15 PM **Rate-Setting Trends and Topics: AE2S Annual Rate Survey** – Miranda Kleven, AE₂S

WEDNESDAY, APRIL 27

- 7:30 AM **Exhibit Hall Open/Coffee, Juice, & Rolls**
- 8:00 AM **HABS** – Josh Strobel, DANR Watershed Protection Program
- 8:45 AM **SolarBees - Proven Technology to Maximize Your Facultative Lagoons** – Craig Steve, IXOM Watercare
- 9:30 AM **Refreshment Break – Visit Displays**
- 10:00 AM **Service Line and Trenchless Installation**
– Dustin Langston, WL Plastics
- 10:45 AM **Rural Development Funding**
– Brian Ring, Rural Development
- 11:30 AM **Door Prizes - Dismiss**

The EXPO is open to all water and wastewater utility staff, board/council members, engineers, State and Federal employees. The training will consist of 14 informative presentations equaling 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 in our Exhibit Hall. Many will be displaying the recent advances in technology our industry has witnessed over the past several years.

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FOR MORE INFO PLEASE CONTACT
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605-556-7219
jcorbin@sdarws.com

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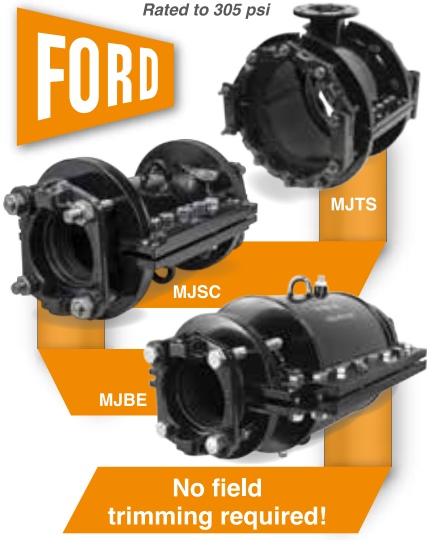


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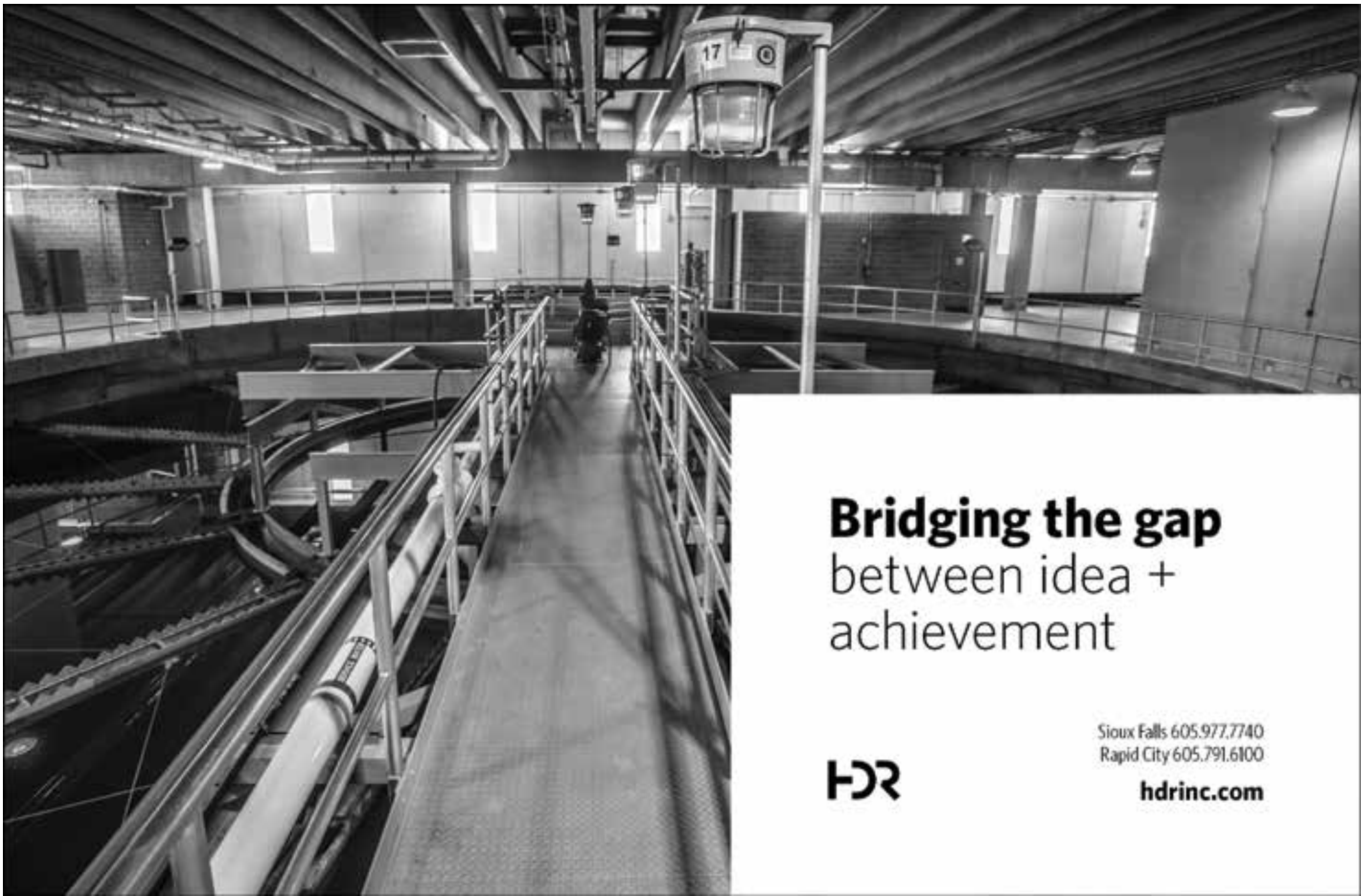
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ALL GOOD THINGS COME TO AN END

Nick Jackson, Almost Retired Circuit Rider

With mixed emotions, I have announced my plans for retirement from the South Dakota Association of Rural Water Systems.

I want to take this opportunity to thank you for your trust and confidence in permitting me to take care of your water system needs throughout the years. My experience in the water industry started back in southeastern Iowa with my Father on the farm and his construction business. Then within the military, I was a plumber and later the Water Supervisor for Custer, South Dakota (the only municipality I know with three water treatment plants and a wastewater treatment plant). When I first started working at SDARWS over 20 years ago, I never thought that this would be where I would retire – after all, it was governmental employment. I was told they could pull the plug anytime in a year or more. Well, 21 years have gone by, and still counting! I never thought this day would come, but I guess what they say is true – “time flies!” Thanks for always making me feel like an essential part of the team.

Indeed, work doesn't feel like work when you love what you do every day. Thank you, South Dakota and National Rural Water Association (NRWA), for making this employment a happy place for me to be these past two decades. I appreciate the opportunity I have had to grow and prosper, to be a part of the SDARWS/NRWA team. I'll never forget the experiences I have had working here. The team has strongly influenced my professional career; the work ethic inspired me to be my best every day. Thank you for being great coworkers, leaders, teammates, and colleagues – you're the catalyst for our success. I know this to be true when you look at all the awards SDARWS has won over the years!

For the past twenty-one years, this place, this employment, has been my second home. I will cherish the memories I've



made and encountered here. I will miss being a Circuit Rider, Trainer, and Field Technician. I will miss this place and all the water systems within South Dakota. But, I will always look back on this time fondly. I'll miss meeting with state and federal agencies, rural water meetings, SDARWS board meetings, and our casual meetings on Zoom. But I'll mostly miss meeting with all the people in the communities, municipalities, and rural water systems throughout South Dakota. It's always difficult to say goodbye to all my loyal friends and associates. I will greatly miss you all.

As I head out the door, I want to share some personal reflections with all of you. First off, I cannot imagine working in any other occupation, other than my thirty-nine years within





the military (which was close), that would have been more rewarding. Every day was another opportunity to put on my special hat and work alongside system key personnel and operations specialists to assist them in solving their problems and issues. “Train” rather than do, whether on-site, by email, or a phone conversation, help with system sustainability, troubleshooting, make recommendations, educate, or simply lend an ear and be compassionate to their needs. With all my years of experience, I have learned that no two systems are alike –similar, yes, but no two alike! It has been my honor and privilege to provide technical assistance and share my knowledge. Working together always results in a “light at the end of the tunnel!”

On a personal level, I have shared a special bond with most all of you, and I shall take away with me special memories of our time working together. South Dakota Rural Water – you are like family to me. Thank you all for making this organization a great place to work. Thank you for the many years allowing me to serve you and your needs. It’s been such a pleasure working with you all. To SDARWS, NRWA, USDA, SDDANR (DENR), BOR, IHS, Tribal systems, community, and non-community water systems – you have truly made a lasting impact on me, one that has changed me for the better in so many ways. I will miss you all very much!!! 💧



NICK JACKSON joined the SDARWS staff in 2001. He previously worked for seven years at the City of Custer Supervisor for the Water Department. Nick holds a Class II Water Distribution, Class II Water Treatment, Class II Wastewater Collection, Class II Wastewater Treatment and Stabilization Pond certifications.

He is a certified instructor in First Aid, CPR, and AED instructor through the American Heart Association and the National Safety Council, and a certified South Dakota Restricted Plumbing Contractor since 2004. Nick also served 14 years in the United States Marine Corps, and then served 25 years in the South Dakota Army National Guard. Nick also volunteers with small Ambulance Services in south-western South Dakota.

Nick looks forward to retiring from SDARWS in 2022.



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RINSE, REPEAT

Bill Thorson, Certification Training Specialist

It's been said that repetition can be effective. Whether it's cleaning the car, the house, the garage, or the pipes, cleaning is repetitive but effective. The same goes for a water system. Cleaning the lines, the tanks, the office, or the garage/shop must be done repeatedly. So it is that time of the year to start thinking about flushing the system.

The purpose of a good flush of the system has more benefits than just releasing some unsightly liquids and a few(?) solids left over from the winter dormancy. The process is a chance to work and inspect each hydrant for issues that may impede a fire department's proper operation in their firefighting work. A hard-to-operate hydrant can mean it may not operate when needed by fire personnel who are less than patient in the heat of battle. A hydrant that will not fully open or close can cause water loss and possible corrosion issues to the inner workings. Pressure testing and ensuring the hydrant drains properly are two tests that should be done yearly during flushing activities. Hydrants with leaking gaskets or caps or are slow to drain can also be problems that need attention.

Don't forget the valves while you are out exercising the system. Valves are just as crucial as hydrants but are often overlooked until an emergency arises, and then it's a struggle to get the system shut off or an errant leak under control. A good flushing program will include some directional flushing and possibly operating valves simultaneously. Repairs can be planned for nicer weather and included in the maintenance items already on the list. Parts and replacement items are not getting any more inexpensive and may take some time to get on hand.

Valve exercising, hydrant repairs or maintenance, small leaks not worth fixing in the dead of winter, and other routine maintenance items take a back seat when it gets busy. That's when we do some of our best work. If you need some valves exercised, a hydrant problem resolved, or help locate a pesky leak or are seeing a high water loss, give one of our circuit riders or technical assistance specialists a call.

Any assistance we at South Dakota Rural Water can provide on hydrant or flushing issues, please give us a call, and we would be happy to assist with questions, maintenance, or repair problems. 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, and took over Certification training in 2020. He was previously 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 and is NASSCO certified in pipeline and manhole inspections. Bill is also an SDWWA board member.



Pressure testing with the leak detection trailer

NOT ALL LEAKS SURFACE

Mike Moeller, Training & Technical Assistance Specialist

A small community contacted the South Dakota Association of Rural Water Systems to assist with a water loss problem. The system was losing over 50 percent of its water and could not figure out where the water was going.

We started the leak detection process by bringing the leak detection trailer and pressure testing small zones in the community. The whole community was evaluated, and no leaks were found.

I continued to work with the system to determine where their water was going. The next step was to look at actual data from the system. We looked at meter readings from the well and run times. I brought up the possibility of the leak not being in the distribution system but maybe in the line that feeds the storage tank from the well. The system operation specialist agreed with that thought process since the line feeding the storage tank was a dedicated line and was an old cast iron pipe. The leak detection trailer was transported to the well site to hook into the dedicated line and close the valve near the tank site. The dedicated cast iron pipe tested good and had no leaks on it.

We were all confused about where the water was being lost. The operations specialist told us that he had a new master meter that he needed to install for the well because the existing one was over 20 years old, and he was waiting on some filler flanges to install it. Usually, meters don't add water, they typically miss water. After discussing this, the operator agreed, but we were running out of options.

After the new meter was installed, the operations specialist called and told us that the numbers for the water loss were worse because the old meter was missing some water traveling through it.

After thinking about it for a while, I reached out to the community to look at the tank site. The only area of the system that we didn't evaluate with the leak detection trailer was the

tank site because of the valve location. I scheduled a time and met with the operator to look at the tank site.

I then met with the operation specialist to look at the tank area. First, we looked around the tank to ensure it was not leaking, and it wasn't. The operator then told me that there was a vault on the backside of the tank that gave access to part of



Vault with water below tank

the underside of the tank where the dedicated line entered the tank and where the distribution line started. We opened the pit, and to our surprise, there was water in the pit that was fresh and clear.

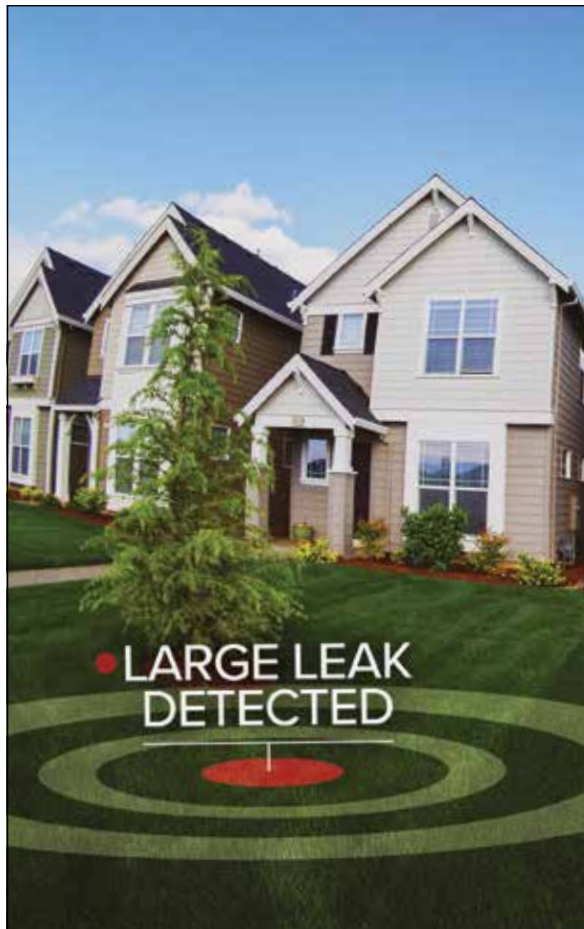
We then pumped the water out of the vault to locate where it was coming from since it did not have any movement. After the water was pumped out, we saw it was flowing in from the system side and not the tank side. We then listened to the pipes in the vault with a listener and heard noise on the smaller of the two pipes. This line went to a booster station that fed water to a home at about the same elevation as the tank. I had the operations specialist shut off the pumps, heater, and dehumidifier in the booster to make sure the noise on the pipe was not coming from them. The noise remained; the operations specialist told me that he could hear the noise from the leak inside the booster station. I went to the booster station and listened and could hear the same thing the operation specialist was hearing. The piping feeding the booster was six-inch, and the piping in the booster was two-inch. I told the operator that the leak was most likely at the transition from the six-inch pipe to the two-inch pipe. The next day the operations specialist excavated the suspected leak site and found a brass nipple used at the transition with two holes in it. He replaced the brass fitting with a stainless-steel fitting, opened the valves, and started the system back up, and there were no more leaks found. The community is currently tracking their usage for a week to get an average daily use and compare it to historical records to ensure there are no more leaks. 💧



Brass nipple with two holes in it



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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ARE YOU READY?

Jeff Fossum, Technical Assistance Training Specialist

NNo, I'm not your spouse prodding you to go to the grocery store. I hate to take you to Monday morning, but are you ready for not only the day but the whole week? How are you dressing? Do you have a fresh set of uniforms to wear or proper attire? I know you're not wearing your Sunday best to complete a 'Dirty Jobs' segment with Mike Rowe. If you're not familiar with this TV program, Mike shadows or works alongside people who perform dangerous or disgusting jobs. Does this sound like your workday? In each episode, a worker takes Mike in to do their dirty job. Despite the conditions, the worker and Mike do the job and discuss the task. I know we don't have a filming crew or a raft of people around to make sure we look and act the part. Or do we? As an employee of a system, somebody is always watching and will call your boss or board member if they think you are not working up to the standards of your employment. Yes, even in small towns and rural areas, people pay attention to how you dress, act, and how the job site is left.

1. HOW YOU DRESS. Our industry's work is not a white glove job setting, but if it is your first stop of the day and you present yourself with more than the morning's soil on your pants and a shirt that would work better as something to start a campfire with on a windy day, you might want to re-evaluate your wardrobe. Be proud that you work for the water/wastewater system, for you are your company's reputation at this point and time.

2. HOW YOU ACT. When completing a service call, how did you greet the homeowner? Did you announce your name, your employer, and the reason for your visit today? The above questions set the tone for how the rest of the on-site visit will go. Almost everyone has gone through a drive-up window to order something that didn't go as planned. What was the reaction of the service attendant? Were they concerned that a mistake was made, or was an "I don't really care" attitude projected at you? One of the primary thoughts to keep in mind is not everyone knows you. A

movement of people from different areas have come to South Dakota and are not used to our laid-back, we will get it done attitudes. This brings a flashback to my Mom telling me to treat everyone like you like to be treated!

3. HOW DID YOU LEAVE THE JOB SITE? When replacing a water meter, did you clean up the area after completing the task? Did you double-check to ensure all the tools were returned to the truck? Last and most importantly, did you tell the homeowner that the task was completed, or at least give an update that the job is not complete and you are coming back at a particular time to finish up? Keep the lines of communication open! Homeowners feel violated when they don't know what is happening.

At the end of a 'Dirty Jobs' episode, Mike Rowe sums up the challenging job and thanks the workers for the work they do daily. Like Mike, I want to thank you for the dirty jobs you operators do continuously to keep the water and wastewater flowing without the want of recognition. Thank you!

Just remember to take pride in the work that needs to be completed today and do your work in a manner that your system will remember your name long after you retire or move to your next stage of life. With this in mind, I would like to thank two of my coworkers who have left their mark on the state – Jim Zeck and Nick Jackson. I know your work with the South Dakota Rural Water Association was more than just a job; you have left your mark! THANK YOU! 💧



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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WHY DO YOU DO IT THAT WAY?



By Jeremy Jacobson, Wastewater Technician

Back in the December 2021 edition of *ServiceLine*, Bill Thorson wrote an article about a lot of old operators retiring and many people coming in to replace them. Well, a long time ago, believe it or not, Bill was a new guy too; we all have been. We had previous sups to show us how to do our jobs, and some of us had to fly blind too. I was one of those that flew blind; I had a set of keys thrown at me and told to go to work. Then the phone calls started; first, the state was upset because all the reports were behind, and they wanted to know why. My response was, “what reports? I wasn’t told anything about having to do any reports!” They, fortunately, walked me through it once they knew I had no clue what needed to be done. The next call I got was from Jerry Hemeyer. I told him the same thing; the only thing he said was I’ll be there on Tuesday and will get you going on this. He walked me through it and helped me with what he could; for the stuff he couldn’t help with, he introduced me to Jim Zeck, and that’s where I really started learning.

The biggest thing I have tried to do for anybody who has come up behind me is to show them what needs to be done and explain my mistakes so that they don’t make the same mistakes and have the same headaches I did. When I left Worthing and went over to Lennox, I was very fortunate to have a boss that had been in the water/wastewater industry for 20 years, and he did the same for me, showing me his mistakes and taking the time to explain why he did things the way he did. That made a big difference in understanding why you do things

one way. Sometimes you can do jobs in many different ways to get the same outcomes. When learning about the water/wastewater industry, the best thing you can do is to ask, “why do you do it that way?” The answer I still hate to hear to this day is, “because that’s the way we’ve always done it!” That’s not a good enough answer for me. Have you ever tried any other way? When my former boss Jeremy Gulbranson at the City of Lennox would say, “well, we tried these different ways, and we were back the next day working on it again, and this was the best way we found that took care of the problem.” It was so much easier to understand how to operate when all the why’s were answered, so I didn’t make the same mistakes that he made and had to live with the headache until I did it the best way.

Eventually, you won’t be the new guy anymore; you’ll be the old guy training the new guy or gal – try to remember that when they ask you “why?”



JEREMY JACOBSON joined the SDARWS team in August 2021 as a wastewater technician. He is certified in Class II Wastewater Collection, Water Distribution, Wastewater Treatment, Class I Water Treatment, Commercial Applicators License for category 4, 9, and general purpose; Pool and Spa Treatment and Operation. He resides in Worthing with his wife and children.



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2022 RURAL WATER RALLY RECAP

Seventeen South Dakotans representing South Dakota Rural Water made the trip out to Washington, DC this past March to attend the National Rural Water Rally and meet with our congressional delegation to discuss rural water priorities and funding requests. The Rally opened with speeches from rural water champions in D.C. including Senator Joe Manchin (D-WV); Chris McLean, Acting Administrator for U.S. Department of Agriculture's Rural Utilities Service; Radhika Fox, Assistant Administrator for EPA Water; and Gary Gold, Deputy Assistant

Secretary for Water and Science at the U.S. Department of the Interior. Also while in the nation's capitol, we met with Senators John Thune and Mike Rounds, Congressman Dusty Johnson, USDA Assistant Administrator Charles Stephens, and USDA Director of the Water Programs Division Steve Polacek. We came away from those meetings with a good feeling that South Dakota's congressional delegation knows and understands the value and the importance of water development priorities in our state as well as our national priorities.



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1. What are two of the most important factors that influence the effectiveness of disinfection with chlorine?
 - a. VOCs & SOCs
 - b. DBPs & TOCs
 - c. Concentration of Chlorine & Contact Time
 - d. Number and type of Microbes.
2. CTs are based on?
 - a. Concentration of Chlorine and Temperature
 - b. Contact Time of Chlorine and Time
 - c. Contact Time & Temperature
 - d. Concentration of Chlorine and Contact Time
3. Chlorines advantage over chloramines are?
 - a. Chlorine is a more powerful disinfectant
 - b. Chlorine doesn't form as many DBPs
 - c. Chlorine has a more persistent residual
 - d. Chlorine causes fewer tastes and odors
4. Which of disinfectant is most likely to form the byproduct chlorate?
 - a. Free Chlorine
 - b. Chloramine
 - c. Ozone
 - d. Chlorine Dioxide
5. Which disinfectant works best against Cryptosporidium?
 - a. Free Chlorine
 - b. UV
 - c. Chlorine Dioxide
 - d. Chloramine
6. An advantage of using ozone as a disinfectant is?
 - a. Bromate formation
 - b. Non-corrosive
 - c. Little pH effect
 - d. Easily Generated
7. Which oxidizer would least likely be used for pretreatment because of DBP formation issues?
 - a. Ozone
 - b. Chlorine
 - c. Potassium Permanganate
 - d. Chlorine Dioxide
8. Free chlorine is least effective under which conditions
 - a. High Temperature High pH
 - b. Low Temperature Low pH
 - c. High Temperature Low pH
 - d. Low Temperature High pH
9. Which form of chlorine normally comes as a liquid
 - a. Gas Chlorine
 - b. Chlorine Dioxide
 - c. Calcium Hypochlorite
 - d. Sodium Hypochlorite
10. What is the MRDL for Chlorine or Chloramine
 - a. 0.8 mg/L
 - b. 4.0 mg/L
 - c. 1.0 mg/L
 - d. 2.5 mg/L

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



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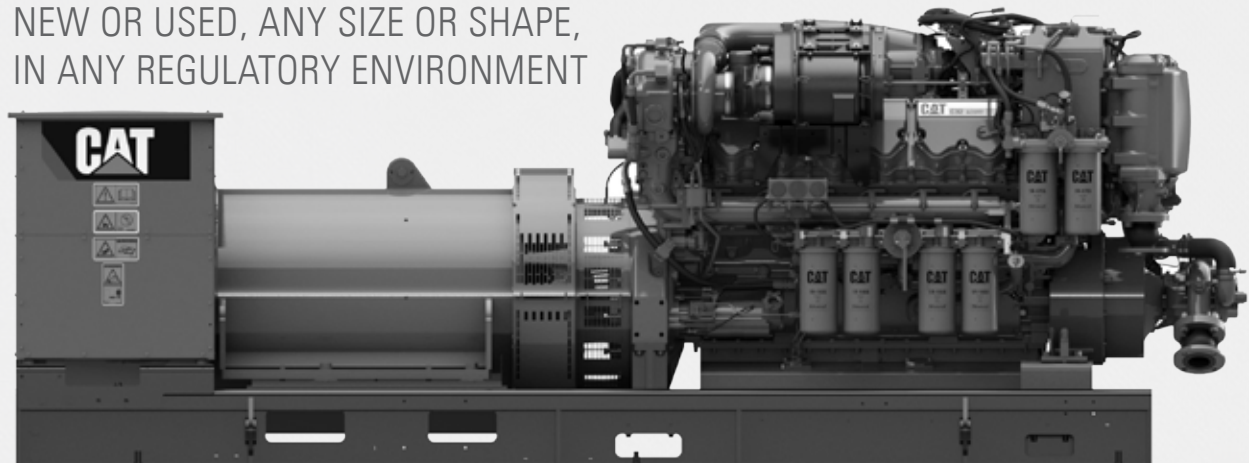
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TOURNAMENT DETAILS

\$150 Team Registration

Saturday, May 1, 2021

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TOURNAMENT RULES

- 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.
- This is a boat-only tournament.
- Tournament begins at the Cow Creek Boat Ramp on Saturday, May 1, 2021 from 7:00 AM - 3:00 PM.
- 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

REGISTRATION DEADLINE: APRIL 22, 2022



FROM THE EXECUTIVE DIRECTOR

KURT PFEIFLE, EXECUTIVE DIRECTOR

CYBERSECURITY – THE TIME IS NOW!



“Passwords are like underwear: don’t let people see it, change it often, and you shouldn’t share with strangers!” – Chris Pirillo

Over the years, SDARWS has conducted many meetings featuring a Cybersecurity component. We’ve invited industry experts such as SBS Cybersecurity, Marsh McLennan to provide in-person, up close and personal presentations on how to harden your system’s Cybersecurity. We’ve teamed up with our National Association (NRWA) and provided a multitude of additional information and resources. Everyday our email boxes are bombarded with messages from the U.S. Government; Homeland Security, Cybersecurity and Infrastructure Security Agency (CISA), EPA and others, all telling us the same thing and all warning against an approaching storm.

Most recently we received a message from CISA with a message of “Shields UP” (<https://www.cisa.gov/shields-up>) warning us all of the increased risk of Cyber-attacks with all the aggressive and nefarious activities now happening in Ukraine. The very day we received the message from CISA, I had two emails in my in-box with a domain code ending in “ru”... If you’re unfamiliar with domain addressing “ru” would indicate the message came from Russia. Both emails claimed to come from the U.S. Postal Service and wanted me to “click a link” to find out more (which of course I did not).

The purpose of this article is to remind us all that we need to pay attention to our Cyber-defenses. Ask yourself what would happen if your information technology (IT) was one day rendered useless! If you came to work and your computer monitor was flashing gibberish and all of your data had been

encrypted. You can no longer bill your customers; you can no longer access your companies’ digital files. Worse yet, you can’t control your water system’s treatment or distribution operations... what would you do? Let’s not find out, let’s take the steps necessary to harden our defenses and make it difficult for the bad actors to gain access. Let’s take the measures necessary to quickly recover if they do gain access and cause harm to your system.

Here are some great contacts to get started, they are of course not the only game in town and there are other great and capable agencies and entities that can help. These are just a few that SDARWS has a relationship with and can point to in order to get you started:

U.S. Cybersecurity and Infrastructure Security Agency (CISA): www.cisa.gov/cybersecurity

Environmental Protection Agency (EPA) Cybersecurity: www.epa.gov/waterriskassessment/epa-cybersecurity-best-practices-water-sector

SBS Cybersecurity: sbscyber.com

Marsh McLennan (Howalt McDowell) Insurance Agency: www.marshmma.com

NRWA Cybersecurity Resources: nrwa.org/issues/cybersecurity

NRWA Webinar Series, Security Culture (part 1 of 3): www.gotostage.com/channel/nrwawebinars

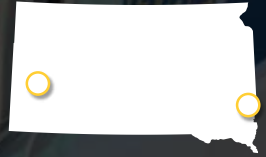
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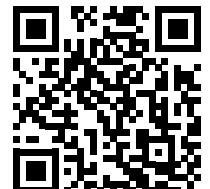
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