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



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FROM THE SDARWS PRESIDENT

RON GILLEN, SDARWS PRESIDENT

LEADERSHIP SEMINAR

Association staff are prepping for our Annual Leadership Seminar which will be held at the Best Western Ramkota Hotel in Pierre November 18-19, 2020. This seminar is geared towards Rural Water System Directors and Board Members and includes informational sessions on water rates, asset management, sustainability, financing, and director and manager panels. The cost to attend Leadership is \$160, and includes a meal at the President's Reception on the evening of November 18. Members of WaterPro will receive a \$15 discount. Registration for this event will be available online at <https://tinyurl.com/SDLeadership>, or by calling the SDARWS office at 605-556-7219. Stay tuned for the agenda in the next issue of *ServiceLine*. In the event that we cannot hold this seminar in person, we plan to host it virtually at a reduced cost.

ATC CALL FOR PAPERS

SDARWS is looking for presentations for our Annual Technical Conference in Pierre January 14-16, 2021. The ATC is our biggest training event of the year and hosts around 400 individuals. If your company is interested in hosting a training session, please submit your abstract online at: <https://tinyurl.com/ATCAbstracts>. For more information, please see page 13.

ATC AWARD SUBMISSIONS

There are only a few more short months before the snow flies, so that means it's time to get in your award nominations for the ATC! Application and information can be found on pages 14-15. The deadline to submit applications is October 30th, and it can be done by mailing in the form on page 15, or online at www.surveymonkey.com/r/ATCAwards. If you have questions about the awards, please give the SDARWS Madison office a call at 605-556-7219. ♦

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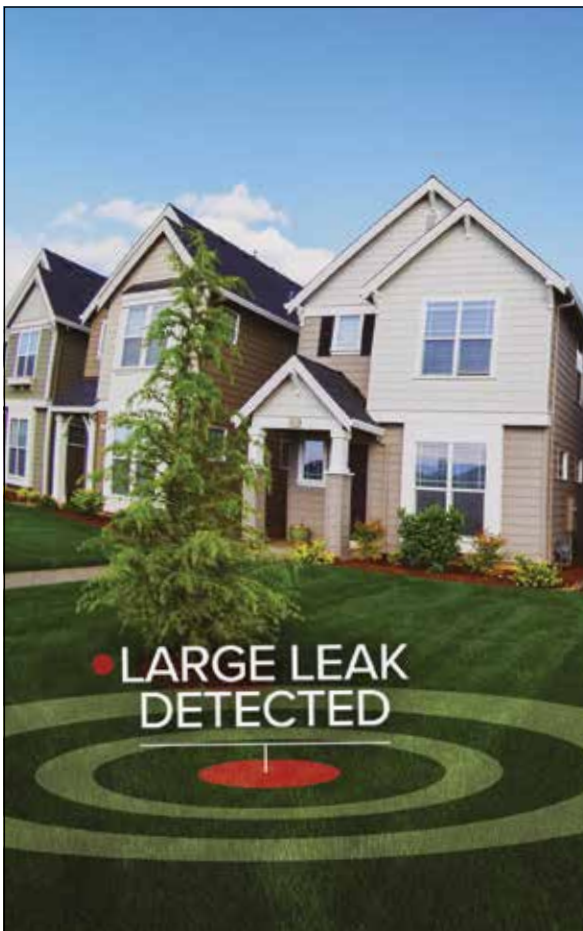


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OPERATOR CERTIFICATION TRAINING AND EXAMS

OpCert Exam (limit 50 examinees)	Sioux Falls Ramkota (masks required)	August 20, 2020
OpCert Exam (limit 18 examinees)	Pierre Matthew Center	September 1, 2020
Intermediate Water Treatment	Online Webinar	September 29 - October 1, 2020
OpCert Exam (limit 50 examinees)	Sioux Falls Ramkota (masks required)	October 1, 2020
Stabilization Pond Workshop	Online Webinar	October 6, 2020
Stabilization Pond Workshop	Online Webinar	October 8, 2020
Water Distribution	Online Webinar	November 17 - 19, 2020
Wastewater Collection	Online Webinar	December 1 - 3, 2020
Basic Water Treatment	Online Webinar	December 8-10, 2020

HOW DO I ATTEND AN ONLINE WEBINAR?

First, register for the class online at go.activecalendar.com/sdarws. You will not need to set up a username nor a password. 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 include them and their email in the go.activecalendar.com registration process. 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.

HOW WILL THE OPCERT EXAMS BE GIVEN DURING THE COVID PANDEMIC?

- If any examinee feels ill on day of exam, they are to stay home.
- Any examinees showing any symptoms will not be allowed to take exam and anyone showing symptoms while taking exam will be told to leave with exam being confiscated.
- Masks may be worn, or may be required by the venue.
- Extra personnel will not be allowed in Foss Building or exam room.

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 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.

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

For more information contact SDARWS Trainer Jim Zeck: 605-201-9568 or jzeck@sdarws.com

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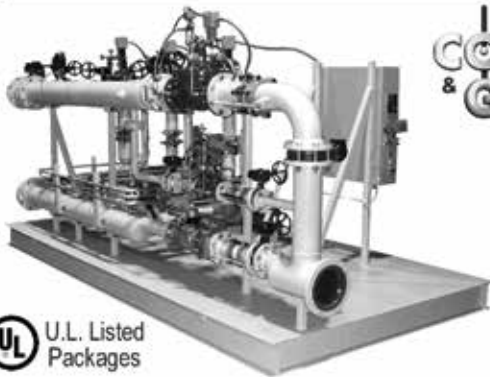
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SDARWS MEMBERSHIP CORNER

LETTER OF APPRECIATION

6-26-2020

S.D. Rural Water Assn. Madison, S.D.

Attn: Executive Director Kurt Pfeifle

I would like to express my heart felt gratitude to DENR and SDARWS for conducting the water classes for renewal contact hour requirements. I especially want to thank Bill Thorson who drove from his home in Viborg to my home in Yankton the morning of June 23rd to help me get connected to the webinar class for that day. As a 72-year-old who is not wired at all, maybe weird, but not wired, Bill's help was greatly appreciated. It was a real struggle to get connected until Bill used his newer cell phone hotspot to get online and then switched to mine and all was fine. Today my wife and I got new S-10 phones. Now to figure them out!! This is such a welcome change to have the renewal classes on the web instead of having to drive several hundred miles over two days to do the same thing. I hope that you will consider continuing the process in the future. Great job DENR and Rural Water for your futuristic advancement to help serve your customers.

P.S. I was just thinking that Bill should get double vacation time and a huge pay raise for being so helpful. Just a thought!!

Again thanks so much for all of your help in making great things happen. Also, I think his name is Jeremiah, but he was very helpful in getting me connected with Bill. The above mentioned "bennies" could be extended to him also.

Sincerely,

Burt Guthmiller



WE LOVE GETTING MAIL!

Please send us your letters of support!

The hard work of dedicated SDARWS employees helps South Dakota's rural water and wastewater systems to have safe, reliable and quality water. SDARWS asks for your letters of appreciation in return for our on-site assistance. These letters are used to help obtain funding to continue these programs.

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

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SOUTH DAKOTA RURAL WATER'S ANNUAL TECHNICAL CONFERENCE

CALL FOR PAPERS

The South Dakota Association of Rural Water Systems is looking for presentations for our 2021 Annual Technical Conference in Pierre, SD January 14-16, 2021.

Please submit your abstract for SDARWS's 2021 ATC. Presentation themes may include, but are not limited to the following:

- Drinking water security strategies and tools
- How Water Storage Can Impact Water Quality
- Fair Labor Standards Act
- Hands-on sessions:
 - ◆ Control valve repair kits
 - ◆ Hydrant maintenance and repair
 - ◆ Solution pump repairs (diaphragm and peristaltic)
 - ◆ Repair couplers, saddles, wet tapping
- The importance of Cross Connection Control
- Water Rights for public systems
- Ice Pigging to clean water and sewer pipelines
- Source water protection and sustainability of water supplies
- Climate change, water and energy efficiency, and conservation
- Clean Water Act/SDWA connections, nutrient pollution, and Harmful Algal Blooms (HABs)
- Emerging drinking water treatment technologies and optimization of current technology
- State revolving loan fund tools and techniques/ green infrastructure strategies
- Small systems: TMF, sustainability strategies, technologies, and compliance
- Trench Safety
- Data management (e.g., SCADA, GIS, IT)
- Workforce, operator certification, and/or technical assistance initiatives
- Distribution system issues
- Emerging contaminants in drinking water, both chemical and microbial
- Drinking water research
- Sanitation and wastewater management
- Risk assessment, risk communication and consumer outreach
- Implementation of regulations – challenges and successes

If you would like to make a presentation, please submit a one-page abstract with the proposed presentation title, and the name, title, affiliation, and contact information for the speaker to:

South Dakota Association of Rural Water Systems
PO Box 287
Madison, SD 57042
or email ATC@sdarws.com by **September 25, 2020!**

OR SUBMIT ONLINE AT
<https://tinyurl.com/ATCAbstracts>

ALL SUBMISSIONS MUST COMPLY WITH THE FOLLOWING GUIDELINES:

1. Deadline for submissions is September 25, 2020
2. Abstract submissions are limited to text only.
3. The conference planning committee will select submitted abstracts for sessions.
4. Please include a five sentence biography along with a 500 word abstract or description of your presentation.

South Dakota Rural Water AWARD NOMINATIONS

Do you know someone who is doing a great job? Goes above and beyond the call of duty? Has your water system achieved excellence this year – or has overcome some amazing challenges?

Give recognition where it is due by making an award nomination. Awards will be presented at the Awards Brunch at the ATC – January 16, 2021. **Application deadline is October 30, 2020.** Eligible nominees must be affiliated with a system member in good standing. The online form can be found at www.surveymonkey.com/r/ATCAwards.

WE ARE ACCEPTING NOMINATIONS FOR THE FOLLOWING CATEGORIES:

Rural Water System of the Year: a member system who puts forth exceptional efforts to properly manage, operate, and maintain their drinking water system.

Rural Water Manager of the Year: Recognition for a manager of a Rural Water System for outstanding performance in operating a Rural Water System.

Rural Water Office Person of the Year: Recognition for an administrative employee of a Rural Water System for outstanding performance in office management and procedures.

Rural Water System Operations Supervisor of the Year: Recognition for a State of South Dakota Certified Operator who is actively working a supervisory role for a Rural Water System, and has demonstrated outstanding leadership ability and/or accomplishments in drinking water.

Rural Water System Operations Specialist of the Year: Recognition for a State of South Dakota Certified Operator who is actively working for a Rural Water System with outstanding leadership ability and/or accomplishments in drinking water.

Municipal Water/Wastewater System of the Year: a municipality who puts forth exceptional efforts to properly manage, operate, and maintain their drinking water and wastewater system.

Municipal Manager of the Year: Recognition for a municipal manager for outstanding performance in managing a municipality.

Municipal Office Person of the Year: Recognition for an administrative employee of a municipality (i.e. clerk, finance officer, etc.) for outstanding performance in office management and procedures.

Municipal Operations Specialist of the Year: Recognition for a State of South Dakota Certified Operator who is actively working for a municipality with outstanding leadership ability/accomplishments in water.

Carroll Anderson Memorial: The Carroll Anderson Memorial Award is a tribute to the exemplary work of Carroll Anderson who gave generously of his time, talents, and efforts to the Kingbrook Rural Water System and the South Dakota Association of Rural Water Systems. This award recognizes an individual's outstanding voluntary contributions to the advancement of rural community water systems in South Dakota, and is the greatest tribute the Association can bestow recognizing an individual's contributions to both the member system and to SDARWS.

Friend of Rural Water: This distinguished honor is awarded to agencies, organizations, or individuals who have lent a hand in supporting this fantastic phenomenon we call Rural Water. The ability to provide life's essential need, water, to all the citizens of South Dakota was not done by one person or organization; it is a collective effort encompassing many.

Spirit of Rural Water: This award is presented to an individual, business or group that goes above and beyond for a rural water system or rural water cause. South Dakota Rural Water wants to recognize exceptional rural water advocates that stand out from the pack because of their commitment to rural water issues and/or their passion for the job. Eligible candidates include rural and community water consumers, employees, directors, as well as lawmakers, businesses, or any person or group that puts forth a noble effort to advance rural water.

Donald B. Pospishil: This award honors the work of Don Pospishil who dedicated many years of his life to helping small water systems across South Dakota. The Donald B. Pospishil Award is awarded to individuals who demonstrate leadership abilities in the water supply field, provide quality services to consumers, and exhibits professionalism and dedication while operating and maintaining a small water system.

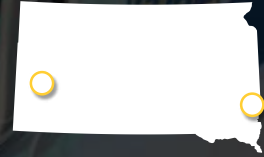
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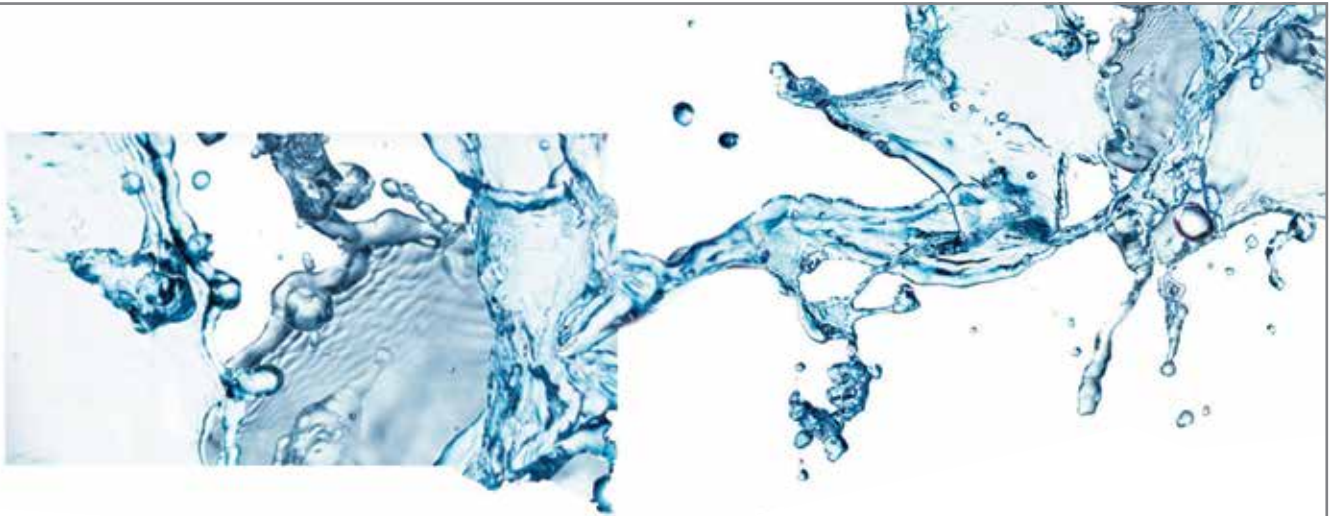
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SDARWS' 34TH ANNUAL RURAL WATER OPEN



By Jeremiah Corbin,

SDARWS Source Water Protection Specialist

The Rural Water Open was spared from COVID-19's path of destruction and was the first major in-person event that SDARWS has attempted since the global pandemic unleashed its wrath. A field of 174 helped make the 34th annual Rural Water Open a success on July 21. A few adjustments were required to pull the event off, but all in all, the changes were well received, and many will be incorporated into future opens.

To accommodate social distancing, the Rural Water Open changed formats and utilized tee times, replacing the traditional shotgun start. This minimized groups gathering at the beginning of the event during registration. Teams were sent out on the east, north, and west nine every seven to eight minutes starting at 8:30 AM, with the last teams hitting the course at 10:15 AM. The WaterPac challenges were shelved this year in favor of another fundraiser. Mulligans were pre-sold at a discount in the days leading up to the tournament and were available at an additional cost the day of. Participants who purchased Mulligans were also entered into a drawing for \$100. Al Erickson with HDR was the lucky winner of the drawing. Thanks to the purchase of Mulligans, \$1,960 was raised this year for WaterPAC. Sponsored kegs offered a refreshing glass of beer to thirsty participants on the course. A big thanks goes out to Direct Automation, AE2S, and Thompson Innovation for sponsoring this year's kegs.

Following Rural Water Open traditions, the tournament format included four-person teams playing an 18-hole scramble with

no championship or amateur division. An array of talent was seen this year throughout the 44 teams present. Scores were competitive this year, with the majority of teams posting scores below par. Scores ranged from fourteen under to twelve over. Due to the nature of the dynamic field, scoring was based on score under or over par based on the particular 18 holes each team played. Tiebreakers were decided by hole handicap, and the club professional, Chad Veire determined final rulings. The return of Mulligans did influence scores, as would be expected.

The first flight teams ranged from -14 to -9; 2nd flight ranged from -8 to -3, and the 3rd flight ranged from -3 to +12.

Our first-place team from the first flight had a late replacement player that seems to have paid dividends. The HR Green team captained by Sioux Falls Water Superintendent Gavin Graverson had a low score of 58. Our winner from flight two was the DGR/Grant Roberts team led by Nathan Brandenburg. The winner of the 3rd flight was a long-time participating team, Maguire Iron #1. Our last place team was a team from the City of Harrisburg with an 84.

Our Flag Prize Winners Included: Kenny Hertz, Closest to the Pin on #4W, he won a Big Frig Cooler donated by DSG. Joe Munson had the longest drive on #7W, and that earned him \$100 provided by Risty Benefits. Barry Berg from the East Dakota Water Development District team drained the Longest Putt on hole 9W; he earned \$100 provided by Risty Benefits. Tom Frogner with the Grant Roberts/DSG team won \$100 from Risty Benefits for Closest to the Pin on hole 12N. Ben Parsley with Direct Automation won the \$100 hole prize on 16N for closest to the Pin. Terry Phillips sunk the Longest Putt on hole 17N winning

a \$50 Cabela's Gift Card provided by Electric Pump and a \$50 Visa gift card. Dustin Hamilton with HDR winning a \$50 Cabela's gift card provided by Electric Pump & \$50 Visa gift card for Closest to the Pin on #5E. Mike Coleman with HDR had the Longest Drive on hole #7E and received a Big Frig Cooler provided by Malloy Electric. Sonja Nordbye sunk the longest putt on hole #9E, scoring herself a \$100 Menards Gift Card.

One of the most popular changes this year was the box lunches. These unique meals offered a beef tenderloin sandwich, potato salad, a bag of chips, and a cookie. Competitors were able to pick these lunches up at the clubhouse as they made the turn for their second nine holes or enjoy at the end of their round instead of having everyone gather for a meal following the tournament. With social distancing in mind, we also nixed the

awards ceremony traditionally held following the tournament and instead mailed or hand-delivered prizes to the winners.

Additionally, A Big THANK YOU to Brosz Engineering for sponsoring golf balls, and Bartlett & West for sponsoring the Cart GPS.

Thanks also go out to our Corporate Partners who help make this event possible; their names are listed on page three. Without their support, it would be impossible to provide this event at the level that competitors have come to enjoy.

In conclusion, we would like to thank all the sponsors, participants, and volunteers who helped make this event successful. Mark your calendars for the 2021 Rural Water Open, it will take place on July 20, once again at Elmwood. 💧



THANK YOU TO THIS YEAR'S RURAL WATER OPEN SPONSORS



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Black Hawk Water Users District Drills New Well

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

Black Hawk Water Users District in Black Hawk, SD, is looking to the future. Development in the Black Hawk area is a great possibility with talks of it taking place on the east side of Interstate 90 in the near future. Black Hawk Water Users District currently supplies water to Black Hawk, Summerset, Piedmont, and various other small developments.

Black Hawk Waters Users District had two wells in use prior to the drilling of the new well. The first well was drilled in 1987 near Black Hawk; the second was drilled in 1999 between Black Hawk and Summerset. Both wells are drilled into the Madison aquifer and produce enough water to keep up with the demand of 580,000 gallons of water per day on average for their 1,600 connections. The system has had some struggles in the past. During drought conditions, the two wells would run continuously. They could barely keep up with low-level conditions occurring in their storage tanks caused by very little rainfall and above-average usage in residential areas. Blackhawk Water Users District does put water restrictions in place when needed.

The new well was drilled into the Madison aquifer between Summerset and Piedmont. The drilling contractor hit the Madison aquifer at a depth of 820 feet, with the total drill depth being 1,167 feet. The casing was placed in the well at a depth of 853 feet. Over six days the well was developed by pumping water out at a rate of 550 gallons per minute. The well should be able to produce 550-600 gallons per minute when put into use. It will have a treatment and control building built in the area of the well with a 125 hp submersible pump.

Along with the construction of the new well, infrastructure will be developed to tie it to the system with piping from the well to a new 500,000-gallon cement storage tank located up



the hill from the well and piping tied to existing water mains that runs in between Sturgis Road and Interstate 90. Projected completion for this project will be in the spring of 2021. 💧



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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A child is shown from the chest up, wearing a red and blue striped life preserver and orange goggles. The child is underwater, with their hands raised in a thumbs-up gesture. The background is a blue, rippling water surface.

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“THE GOOD OLE DAYS”

STORAGE TANKS AND WATER TOWERS

By Nick Jackson, SDARWS Circuit Rider

Over the years, the different methods of determining water levels have made many advances due to technology. Back in the “good ole days,” Operation Specialists would lift the lid and measuring water depth, climb ladders and look into the tank to determine the water level, look at a site glass for tank levels, or utilize a float inside the tank with a measuring ruler located outside. Yes, I was one of those who climbed to the top, opened the lid, and measured down to determine the water levels back in those good ole days. One of the first bits of new technology, the transducer, measured water levels according to pressure which then controlled the on and off of the service pumps or the wells. With today’s technology, the control panels that generally took up all the space along one wall of the pump station have been replaced with a very small panel or box. These panels are linked to a computer that shows the water levels and other vital information, effortlessly starting and stopping the pumps. An operation specialist can change the settings either from a central location or from a portable laptop unit, even some by phone. The days of physically being on-site are now reduced as Operations Specialists can monitor operations from the office, a vehicle, or even at home. With today’s ever-changing technologies and advancement of the water industry is like comparing the horse and buggy days to jet-powered machines, landing on the moon, or traveling to Mars.

Even with advancement, the overall maintenance of a water storage tank during the summertime or wintertime has not changed much; we must still do maintenance annually or periodically.

Within our state of South Dakota, we face a wide range of temperature changes. Wintertime is always a challenge; operation specialists should be aware of sub-freezing conditions and damage caused by falling ice on either the inside or outside of the tank. It is not uncommon to have a buildup of ice four to five feet thick on the tank’s inside during the peak winter season. The ice may also be capped on the top of the water, which can cause the tank’s collapse should a sudden withdrawal of water to occur, such as a significant water main break. A sudden withdraw would create a vacuum



causing either the tank itself or the riser to collapse. Different techniques can prevent this from happening. During the winter months, operation specialists should lower the high-water level (pump shut off level) and change the on and off settings. Bringing the pump start and the pump stop levels closer together causes the pumps to activate more often. This also keeps the water moving within the tank and assists in the prevention of some ice buildup. Lowering the water level will also help keep the tank from overflowing and preventing an ice buildup, which could cause damage if the ice should fall. During the winter months, the water level could be operated at about three-fourths full; however, during an emergency such as a major fire, the water levels may have to be raised. Some water systems utilize water tank mixers (to prevent stratification), which continuously moves the water preventing ice buildup. Considerations should also be given to prevent possible damage to a cathodic protection unit (if your tank has one) if ice builds up.

Maintenance in the summer months becomes more of a challenge because chlorine residual die-off increases. Proper residual monitoring and proper operation of storage tanks will increase the likelihood that residuals can be maintained, but that is for another article.

Remember that your tank plays a significant role in the water system by providing for storage and a continuous supply of good potable water. Regular inspection and maintenance is always recommended. 💧



NICK JACKSON joined the SDARWS staff on 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.



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USDA Support for Water Infrastructure a Key Driver of Economic Opportunities

By Julie Gross, State Director, USDA Rural Development

It goes without saying that clean, safe drinking water is essential for life.

But did you know that such a vital resource can also drive economic development in rural communities?

As the State Director for USDA Rural Development, one of my top priorities is to ensure that South Dakota's rural residents enjoy access to both safe drinking water and the benefits of modern wastewater management systems. Water and wastewater infrastructure projects are critical, long-term investments that promote public health and protect environmentally sensitive resources, such as the state's rivers and streams.

Over the years, USDA Rural Development has partnered with many organizations to carry out our important work. They include, for example, the South Dakota Rural Water Association, South Dakota Department of Environment & Natural Resources, South Dakota Governor's Office of Economic Development and many other wonderful state and federal agencies.

Our partnerships are strategic undertakings that allow USDA to focus on places of greatest need, that are struggling to find affordable, workable solutions and resources to bring clean water and waste disposal systems to residents and businesses in our small rural communities.

In Fiscal Year 2019, under the leadership of President Trump and Agriculture Secretary Perdue, USDA's Water and Environmental Program invested over \$43.39 million in loans and grants to support such projects.

For example, South Lincoln Rural Water System, Inc. in Beresford, received a \$12,392,000 loan to build a water treatment plant, improve small diameter pipe looping, and improve the main line. The project will improve water quality and water delivery for the system's 7,113 customers. The project also will help ensure the system has the capacity to support future growth.

The City of Redfield received a \$7,980,000 loan and \$5,186,000 grant to finance improvements to the City of Redfield's sewer collection system. Redfield will replace or reline

deficient collection lines throughout the community. These improvements will help alleviate inflow and infiltration and health and sanitary concerns caused by deficiencies in the system and will provide a cohesive sewer collection system for the community's residents. Total project cost is \$13,366,000. Local funds will be used in conjunction with Rural Development funding in order to accomplish the enhancements and provide a unified sewer collection system for this rural South Dakota community.

In addition, the City of Redfield received a \$4,012,000 loan and a \$3,274,000 grant to finance improvements to the City of Redfield's water distribution system. Redfield will add a SCADA system to the current booster station and replace outdated distribution lines throughout the community. These improvements will create operating efficiencies and provide a reliable water distribution system for the community's residents. Total project cost is

\$7,406,000. Local funds will be used in conjunction with Rural Development funding in order to complete the enhancements and provide a more efficient water distribution system for this rural South Dakota community. These projects will serve 2,333 customers.

Infrastructure investments like this can be a major, or even decisive factor in a business's decision to relocate or expand to a town or area. While there is no ironclad guarantee that jobs and businesses will follow, the odds are favorable for places that build or modernize its infrastructure.

USDA funding can help small rural towns and communities establish and modernize water infrastructure such as drinking water systems, wastewater, and storm drainage facilities that serve local households and businesses and new ones.

President Trump and Agriculture Secretary Perdue are committed to helping our rural communities build prosperity because they know when rural America thrives, all of America thrives. I am available to meet with you to discuss how USDA can help communities prosper and look forward to hearing from you. Contact me at julie.gross@usda.gov or 605-352-1101 and visit www.rd.usda.gov/sd and follow RD on Twitter @RD_SouthDakota. 💧

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THE SEARCH FOR QUALIFIED EMPLOYEES

By Jeff Fossum, SDARWS Circuit Rider

The first thoughts I had when I anticipated writing an article for this issue of *ServiceLine* were about the search for qualified employees and what had prepared me for my employment with the South Dakota Association of Rural Water Systems. At this point I think about my education! My “learning” started in a one-room schoolhouse. If you’re not familiar with the history of the country school, most were placed in about the center of the Rural School District on a two-acre parcel of land. The Local Governing School Board (our dads) would hire one “A” teacher to teach all eight grades. These country school teachers had quite a list of duties. Not only did they have to single-handedly teach every subject from science, history, math and grammar to all eight grades each and every day, they were also expected to organize opening exercises with singing and Pledge of Allegiance, recess, present a Christmas pageant, Mother’s Day coffee party, host the PTA meetings, Young Citizen League Adviser (YCL), and be act as the maintenance crew to keep the school building and the outside toilets clean and functional. The teacher’s duties were vast and not all of her pupils were studious, well-behaved, promising young people like myself. The list of duties that the country school teacher had were all encompassing (something parents may have a better understanding of now during the COVID pandemic and school closures – but with the assistance of technology). Much like the long list of duties,

characteristics, and skills that the country school teachers possessed, a long list of requirements are also required to fill the positions of the water/wastewater operator world. One of the most important things an employer looks for in hiring a new employee is that the person can perform all of the needed and assumed duties that the position requires. Each posted water or wastewater job opening has a formal list of duties that will include most or more of the following items. (Note: If this looks like a combination of a few job openings posted on SDARWS’ website, it’s just a coincidence, but thanks for the help guys).

Duties will include but will not be limited to: Engage and coordinate with contractors, work with project engineers to complete installation; deliver materials, inspect installation and draw up as-builts. Respond to customer requests. Talk to landowners and obtain easements for placement of water lines. Operate wastewater/water treatment plant producing a product that meets or exceeds state and federal regulations. Performs lab analysis, necessary bacteria testing, and documents results in accordance with policies. Makes treatment adjustments as needed. Performs control room duties; use trending and reporting tools to optimize system operations. Diagnose biological and chemical treatment conditions. Monitor, identify and advocate process recommendations and corrective actions. Perform start-up, shut down, flush lines, install meters and adjustment of newly constructed facilities. Monitor inventory of chemicals, consumable parts, maintain an inventory of essential materials and supplies. Follow established protocols. Perform safety and overall plant inspections and reports. Perform routine and non-routine

maintenance: check, lubricate, maintain, and make minor repairs and adjustments to pumps, motors, mechanical equipment, screens, blowers, and other related equipment within the facility. Respond to plant alarms and correct problems or contact appropriate personnel in any weather-related or other plant emergencies and provide essential services. Attend training courses, formal classes, short schools, conferences, seminars, and online courses to meet educational and safety requirements and maintain South Dakota State Operators license. Other paperwork. And any other duties as directed!

But wait, after you get through the list of required duties, you can't forget about the physical requirements and qualifications that will also need to be considered for the perfect employee. I would like to bring your attention to the last line in the all-encompassing list of duties to this statement: *"and any other duties as directed."*

What else could possibly be needed? Everything has been covered in great detail not forgetting any possible angle of duties. Well, a few other duties come to mind: mosquito spraying, weed spraying, mechanic, and equipment operator. Just like the country school teacher, the expected written and understood duties of teaching the students are vast and different. In the operator world, you have to take into consideration where and who your potential new employee is working with. That's where everything gets really hard – when people are added to the equation. The next question is,

does this perfect employee exist? Does it mean that another organization is now looking for a replacement, or will you have a NEW person to groom into the perfect employee? If you haven't noticed, I have asked more questions than I have answered. The main question I see that we all need to work toward an answer on is: how are we going to train and retain qualified personal, to fill the positions that will keep our safe water flowing and wastewater treated?!

One way to start filling this void is during the summer when you have seasonal help, or have a high school class tour your facility tell them what it means for you to work at your place of employment! Tell them classes in school would be helpful to help with a position in your field. Don't forget to tell them about the personal satisfaction of working for the betterment, and health and safety of your community. It is up to all of us to get good people interested in working and serving in the water world! 💧



JEFF FOSSOM 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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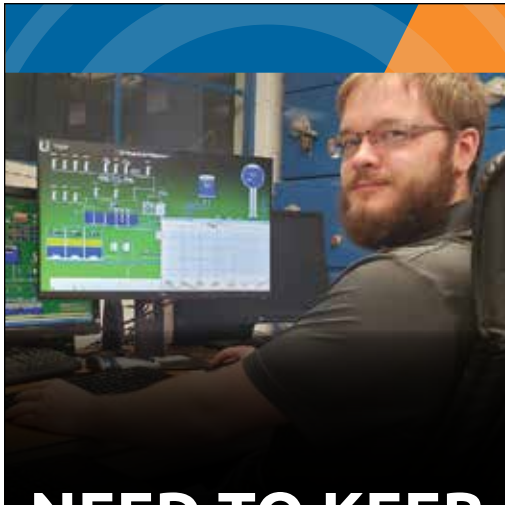
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CERTIFICATION PRACTICE QUESTIONS

1. A TIER 1 PUBLIC NOTICE MUST BE ISSUED

- a. Within 1 year
- b. Within 30 days
- c. Within 1 week
- d. Within 24 hours

2. WHICH IS AN EXAMPLE OF A VIOLATION REQUIRING A TIER 1 NOTICE?

- a. Acute fecal coliform violation
- b. Waterborne disease outbreak
- c. Exceedance of maximum allowable turbidity level
- d. All of the above

3. WHICH OPTION IS ALLOWABLE FOR DELIVERY OF A TIER 1 VIOLATION?

- a. CCR
- b. Billing stuffer
- c. Radio or TV
- d. Direct home delivery

4. TIER 2 NOTICES MUST BE ISSUED

- a. Within 1 year
- b. Within 30 days
- c. Within 1 week
- d. Within 24 hours

5. THE FOLLOWING IS AN EXAMPLE OF A VIOLATION REQUIRING A TIER 2 NOTICE:

- a. Total Coliform
- b. Waterborne disease outbreak
- c. Exceedance of maximum allowable turbidity level
- d. All of the above

6. WHICH OPTION IS ALLOWABLE FOR DELIVERY OF A TIER 2 VIOLATION?

- a. CCR
- b. Billing stuffer
- c. Radio or TV
- d. Mail or Direct home delivery

7. A TIER 3 PUBLIC NOTICE MUST BE ISSUED

- a. Within 1 year
- b. Within 30 days
- c. Within 1 week
- d. Within 24 hours

8. THE FOLLOWING IS AN EXAMPLE OF A VIOLATION REQUIRING A TIER 3 NOTICE:

- a. Total Coliform
- b. Waterborne disease outbreak
- c. Exceedance of maximum allowable turbidity level
- d. Fluoride secondary MCL violations

9. WHICH OPTION IS ALLOWABLE FOR DELIVERY OF A TIER 3 VIOLATION?

- a. CCR
- b. Billing stuffer
- c. Radio or TV
- d. Mail or Direct home delivery

10. SYSTEMS REQUIRED TO ISSUE A TIER 1 PUBLIC NOTICE MUST ALSO

- a. Issue a Tier 2 public notice
- b. Consult with SD DENR within 24 hours
- c. Issue a Tier 3 public notice
- d. Nothing

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

Testing, Testing, Testing...

By Bill Thorson, SDARWS Training/Technical Assistance Specialist

Testing, testing, testing... This was a common phrase for me just a few years ago. The technical part of me worked for a two-way radio company installing, repairing, and testing radio and sound equipment. Today I may only use it when we are setting up for a conference or training session to be sure the audio systems are working and properly adjusted.

Or I may use the phrase when talking to operators about needed certifications for their jobs. Many people get a little anxiety when you mention that a test that needs to be taken. Some tests are medical or physical, and some are knowledge or experience-based. The tests taken by you as operational specialists are knowledge or experience-based tests. The South Dakota Department of Environmental and Natural Resources would like to know if you can run a water or wastewater system. Therefore, you need to take a test on the level of knowledge needed to run a system you would like to

or currently work for. These exams provide the testing for the certificates required to qualify for running the system. The lack of testing lately due to circumstances beyond our control has some operational specialists hunkering down on studying and taking classes to prepare for the resumption of testing.

Regardless, if you are attempting a Class I or a Class IV test, the fear of failure gets most of us every time. Preparation is the key, and of course, some study is involved in prep work. The reference guides mentioned and the handouts you receive from an in-person or now online class from us are useful tools to have and study if you would like to not repeat the anxiety for the same test. In addition to classroom instruction, the American Water Works Association, the Water Environment Federation, and the California State University material are excellent guides to use and what the actual test questions reference. Check with your supervisor or board to determine if there is already some reference material on-site or if you can

order them through the system for your use. The experience you have and the ability to retain the information you read or receive can vary from person to person. Sometimes it is reassuring to talk through the process before the test and ask any questions about procedures or subjects that may not be clear yet, especially now that the proceedings have changed a bit. If you are worried about a test you are having particular difficulty with, let one of us know, and we can assist in some



extra studying efforts or pass along some tips and tricks to calm the pre-test jitters. We can also be sure you have the correct reference manuals for your system and the test you would like to take. The continuing hours needed to keep your certificates current can also be found on the SD DENR website under “Operator Certification, Contact Hours.” As always, be 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.

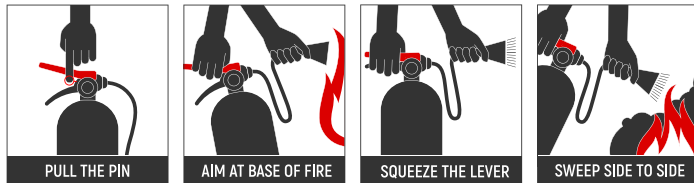
We didn't start the fire... it was always burning

By Steve Attema, SDARWS Safety Training Specialist

As a metaphor in the Billy Joel song, that may be true, but actual fires all start somewhere. Some fires are intentional, easily controlled and do not cause damage to life or property. The fires we are going to focus on though are the ones in the workplace that can harm you or others.

Fires need four components: fuel, oxygen, heat, and an uninhibited chain reaction. If you remove any of the components the fire will be controlled or extinguished. You can remove the combustible fuel source, smother the air supply, cool the hot materials, or interrupt the chain reaction. Fire extinguishers are designed to one or more of these components. However, you need the right type of fire extinguisher depending on the type of fire. The table on page 31 shows the different classes of fire as well as the types of extinguishers that can safely put out the fire. Use the P.A.S.S. method when using a fire extinguisher:

HOW TO USE A FIRE EXTINGUISHER?



P – Pull the safety pin

A – Aim at the base of the fire

S – Squeeze the lever

S – Sweep the base of the fire side to side

Note that fire extinguishers should only be used on small fires when they have just recently started. If the fire is too big, you should evacuate the area and call emergency services.

Now that we have established the components of a fire and how to extinguish them, let's learn how to prevent fires in the first place. Here are a few tips for fire safety:

- **Keep work areas clean:** Access to emergency exits or extinguishers can make a bad situation much worse. Keep combustible waste materials to a minimum as well to limit fuel in a fire.
- **Fire Extinguishers:** Have the proper type and close access for the materials you work with. They should be maintained and inspected according to manufacturer's recommendations. Also, make sure that everyone knows how to properly use them.
- **Electrical Hazards:** Faulty wiring and equipment, frayed or improper use of extension cords can cause fires.

- **Smoke/Heat Detectors Sprinkler Systems:** Test monthly or according to manufacturer's recommendation. Sprinkler systems and detectors are not required in every workplace (check OSHA.gov and your insurance company). In residential buildings, smoke detectors are required on every level and every sleeping room.
- **Chemical Storage and Use:** Refer the Safety Data Sheet for each chemical to determine proper storage and use to prevent chemical reactions / fires. Grounding and bonding containers may be necessary.
- **Explosive Atmospheres:** Flammable gases and liquids as well as combustible dusts can all lead to explosions and fires. Use explosion-proof lighting/equipment and non-sparking tools in these areas as well as control static electricity. Smoking should only be allowed in designated areas, safely away from any flammable materials.
- **Escape Plans:** Emergency exit routes and signs should be well lit (may need emergency lights for power failures). Emergency exit diagrams should be posted, and emergency evacuation drills should be conducted as necessary to keep all workers trained.
- **Gas Cans:** OSHA states that only approved safety cans or DOT approved container of 5 gallons or less may be used. Spontaneous fires can occur due to static electricity buildup of gasoline flowing into containers. Prevent this by:
 - ♦ Removing the container from the vehicle before filling and place on the ground. (Carpeting or truck bed liners insulate the container allowing the buildup of static electricity. This static electricity can safely flow to the ground if placed on the ground. The insulating effect also why plastic containers do not meet the OSHA standard).
 - ♦ Before you take off the container lid, touch the container with the gas dispenser to provide grounding for the static electricity.
 - ♦ Prevent static electricity buildup by keeping the dispenser nozzle in contact with the container while filling.

We mostly covered workplace fire safety here but make sure you use these tactics at home as well. Also, make sure to have a smoke detector in each sleeping room, common area and every level of your house. The "silent killer," carbon monoxide should not be forgotten about either. Carbon Monoxide Detectors should be installed in every sleeping room and every level of your home.

This is only the tip of the flame regarding fire safety. For more information go to the National Fire Protection Association webpage at www.nfpa.org/Public-Education. You can also visit OSHA.gov to look up any regulations that apply to your place of work. ♦

CLASSES OF FIRES



Class A

General flammable materials such as fabric, paper, and lumber.



Class B

Combustible liquids such as motor oil, automotive fuel, and paint.



Class C

Electric current and devices.



Class D

Flammable metal.



Class K

Kitchen flammables, such as grease or fat used in a frying pan or deep fryer.

EXTINGUISHER TYPE	CLASS A	CLASS B	CLASS C	CLASS D	CLASS K
FOAM SPRAY	YES	YES	NO	NO	NO
ABC POWDER	YES	YES	YES	YES	NO
CARBON DIOXIDE	NO	YES	NO	YES	NO
WET CHEMICAL	YES	NO	NO	NO	YES
WATER	YES	NO	NO	NO	NO



STEVE ATTEMA Steve Attema joined SDARWS in May 2014 as a Training Specialist. He previously worked for six years in industrial wastewater, and three years at Bolton & Menk, Inc. as an Environmental Engineer. Steve has a Bachelor of Science degree in Civil and Environmental Engineering (CEE) from South Dakota State University. He also holds a Class III Wastewater Treatment Certification, is an FAA certified Remote Pilot SUAS and holds Utility Management Certification with the NRWA. As a Safety Trainer, Steve holds an Advanced Safety Certificate from the National Safety Council, completion of OSHA's 30-hour General Industry Training Course and certified with the Board of Certified Safety Professionals as an Associate Safety Professional.

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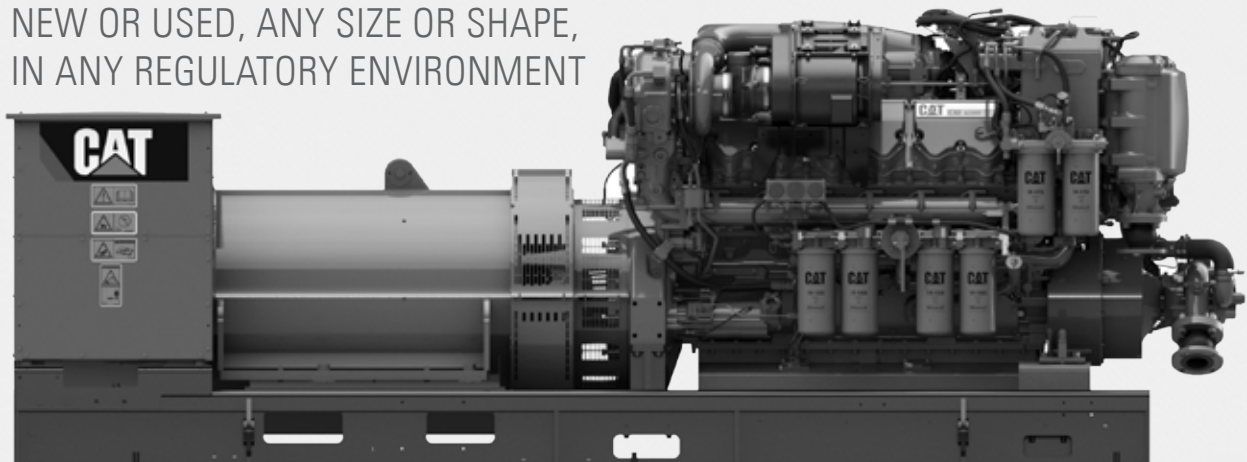
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PHOTOS FROM THE FIELD



Lewis & Clark Regional Water pipeline construction near Sioux Center.



SDARWS Circuit Rider Jeff Fossum assisting Colman operator Grant Groos GPS valves.



Wastewater Tech Danny Ayers smoke testing in Mt. Vernon.



Source Water Protection Specialist Jeremiah Corbin hosting SDARWS' first virtual seminar.



Monstrose city water operator Daryl Sieverding standing on the base of the city's new water storage tank.



SDARWS Training/Technical Assistance Specialist Bill Thorson assisting with a fire hydrant replacement in Viborg.



Circuit Rider Nick Jackson valve exercising in St. Onge.

To see more pictures of SDARWS in action, follow us on Facebook at www.facebook.com/SDRuralWater



FROM THE EXECUTIVE DIRECTOR

KURT PFEIFLE, EXECUTIVE DIRECTOR

MEETINGS IN THE TIME OF COVID

I have to admit, prior to March 2020, I had never heard of Zoom, Teams wasn't on my radar, and I was only vaguely familiar with Goto Meetings. But my how things change! I have this mental picture that plays in my head where I envision the owners of these videoconferencing platforms going from being some techno-nerd sitting in a cubical in the corner of leased office space, to something more akin to a richly adorned royal living in an ivory tower sitting atop a mountain of gold... You get the picture.

Regardless of the reason or speed videoconferencing was thrust upon us, I for one, am glad that its time has come. As our office wrestled with how to continue to provide training to water and wastewater utilities around South Dakota, videoconferencing platforms became the obvious choice of delivery vehicles. We still believe that on-site, in-person training and assistance is the best and most effective delivery, and those being assisted or trained are better able to comprehend and retain the guidance given to them. However, videoconferencing can be a workable, albeit temporary substitute in these trying times.

I was amazed and impressed while sitting in on a

videoconference meeting a while ago, talking about this very subject: "Meetings in the time of COVID," with State Association cohorts from around the nation. Nimbleness and innovation were clearly shown to deal with this issue. It's impressive to see State Associations turn on a dime and go from hosting an in-person conference to doing it by videoconference/webinar, and doing so without losing (much) quality of content and/or that personal touch. I've listened to anecdotes of setting up private breakout meeting rooms so webinar attendees could have one-on-one consultations with presenters. I've seen the methodologies for tracking attendance and monitoring the continued presence of attendees during classroom instruction and conducting interactive surveys, polls, and Q&A, during the meeting to engage people on the call. It was remarkable and inspiring to witness (even if anecdotally) that we can, even though not ideal, make this work with a little creativity!

Like all of you, I continue to hope and pray that we return to some semblance of normalcy soon! But until such time, it is good to know there are options available to continue our good work and keep us in touch with each other, if only by virtual means. As we are now fond of saying around our house, "hang in there, this too will pass." ♦





WATER / WASTEWATER AGENCY RESPONSE NETWORK

ATTENTION ALL SOUTH DAKOTA WATER & WASTEWATER UTILITIES

The current state of response to the COVID-19 virus means that water and wastewater systems must commit themselves as first responders to the protection of the public's health. The uninterrupted continuation of water and wastewater service within all communities and regional providers is vital.

There may be systems, that due to an outbreak of COVID-19 require operational assistance. Accordingly, South Dakota Association of Rural Water Systems (SDARWS) and South Dakota Water/Wastewater Agency Response Network (SDWARN) is compiling a pool (list of volunteers) of certified water and wastewater operators who might be available to provide emergency on-site assistance to other systems.

This assistance could require the responder to relocate to the requesting system for up to 14 days. Water/Wastewater systems and the responding operator should be prepared to keep detailed records of their response for reimbursement either through the requesting system or other available funding.

SDWARN is administered through the South Dakota Association of Rural Water Systems (SDARWS). Communications regarding this matter should therefore be through the SDARWS office. Your system need not be a member of SDWARN nor SDARWS to respond to this message. However, if activated, the system making the request and the systems responding to the request would need to become members of SDWARN as their mutual aid agreement would become the governing documents.

If an operator is available for this effort their name, certifications and certification levels along with contact information should be sent by email to Greg Gross at ggross@sdarws.com. There is no requirement that you respond if you reply to this request.

Thank you for your attention and assistance!



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