


ServiceLine®

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



**SDARWS NAMED
STATE ASSOCIATION
OF THE YEAR!**

ANNUAL TECHNICAL CONFERENCE - JANUARY 11-13, 2022



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IN THIS ISSUE



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Cover Photo: Kurt Pfeifle (middle), Executive Director of SDARWS accepts the State Association of the Year award during the WaterPro Conference in Milwaukee, WI September 15, 2021. Pictured with Pfeifle are NRWA Awards Chairman Tom Speer (left), and NRWA President David Baird (right)

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FROM THE SDARWS PRESIDENT

RON GILLEN, SDARWS PRESIDENT

LEADERSHIP SEMINAR

Association staff are prepping for our Annual Leadership Seminar which be held at the Best Western Ramkota Hotel in Pierre November 17-18, 2021. 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 \$175, and includes a meal at the President's Reception on the evening of November 18. Registration for this event is 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.

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 15-16. The deadline to submit applications is October 29th, and it can be done by mailing in the form on page 16, 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.

2022 RURAL WATER RALLY

South Dakota Rural Water does many things, and one of the most important benefits to our rural water membership relates to our legislative efforts. Every year the National Rural Water Association hosts a Rural Water Rally in Washington D.C. to further the work of providing drinking water and wastewater services to rural communities. Rural Water professionals, leaders and customers from every state attend the rally to thank their Senators and Representatives for their support and encourage them to further support the goals and needs of the Rural Water Industry. The Rally provides your Association the opportunity to meet directly with our congressional delegation one-on-one to discuss concerns of SDARWS members and other systems, as well as with their staffers, and USDA.

We invite you to join us February 8-10 at the Hyatt Regency on Capitol Hill. For more information, visit NRWA's Rally page at: nrwa.org/rally. Room reservations can be made at the Hyatt Regency by calling 202-737-1234. If you have any questions about attending this year's event, please call the SDARWS office at 605-556-7219. We would love to have you join us on the Hill! ♦

NAME OUR BOAT!

THIS HAT COULD BE YOURS!

WINNING BOAT NAME GOES HERE!

Winner receives a captain's hat with the boat's name!

SDARWS recently purchased a small pontoon to assist with sludge judging sewage lagoons. The only problem is that it's bad luck to have a boat without a name! WE NEED NAME SUGGESTIONS!

Suggestion submissions will be accepted until NOVEMBER 30, 2021. The top 4 names (chosen by SDARWS staff) will be opened up for public voting from December 1 - 20th, with the winner announced at the 2022 ATC in Pierre.

SDARWS

CORBIN PROMOTED TO FIELD PROGRAM SUPERVISOR



Jeremiah Corbin has accepted the position of Field Program Supervisor for SDARWS. The Field Program Supervisor oversees training and technical assistance provided to rural, small-town, municipal, and reservation water and wastewater system operators within the State of South Dakota. The Field Program Supervisor has the responsibility of managing the administrative program affairs and of supervising the program specialists employed by SDARWS. The Field Program Supervisor is required to analyze SDARWS and member needs, evaluate options, and give advice and recommendations regarding the system's operations to SDARWS members, as well as to other users and non-members. Corbin has been with SDARWS since 2009 working under the USDA Source Water Protection Program. In his spare time he serves on the Madison City Commission, is president of the Madison Rotary, treasurer of the Madison 4-H shooting sports club, a junior football coach, and is on the education committee at St. John Lutheran Church in Ramona, SD. Corbin is also a member of the South Dakota Water & Wastewater Association, AWWA, and the National Rural Water Association.

SDARWS HIRES SECOND WASTEWATER TECH

Jeremy Jacobson has recently joined the team at SDARWS as a wastewater technician. Jacobson brings with him six years of experience from both the City of Worthing and the City of Lennox. He holds a Class II Water Distribution, Class II Wastewater Collection, Class II Wastewater Treatment, Class I Water Treatment, and Stabilization Pond certifications.

"I'm looking forward to being able to helping operators with any issues they may have going on," says Jacobson. In his spare time he enjoys camping with his family, which includes his wife and three children, as well as fishing and hunting. Jacobson also serves on the Worthing Fire Department.

We are excited to having Jeremy here at SDARWS as well as having a second wastewater technician join Danny Ayers to help wastewater systems around the state. Jeremy has hit the ground running and has been out meeting with systems. Make sure you say hi if you see him. If you'd like to contact him to assist your system with wastewater needs, give him a call at 605-645-6488 or email him at jjacobson@sdarws.com.



Supporting Membership NRWA

We are raising the bar by reinventing our individual membership.

For \$49, you can join the growing community of NRWA Supporting Members dedicated to the success and sustainability of the Rural Water industry.

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- Members-only newsletter, *NRWA Unfiltered*
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- Notifications and access to industry-specific training sessions
- Valuable insight directly from key policy leaders
- Inside look at our grassroots agenda to advance water and wastewater utilities
- Subscription to Rural Water Magazine
- and more!



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Visit nrwa.org/members for more information and to join today!



OPERATOR CERTIFICATION TRAINING AND EXAMS

IN-PERSON CLASSES HAVE RESUMED

Pre-Registration is required and will be limited based on the chart below. Those who have not pre-registered will not be able to attend in person training since we have a hard limit as to the number of tables and chairs that are being setup for the room size. During the registration process the operator will be able to choose if they wish to attend in person or online. Once the in-person limit has been reached any additional registrants will be for the online course. Those who either selected online training or were moved to online training will receive information on how to register for the online course through

Zoom and a link to download the course materials. All class times will take place in the time zone of the in-person class.

Vaccination rates and the course of the COVID-19 pandemic will determine when we can relax our social distancing requirements. If vaccination rates are high and the rate of new cases is low it may be possible to increase the number of people we can accommodate for in person training. Those operators who have pre-registered and were moved to online training will be notified in the event we can increase the number of in person attendees.

Course	Date	Location	In-Person Limit
Stabilization Pond Workshop	October 10, 2021	Aberdeen: Ramkota Arikara Room	20 Registration Limit
Stabilization Pond Workshop	October 14, 2021	Mitchell: Highland Conference Center	20 Registration Limit
OpCert Exam	November 3, 2021	Sioux Falls: Ramkota Harvest Room	40 Registration Limit
Water Distribution	November 16-18, 2021	Spearfish: Holiday Inn 76/Swarm Room	40 Registration Limit
OpCert Exam	November 18, 2021	Spearfish: Holiday Inn 76/Swarm Room	40 Registration Limit
Wastewater Collection	December 7-9, 2021	Sioux Falls: Ramkota Harvest Room	40 Registration Limit
OpCert Exam	December 9, 2021	Sioux Falls: Ramkota Harvest Room	40 Registration Limit

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 8:30 AM and end at 4:30 PM.

ATTENTION ALL WATER/WASTEWATER SYSTEMS/OPERATORS:

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

SB 53 was proposed by DANR to allow us to charge what the actual cost of each exam is which is approximately \$60. The bill also eliminated the annual renewal fee. SB53 passed both houses of the Legislature and was signed by the Governor on February 24, 2021. The effect is that any OpCert exam taken after July 1, 2021 will

cost \$60. With the renewal fee being eliminated, all operators that have the proper number of contact hours and are still working in the water/wastewater field will have their certificates renewed automatically by DANR on July 1, 2021 and every February 1 after that. The operator does not have to do anything other than ensure they have adequate contact hours based on the certificates held. The operator will receive a notice via email or regular mail noting this.

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

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

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
REGISTER FOR CLASSES ONLINE: sdarws.com/certification-classes.html



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SOUTH DAKOTA RURAL WATER'S ANNUAL TECHNICAL CONFERENCE

JANUARY 11-13, 2022

Pierre Ramkota Hotel & Convention Center

REGISTRATION IS OPEN!

Register by December 13, 2021 and save \$25 off your registration or \$50 off your booth. You can register online at sdarws.com/annual-conference

CLIENT MEETING ROOMS

We have a limited number of rooms available for client meetings. Call 605-556-7219 to reserve.

HOTEL INFORMATION

DAYS INN – 605-224-0411

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Holly Hoffman 2021 ATC KEYNOTE SPEAKER



Holly Hoffman was the last remaining member of the Espada Tribe and the last woman standing on Season 21 of CBS' hit reality show "Survivor: Nicaragua." Through that experience, and others throughout her life, Holly was inspired to share her message of survival.

A professional motivational speaker and the author of "Your Winner Within" and "Write Yourself a Note," Holly acknowledges that life is made up of challenges, and we are oftentimes faced with situations that seem insurmountable. But within each of us is an ability to focus our thoughts, emotions, and energy to succeed – if only we have the knowledge, tools, and discipline to do so.

A native of South Dakota, Holly's writing and speaking not only offer encouragement and optimism but a roadmap for self-discovery and spiritual enlightenment. Readers and audience members alike walk away inspired to light the fire of successful living within themselves.

Today, Holly is a member of the National Speaker's Association, a recipient of the Certified Speaking Professional designation, and travels across the country and internationally speaking to a wide variety of corporations, associations, universities, schools and women's organizations. Holly inspires her audiences to take opportunities and focus on faith, attitude, determination, confidence, desire and perseverance.

SEE HOLLY LIVE!
TUESDAY, JAN. 11TH
AMPHITHEATER II
KEYNOTE: 1:00 PM
BREAKOUT: 3:00 PM

ATTENDEE INFORMATION

MEMBER FULL REGISTRATION

\$250 - Early Bird/\$275 after 12/13
Non-Member \$340/\$365 after 12/13
Spouse - \$30

MEMBER TUESDAY ONLY

\$130 - Early Bird/\$155 after 12/13
Non-Member \$205/\$230 after 12/13

MEMBER WEDNESDAY ONLY

\$180 - Early Bird/\$205 after 12/13
Non-Member \$275/\$300 after 12/13

BRUNCH ONLY

\$30/\$35 Non-Member

**EARLY BIRD DISCOUNT ENDS
DECEMBER 13TH!**



EXHIBITOR INFORMATION

SDARWS offers two types of exhibitor booth spaces: **Full Conference Hallway** (Tuesday and Wednesday), and **Exhibit Hall** (Wednesday evening). Booth spaces are limited, so make sure to reserve your space. Each booth comes with two individual conference registrations; additional individuals will need to register as an attendee (see information to the right). You **MUST** be a member of SDARWS to exhibit. All registrations will be reviewed before your booth space will be confirmed.

EXHIBIT HALL BOOTH

Early Bird \$400/\$450 after December 13th

Exhibit in our Exhibit Hall/Legislative Reception on Wednesday evening from 4-8pm on January 12th.

EXHIBIT HALL BOOTH SCHEDULE

Setup: Wednesday, January 12 – 9:30am - 1:30pm

Exhibit: Wednesday, January 12 – 4:00pm - 8:00pm

Tear Down: Wednesday, January 12 – 8:15pm - 9:00pm

HALLWAY BOOTH

Early Bird \$500/\$550 after December 13th

Tuesday, January 11th - Wednesday, January 12th.

Booths will be set up in the hallway area during the duration of the training sessions.

HALLWAY BOOTH SCHEDULE

Setup: Tuesday, January 11th – 9:00am - 12:00pm

Exhibit: Tuesday, January 11th – 12:00pm - 5:00pm;
Wednesday, January 12th – 7:30am - 5:00pm with the option to stay up until 8:00pm in Hallway, or move to Exhibit Hall by 4:00pm if space allows

Tear Down: Wednesday, January 12th – 5:00pm (Hallway Only) – 9:00pm (Exhibit Hall)

Corporate Partners have the option of a second booth. Please call 605.556.7219 for assistance.

SPONSORSHIPS AVAILABLE

EDUCATIONAL SESSIONS SPONSOR – \$2,500

Benefits include recognition in conference displays and banners, logo displayed in session rooms, recognition in program booklet. Sponsorship price includes a booth space in the Exhibit Hall Wednesday night, as well as Full Conference Registration for two.

BREAK TABLE SPONSORSHIP – \$1,200

Sponsorship includes electronic signage at the break table, the opportunity to place promo materials on the break table, and recognition in the program booklet and agenda displays.

CHARGING STATION SPONSORSHIP – \$1,000

Sponsor the electronics charging station. Charging station will be up for the entire duration of the conference (3 days), and includes advertising space for a printed 22" x 28" ad on two sides of the station. You can either send us an ad, or we will print your logo in the space allotted.

CONFERENCE LANYARD SPONSOR – \$500-\$1,500

Place your company's logo around every conference attendee with their name badge. Note: If you wish to supply your own lanyards, the sponsorship is \$500.

CONFERENCE BAG SPONSOR – \$600

Your branded bag will be handed out to every conference attendee with their name badge and agenda booklet at registration. Price includes bag.

KEG SPONSORSHIP – \$500

Want extra exposure in the Exhibit Hall? Sponsor a keg! Keg can be placed in your booth if desired. Includes signage.

WINE SPONSORSHIP – \$600

Want to bring people to your booth? Serve them some wine! All you have to do is sign up for this sponsorship and we'll take care of the details. Includes signage.

PUT YOUR SWAG IN OUR BAG – \$100

Have your postcard (or company brochure, flyer, pen, notepad, flash drive, etc) inserted into each conference attendee's bag. Price is for 400 items which must be delivered to our Madison office by December 13th.

PROGRAM BOOKLET ADS

Put your ad in our program booklet to be handed out to each attendee. Ad deadline is December 2nd.

\$300 – Full Page Color	\$175 – Full Page B&W
\$125 – 1/4 Page Color	\$75 – 1/4 Page B&W

Sponsorships can be reserved online with ATC booth registration, by calling Jennifer at 605-556-7219 or via email at atc@sdarws.com. Sponsorships subject to availability.

ATC PRELIMINARY SCHEDULE

REGISTRATION HOURS

Tuesday & Wednesday8:00 AM - 4:30 PM

TUESDAY

EDUCATIONAL SESSIONS

– Sponsored by Bartlett & West

10:00 AM - 12:00 PM • 3:00 PM - 4:30 PM

KEYNOTE – Sponsored by AE2S

1:00 PM - 2:30 PM

Keynote Breakout - 3:00 PM - 4:30 PM

HALLWAY EXHIBITS

10:00 AM - 5:00 PM

WEDNESDAY

ANNUAL MEETING

8:00 AM - 10:00 AM

EDUCATIONAL SESSIONS

– Sponsored by Bartlett & West

8:00 AM - 11:45 AM • 1:00 PM - 4:00 PM

RURAL WATER CENTER

ANNUAL MEETING

10:00 AM - 11:00 AM

LEGISLATIVE PANEL

1:00 PM - 2:30 PM

HALLWAY EXHIBITS

8:00 AM - 8:00 PM

EXHIBIT HALL &

LEGISLATIVE RECEPTION

4:00 PM - 8:00 PM

THURSDAY

LEGISLATIVE OPEN FORUM

8:00 AM - 9:00 AM

AWARDS BRUNCH

– Sponsored by DGR

9:30 AM - 11:00 AM

DOES YOUR
SYSTEM HAVE
THE BEST
DRINKING WATER
IN SOUTH
DAKOTA

*Bring a glass quart jar of
your water to the
Annual Technical
Conference in Pierre*

All entries must be submitted to the registration desk by 2:00 pm on January 12th in order to be entered into the contest. Entries must be submitted in a glass jar. A representative from each system submitting an entry must be in attendance; no person can represent more than one entry.

The winner's name will be announced at the ATC Exhibit Hall on Wednesday, January 13th. The winner will go on to represent South Dakota at the NRWA Great American Water Taste Test in Washington, DC in February 2023.

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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 13, 2022. **Application deadline is October 29, 2021.** 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: Recognition for 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: Recognizes 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.

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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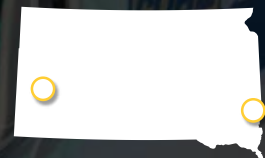
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SDARWS WINS BIG AT WATERPRO

SDARWS Named State Association of the Year; staff win WaterPro Feud

SSDARWS left a mark in Milwaukee this year during the NRWA WaterPro Conference. On Tuesday of the Conference, a “WaterPro Feud” game show contest was held in the exhibit hall. The SDARWS team of Kurt Pfeifle, Jeremiah Corbin, Jennifer Bame, Nick Jackson, and Greg Gross was drawn to play. They beat the Missouri Rural Water Association in the first round and the Montana Rural Water Systems in Round Two to take home the top prize – a \$5,000 credit at USA BlueBook. Jeremiah Corbin and Jennifer Bame participated in the “fast money” portion of the ‘Feud’ contest. SDARWS once again beat the odds and added another \$2,500 to the USA BlueBook credit, for a total of \$7,500!

But the cherry on top of the week was being named State Association of the Year by the National Rural Water Association!

“The most prestigious and most honored award is the State Association of the Year,” said Tom Speer, the NRWA Awards Committee chair. “It is presented to the state association that projects a team effort in all areas of professional association operations and membership service. The State Association of the Year has excelled in all categories of the award, and this is only accomplished by teamwork, strong leadership, and member support.” This is the second time SDARWS has received this award.

Whether assisting a municipality with a water leak, troubleshooting lagoon issues, or conducting high-quality training, the staff at SDARWS work hard to serve their members. When it comes to training and technical expertise, no other entity in South Dakota comes close to the magnitude and value of work they do.

SDARWS staff has decades of experience in the industry – allowing them to do everything from one-on-one certification training to hands-on operation and maintenance training. They work as a team to assist our members with their needs, ranging from finding leaks to applying for RD loans and grants and completing Risk and Resiliency Assessments and VA/ERPs. Staff is



encouraged to pursue training to remain experts in their fields. Three staff are FAA Drone Pilot certified to assist with tank inspection and leak detection. Five staff are certified through the American Backflow Prevention Association to better assist with cross-connection and backflow prevention programs and seek further certification as trainers/proctors for backflow prevention programs.

Leak detection assistance has increased SDARWS' membership base. Thanks to a strong partnership with our state primacy agency, they have cost-shared equipment to convert our technical assistance trailers into emergency response vehicles. SDARWS also serves as the headquarters for South Dakota's Water Agency Response Network (WARN) to assist with equipment and manpower in an emergency.

SDARWS' public relations efforts include a consumer magazine that reaches over 35,000 households and communicates the rural water message and a technical magazine that reaches all of the system operations specialists, regional rural water systems, and decision-makers in our state. Members and NRWA routinely ask SDARWS to assist with special projects to promote water; this year's highlights include developing a magazine to use at children's water festivals and creating specialty graphics to share information regarding water and COVID-19 on social media.

SDARWS has three registered lobbyists in our state capitol. Under the leadership of our Executive Director, they monitor and support important issues to rural water systems, including battling the Corps of Engineers over water rights, and supporting continued funding of our state Water Omnibus bill.

SDARWS has taken home an Association award for the last six years in a row! This is also the fourth time we've received this award – 1993, 2011, 2017, and 2022. WaterPro 2021 will be hard to top in future years.

The National Rural Water Association held a Rural Water on Display photo contest as part of the WaterPro festivities. A photo taken by Nick Fuhr of Banner Engineering featuring a photo of the Lewis & Clark pipeline construction taking place between Beresford and the Big Sioux River was the grand prize winner, and winner of the "Water in Rural America" category. His submission will



grace the next cover of the NRWA magazine and can be seen below.

South Dakota had one of the larger groups at the Conference, with 40 South Dakotans attending. The 2021 WaterPro Conference was held September 13-16 in Milwaukee, Wisconsin, with more than 1,200 water professionals in attendance. After canceling the in-person event and shifting to a virtual experience in 2020, the attendees and exhibitors were excited to be back together, networking and learning new things about the water industry. More than 100 exhibitors attended to showcase new technology and trades while sharing the exhibit hall with StormCon.

This year, there were a few very important guests addressing attendees in the general sessions, including Tom Vilsack, United States Secretary of Agriculture; Tammy Baldwin, United States Senator (D-WI); Charles Stephens, Assistant Administrator, Water and Environmental Programs, Rural Development, USDA; Scott Barringer, Deputy Assistant Administrator, Rural Development, USDA; Jennifer McLain, Director of the Office of Ground Water and Drinking Water, US EPA; and Andrew Sawyers, Director of the Office of Wastewater Management, US EPA. Each guest speaker discussed the valued relationship between NRWA and their agencies, while applauding the work of water and wastewater professionals in the field each day.

Next year's WaterPro Conference will take place in National Harbor, MD, September 26-28, 2022. Mark your calendar and make plans to attend!





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WEDNESDAY – NOVEMBER 17

- 1:00 WELCOME**
– Ron Gillen, SDARWS Board President
PLEDGE OF ALLEGIANCE
AGENDA REVIEW
- 1:15 PARLIAMENTARY PROCEDURE**
Nancy Moose, Professor of Adult Education - DSU
- 2:15 RURAL DEVELOPMENT COMMUNITY PROGRAMS**
Brian Ring, CP Director – SD USDA RD
- 3:00 BREAK**
- 3:15 SD WATER RIGHTS: WHAT TO KNOW**
Eric Gronlund - Chief Engineer,
Water Rights Program
- 4:00 BREAK**
- 4:15 CYBER SECURITY AWARENESS**
Rick Olivier – Senior Account Executive,
SBS Cybersecurity
- 5:30 PRESIDENT’S RECEPTION**
- 6:00 DINNER & GUEST SPEAKER**
Dan Nebelsick – A Year in Egypt

THURSDAY – NOVEMBER 18

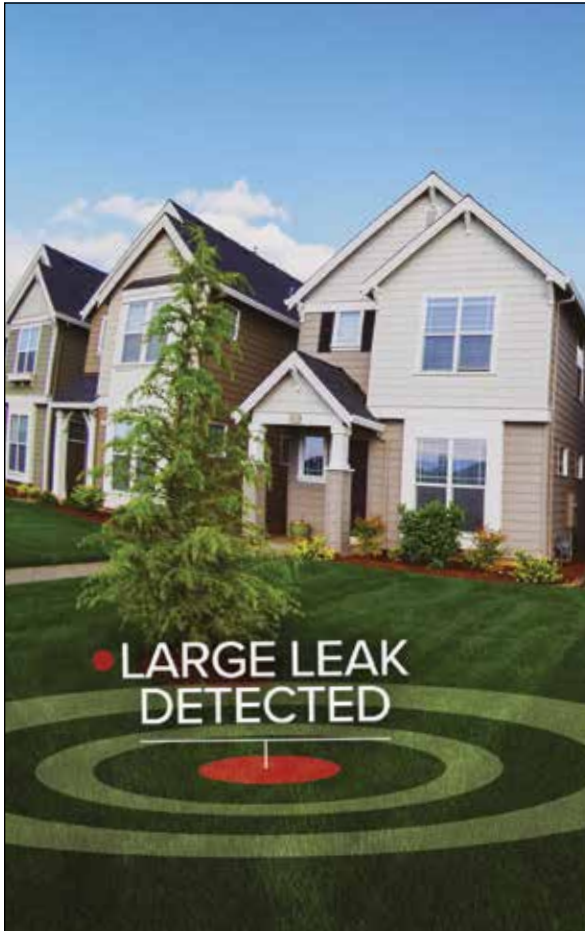
- 8:00 RECONVENE & AGENDA REVIEW**
- 8:15 ATTORNEY’S CORNER**
Darla Pollman Rogers – Riter Rogers
- 9:00 BREAK**
- 9:15 GRASSROOTS SUPPORT: THE NRWA LEGISLATIVE APPROACH**
Bill Simpson, Michael Preston & Mike Keegan –
NRWA (via Zoom)
- 10:00 BREAK**
- 10:15 CASHING IN ON YOUR COMPREHENSIVE FINANCIAL PLAN**
Sarah Sesselman, PE – AE2S
- 11:00 SD LEGISLATIVE PROCESS: A BRIEF OVERVIEW**
Lindsey Riter-Rapp – Riter Rogers
- 11:15 CLOSING COMMENTS**
Ron Gillen, SDARWS Board President, & Kurt Pfeifle, SDARWS Executive Director



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CYBER SAFETY MATTERS

Bill Thorson, Technical Assistance Training Specialist

It's that time of year again when the training staff at South Dakota Rural Water begin the fall safety training sessions for some rural water systems. Now, these classes tend to concentrate on personal and employee safety on the job and at home. Although I don't know of anyone who may have a forklift or overhead crane at home for personal use... still, safety applies to all hours of the day.

Personal safety is a must for everyone, but we often neglect another type of safety, sometimes daily. Cybersafety of our systems is critical in this day and age of ever-increasing technological advances. Five years ago, whoever heard of a phishing email, ransomware, or a data breach that put our personal or customers' identities at risk? If you look at your emails closely, you will find several odd emails every day, or some days several every hour, that you delete, or the spam filter gets to before you even see them in your inbox. How do we combat such a ferocious foe attempting to scam us at every turn? Attention to detail and vigilance in being careful who or whom you receive an email or attachment from will cause fewer headaches for everyone. If you do not recognize the sender, or the subject line is odd or sounds offbeat; if you weren't expecting an email from this person as you just talked to them on the phone, you've probably received a bogus email sent from a scammer. These scammers or hackers are looking to mine information or embed a piece of software code that can damage your system or upload information that you do not want out on the internet.

What can be done, you ask? Cyber security is a must every minute of every day, and emails are just a tiny part of the equation.

Good system security software and diligence in using strong

passwords and changing them often is a good start. Wireless systems left unprotected, or a computer that has a common password can be just the ticket hackers use to enter your network and cause damage to or glean information from your database of customer or employee information. If you have anything off-site and/or connected through the internet, any control access or user access should be monitored and secured with several levels of security. A SCADA system that can be controlled from outside the main computer network is vulnerable. There have been a few incidents recently that show how easy it is to access and disrupt the utility networks in our nation. Chemical feeds that are changed, power grids that are disabled, or financial records that are hacked and locked unless a ransom is paid to the unknown hackers are just a few of the ones that have made the news. Many others are dealt with and not advertised, as this only fuels the fire for the hacker community. Keeping your passwords strong and access limited to viewing only from the outside can limit hacker intrusions and other problems. Lock up your system and lock up your facilities and make it harder for hackers to cause unnecessary headaches for you and your customers. As always, stay safe. 💧



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

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RECOGNIZING THE VALUE IN VALVE EXERCISING PROGRAMS



Greg Gross, Circuit Rider

Every water system has water main valves. The location and number vary greatly, but their importance is the same no matter the size of your system. The joke in the water field is; if you have a valve that doesn't work, "it's just an expensive piece of pipe," meaning if a valve doesn't work correctly, it is really of no value to the system other than moving water. More water operators recognize the importance of finding and function testing all of the valves in their system. Properly functioning valves help isolate problems, and repairs are completed faster, inconveniencing the least amount of people or businesses.

One of our member systems is Colman. City Superintendent Grant Groos has been very proactive in his water system knowledge. SDARWS has visited Colman several times to assist Grant with valve exercising. The Colman water system is "new" compared to many systems

around the state, but neglected valves can become inaccessible through debris in the valve box. Neglected valves can also become stuck in whatever position they are currently in. We have found valves in other systems that were presumed open but remained closed from a previous maintenance project. Closed valves stop water from looping and providing maximum efficiency for the system. Looping can help supply large volumes of water for emergencies like fires. Closed valves can create dead ends, which result in stale, old, and sometimes unsafe water.

SDARWS has a hydraulic valve exerciser mounted on a Kubota utility vehicle. The unit has a turn counter and can deliver up to 600psi of torque. Operating a standard 6-inch valve can be done in a matter of minutes so we can exercise dozens of valves in a typical workday. To schedule a system check-up, contact one of our offices or call your favorite SDARWS employee. 💧



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

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SDARWS Conferences & Events



Leadership Seminar | November 17-18, 2021

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

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Annual Technical Conference | January 11-13, 2022

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, boardmanship 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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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 \$75/player and includes golf, cart, lunch, and awards.

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

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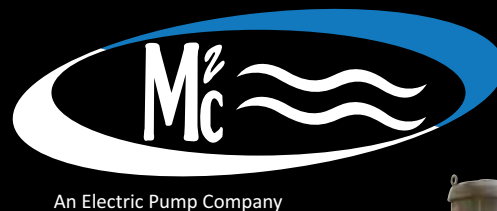
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1. Hydrogen Sulfide is
 - a. Non-toxic
 - b. Pathogenic
 - c. Highly Toxic
 - d. All of the above
2. The direction of rotation of a three-phase motor can be changed by
 - a. Changing any two of the power leads
 - b. Turning the motor around
 - c. Ordering a new motor
 - d. It cannot be changed
3. A cause of motor failure is
 - a. Overload
 - b. Single phasing
 - c. Contaminants
 - d. All of the above
4. Water entering a gravity sewer from high ground water is called
 - a. Inflow
 - b. Infiltration
 - c. Exfiltration
 - d. All of the above
5. Which is an example of Inflow
 - a. Water flowing into the sewer through the holes in the cover of a flooded manhole
 - b. Water flowing into the sewer through cracks in the pipe
 - c. Water flowing into the sewer through missing mortar between the bricks of a manhole
 - d. Water flowing into the sewer from down spouts on a home
6. Septic conditions can develop because of
 - a. High Flows
 - b. Low flows
 - c. Too much dissolved oxygen
 - d. Low BOD
7. An industry discharges an average daily flow of 87,000 gallons per day (gpd) of wastewater. What is population equivalent of that industry?
 - a. 87,000
 - b. 8,700
 - c. 870
 - d. 87
8. If another industry discharges 1,035.3 lbs of BOD per week, what is the population equivalent of that industry?
 - a. 87,000
 - b. 8,700
 - c. 870
 - d. 87
9. The minimum safe level for oxygen in a confined space is
 - a. 15.6
 - b. 19.5
 - c. 21.0
 - d. 23.0
10. A flow of 0.25 cubic feet per second (cfs) is equivalent to
 - a. 1.9 gpm
 - b. 15 gpm
 - c. 112 gpm
 - d. 437 gpm

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

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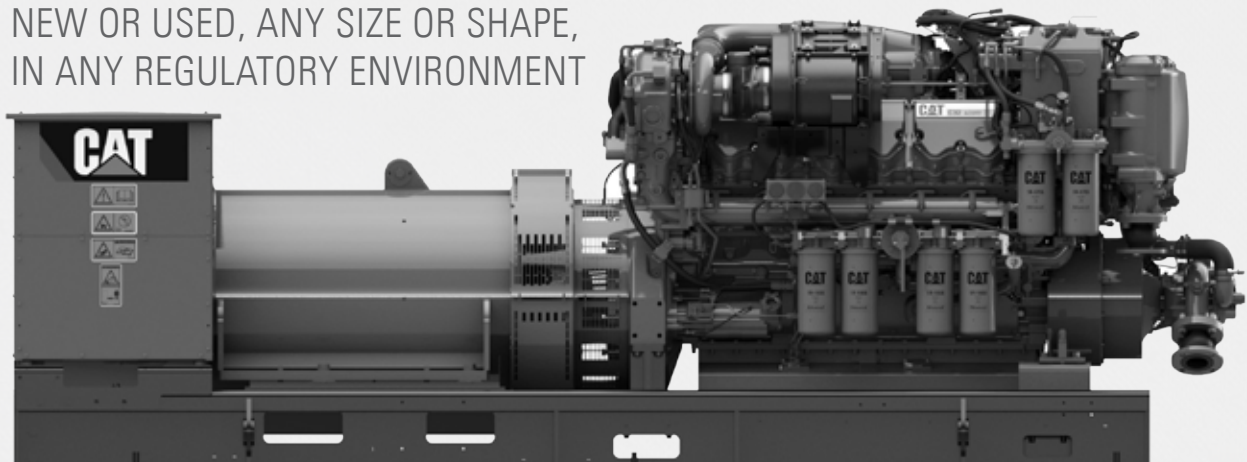
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PHOTOS FROM THE FIELD



NRWA Grand Prize photo taken by Banner's Nick Fuhr of pipeline construction between Beresford and the Big Sioux River



Howard High School student Gabe shadows operator Troy Laudenburg.



Cleaning out curb stops with the City of Wagner



SDARWS Circuit Rider Jeff Fossum was out helping Mark Fortuna with the City of Pickstown with some hydrant flushing.

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

Utilities are always on the lookout for a good deal, preferably one that will also provide great benefits to our water or wastewater system. Your National Rural Water Association (NRWA) has spent years researching and negotiating with companies to provide you access to a line of great products and services from strong and thoroughly vetted vendors. Generally, these vendors and their products and services are germane to the utility industry and are nationally available. These programs are available through South Dakota Association of Rural Water Systems as a benefit to our membership.

RURAL WATER LOAN FUND



The Rural Water Loan Fund (RWLF) is a funding program specifically designed to meet the unique needs of small water and wastewater utilities.

The RWLF provides low-cost loans for short-term repair costs, small capital projects, or pre-development costs associated with larger projects. The RWLF was established through a grant from the USDA/RUS, and repaid funds used to replenish the fund and make new loans.

SMART WEBSITES

Rural Water Impact is the industry leader in professional, cost effective websites – custom designed for rural water systems. Rural Water Impact’s web solutions utilize tried-and-true principles of web design and usability standards, enabling water utilities to be more efficient, effective and professional in servicing their customers. Utilities benefit from a professional web presence as their site provides customers a greater level of information and service. This ultimately increases overall customer satisfaction and confidence in the utility.



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ServLine is a full-service program backed by Hanover Insurance Company – not a warranty program. The difference is that warranty programs only cover water line and sewer line repairs, and don’t provide leak adjustments for the utility and the customer.

LIFESTYLE HEALTH PLANS



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For more information on NRWA Affinity Programs, contact South Dakota Association of Rural Water Systems or visit the NRWA website at nrwa.org/products-services for a more detailed explanation.



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ON PAGE 21

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