“In the war against terrorism we must all know our small part is essential to provide a strong foundation of defense.”
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PIPEDLINE is a publication of the Alabama-Mississippi Section of the American Water Works Association. PIPEDLINE is mailed to all members of the Alabama-Mississippi Section. In addition to the members, the trustees voted to provide a complimentary copy to all community water systems within both states in an effort to keep all community water system officials informed on current events affecting the water supply industry and aware of products and services available to them. Current circulation is over 2700.

Articles and photographs are encouraged and appreciated. All submissions, comments or other matters concerning this publication should be directed to:

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ON THE COVER.....The entrance to the Anniston Water Work’s Paul B. Krebs Water Treatment Plant reflects the “New Normal” for America and the water utility industry.

Volume 1 – 2003 PIPEDLINE 1

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Volume 1 – 2003 PIPEDLINE 1
Change is in the air.

Well, our section has survived multiple terrorist warnings and alerts of every nature. A couple of systems have been told (a hoax) of contamination and/or sabotage. Who does this hurt? The water utility that is doing everything correct? Certainly not the customer who was never exposed to any contamination. [Do you remember twenty years ago when children in the larger cities were caught calling in fire alarms just to see the ‘pretty lights’ and hear the sirens wail? Fire departments must respond when called, and water utilities must take certain steps to assure the customer of a safe product.] Our world is changing and the water industry must also change to keep up with the new needs ahead.

I would first like to commend those who promptly notified others of a possible sabotage and then issued a ‘water-use ban’ until an analysis could be done; and second, to commend those that responded by quickly testing the water and returning results to the public that ‘all is safe.’ We must all pray that the perpetrator(s) are found and convicted of this act of terrorism. We should all bind together until this threat is past. I know you have and will continue to do so.

I also recommend that everyone take the extra effort to be aware of things going on around you. We must not allow unknown trucks and trailers to park by our public buildings, plant sites, etc. Stop any who has no business on the property and find out details before anything that ‘could happen’ happens. It’s time to lock our doors, mend our fences, and with determination, set out to be the victor and not the loser. Make sure all personnel have proper ID and have the ability to communicate to the office anytime while on duty. It’s always a good idea to have a backup phone number (not given out to the public) for employees to call in case the office lines are tied up with calls about “why is my bill four dollars more this month?”

Please remember that the odds are if anyone were to call your office and tell of something Dr. Death put into your drinking water that: (1) it’s most likely a hoax because true terrorists would wait to hear about the demise of those targeted, not to warn of the problem to come; and (2) respond in a precise pre-planned manner and remain calm, as our response plan requires.

To help those who test our water and to help other investigating authorities, remember to give any and all details of any threats – report any conversation that you and/or your personnel have with these thugs.

Suggested questions to ask if called:
1. Where did you do this?
2. What did you put in the water?
3. When?

(See page 13 of this issue for Sample Checklist)

As a result of a few simple questions, you may really help those in authority to close this as fast as it opened.

Ken

Ken & Shirley McClellan
January Planning Meeting
In January, Mary Etta and I attended the directors’ winter meeting in San Antonio, Texas, and as usual, for the class of 2004, it was cold. I thought the idea for the winter meeting was to go somewhere warm, take care of business and enjoy yourself (boy was I wrong). My class of directors is getting the reputation for being “the cold weather class.” It seems the cold follows us no matter where we go.

However, no matter what the weather, we left San Antonio with good news...NO MORE EFFICIENT UTILITIES. The board of directors voted to dissolve the partnership between “AWWAASI” (the “for-profit” division of AWWA) and Environmental Network International, Inc. (ENI) the parent company of Efficient Utilities (EU). The agreement means that AWWA is in no way connected to or a part of Efficient Utilities. The only thing remaining for AWWA to do is to provide to EU “in-kind services” totaling $100,000 in 2003 in the form of advertising in the Journal or booth space at the annual conference, these were obligations that had been agreed to early on and could not be gotten out of. Let me repeat, AWWA is no longer a partner in Efficient Utilities.

We were advised that of the 88 companies that were not at the annual conference in New Orleans last year, 23 have made plans to attend this year and 26 others are considering returning. Now that EU is history we welcome everyone back and look forward to seeing you in Biloxi in October.

In other business AWWA made history and elected its first lady president, Katie McCain, of the Texas Section. Katie joined AWWA in 1985 and since that time has promoted AWWA tirelessly. She is a bundle of energy and will give her all to make AWWA even better than it is today. We wish Katie the best and look forward to possibly having her visit our section.

In May, Randy Chafin and Chuck Lott will attend the annual “Fly-In” in Washington, D.C. This is an event sponsored by the Water Utility Council each year where a representative from each state makes “face-to-face” contact with their congressmen and lets them know what the issues are.

The AWWA Strategic Plan was revised to follow a three-year continuous review process. The review will have one year of data collection followed by six months of analysis, six months of direction setting, then one year of strategy and plan development. For more info on the Strategic Plan check the AWWA web site at www.awwa.org.

In June, at the annual conference, the board will hold a special session to consider the issue of accreditation for utilities. AWWA is working on operating standards for how it would be administered, which agency would handle the program, what would be the cost, and what the benefits are.

Even though it was a busy time in Texas, and a lot was accomplished, I managed to find time to participate in the “Water For People” golf tournament which had 60 plus golfers. The golf tournaments seem to be most section’s favorite money maker for Water For People.

As always, the board of directors is working hard to continue promoting AWWA as the premier water organization in the world.

Hope to see you in Anaheim in June or in Biloxi in October.

Denson
EDENTON, NC and DENVER, CO.
December 3, 2002

Environmental Network International, Inc. (ENI) and the American Water Works Association Services, Inc. (AWWAASI), today announced that ENI has acquired all of the interest in EU currently held by AWWAASI. As a result, EfficientUtilities has become a wholly owned subsidiary of ENI. The new structure will enable ENI to accelerate the strategic plan to market power and gas utilities, as well as municipalities that manage public utilities.

“EfficientUtilities has built a strong customer base and a world-class technology framework for delivering strategic eProcurement and eBusiness solutions that extend the value of existing enterprise applications,” said Tully M. Ryan, President of EfficientUtilities. “ENI is building on its strong relationship with the AWWA and its clients to expand its market into other utility sectors while providing advanced software and superior customer service.”

EU’s eProcurement and eBusiness software expedites and improves procurement efficiency by enabling purchasing agents to send requests for quotes to suppliers electronically. The solution also provides the infrastructure to support public sector mandates such as sealed bidding. As a result, Buyers are able to efficiently comply with complex regulations and streamline the bidding process. In addition, purchasing agents can automatically score supplier responses, improving the speed and consistency of the evaluation process. By connecting purchasing agents and suppliers in real-time, Utilities and suppliers benefit from shorter sourcing cycles and increased value to customers and taxpayers.

“ENI and AWWAASI originally formed EfficientUtilities to establish a neutral tool to accelerate the use of the Internet to enhance the communication and collaboration between buyers and suppliers in the waterworks industry, without charging transaction fees, commissions or disrupting the supply chain,” said Bob Willis, Chairman of EfficientUtilities and Past President of American Water Works Association. “EU customers have achieved competitive advantages by implementing our solutions and will be well positioned to benefit from new business scenarios enabled by next-generation technologies and applications EU and ENI have to offer.”

“Over the last three years, AWWAASI and ENI have...
THINGS TO DO IN 2003

1. Contact Utilities Security Group
   A. Phone USG at 1-888-547-9064
   B. Visit the USG website at www.utilitysecure.com
   C. email hopkins@utilitysecure.com

Pursuant to The Public Health, Security and Bio-terrorism Preparedness Response Act (PL-107-188), all water systems in the United States must complete a vulnerability assessment by the following dates:

December 31, 2003 – systems serving 50,000 to 99,999 people
June 30, 2004 – systems serving 3300 to 49,999 people

USG - THE Team of RAM-W Certified Security Specialists Dedicated to Serving Water Professionals in the Competent and Timely Completion of the Mandated Vulnerability Assessment.

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After trying out her new shower in 1799, a Philadelphia woman named Elizabeth Drinker noted in her diary that she had tolerated the new experience “better than expected, not having been wet allover at once for 28 years.”

Getting wet allover was once a luxury few people could afford. Until the early 20th century, using water, for most people, meant first locating and then hauling it. There were no taps, let alone water heaters, and since there were also no drains, what was brought into the house had to be taken out. Along with heat and food, water was a commodity most early Americans never took for granted.

On the Western plains where the author Wallace Stegner grew up, “You boiled sweet corn, say. Instead of throwing the water out, you washed the dishes in it. Then you; strained it through a cloth into the radiator of your car, and I if your car should break down, you didn’t just leave the water to evaporate in its gullet, but drained it out to water -- sweet peas,” he wrote in his book “Wolf Willow.”

Some Americans are becoming reacquainted with the idea that their faucets may not produce an infinite stream of clean water. Throughout this past summer, low rainfall forced water restrictions in several states.

The average American uses between 50 and 100 gallons a day, depending on region and season. In 1900, the average person used five. Only 15% of households then had flushing toilets-now the biggest users of indoor water. Even fewer homes had bathtubs;
To the **optimist**, the glass is half-full.

To the **pessimist**, the glass is half-empty.

To the **engineer**, the glass is twice as big as it needs to be.

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As a professional involved in providing water works support to this nation it is important to understand the threat you now face. This is a short treatise on Al-Quaida, and how they threaten all of us.

TERRORISM

Terrorism has come to America. For most, we never anticipated our country could possibly face such heinous people and their intent to destroy our way of life. Unfortunately, if you have ever lived outside the United States you would understand terrorism has existed globally for years. Terrorist groups like, Japan’s Red Army, France’s Action Direct, Germany’s Bader Meinhof Gang, Italy’s Red Brigade, and many other groups have functioned for decades. But now, this terrorism directly affects all of us. To say we can stop all terrorism is hyperbole, so let’s try to find some understanding of the operational aspects of this new enemy to minimize the affects of any attack. Understanding how these cells function will give you a better understanding of how difficult it would be to destroy the network, and why you must be prepared.

CELLS

The operational structure of Al-Quaida has its roots in Mao’s doctrine of 1933. Mao discussed the cell structure of his peasant army, “You must exist amongst them like fish in the sea”. A simple statement on how small separate cells of terrorists should function.

The cells are small groups of men and women organized and designed to operate to complete specific
Cells can be responsible for combat, intelligence, support, finance, operations, and command. They can be tailored to meet whatever needs the terrorist leadership desires to aid in accomplishing their goals and objectives. Each cell is usually independent and often unaware of the tasks or missions of other cells. If cells need to coordinate usually only one member exchanges data. This eliminates risk of one cell falling or being exposed and in turn exposing other cells. So our law enforcement agencies must destroy these cell groups one at a time.

One example, a finance cell may manage money and acquire credit cards to support combat cells or intelligence cells. The finance cell can receive funds from a primary command cell and setup accounts using fictitious names. This permits the money to pass to other cells without direct exchange of real names or information. Finance cells can run false organizations and solicit contributions to continue to support the terrorist group. Often cells may use false credentials and information to collect contributions to support the terrorists (e.g. church funds, food funds, or child welfare funds etc.).

In turn, Intelligence cells conduct reconnaissance and collect critical data on targets or other information. These cells are highly trained and collect detailed photographs, maps, and facts to aid the combat cell in succeeding against the target. Intelligence cells may observe a target for months and confirm times and a sequence to ensure the plan succeeds with few problems.

Combat cells are the hardcore members executing the lethal missions. The pilots of 9/11 were part of a combat cell, and quite probably separate cells for each plane. Also, it is probable the terrorists that hijacked the planes might not have known the pilots that subsequently flew the planes.

To use an example for clarity lets hypothetically create an attack on a police station by these combat cells. The command cell would direct the support cell to collect the necessary amount of weapons and explosives to conduct the attack. The intelligence cell would determine the meeting point and when and how best to attack the police station. Once the command cell is satisfied with the intelligence information, the three combat cells would be briefed on their tasks and directed to report to the meeting point at a certain time. These three combat cells would then be provided the equipment from the support cell to conduct the attack.

They accomplish the attack assigned and designed by the command cell from the intelligence collected. Once the attack is completed the cells return the weapons and equipment to the support cell and disperse. In this way only three or four people know the entire mission. It is difficult to detect and more difficult to destroy. They have executed an attack using several cells efficiently and effectively.

AL-QUAIDA

These procedures were outlined in the Al-Quaida operations manual discovered by British Police in England. The document details all the actions and security actions noted here. It was entitled “Declaration of Jihad (Holy War) against the Tyrants”. The manual contains very detailed instructions from hide techniques...
**Beau Rivage Resort & Casino • Biloxi**

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- **Beau Rivage**, French for “Beautiful Shore”, is a $650 million waterfront resort featuring 1,780 luxurious guestrooms, including 66 elegant suites.

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- An elegantly appointed health spa, salon and solarium overlooking the beautifully landscaped pool area offers a true destination resort experience.

- Our shopping promenade offers guests a variety of casually elegant retail experiences, featuring Bellini, Beau Rivage Collection, and much more.

- The recreational amenities of Beau Rivage include a luxurious pool offering outdoor dining, cabana service and a view of the majestic Mississippi Gulf. In addition, our 30-slip upscale marina features deep sea fishing tours, sunset cruises and can accommodate yachts of up to 200 feet in length.

- A world-class casino features a full complement of table games, video poker and slot machines.

- Beau Rivage features 50,000 square feet of state-of-the-art convention and meeting space, including a 17,000 square foot Grand Ballroom.

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The AL/MS Section of the American Waterworks Association is in the process of preparing next year’s program and would like your suggestions and/or technical papers for the 56th Annual Conference to be held at the Beau Rivage Resort and Casino in Biloxi, Mississippi, October 5-8, 2003. Any topic of interest relevant to the drinking water industry is appropriate. Possible related topics for the conference next year include membrane technology, disinfection by-products control, water system security, vulnerability assessments, rules and regulations, and funding sources. Please send suggestions and/or presentation topics with abstracts to:

Bill Moody
570 East Woodrow Wilson
Jackson, MS 39215
601-576-7518
wmoody@msdh.state.ms.us

Presentation slots are 45 minutes in length (PowerPoint format) on the submitted subject.

For questions and/or additional information you can contact: Bill Moody at 601-576-7518 / wmoody@msdh.state.ms.us

January 2003 Planning Meeting
to murder techniques. The manual clearly describes the military structure of Al-Qaeda and in a typical “brain-washing” mode uses religious quotations to validate criminal actions against the “infidels” (United States, Israel, and its allies).

This world wide structure has been in existence since the mid-80s. With the Gulf War against Iraq, and our continued support of Israel, Al-Qaeda has declared war on Americans worldwide, the United States and its allies. Most recent attacks on the Embassies in 1998, the USS Cole in 2000, and the World Trade Center and Pentagon are clear indications of their intent and capabilities. In 2002, extended attacks against Australians in Indonesia is a clear indication of their global capabilities.

INTERNET

The Internet is a critical tool for the cells. It helps them pass critical information, intelligence and execution orders. The terrorists can use codes and other cryptic tools to exchange information. One of those tools is called Steganography. This cipher tool permits terrorists to hide messages, audio or video files in photos or other internet formats. Access is only permitted by having a code to open the hidden message.

The financial structure of Al-Qaeda is another critical key to their success. As of this writing more than $113 Million has been frozen worldwide. There is a tremendous multi-cultural support structure worldwide continuing to permit these groups to function. A key objective of law enforcement is to stop the financial support, thereby eliminating the fiscal support for material for the attacks.

WEAPONS OF MASS DESTRUCTION

Our next major concern is Weapons of Mass Destruction (WMD). This term incorporates chemical, biological, radiological/nuclear, and explosive weapons. Such weapons create very high casualties and physical damage to the infrastructure of the United States. Concurrent with physical destruction, the entire key to this terrorism is to instill fear in our citizens. Through information and preparation we can minimize this fear, and focus it into action.

Several rogue nations continue to pursue the development and use of WMD because they are inexpensive, effective, and well within their budgets. Such weapons give these nations the offensive measures to create great havoc world-wide. A list of these nations includes but is not limited to Iraq, Iran, Libya, Syria, and North Korea. Likewise, terrorists groups like Al Qaeda, and Aum Shin Ryku may have also developed WMD. So it is within the operational capabilities of these groups to manufacture/produce WMD. The unknown factor is their ability to delivery this weapon effectively.

YOUR ROLE

The United States’ advantage in this war is built on the continued growth of intelligence collection and the use of technology to control our borders. This is a major challenge. The understanding of the American people and their cooperation is key to victory. Complying with these new control measures and individual support to report curious or unusual circumstances are the foundation of our homeland defense. In this war against terrorism we must all know our small part is essential to provide a strong foundation of defense.

Unlike, wars we have faced in the past, this fight is worldwide. Each one of us has a part. It may only be some small bit of information through compliance, or observation to help fight the enemies of America.

As a Water Works Professional, your responsibilities in providing safe drinking water to your friends and neighbors are now more critical and necessary task than ever before. Logically, a combat cell could use drinking water as a vehicle for a biological or chemical attack. Your awareness of the probable threat is a positive

As a professional involved in providing water works support to this nation it is important to understand the threat you now face.
step. Prudent security and access control measures are the next logical step. This preparation is key to an effective deterrent, and is a critical element of homeland security.

To assume nothing can happen is the “ostrich’s head in the hole logic”. Each one must understand the threat. Each one must work to secure their responsible areas and understand these evil agents of terrorism may strike anywhere to harm and maim our citizens. Your professional approach, job focus, and awareness are the greatest defense.

I leave you with two quotes:

• As George Patton said: “Never take counsel of your fears.”

• Likewise, President Franklin D. Roosevelt reminded us after the attack on Pearl Harbor: “We have nothing to fear but fear it’s self.”

So, Prepare!

---

**Sample Water System Telephone Threat Identification Checklist**

In the event your water system receives a threatening phone call, remain calm and try to keep the caller on the line. Use the following checklist to collect as much detail as possible about the nature of the threat and the description of the caller.

1. **Types of Tampering/Threat:**
   - Contamination
   - Threat to tamper
   - Biological
   - Bombs, explosives, etc.
   - Chemical
   - Other (explain):

2. **Water System Identification:**
   - Name:
   - Address:
   - Telephone:
   - PWS Owner or Manager’s Name:

3. **Alternate Water Source Available:** Yes/No
   - If yes, give name and location:

4. **Location of tampering:**
   - Distribution Line
   - Water Storage Facilities
   - Treatment Plant
   - Raw Water Source
   - Treatment Chemicals
   - Other (explain):

5. **Contaminant Source and Quantity:**

6. **Date and Time of Tampering/Threat:**

7. **Caller’s Name/Alias, Address, and Telephone number:**

8. **Is the Caller (check all that apply):**
   - Male
   - Female
   - Foul
   - Illiterate.
   - Well Spoken
   - Irrational
   - Incoherent

9. **Is the Caller’s Voice (check all that apply):**
   - Soft
   - Calm
   - Angry
   - Slow
   - Rapid
   - Slurred
   - Loud
   - Laughing
   - Crying
   - Normal
   - Deep
   - Nasal
   - Clear
   - Lisping
   - Stuttering
   - Old
   - High
   - Cracking
   - Excited
   - Young
   - Accented (which nationality or region?)

---

*American Water Works Association*

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*Implementing the Commitment to Security*

March 23–26, 2003
Los Angeles, California

Register today to attend this exciting event that’s designed to help water industry professionals deal with the new security challenges you are facing!

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Please join us for the experience of a lifetime.

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For more information, please contact:

Judy Choy
International Program Manager
Water For People
508-226-9465
judy@waterforpeople.org
EU, continued from page 4

worked together to pioneer electronic business solutions for the water and wastewater industry,” said Lynn Stovall, president of American Water Works Association. “Now that EU has progressed to the stage where it is fully operational and servicing customers, both companies have decided it is best to pursue our respective goals independently. We are confident EU and ENI will continue to serve the waterworks industries meeting and surpassing the goals we envisioned when EU was founded.”

About EfficientUtilities: EU was founded from an agreement between ENI and AWWAASI with the guidance of AWWA advisory boards representing buyers and suppliers in the water industry. AWWAASI participated with ENI in the development of EU and in the creation of the eProcurement and eBusiness software for the water industry. EU’s solutions do not charge commissions or transaction fees on the goods and services procured using the software.

About The American Water Works Association Association Services, Inc. (AWWAASI): the only for-profit subsidiary of American Water Works Association (AWWA): an international, nonprofit, scientific and educational society dedicated to the improvement of drinking water quality and supply. Founded in 1881, the Association is the largest organization of water supply professionals in the world. AWWA’s 57,000-plus members represent the full spectrum of the drinking water community: treatment plant operators and managers, environmental advocates, scientists, academicians, and others who hold a genuine interest in water supply and public health. AWWA’s membership includes more than 4,600 utilities that supply roughly 80 percent of the nation’s drinking water.

About Environmental Network International, Inc (ENI): a software technology company, which has unique patent-pending artificial intelligence software that has been integrated to streamline procurement and associated workflow. ENI combines industry knowledge, procurement expertise, and a proven IT platform to provide comprehensive procurement and business software to the A&E, construction, utility, waste and public sectors.

SOURCE: ENI, Inc

AWWA is the authoritative resource for knowledge, information, and advocacy to improve the quality and supply of drinking water in North America and beyond. AWWA is the largest organization of water professionals in the world. AWWA advances public health, safety and welfare by uniting the efforts of the full spectrum of the drinking water community. Through our collective strength we become better stewards of water for the greatest good of the people and the environment.

NEWS RELEASE (DECEMBER 03, 2002)
CONTACT: Sabrina McKenzie
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for most people, bathing was a dreaded Saturday-night ritual involving a small tin tub and shared water that was either too hot or too cold.

Indeed, bathing was once considered by many to be unhealthy; in 1845, the city of Boston outlawed it unless it was done under a doctor’s orders. Not until 1919 did plumbers and soap makers start a Bath a Day marketing campaign that became wildly successful. One plumber, writing in Illinois Master Plumber magazine, even claimed bathtubs were useful in the fight against Bolshevism: Being clean, he opined, would make the lower classes feel better about themselves and less likely to rise up against authority. Even so, by 1950, only 64% of American homes had full bathrooms.

People always needed water for their gardens, but, as Mr. Stegner noted, they often used “gray water,” which they had saved from rinsed dishes, clothes or hands. Nor would people living in 1900 have lawns of Kentucky bluegrass, now one of Americans’ favorite turfs, which demands a steady diet of water in summer. They also wouldn’t have had swimming pools, water beds, washing machines, hot tubs, underground sprinklers, aquariums, misting fans, dishwashers or garbage disposals. They didn’t have cars to hose down, and no one was advising them to drink eight glasses of water a day.

For the urban poor a century ago, water was scarce, costly and dangerous. It could be bought by the bucket or barrel from water peddlers, but so-called tea water (pure enough to drink without boiling) was prohibitively expensive. Water might also be available at irregular times when street pumps or hydrants were operating. Because a tenement of 2,000 people might not have a single bathtub, many cities built public baths, the one place people could immerse their entire bodies.
It was only in the 20th century that people realized water not only quenched thirst and nourished crops, but also killed. Water-borne diseases like cholera, dysentery and typhoid were thought to be generated spontaneously from filth and spread by invisible gas or miasma. The real culprit was usually the proximity of wells to outhouses or the common practice of dumping sewage and trash into rivers, lakes and streams.

The first public water systems were built primarily for fighting fires and for manufacturing; households were considered secondary users. The water, usually untreated, was often unpalatable. Even so; with water both easy to get and cheap, consumption quickly started rising.

On farms, wells were dug by hand, excavating through rock until the water flowing in overtook the digger’s bailing rate. The well might be several hundred feet from the house. In the 19th century, it was calculated that a typical North Carolina housewife walked 148 miles a year carrying more than 36 tons of water. Doing the laundry was, as a Nevada housewife put it, “the Herculean task which women all dread.”

Washing and rinsing one load of laundry used about 50 gallons of water; a bucket held less than three gallons.

Do you see how round-shouldered I am?” a rural Texas woman asked Robert Caro when he was reporting “The Path to Power,” a biography of Lyndon Johnson. He explains on his Web site: “She said, ‘I’m round-shouldered from hauling the water.’ Another woman said, ‘You know, I swore I would never be bent like my mother, and then I got married, and the first time I had to do the wash I knew I was going to look exactly like her by the time I was middle-aged.’”

Americans now have some of the cleanest, cheapest and most reliable reservoirs in the world. Unlike their forebears, however, they will never truly appreciate the weight of water.

E-mail comments to cynthia.crosen@lvj.com
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Fuller Award presented to Dan Sowell (right) by Terry Rolan, VP AWWA (left) at AL/MS Section Meeting in October 2002 at Orange Beach.

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