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PIPECINE is a publication of the Alabama-Mississippi Section of the American Water Works Association.

PIPECINE 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 of 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:

PIPECINE
ATTN: Diane Bailey Phone (256) 238-1241
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Greetings to all;

We have started the New Year with our first Trustees meeting and Conference Planning meeting on February 7-8 at the lovely Village of Baytowne Wharf at Sandestin Florida. Everyone was impressed with this exceptional facility and we all feel the Section members will be equally impressed. Please visit their web site at www.sandestin.com and click on Village of Baytowne Wharf.

The theme for this year’s program is A Future of Change. Elsewhere in this edition of Pipeline you will find a “Call for Abstracts” for this year’s conference program from Darryl Jones, Program Chair. This will highlight some important areas we would like to include in the program. Please participate and share your information with others.

Legislative Issues

At Trustees meeting several actions were taken you need to know about. The Trustees voted to support a Bill SB 205 to assist all public utilities in Alabama in protecting vital security information. The synopsis of the bill follows:

Under existing law, the “Open Records Law,” the “Sunshine Law,” the “Competitive Bid Law” and the “Public Works Laws” do not have any exemptions from public disclosure for records, information, or discussions concerning security plans, procedures or other security related information, which could be detrimental to the public safety or welfare if it was disclosed. This bill would amend the Open Records Law, the Sunshine Law, the Competitive Bid Law and the Public Works Law to provide an exemption from public disclosure for records, information or discussions concerning security plans, procedures or other security related information which could be detrimental to the public safety or welfare if it was disclosed. This bill would also amend the Open Records Law and the Sunshine Law to codify existing case law.

According to the National Conference of State Legislatures Water Security Report of September 2003 only three states—Alabama, Minnesota and South Dakota—do not have specific laws protecting security information. I implore each of you this bill affects to let your legislators know you support its enactment. The bill reported out of committee on February 12, 2004. If you would like a full copy let me know.

Ken McCool and I will also participated in AWWA’s third annual Washington Fly-In on April 21-22. This two-day event is sponsored totally with AWWA funds furnished to one Section delegate from all fifty states. Its purpose is to bring awareness to members of Congress concerning issues important to the national water industry. It is also a time when we can include items of locale interest. If you have items of concern you would like us to bring up please let us know.

Educational Items

To support the Section’s education mission, the Trustees approved a $25,000 education budget to coordinate additional training at various locations in each state.
After attending the winter board of directors meeting in San Juan, Puerto Rico, I am proud to announce that AWWA is off to a strong start in 2004.

The exhibit spaces for the Annual Conference and Exhibition (ACE) in Orlando, Florida, June 13-17, 2004, are already booked at over 60% which is ahead of schedule and the anticipated attendance should exceed last years.

The annual banquet at the ACE has become a thing of the past. The board of directors voted to replace the banquet, due to declining attendance, with a reception that will feature some other official function.

Andy Richardson, Arizona section, was elected to serve as President-Elect starting June 2004 and will assume the Presidency of AWWA in June 2005. Congratulations to Andy a good friend and a fine man. You would be hard pressed to find anyone with a greater love for AWWA than Andy who by the way is following in his father’s footsteps as AWWA president.

John Anderson, from Ontario Water Works Association, OWWA, a section of AWWA, was elected Treasurer to serve from June 2004 to June 2008 replacing Ray Miller who has served the association fantastically for the past four years as Treasurer.

Some projects the board of directors are working on include (1) Upgrading and implementing AWWA's Strategic Plan (2) "Fresh Ideas" a new way to involve young professionals at an early stage of their AWWA membership and offers opportunities for involvement on a local and national level.

The Water Utility Council (WUC) will once again sponsor The Washington Fly-In on April 21-22, 2004. Each state is asked to send a representative to visit with his/her congressional delegation. This event has been very well received in Washington and the Alabama/Mississippi section has been represented the past two years and we will be there again this year showing support.

February 8-9, 2004 the planning committee met in Sandestin, Florida, working on the October 17-19, 2004 meeting. Randy Chafin and his team are working on a great program and a fun time for everyone, please plan to attend.

Denson
During our first planning meeting for your ’04 conference in Sandestin, it occurred to me how our section has grown and how the strategic plan of the section leaders is gradually unfolding. Enhancements to the organization in the upcoming year will start to become apparent as more membership benefits emerge. It is also apparent that my position in service to you about to become busy. Since October, and especially the last Pipeline issue, I have been inundated with all sorts of calls and e-mails regarding our section and AWWA as a whole. Your National AWWA Section Services and Executive Staff offer an abundance of opportunities for our section and the Alabama-Mississippi Trustees are about to send me packing to take advantage of some of these:

- March 5th and 6th will find your Chair, Randy Chafin and me in Wichita, KS for the RMSO (Regional Meeting of Section Officers). Here, we will discuss membership restructuring issues as well as information gained from the Summit. Key legislative positions of AWWA will be placed on the table along with training opportunities, section self-assessment and strategic planning. We are certainly looking forward to this meeting.

- April 21st – 23rd we’ll be at the 2004 AWWA Legislative Fly-in. Those of you interested in legislative matters in our respective states or at a national level should contact us prior to that time. You might also do a little local lobbying of your own with your senators or congressmen.

During mid to late May your 2004 AL/MS Conference Planning Committee meeting will again be in Sandestin wrapping up details for what promises to be a wonderful meeting for our members and spouses. The Sandestin Resort is just about everything we could have ever wished for in a meeting spot from exhibit hall space to shopping and recreation… all within a beautiful 2,400-acre compound!

In June, many of you will be attending the National Conference in Orlando. Having the title of the 1st Alabama-Mississippi Section Manager does have its perks; AWWA National has graciously offered me a free registration to the conference but strings are attached … I am to be put to work. This conference will be my first and it’ll be great to finally attend the Fuller Awardee breakfast that Wednesday. I am finally retiring from the City of Cleveland April 21st and hope to be able to allocate more time to the section. Please call or e-mail me at any time.

Ken McCool, Section Manager
P.O. Box 430
Cleveland, MS 38732
Phone: 662.THE.H201
Fax: 662.843.4201
Email: almsawwa@cableone.net
AWARDS

1. Approved the 2004 Awards as follows:

a. A. P. Black Research Award: James K. Edzwald (NEWWA, A Section of AWWA)
b. Abel Wolman Award of Excellence: Steven Bonk (OWWA, A Section of AWWA)
c. Archie E. Becher, Jr. Award: Gary Sullivan (AWWA Staff)
d. Award of Merit: Senator Mike Crapo (Washington, D. C.)
e. Distinguished Public Service Award: Robert L. Wubbena (Pacific-Northwest Section)
f. Diversity Award: Yasser M. AbouAish (Minnesota Section)
g. Exemplary Source Water Protection Award: Small System – Village of Milford, (Michigan Section); Medium System – City of Battle Creek (Michigan Section); Large System – Portland Water Bureau (Pacific Northwest Section)
h. Honorary Member Awards: Jack M. G. Bryck (Arizona Section) Lou Allyn Byus (Illinois Section) Julius Ciaccia, Jr. (Ohio Section) Lewis A. Graham, Jr. (South Carolina Section)
CALL – FOR – PAPERS

The Alabama / Mississippi Section of the American Water Works Association announces the...

57th Annual Conference – 2004
"Future of Change"
October 17th – 19th, 2004

Sandestin Golf and Beach Resort
9300 Emerald Coast Parkway West
Sandestin, Florida 32550

Deadline for Abstract Submission:
May 12, 2004

The 2004 Section presentations will be developed from both submitted and solicited papers as well as requested presenters for specific topics. Abstracts should be on any topics that emphasize the future changes in the water industry. Possible subject areas include but are not limited to:

* Information Technologies
* Regulatory Compliance
* Water System Security
* Ethics Training for Boards and Managers
* Alabama / Mississippi Bid Law
* Business Processes including Accounting, Customer Service, Billing, etc.
* Compensation for Water Works Employees
* Public Education of Water Issues and the Safe Drinking Water Act
* Instrumentation and Controls (SCADA and GIS Systems)
* Operations and Maintenance of water facilities and distribution systems
* Water Loss Accountability
* Storm Water Management during pipeline construction
* Water Quality and Treatment
* Water Conservation and the Environment
* Groundwater / Well Problems
* Stage II DBP Rule
* Groundwater Rule
* Dechlorination of all discharged waters

Oral presentations will be 25 – 30 minutes in length followed by a 5 – 10 minute discussion period. Abstracts must be typed and should not exceed one page in length.

Submit one copy of the abstract to:

Mr. Darryl R. Jones
The Birmingham Water Works Board
3800 First Avenue North
P.O. Box 32010
Birmingham, Alabama 35235
Phone (205) 244-4443
Fax (205) 244-4943
E-mail jonesd@bw3.org

Authors will be notified by June 18, 2004 concerning selection of their paper. Only abstracts that have the following information listed will be guaranteed consideration for this conference:

* Paper Title
* The Objective of the paper should be given in the lead paragraph
* Main Author and Co-Author names
* Job Titles
* Company Names, Addresses, Phone Numbers, E-mail addresses, and Fax Numbers
* Audio / Visual requirements

Speakers must be willing to provide their own travel and lodging expenses for this conference.
training will be free to Alabama-Mississippi Section AWWA members. The Education Chairs, Sam McElroy and Bill Moody, will be working to formulate relevant programs. If you have some ideas for training, please let them know.

The Section, in cooperation with National and EPA, hosted a Mini RAM-W Security Conference in Birmingham. This was free to systems with populations less than 50,000 and 40 people participated.

By the time you get this edition, Ken McCool and I will have attended the AWWA Region IV annual Regional Meetings of Section Officers in Wichita, Kansas on March 5-6, 2004. According to AWWA “The annual Regional Meetings of Section Officers is the most important tool for gaining updated information on the American Water Works Association and AWWA Sections.” Ken and I are excited about this educational opportunity to learn how to advance our Section from our peers and bring that back to help this Section.

Scholarship

The Trustees also acted on the Scholarship Committee’s recommendation for 2004 recipients by awarding four $2000 scholarships. The recipients will be featured in the next issue of the Pipeline.

Planning for the Future

Other items discussed concerned improving educational opportunities, increasing membership retention and getting new members, booth swapping with other organizations, more participation in the Young Professions program and diversity within the Section. There were a number of other issues covered. This resulted in discussion of having another Strategic Planning meeting sometime this summer to address these and other issues and set goals, objectives and milestones to improve the value of the Section for its members. Although the Trustees have not approved such a meeting I’m interested in hearing from Section members on their thoughts and if you would like to participate.

Randy
A Vulnerability Assessment (VA) evaluates the potential or the risk of a community water system being physically damaged or incapacitated, or poisoned by a biological, chemical or radiological contaminant which could be deadly to the system’s customers. A VA does so by prioritizing the facilities of a water system, estimating the consequences of undesired events, and evaluating the current effectiveness of a water system’s physical protection system. From this, the risk of destruction or contamination that the system is currently facing can be estimated. What cannot be estimated are the odds that your system will ever be attacked. However, we do have some indication of the logistics involved for a terrorist to successfully contaminate a water system.

Since September 11, 2001, evidence has been gathered indicating that Al-Qaeda and possibly other terrorist groups have been planning attacks on water systems in America. However, is it really feasible for a would-be terrorist to contaminate a water system? How much of a particular contaminant would a terrorist need to contaminate a water system? You might then ask yourself, as a water system operator, “What would it take for one of these terrorists to contaminate my water system?” Does my system produce water in large enough quantities to sufficiently dilute a contaminant that a terrorist might use? Would my disinfection process diminish a contaminant’s ability to sicken, or even kill my customers? Could my disinfection process be disabled prior to contamination?

Answers to most of these questions are available to terrorists. If they have access to biological or chemical weapons of mass destruction, they could be sizing up systems that they could realistically contaminate. A large system that produces large amounts of water may be an unattractive site for contamination simply because the potency of the contaminant would be ineffective against the large volume of water the system produces. A smaller system might feel safe because it’s smaller and seemingly a less attractive target to a terrorist. But the opposite could be true. The smaller the amount of water produced, the greater the concentration of the contaminant. The greater the concentration of the contaminant, the higher...
the likelihood of sickness and death. In addition, terrorists may be looking for the water systems with the least security and therefore easiest to attack. Larger systems typically have much more money to spend on security than a smaller system. The bottom line is that any successful attack on an American, or other water systems in the world, could cause widespread panic, which, besides killing individuals, is the main reason terrorists attack facilities.

Organized and well-funded terrorists organizations have done their homework regarding what contaminants to use and the quantity needed to contaminate water systems. They already know what contaminants are most effective under various circumstances. In fact, any adversary with access to basic chemical, petrochemical, pharmaceutical or related industries can produce chemical or biological weapons. However, to effectively kill or disable from drinking water ingestion, chemical and biological agents must be:

- Weaponized, meaning it can be produced and disseminated in large enough quantities to cause the desired effect.
- Water threat, meaning it is infectious or toxic from drinking water.
- Stable, meaning the agent maintains its structural and virulent effects in water.
- Chlorine resistant, meaning the agent isn’t significantly oxidized by free available chlorine (FAC) present in most American water systems.

**Biological Agents**

There are two basic types of biological warfare agents: pathogens and biological toxins. These pathogens are disease-causing organisms, such as bacteria, viruses or protozoa, which can infect a person and potentially cause illness and/or death. Table 1 provides a summary of the potential threats of pathogens.

Biological toxins are chemical by-products (poisons) produced from the natural metabolic

<table>
<thead>
<tr>
<th>Agent/Disease</th>
<th>Weaponized</th>
<th>Water Threat</th>
<th>Infective Dose</th>
<th>Stability in Water</th>
<th>Chlorine Tolerance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthrax</td>
<td>Yes</td>
<td>Yes</td>
<td>6,000 spores</td>
<td>2 years</td>
<td>Spores resistant</td>
</tr>
<tr>
<td>Brucellosis</td>
<td>Yes</td>
<td>Probable</td>
<td>10,000 organisms</td>
<td>20-72 days</td>
<td>Unknown</td>
</tr>
<tr>
<td>Cholera</td>
<td>Unknown</td>
<td>Yes</td>
<td>1,000 organisms</td>
<td>Survives well</td>
<td>Easily killed</td>
</tr>
<tr>
<td>Clostridium perfringens</td>
<td>Probable</td>
<td>Probable</td>
<td>10⁸ organisms</td>
<td>Common in sewage</td>
<td>Resistant</td>
</tr>
<tr>
<td>Glanders</td>
<td>Probable</td>
<td>Unlikely</td>
<td>3.2X10⁸ organisms</td>
<td>Up to 30 days</td>
<td>Unknown</td>
</tr>
<tr>
<td>Meliodosis</td>
<td>Possible</td>
<td>Unlikely</td>
<td>Unknown</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Plague</td>
<td>Possible</td>
<td>Yes</td>
<td>500 organisms</td>
<td>16 days</td>
<td>Unknown</td>
</tr>
<tr>
<td>Psittacosis</td>
<td>Possible</td>
<td>Possible</td>
<td>Unknown</td>
<td>18-24 hours seawater</td>
<td>Unknown</td>
</tr>
<tr>
<td>Q fever</td>
<td>Yes</td>
<td>Possible</td>
<td>25 organisms</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Salmonella</td>
<td>Unknown</td>
<td>Yes</td>
<td>10⁶ organisms</td>
<td>8 days, freshwater</td>
<td>Inactivated</td>
</tr>
<tr>
<td>Shigellosis</td>
<td>Unknown</td>
<td>Yes</td>
<td>10⁸ organisms</td>
<td>2-3 days</td>
<td>Inactivated, 0.05 ppm, 10 min.</td>
</tr>
<tr>
<td>Tularemia</td>
<td>Yes</td>
<td>Yes</td>
<td>10⁸ organisms</td>
<td>Up to 90 days</td>
<td>Inactivated, 1 ppm, 5 min.</td>
</tr>
<tr>
<td>Typhus</td>
<td>Probable</td>
<td>Unlikely</td>
<td>10 organisms</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Encephalomyelitis</td>
<td>Probable</td>
<td>Unlikely</td>
<td>25 particles</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Enteric viruses</td>
<td>Unknown</td>
<td>Yes</td>
<td>6 particles</td>
<td>8-32 days</td>
<td>Readily inactivated (rotavirus)</td>
</tr>
<tr>
<td>Hemorrhagic fever</td>
<td>Probable</td>
<td>Unlikely</td>
<td>10⁵ particles</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Smallpox</td>
<td>Possible</td>
<td>Possible</td>
<td>10 particles</td>
<td>Unknown</td>
<td>Unknown</td>
</tr>
<tr>
<td>Cryptosporidiosis</td>
<td>Unknown</td>
<td>Yes</td>
<td>132 oocysts</td>
<td>Stable days to months</td>
<td>Resistant</td>
</tr>
</tbody>
</table>

From W.D. Burrows and S.E. Renner, 1999, *Biological Warfare Agents as Threats to Potable Water*, Environmental Health Perspectives, V. 107, Number 12, p. 975 - 984.
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processes by plants, animals, or microorganisms. It is the poisons that harm man, not the organisms which make the toxins. In the past, the only way to deliver toxins on a large scale was by using the organism. With today’s technology large quantities of many toxins can be produced. Therefore, they can be delivered without the accompanying organism. Table 2 provides a summary of the potential threats of biotoxins.

<table>
<thead>
<tr>
<th>Agent</th>
<th>Weaponized</th>
<th>Water Threat</th>
<th>Stable in Water</th>
<th>Estimated Effective Dose</th>
<th>Chlorine Tolerance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Botulinum Toxin</td>
<td>Yes</td>
<td>Yes</td>
<td>Stable</td>
<td>0.004 - 0.07 mg</td>
<td>Inactivated, 6 ppm, 20 min</td>
</tr>
<tr>
<td>T-2 mycotoxin</td>
<td>Probable</td>
<td>Yes</td>
<td>Stable</td>
<td>None given</td>
<td>Resistant</td>
</tr>
<tr>
<td>Aflatoxin</td>
<td>Yes</td>
<td>Yes</td>
<td>Probably stable</td>
<td>2 mg</td>
<td>Probably tolerant</td>
</tr>
<tr>
<td>Ricin</td>
<td>Yes</td>
<td>Yes</td>
<td>Unknown</td>
<td>None given</td>
<td>Resistant at 10 ppm</td>
</tr>
<tr>
<td>Staph Entero</td>
<td>Probable</td>
<td>Yes</td>
<td>Probably stable</td>
<td>0.004 mg</td>
<td>Unknown</td>
</tr>
<tr>
<td>Microcystins</td>
<td>Possible</td>
<td>Yes</td>
<td>Probably stable</td>
<td>1 mg; WHO &gt; 0.001 mg/l</td>
<td>Resistant at 100 ppm</td>
</tr>
<tr>
<td>Anatoxin A</td>
<td>Unknown</td>
<td>Probable</td>
<td>Inactivated in days</td>
<td>None given</td>
<td>Unknown</td>
</tr>
<tr>
<td>Tetrodotoxin</td>
<td>Possible</td>
<td>Yes</td>
<td>Unknown</td>
<td>1 mg</td>
<td>Inactivated, 50 ppm</td>
</tr>
<tr>
<td>Saxitoxin</td>
<td>Possible</td>
<td>Yes</td>
<td>Stable</td>
<td>0.3 mg</td>
<td>Resistant at 10 ppm</td>
</tr>
</tbody>
</table>

From Hickman, D. C., 1999, A Chemical and Biological Warfare Threat: USAF Water Systems at Risk, Counterproliferation Paper No. 3, USAF Counterproliferation Center, Air War College, Air University, Maxwell Air Force Base, Alabama
1. WHO = World Health Organization

For most pathogens and biotoxins, only rodent median lethal dose (LD50, this means that at a particular dose, 50 percent of the mice tested died) values are available to indicate relative toxicity, and many of those are for ingestion or injection. The LD50 for humans can be estimated from rodent LD50, but individual susceptibility to pathogens and biotoxins varies considerably. Infants, immune-compromised and elderly individuals are more susceptible than the general population.

For many types of pathogens and biotoxins, the standard treatment techniques of flocculation, settling, filtration and disinfection, are ineffective in ridding the water of these agents. For example, anthrax in the spore form is highly resistant to chlorination, and anthrax spores are too small to remove by standard filtration. However, anthrax is far more lethal when inhaled.

In addition, it is more difficult to determine the LD50 for pathogens due to differences in virulence of agent strains. In general, to deliver an effective dose of a chemical agent or toxin or an infective dose of a biological agent, the contaminant should be introduced close to the point of consumption.

There are five basic types of chemical agents: nerve agents, blister agents, choking agents, blood agents, and hallucinogens. Although their primary designed infection routes are through inhalation and dermal exposure, a few chemical warfare agents are lethal or incapacitating when placed in drinking water and ingested. Nerve, blood and blister agents can be significant threats to water supply systems. Table 3 shows doses a person would have to ingest at a half a liter a day of water ingested to produce death or debilitation. The recommend guidelines columns in Table 3 give dosages that are derived from the military research and report the average
a soldier could ingest without being harmed. For the most part, these numbers apply to civilians as well.

This gives you some knowledge about the nature of some of the possible biological and chemical weapons that could be used against your system. Calculating the quantity needed to impact a water supply is rather straight-forward, but we have decided not to publish this information in our newsletter for security reasons. If you would like information on these calculations, please contact me at the e-mail address or phone number listed below and I will be glad to discuss it with you.

No one really knows what the odds are for the contamination of their system. There is evidence that terrorists have resided or reside in the Southeast. We really don’t know how much they know about our water systems, so it’s best that we know as much about what their capabilities are as possible. A Vulnerability Assessment is one step in that direction.

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The Water Utility Council (WUC) has once again decided to sponsor a section Fly-In to Washington, DC in connection with the spring officers’ visit to the nation’s capitol.

Sections are being invited to send one person per state to Washington to visit his or her congressional delegation to discuss water issues. Expenses for the trip will be covered by the Water Industry Technical Action Fund (WITAF). It is perfectly appropriate if the section wants to send additional representatives at the section’s expense.

Here is how it works:

1. Sections should choose their representatives by the end of February and let the AWWA Washington Office know who is coming. Those representatives are responsible for making appointments with as many of their congressional delegation as possible for the afternoon of April 21 and the morning of April 22.

2. Participants will convene in the Regency Hotel on Capitol Hill on April 21.

3. Participants will be briefed and join in discussing a small number of timely issues of importance to the water community to get “up to speed” on just what is happening on Capitol Hill. These issues will be identified by the WUC closer to the time of the Fly-In in order to be sure they are timely and relevant.

Participants will get issue papers and briefing packets on these important issues for their use, and which they can leave behind.
at the congressional offices they visit.

5. On the afternoon of April 21 and the morning of April 22, participants will visit their congressional delegation. They may discuss the issues identified by the WUC or other issues of importance to their utility, state or section. The purpose is to remind congress that “water matters,” raise the visibility of important water issues, highlight the work of AWWA, and give your congressional offices a “contract” “at home” on water issues.

Lunch will be provided on April 21, a reception/dinner is planned for that evening, and a concluding lunch will be offered on April 22. At the concluding lunch there will be an opportunity to share things you heard on the Hill and offer feedback on other aspects of the Fly-In.

7. Because the Fly-In is being coordinated with the officers’ Washington visit, AWWA representatives from certain states or utilities may be invited to join an officer team in visiting a key member of Congress or the Administration.

The Fly-In is an important opportunity for the water community to be heard in Washington. Don’t miss it!
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Membership Summit: You section manager, Ken McCool recently attended the AWWA Membership Summit held in Denver, CO. Nearly every section was represented with 75 in attendance. Lori Ropa, Senior AWWA Marketing Manager, AWWA President Marlay Price and other AWWA staff directed the meeting. AWWA’s top member recruiters shared their success stories and forum attendees table-topped member recruitment and retention. Executive Directors from the American Society of Civil Engineers and other organizations were also utilized in a forum setting to put forth their tools and tactics used for recruiting and retaining membership. In almost every setting, the importance of involving our youth was emphasized. Incidentally, our section in 2003 was also moved up regionally from number four to number three with a 12.82% gain in membership!

AWWA is also restructuring its membership classifications, particularly for Utilities and Service Provider memberships. In most cases, this move, still in the formulation stages, will also simplify the application forms. Sections leaders will see the draft structure by January 2005. Following committee fine-tuning and section input, the final forms will be implemented January 2006.

RMSO (Regional Meeting of Section Officers): Section Chair Randy Chafin and Manager Ken McCool attended the March 5th – 6th RMSO in Wichita, KS. The Mexico, Texas, AL/MS, Southwest, Missouri and Kansas sections represent region IV. The meeting was very well attended and was moderated by Fabiola Roll of AWWA National. AWWA Deputy Executive Director Rob Renner, CFO Lynn Laskey and Steven Werner with Water for People were also on hand to present topics of importance to the sections. Topics included AWWA Programs Update, the new Section Database, Small systems and the Manufacturers & Associates Council (MAC).
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Today We Mourn

e mourn the passing of a beloved old friend, by the name of Common Sense, who has been with us for many years. No one knows how old he was since his birth records were long ago lost in bureaucratic red tape.

He will be remembered as having cultivated such valued lessons as knowing when to come in out of the rain, why the early bird gets the worm and that life isn’t always fair.

Common Sense lived by simple, sound financial policies (don’t spend more than you earn) and reliable parenting strategies (adults, not kids, are in charge). His health began to rapidly deteriorate when well intentioned but overbearing regulations were set in place. Reports of a six-year-old boy charged with sexual harassment for kissing a classmate, teens suspended from school for using mouthwash after lunch, and a teacher fired for
reprimanding an unruly student only worsened his condition. It declined even further when schools were required to get parental consent to administer aspirin to a student but could not inform the parents when a student became pregnant and wanted to have an abortion.

Finally, Common sense lost the will to live as the Ten Commandments became contraband, churches became businesses and criminals received better treatment than their victims. Common Sense finally gave up the ghost after athletes and CEOs salaries increased to between 9 thousand and 90 thousand dollars per HOUR, and woman failed to realize that a steaming cup of coffee was hot, spilled it in her lap, and was awarded a huge settlement for simply being stupid.

Common Sense was preceded in death by his parents, Truth and Trust, his wife, Discretion; his daughter, Responsibility; and his son, Reason. He is survived by two stepbrothers; My Rights and I.M. Whiner. Not many attended his funeral because so few realized he was gone.

Anonymous
Abstract Submittal Deadline: April 1, 2004

The UPR Department of Health-Drinking Water Program (PRDOH), U.S. Environmental Protection Agency (EPA), American Water Works Association – PR Section (AWWA), Asociación Interamericana de Ingeniería, Sanidad y Ciencias Ambientales (AIDIS) and the PRWRERI (UPR-Mayagüez), are sponsoring the 10th Drinking Water Seminar, to be held May 25 – 26, 2004, in the Embassy Suites, Dorado, PR. The Seminar will be directed to Drinking Water, and is targeted for all professionals in the drinking water area and the regulated community.

The Seminar format will be a combination of simultaneous and plenary conferences, and poster presentations on both days. The topics to be covered are:

- Drinking Water Quality and Public Health
- Operation & Maintenance/Distribution & Construction/Engineering
- Management and Conservation of Water Resources
- Drinking Water Research & Development
- Small Systems
- Rules & Regulations

Abstracts of presentations are requested for these topics. Please submit abstracts for papers on the above subjects. Abstracts must be received no later than close of business April 1, 2004. Authors will be notified acceptance of paper by April 15, 2004. Authors will be required to prepare and submit a manuscript by May 26, 2004, authors who do not submit manuscript final presentation (disk) by that date, will not be considered in the program. Electronic copy shall be prepared on a CD or 3½" diskette using WordPerfect or Word Format. The Organizing Committee will register only one speaker per presentation. Speakers will be responsible for paying their own travel and lodging expenses. Poster requirements to be send upon abstract acceptance. Registration will be required for speakers interested in participating other than presentation day.

“Protecting our Health from Source to Tap”
Clair Olivers (Pacific Northwest Section)
David B. Paris (NEWWA, A Section of AWWA)
David J. Rexing (California-Nevada Section)
Ross D. Walker (Pacific Northwest Section)
Charles T. (Ted) Way (California-Nevada Section)
Robert F. Willis (Pacific Northwest Section)

i. OpFlow Publications Award: Connie K. Schreppel

j. Outstanding Service to AWWA Award: Kay Kutchins (Texas Section)

k. Public Communications Achievement Award: Patsy Clark (Michigan Section); San Antonio Water System (Texas Section)

l. Publications Award: Gregory W. Harrington and Daniel R. Noguera (Wisconsin Section); Alicia I. Kandou (Ohio Section); David J. Vanhoven (New York Section)

m. Water Industry Hall of Fame Award: Gordon Finch (Western Canada Section); William O. Lynch (New York Section)

Approved revisions to the Public Communications Achievement Award to clarify the nomination procedure for those submitting nominees. Other minor changes were made for clarity.

Approved a one-year pilot program to allow Division Best Paper Awards and the Publications Award to be judged on a calendar year basis, instead of the current June-to-June process.

FINANCES

4. Approved the 2004 Budget with projected income of $27,334,600, projected expenses of $27,089,800, resulting in a net income of $244,800, and capital expenditures of $568,900.

5. Approved the 2004 section allotments as follows:
   a. Allotments (including Government Affairs Allotment) $1,389,90
   b. WITAF Dues Rebate to Canadian Sections $16,100

6. Approved the 2005 dues rates for Individuals, Utilities, and Service Providers. Approved in concept the four-year dues plan for Individual, Utility, and Service Provider Members. The Finance Committee, Executive Committee, and the Board of Directors will be asked to review and approve actual dues rates for the years 2006-2007 one-year in advance of implementation.

7. Approved the “Whistleblower Policy.” The Sarbanes-Oxley Act which was passed in 2002 created federal sanctions for nonprofits against destruction of documents and retaliation against whistleblowers. Experts have recommended that nonprofits adopt a policy regarding retaliation against whistleblowers.

BYLAWS AND GOVERNING DOCUMENTS

8. Approved in second reading Bylaws Article III—Board of Directors. Gives sections the option of designating any section member to serve as alternate, or to have the option of naming a proxy.

9. Approved amendments to the following Governing Documents articles:
   a. Article IV—Administrative & Policy Council. Adds a liaison from the Diversity & Member Involvement Committee to the council.
   b. Articles IV—Administrative & Policy Council, XII—Board of Directors, XX—International Council. Eliminates the Thursday Board of Directors’ meeting held during the annual conference.
   c. Articles XI—Sections and XII—Board of Directors. Changes the process for reimbursement of Director expenses for the winter Board meeting.
   d. Article XII—Board of Directors. Adds one liaison each from the Diversity & Member Involvement and Young Professionals Committees to the Strategic Planning Committee.

POLICY STATEMENTS

10. Approved revisions to the following policy statements:
a. Metering & Accountability
b. Regionalization of Water Utilities
c. Safety

SECTION BYLAWS

11. Approved revisions to the Hawaii Section Bylaws:

STANDARDS

12. Approved the following standards:
   a. B102-04, AWWA Standard for Manganese Greensand for Filters (First Edition)
   b. B301-04, AWWA Standard for Liquid Chlorine (Revision)
   c. C215-04, AWWA Standard for Extruded Polyolefin Coatings for the Exterior of Steel Water Pipelines (Revision)
   d. C217-04, AWWA Standard for Petroleum and Petroleum Wax Tape Coatings for the Exterior of Connections and Fittings for Steel Water Pipelines (Revision)
   e. C302-04, AWWA Standard for Reinforced Concrete Pressure Pipe, Noncylinder Type (Revision)
   g. C606-04, AWWA Standard for Grooved and Shouldered Joints (Revision)
   h. C703-04, AWWA Standard for Cold—Water Meters—Fire-Service Type (Revision)
   i. D110-04, AWWA Standard for Wire-and Strand-Wound, Circular, Prestressed Concrete Water Tanks (Revision)

OTHER

11. Elected Andrew W. Richardson to serve as the Association's President-Elect for a one-year term beginning in June 2004. Mr. Richardson will assume the Presidency of AWWA in June 2005.

12. Elected the following members of the Board of Directors to serve a one-year term as Association Vice-President beginning in June 2004:
   Mari Garza-Bird
   Nilaksh Kothari
   Michael J. Leonard
   Gerald B. Samuel
   Curtis L. Truss

13. Elected Melissa Wisely to a three-year term as a Director-at-Large on the AWWA Board of Directors beginning in June 2004.


15. Approved replacing the annual conference banquet with a reception that will feature some official functions.

16. Approved the Partnering Agreement between AWWA and the Canadian Water & Wastewater Association.

17. Approved adding a liaison from the Canadian Affairs Committee to the Utility Quality Programs Committee.

18. Approved revisions to the Partnering Agreement between AWWA and the Australian Water Association.

19. Approved a dues assessment for OWWA, a Section of AWWA in the amount of $15 U. S. to be applied to all members. The revenue will be used to fund government affairs initiatives and provide for additional paid staff.

20. Approved revisions to the Association's 403(b) and 457(b) Plans.
PERPETUAL NEW YEAR RESOLUTIONS

Let this coming year be better than all the others. Vow to do some of the things you've always wanted to do but couldn't find the time.

Call up a forgotten friend. Drop an old grudge, and replace it with some pleasant memories. Share a funny story with someone whose spirits are dragging. A good laugh can be very good medicine.

Vow not to make a promise you don't think you can keep. Pay a debt. Give a soft answer. Free yourself of envy and malice. Encourage some youth to do his or her best. Share your experience, and offer support. Young people need role models.

Make a genuine effort to stay in closer touch with family and good friends. Resolve to stop magnifying small problems and shooting from the hip. Words that you have to eat can be hard to digest.

Find the time to be kind and thoughtful. All of us have the same allotment: 24 hours a day. Give a compliment. It might give someone a badly needed lift.

Think things through. Forgive an injustice. Listen more. Be kind.

Apologize when you realize you are wrong. An apology never diminishes a person. It elevates him. Don't blow your own horn. If you've done something praiseworthy, someone will notice eventually.

Try to understand a point of view that is different from your own. Few things are 100 percent one way or another. Examine the demands you make on others.

Lighten up. When you feel like blowing your top, ask yourself, “Will it matter in a week from today? Laugh the loudest when the joke is on you.

The sure way to have a friend is to be one. We are all connected by our humanity, and we need each other. Avoid malcontents and pessimists. They drag you down and contribute nothing.

Don't discourage a beginner from trying something risky. Nothing ventured means nothing gained. Be optimistic. The can-do spirit is the fuel that makes things go.

Read something uplifting. Deep-six the trash. You won't eat garbage - why put it in your head? Don't abandon your old-fashioned principles. They never go out of style. When courage is needed, ask yourself, “If not me, who? If not now, when?”

Walk tall, and smile more. You'll look 10 years younger. Don't be afraid to say, “I love you”. Say it again. They are the sweetest words in the world.

Ann Landers
QualServe Program Update

January 2004

Upcoming Events

JMC - AWWA/WEF 2004 Joint Management Conference
March 16-19, 2004
Phoenix (Chandler), Arizona
Registration is now open! Go to www.jointmanagementconference.org for more information.

ACE - AWWA Annual Conference and Exposition
June 13 - 17, 2004
Orlando, FL
Go to www.awwa.org/ace2004 for more information.

WDFTEC - WEF Annual Conference and Technical Exposition
October 21 - 26, 2004
New Orleans, LA
Go to www.weftec.org for more information.

What's New!

AWWA Creates New “Utility Quality Programs Committee”

In June 2003, the AWWA Board of Directors created a new administrative committee, the Utility Quality Programs Committee. This new committee reports directly to the Executive Committee and its members include: Chair of the Technical & Educational Council; Chair of the Standards Council; Chair of the Water Utility Council; Chair of the Accreditation Committee; Chair of the Partnership for Safe Water Steering Committee; Chair of the QualServe Advisory Committee; and Member from the Board of Directors appointed by the President.

The committee held conference calls in October 2003 to begin organization and to discuss its mission. A meeting was held in Denver in December 2003 to discuss the status of the three existing quality programs, to establish the mission for the committee, and to develop recommendations for the Executive Committee.

The group identified its mission to be one of oversight, communication, and support. The committee will provide oversight to the committees that are set up for the three quality programs - Partnership for Safe Water, QualServe, and Accreditation. The committee will also serve as a communication link between the volunteers and staff that work on the three programs and the upper levels of volunteer governance, including the Council, the Executive Committee, and the Board of Directors.

Flagstaff Next to Repeat the QualServe Process

Congratulations are in order to Dan Dobbs and his staff at the City of Flagstaff Utilities! Flagstaff was one of the utilities that piloted tested the QualServe process back in 1998 – and now they are using the tools again!

No surprise for some because Flagstaff is recognized in Arizona as one of the state’s top utilities (and received the Governor’s Quality Award). Moreover, Dan and his Assistant Director, Randy Pellatz, are both QualServe peer reviewers, so they understand the process from a different perspective and have helped AWWA implement these tools at other utilities.

But most importantly, Flagstaff is repeating the process because that is the process - a continuous, ongoing effort to evaluate and improve, evaluate and improve. So, like Columbus, GA and Everett, WA before them, the City of Flagstaff is a great display of a utility that understands the importance of continuous quality improvement and ACTS like it too!

Don’t Forget the Benchmarking Tools Developed by the Utility Founding Members

The Benchmarking Utility Founding Members played an integral part in developing many of the core services for the Benchmarking program. Don’t forget to utilize these important benchmarking tools. Go to www.qualserve.org to review these documents.

- Identification of Performance Indicators for Water and Wastewater Utilities
- Code of Conduct for Collecting and Sharing Data
- Protocols for Benchmarking Studies
NEW QualServe Benchmarking Plan for 2004

The QualServe Benchmarking program is listening to its customers and responding with a new plan for utilities to compare performance indicators. Starting 2004, the QualServe Benchmarking program is moving from a membership-based program to a product. The program will still develop a 2004 Performance Indicators Survey & Analysis report for water and wastewater utilities. The only thing that changes is the report delivery.

Next year the Benchmarking program will offer a data collection period from May through July 2004. In return for submitting data, utilities will receive a summary report including the participating utility's individual responses compared to the group responses for free! Later in the year (October), a survey report with additional interpretative analyses will be developed. This report will be available for purchase for approximately $350. This cost is reduced substantially and opens the door for more utilities to participate.

There will be three main pieces to the Benchmarking process:

Survey Design
Each year the QualServe Advisory Committee, the Benchmarking Working Group, Volunteers and QualServe staff will conduct a review of the Benchmarking Performance Indicators and the Performance Indicators Survey. Modifications and additions to the current 22 performance indicators will be made when appropriate.

Data Collection
Each year a three-month period will be available for utilities to submit performance indicator data by responding to the Benchmarking Performance Indicators Survey. We encourage utilities to prepare for this data collection period beforehand, which begins in May 1, 2004. Staff will be available for consultation to utilities when responding to the survey. In return, a summary report including the participating utility's individual responses compared to the group responses will be sent back to participants for free!

Report Processing
After data collection is completed, the data validation, analysis and report production is performed. A summary report, titled the Benchmarking Performance Indicators Survey & Analysis report, will be available for purchase later in the year. Fees for the published report are set as low as possible to make the information available for all and make the Benchmarking program self-sustaining. The Benchmarking program relies on participation from utilities. The more participation, the better quality analyses will be produced.

Demarche Consulting Offering
Customized Performance Indicator Summary Profile!

Demarche Consulting has developed a diagram for illustrating the QualServe performance indicator results in a summary comparative format where all of the indicators are graphically depicted on one 8.5” x 11” sheet. This tool has been very useful for water/wastewater utilities to understand, at a glance, where its strengths and weaknesses are for all the indicators included in the study. For those who participate in the Demarche Consulting research project by providing data and answering a few questions, Demarche will develop this customized summary profile of your utility and provide it to you at no cost. Demarche will maintain strict confidentiality of your data and indicator profile unless you give written permission to share this information.

Contact Bill Speck, Demarche Consulting Group, 969 3rd Ave., Suite 2000, Seattle, WA 98104, Ph: 206.523.5800, bspeck@demarcheconsulting.com

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