68th Annual Conference

October 11-13, 2015
Beau Rivage Convention Center,
Hotel & Resort • Biloxi, MS

INSIDE

• Funding/Financing Options for Capital Investments
• Spotlight on Anniston, Alabama Water Works and Sewer Board
• The Marble Column
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As we draw near to the Annual Section Meeting, I have to put a brief plug. We have a great conference planned with some excellent speakers, delicious food, superb entertainment, a sold-out exhibit hall and, as always, a great Spouse’s Program. The cover of this issue features the MGM Park, the site of our Sunday evening activities. If you are coming to our Annual Conference, you are probably already signed up, but if not, it’s not too late!!

What I would like to focus on in my last Pipeline letter are the two things of which I am most proud and of which I think we should all be most proud; Education and Scholarship.

The AWWA, and our local Section, exists to serve our members. The chief manner in which we accomplish this service is to educate our membership. This education occurs through technical presentations at our Conference and remote seminars, which occur at various sites and at various times throughout the year. When our sponsorship of the education process can take that next step, offering financial aid to our members, or candidates sponsored by members, for academic endeavors outside of the Section, then we are serving even better.

In the area of off-site seminars, AWWA was selected this year to administer a round of “small system” seminars. The EPA provided the materials and we set up the location and speakers. We did four of these, and they were all successful, far out performing EPA attendance guidelines. Jim Miller, our Section Manager spearheaded these seminars.

Between our own seminars and the EPA small system seminars, we will have had nearly one seminar per month this year.

As far as Scholarships go, our Section arrived last year at a place toward which we had been striving for three years. That is when the Section first decided to establish our own Section Scholarship Committee, free to award scholarships according to a more open set of criteria than in the past. Soon thereafter, the Memorial Scholarship Fund was dissolved, and those funds were rolled into the Section’s Scholarship Fund. Last year we awarded five scholarships, valued at $12,000. This year we will award eight scholarships, valued at $19,000. The scholarships have varied from rising college freshmen, to operator certification training, to PhD graduate students. The really cool part is that, so far, we have not touched the Scholarship account to fund any of these scholarships, the Board voting instead to fund them out of ordinary income, preserving our funds for future scholarships. Danny Hutcherson has been our Scholarship Committee Chair for three years now, and will roll off in October, when David Stejskal, our current Past Section Chair, will take over. David will, no doubt, build and expand upon the successful program Danny and the Scholarship Committee have developed.

The accomplishments of our Section in the area of Education and Scholarship have been exceptional. The successes this year were totally based upon the hard work and effort of past Section leadership, combined with an excellent bunch of volunteer Committee leaders and members. I began this year hoping to just hang on to the strides we had made in the last few years. No new programs; just build and strengthen the ones we have already developed. I am proud to say that we have done that; not through any effort on my part, but through the hard work and dedication of our volunteers and our hard-working and dedicated Section Manager.

Thank you all, and see you at the Beau!!!
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Beau knows conferences!

The 2015 Alabama-Mississippi Section Annual Conference is just around the corner. We will return to the Beau Rivage this year and early bookings indicate space is filling up fast. If you have not already made your reservations now would be a good time to do it. This year’s conference will feature a little bit of everything.

EDUCATIONS AND CONTINUING EDUCATION HOURS
The technical session will offer many different ways to get those operator credit hours as well as professional development hours. There will be three tracks and classes will run from Monday afternoon until Tuesday evening. There will be something for everyone’s interest. Education Chair Phillip Gibson and his committee are featuring an emphasis on Water Loss Control. It’s a hot topic across the southeast and this track will offer utilities the chance to see and hear about the latest developments and strategies for restoring a water tight, efficient system.

EXHIBITS
The Beau features a large capacity exhibit area and the vendors and service providers who support AWWA will be there with all of their newest products and technologies. It’s a great place to network ideas and opportunities as well as catch up with old friends. You can grab a good meal during the strolling lunch in the exhibit hall.

COMPETITIONS
Look for exciting new competitions this year from Jimmy Eckman and the Competitions committee. In addition, we will have some new competitors in the popular events. So come, pick a team to root for and enjoy some ice cream treats while watching the teams go at it.

SPOUSES PROGRAM
The AL-MS Section has developed a reputation in AWWA for having the best spouse programs of any section. Bring your wife (or husband!) and enjoy the special activities Dana Agnew and her team of spouses have been cooking up. Your spouse will get to see the Mississippi Gulf Coast in a whole new way! Don’t forget the games (formerly known as Bingo but we can’t use that term) on Tuesday morning. Famous for great prizes and great fun your spouse will not want to miss it.

ENTERTAINMENT AND FINE DINING
You will need some time to relax and unwind after all that hard work gathering knowledge about the water industry. So expect to enjoy the special entertainment that John Hall has lined up. All of the three featured entertainers are headliners. On Sunday evening at the new ball park just across the street Chris Bryson will have some interesting twists on our Sunday evening dinner and will feature the very popular “Sugar Cane Jane” group that was such a hit at the Grand last year.

On Monday morning at the Opening General Session the featured speaker will be Chad Pegracke founder of Living Lands and Waters. He will give a great presentation on his life-long work cleaning up America’s rivers. You will want to get up and get out to see this presentation. Chad has been featured on a number of television shows and in numerous articles cross the nation. He is entertaining and humorous. You won’t be able to escape being impressed with the work he’s done. His approach and his hands on, hard work bring out the true, intended meaning of environmentalist! It’s a presentation everyone who draws water from a river should see.

Our Tuesday evening banquet entertainment is amazing comedian-magician Jym Elders. He has played to great reviews all across the country and is guaranteed to keep you laughing. So stick around for the show after a fine dinner and the annual “passing of the gavel” as well as the presentation of Section Awards. The recipient of the Fuller Award will be named and will receive his plaque at the national conference in June of next year.

Chairman Sam Agnew, the Board of Trustees and the 2015 Planning Committee have put a lot of work and planning into this year’s conference and it promises to be a memorable experience. I look forward to seeing you there October 11-13 at the beautiful Beau Rivage Casino and Resort in Biloxi, Mississippi.
WATER AND WASTEWATER
GRADE IV OPERATOR
CERTIFICATION PROGRAMS

Working in collaboration with General Managers, Superintendents, Grade IV Operators and other key contributors within the Alabama/Mississippi Section of the American Water Works Association and the Alabama Water and Wastewater Institute, the Office of Continuing Education at Jacksonville State University has developed a certification program that serves the needs of individuals, municipalities and industry, alike. We call it CWTP!

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Operators Chair – Eddie James
Competitions Chair – Jimmy Eckman
Media, Communications & Pipeline – Harry Gong
Assistant to Chair (Website/Social Media) – Hercy Golson
Communications Committee – Miranda Duke
Governmental Affairs - Co-Chair AL – Ed Turner
Governmental Affairs - Co-Chair MS – Mark Snow
Audit Chair – Brian Shelton
Young Professionals - Co-Chair AL – Jaquice Boyd
Young Professionals - Co-Chair MS – Chris Bryson

Awards Chair – Matthew Horton
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The customer is always right

By Will Moore – Water Operator, Montgomery Water Works

This article is sponsored by Jacksonville State University

The OPERATOR’S CORNER articles are formatted to educate our readers on new operational techniques and advances taking place within the water production industry. In this edition however, I would like to highlight an often overlooked aspect of our jobs, and that is Addressing Customer Complaints. As operators many of us have had to field customer complaints ranging from poor water quality to “that funny noise my pipes make when I flush the toilet”. Because of our experience and training we can often diagnose a problem over the phone without having to test any samples or even make a trip into the field. Sometimes we can become frustrated with customers when they are unwilling to accept our advice and answers to their concerns. Who hasn’t had to take a call from a frantic customer who thinks they need to go to the ER because they drank some water then noticed it was slightly discolored, or who refuses to believe that a dripping faucet can run their bill up THAT MUCH! Some of our frustration comes from the fact that we, as operators, know our business. Our knowledge, training and experience give us insight that the general public often lacks. At times you just want to tell them “I do this for a living and I know what I’m talking about. I’m right; you’re wrong… end of story!” However, sometimes this know-it-all attitude can get in the way of providing good customer service and may actually cause you to misdiagnose a customer complaint or discount an actual problem. To illustrate this I’d like to give an example that happened to me several years ago.

Our office received a call from an elderly customer one morning who reported that the fire hydrant in her front yard was haunted (yes, haunted... as in ghosts) and wanted us to do something about it. We asked what made her think it was haunted and she replied that it was haunted and she replied that it would move around by itself. She said that sometimes it would be closer to the street and at other times it would be closer to her house. She told us that the hydrant was usually on the right side of her driveway but other times it wouldn’t be out there at all. Dismissing her claims as possibly the result of some form of dementia we assured her that fire hydrants didn’t just move around on
their own and that she must be mistaken. She said that was the same thing the fire department told her every time she called them. During her last call they told her that haunted fire hydrants weren’t their responsibility and that she should call us. The customer was adamant that we do something so we told her we would come out. When we arrived the customer met us at the fire hydrant in her yard and repeated her assertion that the hydrant was haunted, she didn’t want anything to do with “black magic”, and could we please take it out of her yard. Once again we tried to explain that fire hydrants are permanent fixtures, don’t move around on their own, and can’t simply be hauled away. As we were speaking with the customer one of our workers was checking the hydrant and saw that all the break-away bolts were missing at the base of the hydrant. Seeing this it began to dawn on us that there may be more going on here than an elderly customer with some early-onset dementia and a fear of ghosts. We rocked the hydrant onto its side and found that it wasn’t attached to anything. There wasn’t even the other end of a broken riser or stub out, just a circle of dead grass. We asked the customer to show us the other locations she had seen the hydrant and at each spot there were the same circles of dead grass. Apparently some teens had found the hydrant knocked off somewhere and had spent the last several months having some fun at the lady’s expense. We checked our records and found that there wasn’t even supposed to be a hydrant on her property. We apologized to the customer for all the inconvenience and told her we would take the hydrant with us as she had asked. She was overjoyed to be rid of “that evil thing” and even warned us not to keep it because “you don’t want to fool around with black magic”. We told her not to worry and assured her we had special care and disposal procedures for these kinds of situations. We then loaded the “haunted hydrant” onto our truck and left.

The lesson to be learned from this story is the importance to taking our eyes and ears in the field. In essence they are an enormous workforce of volunteer field inspectors and their input is an invaluable resource. We rely greatly on this input to ensure that our water systems are in proper working order, so no matter how outlandish the claim, it should always receive our full attention. Though the reports may at times seem improbable, we should keep in mind that the customer took the time to call for a reason. They noticed that something wasn’t right and as water operators, determining what that SOMETHING is… well, that’s a big part of what we do. So remember, sometimes the customer really is always right.
How often do you have to call or meet with an irate customer? There isn’t anything easy about it. It is stressful, time consuming, inconvenient and often times not very satisfying. We have all experienced the impact of poor customer service and had to address a customer that is having issues whether we are responsible for the problems or not. These customers can be loud, emotional, irrational, argumentative, rude, demanding, misinformed or downright mean.

These same customers on a different day or under different circumstances can be your biggest supporter and ally and they can show great appreciation for the important role that you play in improving the quality of their lives by providing a clean and reliable drinking water supply. We all work for these very customers daily. They pay our salaries and make our jobs possible.

Good customer service begins with simply treating others the way you would like to be treated. Instilling a customer service focus within an organization requires an understanding that every employee within your organization plays an important role in customer service regardless of their title or position. Providing good customer service on a consistent basis is no accident.

When working with customers communication is key. Give advance notice to customers when possible. Don’t be afraid to apologize when things don’t go as planned. Give your customers your full attention. Greet your customers and thank them for their time. Look your customers in the eye when you meet with them. Take the time to find out how you can assist your customer by asking open ended questions. Listen patiently to hear and understand what the customer needs to tell you. Show empathy and understanding. Don’t interrupt the customer or try to talk over the customer or try to anticipate what they will tell you. Listen to what they have to say – this is their story. If you don’t understand what the customer is trying to say, ask more questions until you do understand. Stay calm and be patient. Recognize that every customer has a unique set of needs and each customer wants to be heard. Help your customer identify the problems they are having and then help them solve the problems. You won’t be able to solve every issue, but you can certainly try.

Good customer service is not a race to see who can help the most customers the fastest – often it takes time to do things right. Don’t let your tendency to be efficient compromise good customer service. It is often times easy to determine a solution to a customer service issue that suits your needs, but is it really a good solution if it doesn’t meet the needs of your customer? Many times the number of unhappy customers that we face can be minimized if we only take the time to provide good customer service from the beginning.

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The year was 1873 and it was the beginning of an industry in Alabama that would see many changes over the years, but an industry that will forever be connected to the water utility industry. The cast iron pipe industry was blossoming in Anniston brought to it by Samuel Noble and Daniel Tyler a few years before. It was in that year that Noble, Tyler and others began a water system to serve the foundries and blast furnaces of the Woodstock Iron Works in their thriving new town that they would later incorporate in 1883 as Anniston, named after Mr. Tyler’s daughter, Annie.

For many years to come, Woodstock Iron Works then Alabama Pipe Company and its subsequent parent companies and subsidiaries would be mainstays in the plumbing and water distribution industry. U. S. Pipe and Foundry Company would also join the Anniston community for several decades in the 20th Century. Today, Tyler/Union and M&H Valve, both subsidiaries of McWane Cast Iron Pipe Company, along with Lee Brass Company continue in operation today as vibrant members of the Anniston community and of the water utility industry. Today they are still customers of the water system their forbears helped to establish over 140 years ago.

With the establishment of Anniston as a town, the expansion of the water system began to branch out to serve a growing population beyond the blast furnaces and foundries. By 1883, the system already served a population of 2,500 and as businesses expanded that growth would continue. The system would grow to serve a population of over 15,000 during WWI with the construction of Camp McClellan and later to over 35,000 during WWII as McClellan grew into a Fort and the Anniston Army Depot was established. In 1956, the Choccolocco Creek Wastewater Plant, one of the earliest activated sludge treatment plants in the Southeast, began operation. It was also among the earliest plants to use captured methane gas for internal plant use.

Since its beginning, the Anniston System has enjoyed the high quality, consistent flow of the Coldwater Spring as its primary source for drinking water. The spring has a historical average daily flow of 32 million gallons per day, an average year-around temperature of 62 degrees and is home to the Pygmy Sculpin, a threatened species known only to Coldwater Spring. Water from the spring is treated at the Paul B. Krebs Choccolocco Creek Wastewater Plant, one of the earliest activated sludge treatment plants in the Southeast, began operation in 1956.
Water Treatment Plant. The Krebs plant is permitted for 30 mgd and has won numerous awards from industry associations for best operated in its category. In addition, Anniston Water Works maintains two surface water sources, the Hillabee Reservoir and the Sam Hamner Reservoir, the latter designed for future expansion. Water from the Hillabee Reservoir is treated at the Earl C. Knowlton Water Treatment Plant. The Knowlton Plant, which began operation in 1982, is permitted for 6 mgd and is slated for a 5.1 million dollar upgrade in 2015.

In addition to the Choccolocco Creek Wastewater facility, the Anniston system also operates the McClellan Wastewater Treatment Plant. Originally constructed in 1918 by the U. S. Army Corp of Engineers for then Camp McClellan, the plant was conveyed to Anniston Water Works in 1996.

Coldwater Spring has a high-quality, consistent average flow of 32 mgd, an average year-round temperature of 62ºF, and is home to the Pygmy Sculpin, a threatened species.
From 1998 to 2010 Anniston Water Works was one of only a few utilities, nationwide, with its own bottled water brand, partnering with a local bottler to offer Coldwater Mountain Springwater in a variety of sizes.

Works in 1999 when Fort McClellan closed as a result of the 1995 Base Realignment and Closure Act (BRAC). The plant has been upgraded several times over the last ninety-seven years and is today a very modern 2.2 mgd plant.

Anniston Water Works and its employees have always taken pride in innovation. From 1998 to 2010 Anniston Water Works was one of only a few utilities, nationwide, with its own bottled water brand, partnering with a local bottler to offer Coldwater Mountain Springwater in a variety of sizes. In 2008, Anniston Water began a partnership with the Calhoun County Commission to begin a recycling program to convert used cooking oil to biodiesel in a program called, “Stove Top to Road Top.”

Today, the Anniston Water Works system has grown to serve about 19,000 metered connections with a direct population of 60,000 including the Alabama’s two largest industrial operations, the Anniston Army Depot and Honda Manufacturing of Alabama* as well as the State’s largest subcontractor Fabarc Steel Supply**. Anniston Water Works also serves eight other utilities and/or jurisdictions in Northeast Alabama and also serves Haralson County, Georgia.


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Today, many water utilities are struggling with issues related to funding and financing capital investments. The increased capital needs of most water utilities includes repairing and replacing aging infrastructures that were installed after World War II. According to Water Research Foundation, "Utilities will have to fund the infrastructure projects on their own, by justifying their needs to their governing boards and stakeholders. The federal government helps by providing subsidized loans below market interest rates through the Drinking Water State Revolving Fund (DWSRF). However, the funds provided fall far short of the funding needed. To meet these challenges, water utilities should conduct an integrated planning process that consists of three important components: strategic business planning, capital planning, and financial planning 1.

Many cities and rural water systems are creating comprehensive multi-year plans known as Capital Investment Plans (CIP). The plan includes short, medium, and traditional long-term investment options and explores different types of funding that can be used for capital needs, such as private capital markets, trust funds, revolving funds, and grant programs.

**Private Capital Markets/Trust Funds**

Private capital markets usually have numerous participants including individual investors and institutional investors. Capital markets are most accessible for utilities with sufficient revenue and customer base, a good credit rating, and that seek to borrow larger amounts 2. Trust funds are a viable option if an adequate funding source is identified when a trust fund is established, but small systems with few private lenders and small customer bases are probably not going to have these options available. They, instead, will have to look towards state and federal loans and grant programs.

**Revolving Funds**

Revolving Loan Funds (RCAP) were developed to lend funds for small infrastructure projects that were urgent but could not be funded through state or federal programs, or local banks because of the small amount. Often, these loans provide emergency financing to replace a failed sewer lift station, provide a new groundwater well or storage tank, provide interim financing for a United States Department of Agriculture Rural Development (USDA RD) loan, or fund cost overruns when a Community Development Block Grant (CDBG) is not sufficient to complete a project 3.

**Grant Programs**

The USDA RD now makes direct loans, with some partial grants, based on community income levels and user affordability. So, communities that cannot obtain other affordable loans or financing may apply for grants to cover materials or other project costs. The USDA RD also has several programs for implementing best practices in utility management for securing existing investments and ensuring limited federal funding is being put to the best use possible 4. Other programs such as: The Federal Energy Management Program (FEMP) offers financing options for agencies ready to implement energy and water efficiency projects www.energy.gov, Reconnecting America www.grants.gov and the RCAPs Rural Assistance Center www.raonline.org have compiled lists of upcoming federal grants opportunities, and the Rural Utilities Service Borrower’s Guide www.rd.usda.gov contains borrowing basics, registration, and reporting tips.

References

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## 68th Annual Conference

### Conference Agenda

**SUNDAY, OCTOBER 11, 2015**

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<td>Registration</td>
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<td>11:00 am - 12:00 pm</td>
<td>Golf Tournament Lunch – Shell Landing Golf Course, Gautier, MS</td>
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<td>12:15 am - 4:30 pm</td>
<td>Golf Tournament – Shell Landing Golf Course, Gautier, MS</td>
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<tr>
<td>6:30 pm - 8:30 pm</td>
<td>Dinner and Entertainment with Sugarcane Jane at Biloxi Shuckers’ MGM Park</td>
</tr>
<tr>
<td>7:30 pm - 9:00 pm</td>
<td>Awards Banquet and Entertainment – Mentalist Jym Elders</td>
</tr>
</tbody>
</table>

**MONDAY, OCTOBER 12, 2015**

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT</th>
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</thead>
<tbody>
<tr>
<td>6:30 am - 8:30 am</td>
<td>Breakfast Buffet</td>
</tr>
<tr>
<td>7:30 am - 10:30 am</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00 am - 10:00 am</td>
<td>Opening General Session – Welcoming Address, Official Welcome, AWWA National Official Remarks, State and Federal Governmental Affairs Updates, and Awards Presentations (Scholarship, Operator, YP, Plant and Distribution System)</td>
</tr>
<tr>
<td>10:00 am - 10:15 am</td>
<td>Break</td>
</tr>
<tr>
<td>10:00 am - 5:00 pm</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>10:15 am - 11:15 am</td>
<td>Motivational Speaker Chad Pregracke – President and Founder of Living Lands &amp; Waters</td>
</tr>
<tr>
<td>11:15 am - 12:00 pm</td>
<td>Annual Business Meeting</td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Strolling Lunch in Exhibit Hall and YP Taste Test</td>
</tr>
<tr>
<td>1:30 pm - 3:00 pm</td>
<td>Technical Sessions (3 Concurrent)</td>
</tr>
<tr>
<td>3:00 pm - 3:30 pm</td>
<td>Break</td>
</tr>
<tr>
<td>3:30 pm - 5:00 pm</td>
<td>Technical Sessions (3 Concurrent)</td>
</tr>
<tr>
<td>4:00 pm - 6:00 pm</td>
<td>YP Forum &amp; Social</td>
</tr>
</tbody>
</table>

Note: No scheduled activities for Monday night – on your own for dinner

**TUESDAY, OCTOBER 13, 2015 (OPERATOR DAY)**

<table>
<thead>
<tr>
<th>TIME</th>
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<tbody>
<tr>
<td>6:30 am - 8:30 am</td>
<td>Breakfast Buffet</td>
</tr>
<tr>
<td>7:30 am - 10:30 am</td>
<td>Registration</td>
</tr>
<tr>
<td>8:00 am - 12:00 pm</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>8:00 am - 10:00 am</td>
<td>Technical Sessions (3 Concurrent)</td>
</tr>
<tr>
<td>10:00 am - 10:30 am</td>
<td>Break</td>
</tr>
<tr>
<td>10:00 am - 4:00 am</td>
<td>Mini-Excavator Competition</td>
</tr>
<tr>
<td>10:30 am - 12:00 pm</td>
<td>Technical Sessions (3 Concurrent)</td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Joint Luncheon: Sponsor Recognition, Scholarships, Award Winners &amp; Taste Test Winner</td>
</tr>
<tr>
<td>1:30 pm - 2:30 pm</td>
<td>Technical Sessions (3 Concurrent)</td>
</tr>
<tr>
<td>2:30 pm - 4:00 pm</td>
<td>Pipe Tapping Exhibition and Meter Madness (Alternating)</td>
</tr>
<tr>
<td>3:00 pm - 3:30 pm</td>
<td>Break: Ice Cream Social</td>
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<tr>
<td>3:00 pm - 4:00 pm</td>
<td>Technical Sessions (1 Track Only)</td>
</tr>
<tr>
<td>4:00 pm - 5:00 pm</td>
<td>Top Ops Demonstration/Competition</td>
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<tr>
<td>6:00 pm - 7:00 pm</td>
<td>Banquet Reception</td>
</tr>
<tr>
<td>7:00 pm - 9:00 pm</td>
<td>Awards Banquet and Entertainment – Mentalist Jym Elders</td>
</tr>
</tbody>
</table>

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**AWWA National Representative**

Gene Koontz  
President (2015 - 2016)  
American Water Works Association

Gene Koontz has been with Gannett Fleming Inc. for 39 years. He currently serves as Senior Vice President and member of the Board of Directors, overseeing the firm’s water and natural resources markets.

Gene has been a member of AWWA since 1982 and has been a very active volunteer and leader in the Pennsylvania Section. He has held many previous positions including Section Chair, Director, Chair of the Water Quality, Program and Strategic Planning Committees and member of the Water Utility Council. For the Association, Gene has served as Vice President, on the Finance, Pension and Governing Documents Committees, and as a liaison to the Canadian Affairs and Young Professionals Committees.

Outside of the professional organizations that Gene has been actively involved in, he has also served in many capabilities within the community. He has held a multitude of roles in youth sports, from coach to board chair for various baseball, softball and basketball programs. He is currently completing a six-year term on the Harrisburg Regional Chamber Board of Directors.

Gene received his BS from Lehigh University. Gene lives in Lemoyne, Pennsylvania with his wife Barbara. They are the proud parents of Adam and Sarah.
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ALABAMA/MISSISSIPPI SECTION
AMERICAN WATER WORKS ASSOCIATION
68th ANNUAL CONFERENCE

October 11 – 13, 2015
Beau Rivage Resort and Casino, Biloxi, Mississippi

REGISTRATION FORM

Please complete and return to AL/MS AWWA, c/o Harry Gong, P. O. Box 4651, Jackson, MS 39296-4651
Make check payable to “AL/MS Section AWWA”.

Name: (First) ___________________________ (Last): ___________________________ Name/Nickname for Badge: ___________________________
Spouse’s Name: (First) ___________________________ (Last): ___________________________ Name/Nickname for Badge: ___________________________
Firm/Municipality/Organization/Company: ________________________________________________________________________________________________________________
Address: ________________________________________________________________________________________________________________
City: ________________________________________________ State: ________ Zip: _______________ Phone: (_______) ___________ - _________ Date: ________/_______/________
AWWA Membership #: Operator Certification #: ___________________________ E-Mail Address: ___________________________
Is this your first time attending the Alabama – Mississippi AWWA Conference? Yes _______ No _______ Spouse’s? Yes _______ No _______ N/A ______
Are you a Young Professional (35 age and younger)? Yes _______ No _______ Spouse’s Email Address: ___________________________
Are you/spouse planning to attend Sunday’s dinner? Yes _______ No _______ Are you planning to attend Tuesday’s dinner? Yes _______ No _______

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<thead>
<tr>
<th>Category</th>
<th>Qty</th>
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<th>Total Amount</th>
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<td>$275.00</td>
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<td>Non-member (Includes 1 year membership to AWWA national)</td>
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<td>Spouse</td>
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<tr>
<td>First Time Young Professional (Age 35 or younger only. Includes day pass for Monday only)</td>
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<td>Conference Sponsorship Donation (Platinum - $2,500, Gold - $1,500, Silver - $750, Bronze - $250)</td>
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<tr>
<td>Golf Tournament Registration (1 Player – Complete Golf Registration Form)</td>
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<td>Golf Tournament Hole Sponsorship (Includes Hole Signage – Complete Golf Registration Form)</td>
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<tr>
<td>Golf Tournament Sponsor – Complete Golf Registration Form (Includes 1 Team of 4, 4 Mulligans, 1 Hole Sign, Plaque, Sponsor Name/Logo on Board)</td>
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<td>$800.00</td>
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<td>Golf Tournament Lunch Sponsor – Complete Golf Registration Form (Includes 1 Hole Sign, Plaque, Sponsor Name/Logo on Sponsorship board)</td>
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<tr>
<td>Plant Tour (City of Pascagoula)</td>
<td></td>
<td>$5.00</td>
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</table>

Total Amount Enclosed $  ___________________________

Conference registration cancellations after September 4, 2015 are not refundable, but substitutions are accepted.

If paying by credit card, please fill out the following information:
MasterCard: _______ Visa: _______ American Express: _______ CVV#: _______ Expiration Date (MM/YYYY): ________/_______/_______
Credit Card Number: ___________________________ Signature: ___________________________

If you have any questions, please contact Anna Yamat at 601-576-7518, (fax) 601-576-7974, or rohana.yamat@msdh.ms.gov. To register online and make a hotel reservation, go to www.almawwa.org and click on 2015 Conference. Hotel reservations can be made directly with the Beau Rivage Resort & Casino at 1-888-567-6667. To receive the group rate, tell the reservation desk you are attending the American Water Works Association Conference. Hotel reservations must be made by September 4, 2015 and cancellations must be made 48 hours prior to arrival date.
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---

### 4-Person Team Scramble Event

- Tournament Sponsor for $800 (Includes team of 4, Hole Sign, Name/Logo on Banner, Plaque, 1 mulligan package)
- Snack & Beverage Cart Sponsor for $500 (Includes Sign on Beverage Cart, Name/Logo on Banner)
- Lunch Sponsor for $400 (Includes Hole Sign, Name/Logo on Banner and Plaque)
- Hole Sponsor for $200 (Hole Sign)
- Individual Entry – $100 per person or $400 per team. (Entry Fee includes greens fee, cart, range balls, lunch)
- Mulligan Package – $20 (1 max per golfer, 4 max per team) Mulligan Package X_____ = $_______

*Mulligan package includes mulligan drive, mulligan putt & drawing for $50 Gift*

---

### Prizes

- Team Competition: 1st, 2nd and 3rd GROSS and NET
- Closest to the Pin
- Putting Contest
- Longest Drive

---

**Sponsors and Winners will be recognized at MGM Park Sunday Night**

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<table>
<thead>
<tr>
<th>Firm</th>
<th>Player</th>
<th>HDCP</th>
<th>Email</th>
</tr>
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<tr>
<td>Email</td>
<td>Player</td>
<td>HDCP</td>
<td>Email</td>
</tr>
</tbody>
</table>

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**Payment Information**

Register online at [www.almsawwa.org](http://www.almsawwa.org) or by completing this form and sending to Ben Benvenutti by email at [Ben@ccellc.us](mailto:Ben@ccellc.us).

For more information contact Ben Benvenutti at 228-396-0486 or by email at [Ben@ccellc.us](mailto:Ben@ccellc.us).
For years, you’ve depended on the AMERICAN Series 2500 resilient wedge gate valve - the industry’s first AWWA C515 reduced wall gate valve rated at 250 psi. And now you can depend on us even more. Introducing the AMERICAN Series 3500 resilient wedge gate valve. It’s available in sizes 4”-12” and is UL Listed and FM Approved at 350 psi.

And if that’s not enough, it uses the same parts - so you can feel confident in knowing it’s the same dependable design. Because at AMERICAN, we do things The Right Way.
To my AWWA ladies,

We have a fun program lined up for the upcoming meeting!!

This year we will be at the magnificent Beau Rivage Resort and Casino in Biloxi, Mississippi. The meeting will commence Sunday evening, October 11, and go through dinner Tuesday, October 13.

Sunday night we start with an outdoor party at the new MGM Park, home to the new minor league Biloxi Shuckers. The Shuckers are leading their Division and have been selling out the MGM Park regularly. The MGM Park is right across the street from the Beau Rivage Resort and Casino. I am told the ball park food, the entertainment and “special” activities planned for Sunday night are not to be missed. Sugar Cane Jane, the couple who entertained us last year at Oak Hollow Farms, will be returning again.

On Monday, our separate spouse program kicks off with a visit to the Ohr-O’Keefe Museum of Art; http://georgeohr.org/. We will be shuttled to the museum, receive a guided tour, experience a creative art class and have lunch before returning to the Beau.

Tuesday morning, we will all enjoy an exciting game of “WATER”! During past meetings, this has been referred to as BINGO. Since BINGO is not allowed in the casino, we have given our game a name which is acceptable to the bosses.

Spa facilities at the Beau are first class. Shopping all up and down the coast, from Biloxi to Ocean Springs will keep us occupied during off times, and there is always the Beau Rivage pool overlooking the Gulf of Mexico.

Thank all of you who have helped me organize and plan this year. I look forward to seeing all of my old friends and hope to see many new faces this year.

See you all at the Beau!!
Dana Agnew
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AMERICAN began supplying zinc coating for our export orders starting in the early 1980s. Now, we’re pleased to offer this proven system to domestic markets. Zinc coating significantly extends the life of an already rugged and reliable product – ductile iron pipe.
The Alabama/Mississippi Section of the American Water Works Association are pleased to announce an opportunity for students and young professionals (YPs) to share the results of their work and/or academic projects. This is an opportunity to attend the best water conference in your area, and a great chance to learn about the rapidly evolving water industry through interactions with peers and industry professionals. Interested individuals should complete and return the online form.

**CALL FOR APPLICATIONS**

**Student & Young Professional Poster Competition**

Poster Session – Monday, October 12, 2015  
Set Up Time: 8:00 – 9:00 am  
Judging: 9:00 – 11:00 am

Applicants will be selected based on the following criteria:

- Originality
- Relevance of Topic
- Technical Content

Posters should conform to the guidelines indicated on the accompanying guideline document. Information presented on posters can cover a diverse range of topics including:

**DRINKING WATER**
- Source Water Quality
- Water Treatment Processes
- Water Distribution Systems
- Water Conservation/Reuse

**POSTER COMPETITION DETAILS**

Applications must be received by September 30, 2015.
- Selected participants will be notified within two weeks of entry form submittal.
- Maximum Poster Size is 48" x 48"
- Poster competition will take place on Monday, October 12, from 9-11am.
- Drinking Water Prizes: Winner is entered in the AWWA national poster competition at ACE16, travel expenses subsidized by ALMS/AWWA.

**THE FINE PRINT**

The first place drinking water poster will be entered in the national AWWA poster competition, Only the presenter(s) who presented the winning poster at the conference will be sponsored by to attend the national AWWA conference. If the presenter(s) are not able to attend the national AWWA conference, the second place poster will be promoted to the first place poster, and the presenter sponsored to attend the national AWWA conference.

**SUBMISSION**

Complete the online form.

For inquiries email chris.bryson@ridgelandms.org or call 662.801.3634.

**JUDGING CATEGORIES**
- Benefit to the water industry
- Technical content
- Quality and professionalism of presentation
- Thoroughness of responses during Q&A
- Organization and clarity of poster

If your entry is selected for presentation at the conference, you will receive a confirmation email within two weeks of your submission.

**Best Tasting Drinking Water Contest**

**RULES AND REGULATIONS**

**1. ELIGIBLE PARTICIPANTS**
- Water sample entries must be submitted by an Alabama or Mississippi Public Water Supply System.
- There should be no state or federal drinking water violations (MCL, monitoring, recordkeeping, etc.) for the previous calendar year.

**2. SUBMISSION OF WATER SAMPLES**
- One entry per Public Water Supply.
- Samples must be submitted in containers supplied by LaQuoyah or Matthew. Each sample should be clearly identified with the name of the water system and contact person.
- Samples should be collected no more than 48 hours prior to the contest and continuously stored at a temperature between 40º F and 70º F. Samples will be served at room temperature and **should be submitted at room temperature**.
- Operators shall collect the sample in a properly cleaned container; from a customer’s tap that is free from any point of use devices such as filters or water softeners, etc.
- When sampling from the tap, remove any screens, aerators, or treatment devices and minimize turbulence. Flush tap for at least 5 minutes. Reduce the flow rate during sampling. Rinse the bottle with the sample, and then fill it to the top, with no headspace.
- Water samples shall be submitted in person at the AWWA registration booth (located across from the YP Lounge) by 9:00 a.m. local time, the day of the contest.
3. JUDGES
The water tasting contest will be judged by a panel of water industry representatives and general public. They are as follows:
- Past AL/MS Section AWWA President
- National AWWA Representative
- Representative from an Alabama or Mississippi regulatory agency
- Representative from the Local Media
- Other
Depending on availability, judges may be altered the day of the competition.

4. CONTEST CATEGORIES
All water samples will be judged in a single category.

5. CONTEST JUDGING
Samples will be presented to the judges anonymously and in random order.
- Each judge will be given one 8 oz. water sample. Water samples will be judged by taste on a 10 point scale from Good (1) to Best (10).
- In case of a tie, additional water samples will be presented to the judges for final selection.
- The water sample with the highest cumulative score will be the winner and shall be declared the “Best Drinking Water in Alabama/Mississippi 2013”.
- Only the winning sample will be announced. Samples will not be ranked, nor will scores be released. The AL/MS Section winner will be nominated to compete in the National AWWA Water Taste Test at the next AWWA Annual Conference, if the winner meets the National AWWA eligibility requirements.

Chris Bryson: chris.bryson@ridgelandms.org
Jaquice Boyd: Jaquice.Boyd@bwwb.org

YP Program

This year’s YP Program has been developed to offer a fun and inviting atmosphere for the Young Professionals attending the Annual Conference. The YP Program strives to encourage and promote AWWA membership to water professionals under the age of 35.

YP Home Run Derby: Sunday afternoon the YP fun will begin at the brand new MGM Park on the Biloxi Shuckers baseball field. Sunday evening during the dinner reception from 5:00 to 6:30 YP’s will have access to break the ice during a round of goofy baseball games which will get us loose for the 1st Annual YP vs. OP Home Run Derby where a team of young professionals will battle against a team of old professionals to see who can hit the most home runs out of MGM Park. This should be a memorable and entertaining evening to start the conference.

YP Lounge will offer entertainment as well as a place to sit and relax during Monday’s conference activities, and where you return your Scavenger Hunt cards. The YP Lounge is also a great spot to find a seat during the strolling lunch. This year’s YP Lounge will include baseball games to go along with the conference theme. Proceeds generated will go to our association’s charity; Water for People. This YP sponsored activity will be open to all conference attendees (not just YPs) who wish to participate in a fun activity for a few minutes in between technical session/exhibit hall strolls. The intent of the activity is to encourage foot-traffic through the YP Lounge and friendly competition among colleagues, as well as raise money for our association’s charity. Personal scores will be logged throughout the day and the top four players with the highest scores will be invited to attend the YP Social on Monday night to participate in the Head to Head Finals (prizes will be awarded). Throughout the day, the game will be overseen by the Chris Bryson or Jaquice Boyd. The YP Lounge will be open from 10:00 am until 4:00 pm.

Water Taste Test will be held on Monday during the strolling lunch. To ensure fairness for the competition as well as ease for the competitors, all samples must be submitted in AWWA supplied containers at the conference registration desk located across from the YP Lounge no later than 9:00am Monday morning. Selection of judges will begin next month. Please contact Chris Bryson if you have any interest in participating in the competition or judging. The winner will be announced at the Tuesday banquet and will be awarded the title of “Best Tasting Water in Mississippi and Alabama”.

YP Scavenger Hunt will occur throughout the day on Monday. The scavenger hunt encourages young professionals under 35 years of age to be active at the conference by creating competition for interacting with the vendors in the Exhibit Hall. There prizes for correctly completing the scavenger hunt sheet. Member companies will be asked for prize donations. All those who donate prizes for the event will be recognized on the YP Scavenger Hunt flyer, at the YP Social, and the following issue of Pipeline.

YP Poster Competition will be held on Monday also during the strolling lunch. Poster set-up time will be between 8:00 – 9:00 Monday morning. The judging will occur during the strolling lunch time slot. The YP Poster Competition gives young professionals under 35 years of age the opportunity to be seen and heard by industry professionals. The winner will be announced at the Tuesday banquet and will receive free registration to ACE in June 2016 as well as money towards travel expenses.

YP Social: The YP Program will culminate on Monday afternoon with the YP Social from 4:00 – 6:00, which will be held in the YP Lounge. Social will include beer, wine, and light hors d’oeuvres and allow YPs the opportunity to mingle amongst themselves. Incorporated into the Social will be the Final Competitions as well as the presentation of prizes for the YP Scavenger Hunt winners.

Chris Bryson: chris.bryson@ridgelandms.org
Jaquice Boyd: Jaquice.Boyd@bwwb.org
SUNDAY NIGHT

**Sugarcane Jane Band**

www.sugarcanejane.com

**Anthony Crawford** - Although born in Birmingham Alabama, Nashville became home to Anthony, where he resided for nearly three decades performing live at Opryland, touring with the Sonny James Band, and appearing on television’s Hee Haw and The Ralph Emery Show. His guitar and vocal work with such artists as Steve Winwood, Neil Young, Vince Gill, Rosanne Cash, and Steve Forbert earned him a contract with Rounder Records. With a heavy folk-pop sound, his self-titled debut album appeared in late 1993 produced by Pete Anderson. Despite his solo success, he was persuaded back into touring by legends like Neil Young and the International Harvester, the Shocking Pinks, and the Electric Band as well as Steve Winwood, Dwight Yoakam, Nicolette Larson, and country band Blackhawk with his old friend, Henry Paul.

A prolific songwriter, Crawford has over four hundred songs to his credit, many recorded by artists including Steve Winwood, Pegi Young, Kenny Rogers, Lee Greenwood, the Nitty Gritty Dirt Band, Sawyer Brown, Billy Burnett, and Lorrie Morgan. Anthony’s solo career has been productive as well, recording several albums. His solo efforts include a self-titled debut album, Unintentional Decoy, Radio Cafe, OTRWARS, and his latest, Five Is Red—his strongest solo accomplishment to date. The collaborative album was recorded with Everest and Bo Koster from My Morning Jacket.

Anthony’s known in the industry as both a multi-instrumental musical prodigy, gifted photographer and videographer. During a Neil Young rehearsal at Broken Arrow Ranch in Redwood City, California he was drawn to photograph Neil’s dilapidated cars. One of which landed on the cover of Neil Young’s Chrome Dreams II album, and his photography has since been displayed at various museums across the country. Anthony’s elusive videos titled “On the Road with a Rock Star” come and go on youtube.com/woottots and capture day-to-day life with Neil Young and the gang as well as internal thoughts and views while on the road.

Living on Alabama’s Gulf Coast with wife/singing partner Savana Lee, they created Sugarcane Jane in 2009 and tour the southeast. Anthony opened his recording studio Admiral Bean in 2010, and has been busy recording artists from around the country. Crawford says south Alabama is “a great place to land,” as he looks out over pasture and into the woods of his backyard.

**Savana Lee** - Savana was raised along Alabama’s Gulf Coast and has been a talented artist and musician since she was a young girl. She spent her teen years singing and playing percussion with a local band from her hometown in Baldwin County while honing her visual art talents with pen and ink, scratchboard, and pencil drawings. Being a natural drifter, Savana moved to New Orleans after high school, performing in the downtown clubs of NOLA and Slidell. Expanding her outlook and living the dream, “laissez les bons temps rouler.” “I had a great time... I was 21 years old and loving my independence and freedom. New Orleans is a city with a pulse that I love.” In 1999 Savana decided to take her vocal skills to the next level and moved to Nashville, Tennessee.

In Music City Savana befriended Loretta’s Lynn’s sound engineer, Tim Townsend and began her Nashville recordings; six songs titled Untamed, recorded with Loretta Lynn’s touring band. The songs were never officially released but Townsend was a fan and played Savana’s songs for the crowd before all of Loretta’s concerts throughout the United States (1999).

In January of 2000 while living in Nashville, she spent time writing and performing at the world renowned Bluebird Cafe, Broken Spoke, Douglas Corner, the Boardwalk, and other popular writer’s hangouts. Savana’s dreams of being an artist led to her co-owning and managing a well-respected vintage analog studio in Nashville, TN called Deepfield Studio.

Savana’s studio recorded many major label artists, including Lucinda Williams whose work there was nominated for a Grammy for her recording on the Hank Williams Tribute Album ‘Cold Cold Heart’, Rodney Crowell, Bruce Cockburn You’ve Never Seen Everything, Emmylou Harris, Terri Clark, Lee Anne Womack, Jack Ingram, Keb Mo, Colin Linden, Blackie & The Rodeo Kings, Susan Werner, and eventually, Anthony Crawford.

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MONDAY SPEAKER

Chad Pregracke
President and Founder of Living Lands & Waters

Chad Pregracke is the President and Founder of Living Lands & Waters (LL&W), the world’s only “industrial strength” not-for-profit river cleanup organization. Chad formed LL&W at the youthful age of 23, after spending his life growing up and working on the Mississippi River. Early on, he became appalled by the amount of garbage in the river and decided that if no one else was going to do something about it, he would.

Over the last 16 years, he, his crew, and nearly 70,000 volunteers have removed over 7 million pounds of garbage out of our nation’s rivers. He’s also broadened his mission to include a Million Trees and an Adopt-A-River Mile Project, as well as a new floating classroom aboard a barge that he and his crew live on 7 months of the year, teaching students, educators and individual citizens about the value of our rivers and natural resources. Most recently, Chad was named the 2013 CNN Hero of the Year!

CHAD PREGRACKE’S KEYNOTE PRESENTATION SUMMARY
Title: Helping to Clean America’s Rivers: From the Bottom Up
As the founder of America’s only “industrial strength” river clean-up organization and the 2013 CNN Hero of the Year, Chad Pregracke, tells a compelling and funny story about growing up on the river and how his river experiences led to his unique vision to clean up the Mississippi River and start an internationally recognized not-for-profit, Living Lands & Waters.

During his hour-long talk, Chad takes the audience out on one of the world’s greatest rivers – a journey filled with endless challenges and gripping adventures. His delivery is motivating, captivating, genuine and refreshingly spontaneous.

From the darkness of underwater shell-diving to the brightness of open-air community clean-ups, Chad’s tale embodies the importance of setting goals (one river and one piece of garbage at a time) and illustrates how determination, hard-work and persistence pays off.

TUESDAY NIGHT

Mentalist Jym Elders

For centuries man has amazed his fellow beings with unbelievable feats of mind reading, thought transference, predictions of the future, and mind over matter. Psychic magic has always been a spectacle to see, and the incredible mentalism of Jym Elders delivers in a BIG way!

Jym’s performances have taken him across the country. He has won several awards, including 3rd place in “THE SOCIETY OF AMERICAN MAGICIANS” Convention, an International competition in New Orleans! His famous Psychic Spoon-Bending was seen on MTV’s “FAME OR SHAME” and his headline predictions shocked the professors at the “Annual Midwest Institute for Teachers of Psychology.”

The Mentalism show of Jym Elders utilizes complete audience participation and can easily be modified to accommodate any size audience under virtually any condition.

What They Say
“He’s the real deal. Performing the impossible time after time. He’s the best I’ve seen.”
– Dr. Russ Watson, Dept. of Psychology, College of DuPage

“Jym’s show drew the biggest crowd we ever had. We’ll definitely have him back.”
– Stephanie Shanks, Trinity College

“Jym was great to work with, he spent time with the students before and after the show.” – Jason Zolghadr, DeVry Institute of Technology
Your Choice
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There is very little to report at this time. National AWWA is still working on the technical fix for WIFIA, and there should be details on the AWWA web site. Also expect AWWA president Gene Kootnz to be our guest in Biloxi. Gene is a great guy and we should be honored to have him with us. His attendance and reports will be a good indicator of how well our section is doing. In Mississippi, of course, it is an election year which could bring some interesting local issues. Also, there will be two new faces on the Public Service Commission, which could also present some opportunities and/or challenges.

We want to continue to encourage anyone who is interested to contact us regarding any government affairs issues that they become aware of. Also, we strongly encourage our Young Professionals to get involved in any way they can, both local and national. There is room at the table for anyone interested in promoting our industry and we can assist in that effort as well. So please contact us.

Mark Snow, Mississippi Governmental Affairs Chair
Ed Turner, Alabama Governmental Affairs Chair
The mission of the Jacksonville State University Office of Continuing Education is to source for workforce development programs that will offer job retraining in emerging career fields.

Working in collaboration with General Managers, Superintendents, Grade IV Operators and other key individuals within the Alabama/Mississippi Section of the American Water Works Association (AWWA) and the Alabama Water and Wastewater Institute (AWWI), Jacksonville State University’s Office of Continuing Education set out to develop a certification program that serves the training needs of individuals, municipalities and industry, alike.

Careers in the Water or Wastewater Treatment field have been identified as “high-wage, high-impact” jobs and have been approved for Workforce Investment Act (WIA) funding by the Alabama Department of Economic and Community Affairs (ADECA) Workforce Development Division. This funding is earmarked for individuals that are seeking training in approved career fields. Contact your Alabama Career Center System to determine your WIA eligibility. This program is mobile, so if your locale is outside Alabama, please contact the Career Center System in your area. This program is available from anywhere in the United States.

The Alabama/Mississippi Section of the American Water Works Association has scholarships available for individuals interested in pursuing careers in the Water Works industry in Alabama and Mississippi. Visit their website to download an application and view the process: http://www.almsawwa.org/.

The Alabama Water and Wastewater Institute (AWWI) will be providing valuable scholarships for plant operator candidates within its member utilities. If you are employed by an AWWI utility, please contact your Manager for more information.

Program Admission Requirements

- High school graduate (or GED)
- Current driver’s license
- At least eighteen years of age to apply
- Proficient in reading and math at the 10th grade level. Will be tested by CareerLink and Jacksonville State University
- Complete the Jacksonville State University application and interview process
- Commit to the 26-week program and passing the Grade IV exam
- Must pass a drug screen and extensive background check
- The Superintendent at the internship location will be given the option to meet the intern and will have the right of refusal for their location

Program Timeline and Curriculum

- The program curriculum follows the material provided in Volumes I and II of the California State University (CSU), Sacramento, Water (or Wastewater) Treatment Plant Operation Field Study Training Program. Participants will be monitored by the Jacksonville State University Office of Continuing Education to ensure progress through the material and will proctor chapter exams. Volume I will be completed by self-study and progress will be monitored by the Jacksonville State University Office of Continuing Education. The participant may choose to study at home or at the Jacksonville State University McClellan campus. Volume I must be completed within three weeks. This includes passing all eleven chapter tests (proctored by Jacksonville State University).
- Must pass a drug screen and extensive background check
- The Superintendent at the internship location will be given the option to meet the intern and will have the right of refusal for their location

“The Alabama/Mississippi Section of the American Water Works Association has scholarships available for individuals interested in pursuing careers in the Water Works industry in Alabama and Mississippi.”
After CSU certifies that Volume I is complete, the participant will be assigned to a water or wastewater treatment facility for a twenty-two week internship.

- Study in Volume II will begin once the participant is on-site at the water treatment facility. The participant will be required to complete all chapters in Volume II along with the accompanying tests. Participants will learn both by reading and hands-on exposure to the tasks covered in Volume II (always under the supervision of qualified operators at the facility).

- Participants will work up to twenty hours per week on-site. Scheduling will be at the discretion of plant Superintendent and may be on any shift. In addition to the twenty-two week internship, the participants will be required to attend forty hours of classroom training. This training will consist of exam prep and tutoring in the areas of need. Every effort will be made to source instructors and tutors from within the facility where the intern is working, if available, and compensated for their time. If not available at that location, we will seek recommendations from General Managers and Superintendents.

- On occasion (in lieu of a twenty-hour week), Jacksonville State University will invite General Managers, Superintendents and Grade IV Operators to talk with the interns. These speakers will address the water industry in general and their own experience as it relates to the path to management. The speaker(s) will also encourage interaction and answer any questions about issues that arise in their leadership role as well as any other topics of interest, i.e., advancement potential.

Program Completion
- After the completion of all training elements, the participant will apply to the Alabama Department of Environmental Management (ADEM) to take the Grade IV (Water or Wastewater) exam.
- Once ADEM approves the application, the participant will be notified and scheduled for the exam.
- If the exam is passed, the student must also have 1900 hours of on-the-job experience prior to ADEM issuing the official certification. After ADEM issues the certification, Jacksonville State University will bestow the designation of “Certified Water Treatment Professional.”

For more information, please contact:
Belinda Blackburn, Director
Jacksonville State University
Office of Continuing Education
JSU McClellan Education Consortium
100 Gamecock Dr.
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(256) 782-5956
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**Newsmakers**

**COLONEL MCCOLLUM AWARDED LEGION OF MERIT**

Mike McCollum, Director of Public Works for the City of Ridgeland, was honored at a recent Mayor and Board of Aldermen meeting with a presentation of the Legion of Merit medal. Known as Colonel John M. McCollum to the United States Army, McCollum accepted this medal upon retirement after a 31-year career. The Legion of Merit medal, instituted in 1942, is earned for exceptionally meritorious conduct in the performance of outstanding service to the United States. The City of Ridgeland chose to officially recognize his service to our country in the ceremonial presentation on June 2.

Colonel McCollum culminated his years of service with the Army Reserve Medical Command as the Executive Officer of the 4010 United States Army Hospital. His distinguished career began June 1981 and included holding positions of increasing responsibility at various locations throughout the world until May 2013.

As stated on The Legion of Merit presented to McCollum, “His outstanding leadership, technical competence and distinctive accomplishments contributed immeasurably to the Army. Upon retirement, Colonel McCollum is recognized for distinguished performance of duty that represents exemplary service in finest tradition of the United States Army.”

Mayor Gene McGee said, “The City of Ridgeland is privileged to have such an outstanding military officer as Colonel McCollum on our staff. He performs an exemplary job as a Department Head for the City of Ridgeland, and many of his capabilities can be attributed to his military training. He exhibits model leadership and is well respected and appreciated by city officials.”

Besides serving as Commander and Executive Officer for the 4010 United States Army Hospital, other significant leadership roles include Commander for the 324 Personnel Replacement Battalion and Theater Personnel Directorate Operations Chief.

Colonel McCollum planned for the deployment of personnel units in the Theater of Operations in preparation for the invasion of Iraq in 2002. He planned the location of mail facilities and personnel replacement centers. As a result of his preparation efforts, over 250,000 military and civilian personnel were accounted for, received mail services and were tracked for personnel replacement as required.

Colonel McCollum was a key individual who successfully led a Task Force of 317 personnel from the Army, Navy, Air Force, DA civilian and Arkansas National Guard from all over the United States to conduct the unprecedented Innovative Readiness Training Mission in 2011. As a result of his leadership, over 5595 residents and 257 animals received desperately needed medical care.

As the Battalion Commander of the 324 Personnel Replacement Battalion, Colonel McCollum led the 324 to conduct multiple training exercises culminating in the Personnel Accountability and Strength Reporting mission for Operation Bright Star in Egypt. He established the in-country processing stations for all United States personnel entering and leaving the country and fostered a cordial relationship with the Egyptian Commanding General and his staff that facilitated communications between the two forces. As a result of his efforts, over 30,000 United States military and civilian personnel were accounted for and processed in and out of the country without incident.

The City of Ridgeland extends congratulations to McCollum on his outstanding military career and retirement from the U.S. Army.

http://www.ridgelandms.org/colonel-mccollum-awarded-legion-of-merit/
MEMBER UPDATE

Newsmakers

EDUCATION SESSION: GROUNDWATER WORKSHOP – AUGUST 6, 2015 • JACKSON, MS

CONGRATULATIONS TO THE WILLIAMS FAMILY

Eric and Lindsey Williams are proud to announce the birth of their son George Edward. George arrived on June 8, 2015 at 10:12 a.m. in Oxford, Mississippi, weighing 7 pounds and 6 ounces and was 21 inches long.

Eric is a Regional Engineer at Bureau of Public Water Supply in the Mississippi State Department of Health. The Alabama-Mississippi Section of AWWA congratulates Eric and Lindsey on their new addition.

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MEMBER UPDATE

Online Operator Training

360water

Members now have access to an Online Training Site for Continuing Education and Professional Development Hours with 360Water.

Visit us online
www.almsawwa.org

NEWSMAKERS NOTICE

If you have recently been promoted, passed an exam, become certified, retired, become a parent, etc..., the Pipeline would like you to submit a small write-up and a profile picture for consideration in our Newsmakers Section. Please send the information to Harry.Gong@msdh.state.ms.us or call Harry Gong at (601) 576-7527.

COMMUNICATIONS COMMITTEE NOTICE

Volunteers are needed to serve on the Communications Committee for the Alabama/Mississippi Section of AWWA. If you are interested in working on the Section Website or the Section’s Pipeline magazine, please contact the Communication’s Chair Harry Gong at Harry.Gong@msdh.state.ms.us or at (601) 576-7527.

Follow us on Facebook and LinkedIn

http://www.linkedin.com/groups?gid=7430440

https://www.facebook.com/pages/AlabamaMississippi-Section-of-AWWA/593590000676076
Registration Is Now Open!

AWWA’s newest conference is focused on solving our asset and infrastructure challenges. With three workshops and five session tracks, this four-day conference and exposition will address water infrastructure planning and reinvestment strategies, critical infrastructure protection through comprehensive emergency preparedness efforts, and enhanced security measures.

Session tracks will include:
- Water Utility Infrastructure Management
- Asset Management Programs
- Practical Applications for Pipeline Management
- Technology and Modeling in the Water Sector
- Emergency Preparedness & Security Issues

Topics are subject to change.

October 13-16, 2015 | Bethesda, Maryland

www.awwa.org/H20infocon

WATER INFRASTRUCTURE Conference

November 15–19, 2015
Salt Lake City, Utah

The Premier Conference for Water Quality Professionals Around the World

Registration is Now Open!

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<td>The Ford Meter Box Co., Inc.</td>
<td>14</td>
<td>260-563-3171</td>
<td><a href="http://www.fordmeterbox.com">www.fordmeterbox.com</a></td>
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<td>Unifilt Corporation</td>
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<td>800-223-2882</td>
<td><a href="http://www.unifilt.com">www.unifilt.com</a></td>
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<tr>
<td>United Systems</td>
<td>22</td>
<td>800-455-3293</td>
<td><a href="http://www.united-systems.com">www.united-systems.com</a></td>
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<td>Utility Service Co., Inc.</td>
<td>18</td>
<td>855-526-4413</td>
<td><a href="http://www.utilityservice.com">www.utilityservice.com</a></td>
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<td>Vesconite</td>
<td>14</td>
<td>866-635-7596</td>
<td><a href="http://www.vesconite.com">www.vesconite.com</a></td>
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<td>Volkert, Inc.</td>
<td>39</td>
<td>251-342-1070</td>
<td><a href="http://www.volkert.com">www.volkert.com</a></td>
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<tr>
<td>Waggoner Engineering, Inc.</td>
<td>22</td>
<td>800-661-3733</td>
<td><a href="http://www.waggonereng.com">www.waggonereng.com</a></td>
</tr>
<tr>
<td>Williams Equipment &amp; Supply</td>
<td>47</td>
<td>662-372-1933</td>
<td><a href="http://www.williamsequipment.com">www.williamsequipment.com</a></td>
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