

Attend the

42nd Annual Conference & Exhibition

It's the largest in Mid-America

for Public Water and
Wastewater Utilities

March 24 - 26, 2009

**Century II Convention Center
Wichita, Kansas**

This year's conference theme:

***"Helping Today for a
Better Tomorrow"***



KANSAS
RURAL
WATER
association

quality water, quality life

with the participation of:

Kansas Department of Health & Environment
Kansas Water Office
Division of Water Resources
Environmental Protection Agency
Kansas Department of Commerce
Kansas Geological Survey
USDA Rural Development
Data Access & Support Center

WELCOME

You're invited! It's the 2009 Annual Conference & Exhibition for public water and wastewater systems. Sponsored by the Kansas Rural Water Association and participating agencies, this conference is known for a topnotch technical program, extensive exhibit hall, outstanding speakers, great food and lots of fun. The dates? March 24 - 26 at Century II Convention Center, Wichita. It is premium value content and a budget saving opportunity to shop and compare technologies and prices in the 278 exhibit spaces in EXPO Hall.

WHO SHOULD ATTEND?

City council members, mayors, operators, clerks, bookkeepers, RWD board members, managers, administrators, industry and government officials, sanitarians and plumbers should attend. **More than 2150 people from 283 cities and 185 rural water systems** attended in 2008.

DATES & LOCATION

Tuesday, Wednesday, Thursday

March 24, 25 and 26

Century II Convention Center, Wichita, Kansas

REGISTRATION

Early registration is encouraged. Register for the preconference sessions on the reverse side of the registration form. Save \$25 with advance registration postmarked or called in by March 9. Early registrants receive a complimentary ticket to the opening night "Carnival Nite" barbecue and games. **There is a \$5 charge for the Thursday morning, full hot buffet breakfast** featuring pancakes made to order, eggs and much more.

Meal tickets should be specified with early registration. Registration name badges are required to attend sessions, exhibits or meal functions, including the Tuesday evening "Carnival Nite" barbeque and games.

Operator credits (water and wastewater certification) are posted for each session. Verification forms will be in each operator's packet. Check the box at the top of the registration form if you want operator credit.

Registration forms are printed on the last pages of this booklet. Copy if necessary. Return registration forms with payment to: KRWA, PO Box 226, Seneca, Kansas 66538. You may also register online at www.krwa.net. If you have a question, call KRWA at 785/336-3760 or e-mail KRWA at krwa@krwa.net.

WHAT THIS CONFERENCE OFFERS

10 preconference sessions on Tuesday, March 24; early registration is required. See pages 8 to 17.

48 concurrent sessions, Wednesday and Thursday. See page 20 and beyond for these sessions.

278 exhibits in EXPO Hall - see the latest in products and services. See pages 26 - 27 for floor plan.

Attorneys' Forum – for lawyers only, seeking to learn more and exchange information. Invite your city or water system attorney. See page 6.

“Carnival Nite” – it’s the annual opening night social with more games and events than ever. Win tickets to enter the drawings for more than \$5000 in prizes including a trip for two to DisneyWorld. Carnival Nite is complimentary to all who preregister. See page 18.

Opening Session & Keynote: Steve Iwerson – “Let’s Make A Deal”. See page 19.

Noon Luncheon Speakers: Karl Mueldener, Director, Bureau of Water, Kansas Dept. of Health and Environment and Tracy Streeter, Director, Kansas Water Office.

Best Tasting Water Contest, Show ‘n Tell Poster Board Displays, CCR Contest and Cyber Café. See page 7.

Awards Banquet and Entertainment: Recognition of the Best of the Best, followed by “Cabaret’s Greatest Hits, The Recent Years.” See page 31.

Spouse Programs: Wednesday, *Image & Style*, 1:30 p.m. in the Hyatt Trail Rooms.

Thursday, *Identity Theft Shield*, 10:00 a.m., Hyatt Trail Rooms. See page 30.

Operator Certification Exam: The certification exam will be given for Small System (SS) and Class I - IV Water and Wastewater, Thursday afternoon. See page 44 for information on obtaining an exam application form.

Annual Membership Meeting: Thursday, March 26 at 8:00 a.m. in Room 209A.

Spring Golf Tourney: Tuesday, March 24 at the Rolling Hills Golf Club, 223 S. Westlink (off of Maple and Tyler in west Wichita). This is a four-person scramble. (Name your team members). Register to play golf on the KRWA registration form. The \$65 fee includes green fees, cart rental and box lunch. Remit payment to KRWA. No jeans and no spikes! These are course rules.

Bonus: Board or City Council members who submit early registration and attend either the **KanCap** or **Dispute Resolution** session will have registration fees refunded.

Accommodations: See page 48 for hotel blocks.

CONFERENCE AT A GLANCE

TUESDAY, MARCH 24

- 8:00 a.m. Registration Opens; Connecting Lobby, Century II, Hospitality beverages, rolls
- 8:30 a.m. Spring Golf Tourney; Rolling Hills Golf Club (pay \$65, see registration form)
- 9:00 a.m. Attorneys' Forum (for attorneys only; see p. 6)
- 10:00 a.m. Preconference Sessions: 10 sessions begin (pages 8-17)
- Noon: Lunch: (buffet lunch at Century II for \$10; purchase meals by marking on registration form)
- 1:30 p.m. Preconference sessions reconvene
- 4:00 p.m. EXPO Hall opens: 278 booths; (p. 36-43). Poster Board Display and Wateringhole Cyber Café (p. 7)
- 6:30 p.m. "Carnival Nite" – barbecue, social, games, \$5000 in prizes, complimentary to all who register by March 9 (p. 18)

WEDNESDAY, MARCH 25

- 7:30 a.m. Registration Opens, Connecting Lobby, Century II, Hospitality near Concert Hall
- 8:30 a.m. Opening Session, Concert Hall (p. 19)
Keynote: Steven Iwerson – "Let's Make A Deal!"
- 10:00 a.m. EXPO Hall Opens
- 10:45 a.m. Concurrent Sessions (p. 20-21)
- Noon: Luncheon: Century II Karl Mueldener, Dept. of Health & Env. (p. 5)
- 1:30 p.m. Spouse program, Hyatt Trail Rooms (p. 30)
- 1:30 p.m. Concurrent Sessions (p. 22-23)
- 2:45 p.m. Concurrent Sessions (p. 24-25)
- 4:00 p.m. Concurrent Sessions (p. 28-29)
- 5:00 p.m. Social in EXPO Hall
- 6:30 p.m. Awards Banquet, Awards Presentations, Entertainment: "Cabaret's Greatest Hits, The Recent Years"

THURSDAY, MARCH 26

- 7 a.m. to "Full hot buffet breakfast" (pancakes, the works!),
- 8:30 a.m. Century II, \$5 charge
- 8:30 a.m. EXPO Hall opens
- 8:30 a.m. Annual Meeting, KRWA Membership Room 209A
- 9:30 a.m. Concurrent Sessions (p. 32-33)
- 10:00 a.m. Spouse Program, Hyatt Trail Rooms, (p. 30)
- 10:45 a.m. Concurrent Sessions (p. 34-35)
- Noon: Luncheon: Century II: Tracy Streeter, Director, Kansas Water Office (p. 5)
- 1:30 p.m. Certification Exam, Water & Wastewater Small Systems, Classes I - IV, Hyatt Ballroom E (see p. 44 for details)

Map of Wichita, Century II (p. 46)
Floor Plan, Century II Convention Center (p. 47)
Hotels/Accommodations (p. 48)
Registration Forms (p. 49, 51)

SPECIAL GUESTS

Karl Mueldener

Director, Bureau of Water
Kansas Dept. of Health & Environment



Karl Mueldener is Director of the Bureau of Water at the Kansas Department of Health & Environment. He is responsible for management of state environmental water quality regulating public water supplies, surface and groundwater quality. He manages state administration of federal Clean Water and Safe Drinking Water Acts. He has been Director since 1988 and has worked at KDHE since 1975.

Karl received both B.S. and M.S. degrees in Civil Engineering from Kansas State University. He is a member and active participant in numerous state and professional organizations including the state and national societies of professional engineers, Kansas Water Pollution Control Association, Water Environment Federation, American Water Works, and others.

Karl will review a variety of water issues and provide a comparison of our infrastructure to that in some foreign countries.



Tracy Streeter

Director, Kansas Water Office

Tracy Streeter is Director of the Kansas Water Office, the state's water planning and coordination agency. Tracy will address the Thursday noon luncheon.

Tracy was appointed Director by Governor Sebelius in 2004. He previously served as Executive Director of the State Conservation Commission. He has 23 years of experience dealing with Kansas water resources.

A native Kansan, Tracy grew up as part of a family farming operation in Brown County. He holds a Bachelor of Science degree in Agriculture from Missouri Western State University and a Master of Public Administration from the University of Kansas.

Tracy will discuss the Kansas Water Plan and its various initiatives as well as other water supply concerns facing Kansas. Of particular interest will be the outcome of various legislative proposals introduced during the 2009 Kansas Session.

ATTORNEYS' FORUM

Tuesday, March 24, Hyatt Trail Rooms, 9:00 a.m.

ATTORNEYS' FORUM 2009

This 9th Annual Attorneys' Forum provides a unique opportunity for KRWA-member water system attorneys to gain information and to exchange opinions on topics pertinent to water utilities in Kansas.

Seven hours of Continuing Legal Education (CLE) credit will be available to attorneys attending the entire session. There is no charge to attorneys who attend; attendance is limited to the first 40 registrants. Thanks to Gary Hanson of Stumbo Hanson, LLP, Topeka, who has again organized the Attorneys' Forum program.



7:30 Registration opens – complimentary coffee, juice and rolls available in Connecting Lobby, Century II Convention Center.

9:00 - 9:50 Terri Thomas, Senior Vice-President, Legal Department, Kansas Bankers Association: [Investing and Protecting Public Funds](#)

9:50 - 10:45 Lara Zent, General Counsel, Texas Rural Water Association, Austin, Texas: [Parallels and Perpendiculars – They do it different in Texas](#)

10:45 - 11:00 Break

11:00 - noon Marty Snyder, Assistant Attorney General, Office of Attorney General Stephen Six: [Ethics for Water Utilities' Attorneys](#)

Noon - 1:00 Luncheon, complimentary of KRWA

1:00 - 2:45 Roundtable discussion (Part I): [On-Call Time and FLSA; Water Supply Contract Issues – “Demand” Contracts, PWWSD Contracts, Minimum and Maximum Quantities and Take-or-Pay Provisions; Eminent Domain Practice; Open Records and Homeland Security Conflicts; Territorial Issues Update](#)

3:00 - 3:50 David Scott, Esq., Kansas Secured Title, Topeka, Kansas: [Selected Issues in Real Estate Law for the Utility Lawyer](#)

3:50 - 4:30 Roundtable discussion (Part II): [Legislative Update; Cases and AG's Opinions of Interest](#)

4:30 Adjourn. Exhibit Arena Open. “Carnival Nite” Barbecue and Social at 6:30 p.m.

CONTESTS – CYBER CAFÉ

BEST TASTING WATER IN KANSAS CONTEST

Every system has good water – but some may be better than others. Let's put it to the test. In 2002, the City of Emporia won and was among the five finalists in the nation; in 2003, Public Wholesale District No. 4 won first place in the nation! In 2008, the City of Parsons won the Kansas contest.

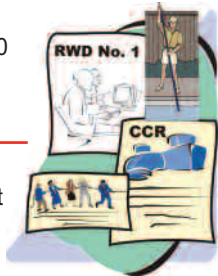


How to enter? It's easy. Bring a one gallon sample of water from your city or rural water district to the registration desk at Century II by noon on Tuesday, March 24. A panel of water industry professionals will judge the samples that afternoon.

The winner goes on to represent Kansas in the Great American Water Taste Test at National Rural Water's "Rural Water Rally" in Washington, D.C. in April.

POSTER DISPLAYS

The "Show 'n Tell" poster board display highlights how systems do things. From reports for board/council meetings to newsletters and more, the "Show 'n Tell" Poster Board display is a hit at KRWA's conferences. Here's a way for your city or RWD to show off handy forms, work orders, policies, newsletters, CCRs or photos of projects. The Poster Board Display is limited to the first 25 systems that call KRWA at 785/336-3760 to reserve display board space.



CCR CONTEST

KRWA was the first in the nation to sponsor a Consumer Confidence Report contest. Who is doing the best job with these required reports? If you'd like to enter your most current CCR, send three copies to KRWA by March 1. Certificates go to the winners in four categories:

- RWDs and privately owned systems under 3000
- Municipal systems under 3000; 3000 to 25000 and 25000 or more.

CYBER CAFÉ - EXPO HALL IS WIRELESS!

KRWA will provide wireless Internet throughout the exhibit arena in EXPO Hall. In addition, six computers will be available for public use in the Cyber Café. There will also be two printers available.

PRECONFERENCE SESSIONS

10:00 a.m. - 4 p.m., Hyatt Ballroom D

MAKING FRIENDS WITH LOCATORS – FROM PIPELINES TO LEAKS

There are many new technological advances to assist rural water districts and cities in accurately locating their underground infrastructure.

The morning portion of this session will provide information on understanding how locators function – and best practices for using a pipe or cable locator. Topics will include: How a locator works – and why it doesn't; Operating a locator properly; Confirming locate accuracy; Accessories and type of locator needed. Locators vary from the earliest witching sticks to today's magnetic locators and ground penetrating radar. This session will give a brief review on the effectiveness of each type of locator, their benefits and applications.



Installing tracer wire is one way of better locating underground facilities – however, the installations must be done correctly. The first afternoon session provides information on the proper type of wire, correct splicing and other methods to ensure reliable service long-term.

The last section of training will be on the use of dataloggers for leak detection. Recently, loggers were used to help locate two leaks that were not surfacing in the City of McDonald, KS. This session highlights the use of the loggers, the information gathered, and how it is used to pinpoint leaks.

Presenters:

TRAVIS BERAN

Subsurface Solutions, Gretna, Nebraska

JIM GRIMES

Metrotech Corporation, Wathena, Kansas

Moderator: Carl Chalfant, City of McLouth

Water and wastewater operators who attend will receive 5 hours of credit towards operator certification.

10:00 a.m. - 4 p.m., Hyatt Ballroom E

HOW TO TROUBLESHOOT WASTEWATER LAGOON SYSTEMS

Discover new tools you can apply immediately to optimize your lagoon's performance and keep your system in compliance. Discover new methods, techniques and strategies you can use to get more BOD reduction, better TSS removal, odor control, sludge reduction, nutrient removal, and more years of dependable service out of the lagoon system you already have. Topics include:



- How to remove the greatest deterrent to your pond's treatment performance
- The keys to getting greater control over your system to remove more BOD, TSS and sludge
- The 11 possible causes of high BOD and their 50 possible solutions
- The 7 possible causes of TSS problems and their 44 possible solutions
- How to troubleshoot nitrogen removal problems
- How to get 12 inches of sludge reduction without dredging ... and so much more!

Discover the powerful tools and techniques today's best lagoon operators use to achieve outstanding results. Increase your value as an operator by building effective diagnostic and problem solving skills.

Steve has compiled years of the best operational experience and problem solving techniques into a book he has written titled: "Wastewater Lagoon Troubleshooting, an Operator's Guide to Solving Problems and Optimizing Wastewater Lagoon Systems." The book is available through Steve's website www.lagoonops.com and will be available at the training workshop.

Presenter:

STEVE HARRIS

H & S Environmental, LLC, Mesa, Arizona

Moderator: Jeff Lamfers, Kansas Rural Water Association

Wastewater operators who attend will receive 5 hours of credit towards operator certification.

PRECONFERENCE SESSIONS

10:00 a.m. - 4 p.m., Room 201

KANCAP: IMPROVING MANAGEMENT OF KANSAS WATER SYSTEMS

This session is designed to help board and council members but staff are also welcome to attend. It's the KanCap board/council training program. It's been attended by hundreds of city council and rural water district directors. KanCap provides the opportunity for board and council and staff members to learn about water utility finance and management issues – and to take



a copy of the nationally acclaimed resource “KanCap” book and interactive CD home. KanCap is the nation’s “one of a kind” training program aimed at helping sustain and improve management for better drinking water.

KanCap was developed with input and dialogue from organizations and stakeholders including the League of Kansas Municipalities, Kansas Section AWWA, Midwest Assistance, various organizations, associations, state and federal agencies, rural water district and city council member focus groups. The result is an interactive CD and a 300-page hard copy companion guide that will help your city or RWD gain greater confidence in knowing what to do and where to turn. Videos, quizzes and more than 216 additional references are contained within the project. Attendees will receive the KanCap handbook and interactive CD. Early registration is required. **Bonus:** Board/Council members who register early and attend the full day qualify for a refund of the registration fee.

Presenters:

BERT ZERR

Kansas Rural Water Association

CATHY TUCKER-VOGEL

Kansas Dept. of Health & Environment, Topeka, Kansas

ROSEMARY SAUNDERS

Ranson Financial Consultants, LLC, Wichita, Kansas

Moderator: Bert Zerr, Kansas Rural Water Association

No operator credit provided for attendance.

10:00 a.m. - 4 p.m., Room 203

RESOLVING DISPUTES IN A NEIGHORLY WAY

Rather than running away from conflict, learn how to turn conflicts you face into solutions that people can agree on. Conflicts can be between you and your system customers, people on your board or city council, you and other water suppliers over contract and territorial issues. We all want to resolve issues in the most civil and



cost effective manner possible. How to get that done is often what is missing. This pre-conference session will give you new tools and approaches how best to resolve conflicts. These are the very skills that mediators use when they help people communicate and come to agreeable solutions. This session is designed for public water system employees, RWD board and city council members, and anyone else working to find solutions to water problems. Learn to:

- Deal productively with customers to resolve disputes
- Conduct meetings that result in mutually acceptable decisions
- Negotiate in a positive and beneficial way
- Work more constructively with other water suppliers
- Learn more about yourself

Previous participants have expressed how beneficial this training has been for dealing with conflicts in their home life, at church, in school, and within service organizations. Certificates of Completion will be presented at the end of the session. **Bonus:** Board/Council members who register early and attend the full day qualify for a refund of the registration fee.

Presenters:

GARY L. FLORY

Great Plains Consensus Council, North Newton, Kansas

KEN GROTEWIEL

Lawrence, Kansas

Moderator: John Provorse, Butler RWD 4

No operator credit provided for attendance.

PRECONFERENCE SESSIONS

10:00 a.m. - 4 p.m., Room 209A

WATER TREATMENT PROCESSES – ACHIEVING REGULATORY COMPLIANCE

Understanding water treatment processes is important to managers, operators, and elected officials responsible for the drinking water quality. This session will provide the basics in understanding how these processes work. The chemistry, theory, and practical aspects of each process will be discussed.

These processes include the clarification processes of coagulation, flocculation, sedimentation, and filtration. Also, chlorination, chloramine process, chlorine dioxide addition and ozonation are addressed. The discussion will relate how the treatment processes achieve the regulatory requirements of CT compliance and disinfection byproducts.

The advantages and disadvantages of chlorination, chlorine dioxide additions and ozonation will be compared. Granular activated carbon filter media will be discussed. The different types of coagulants will be described and compared; the advantage of each will be discussed. The confusing use of the word “polymer” will be clarified (no pun intended). The method of monitoring the turbidity removal process and the processes to achieve TOC removal will be presented. The topic of taste and odor control will also be addressed. This session is geared towards processes used at many water treatment plants in Kansas. Specific water plants in Kansas will be used as examples of the advantages of certain processes at those locations.



Presenters:

REX HEAPE

Shafer, Kline, & Warren, Inc., Iola, Kansas

PAT MCCOOL

Kansas Rural Water Association, Lawrence, Kansas

Moderator: Dan Mount, City of Hillsboro

Water operators attending will receive 5 hours credit towards certification.

10:00 a.m. - 4 p.m., Room 209B

CONTENT MANAGEMENT SYSTEMS FOR WEB SITES

A person has a gallon of spoiled milk. He looks at it and shakes it up. Smells it. Yes, it's still spoiled. He pours the milk into a new shiny container. Guess what? It's still spoiled.

Content Management Systems are becoming increasingly popular for non-web programmers to create and maintain their own web sites. While there are several solutions available that adequately provide an easy interface for web publishing, overlooking the basics can render a site unusable. Simply having some pages on the web to look at doesn't mean you're meeting the needs of users.



This session offers concrete advice and practice to those who need to build a site from scratch or want to rework an existing site into a CMS. This lab-styled seminar will take a look at popular and inexpensive Content Management Solutions while keeping focus on old content. Topics covered will include: where to secure a domain name and hosting that supports CMS; structuring content and navigation; and, focusing on solid content that gets you noticed and your site frequented. This session will be an excellent opportunity for persons both new and experienced in setting up or maintaining a Web site.

Presenter:

JEN SHARP

JenSharp.com, Ottawa, Kansas

Moderator: Donna Wixon, City of Baxter Springs

No operator credit provided for this session.

PRECONFERENCE SESSIONS

10:00 a.m. - 4 p.m., Room 210A

COMPUTER CORNER; USING TECHNOLOGY EFFECTIVELY & EFFICIENTLY

This session is a computer “Dear Abby” for clerks, board and council members and managers. Attend and hear the presenters address a wide range of questions commonly asked related to billing and accounting software.

Using the appropriate software, computers are able to track meter readings, usages, charges, payments, credits, water loss, deposits, inventory and more and more and more. But, this data is useless if it is not entered and then interpreted properly. What troubleshooting should clerks be doing to guard against mistakes? What information should board or council members be reviewing to fulfill their responsibility to the public they serve? How can computers be used to make the business of running a water system or other utility more efficient and economical? What steps should your city or RWD take to ensure data safety? What operating system is best? And while there have been recent articles that addressed the subject of Windows XP vs. the Vista operating system, now it's time to talk about Microsoft's new Windows 7 release scheduled for the end of summer 2009. Bring your own questions and comments and join this informative give and take session.

It's the “2009 Conference Computer Corner”, live and in person! Make sure someone from your city or RWD registers early.



Presenters:

MERLE AND LINDA WINDLER

Thoroughbred Systems, Topeka, Kansas

Moderator: Carol Steinlage, Shawnee Cons. RWD 1

No operator credit provided for attendance.

10:00 a.m. - 4 p.m., Room 210B

LEARNING MORE ABOUT DISTRIBUTION SYSTEMS

The first portion of this session introduces the basic principles of hydraulics to operators who often have no formal training in water engineering. The session touches on static and dynamic behaviors, pipe flow, valves and fittings, water hammer, pumps and system modeling for efficient operation.



Many customers of public water systems have critical needs for service 100% of the time. To maintain water service it may be necessary to make repairs on pipelines without disrupting service. The session beginning at 1:30 p.m. discusses line stopping, valve insertion and tapping to isolate the section of line needing repairs. These techniques are effective on all types of pipe (DI, CI, PVC, AC and even concrete). If utilized, the application can prevent boil water advisories, loss of water pressure and loss of fire prevention, while providing a safe work environment.

The presentation beginning at 2:45 p.m. discusses restrained PVC pipeline, fittings and spacers. Learn about PVC vs. other types of pipe, both metallic and plastic pipe, and the advantages of PVC over metallic pipe. A short review on pipe bursting, casings, joint restraints and thrust blocking will be included in this informative session.

Presenters:

JIM CHALLIS

Ponzer-Youngquist, P.A., Olathe, Kansas

BOB HENNIG

Municipal Pipe Services, Hastings, Nebraska

J.D. STEPHENSON

CertainTeed Corporation, Liberty Township, Ohio

Moderator: Paul Strathman, Nemaha RWD 3

Water operators attending will receive 5 hours credit towards certification.

PRECONFERENCE SESSIONS

10:00 a.m. - 4 p.m., Room 210 C

SUCCESSFUL MANAGEMENT – FROM ASSETS TO RATES

It's credits, debits, new equipment, old equipment, repairs and upgrades. There's a lot to keep track of. It's commonly referred to as "Asset Management."

The Environmental Protection Agency has created a tool to help water systems keep all aspects of asset management straight. It's the Check Up Program for Small Systems (CUPSS).

Attend this session to learn about CUPSS which is recommended for small utility systems, those with 1,000 connections or fewer or 3,300 or fewer customers. However, the EPA says that larger systems would benefit from the software as well. The software runs on a Windows-based operating system, from Windows 95 right up to Vista.

And the Kansas Department of Health & Environment is pleased to provide the Kansas Rate Checkup – an Excel-based workbook. Using this tool, most public water systems can determine if their rates are adequate, and equitable.

And there's more. The Environmental Finance Center's Financial Dashboard will be demonstrated. The dashboard provides current and future financial status. This session introduces these tools and demonstrates how to get started using them today.



Presenters:

ROBERT DUNLEVY

Environmental Protection Agency, Kansas City, Kansas

JOHN HAAS

Ranson Financial Consultants, LLC, Wichita, Kansas

MEGAN HEMENWAY

Environmental Finance Center, Kansas City, Kansas

Moderator: Sam Atherton, Public Wholesale District 4

Water and wastewater operators receive 5 hours of credit for attendance.

10:00 a.m. - 4 p.m., Room 208

DEALING WITH DIFFICULT CUSTOMERS, IMPROVING PRESENTATION

It is easy to work with people you like, and it is even easier to work with people who like you. But that's not always the case. Sooner or later, utility staff have to deal with a difficult customer. The most difficult for everyone is the angry customer. This is someone who feels that he or she has been wronged, and is upset and emotional about it.



Because utilities are in the customer service business, there's no choice but to deal with the difficult customer. For staff who are not accustomed to this, or lack the training and knowledge to deal with the difficult, angry and rude, the experience can be stressful and make an otherwise enjoyable job, unpleasant, and even intolerable. This preconference session is designed for city clerks and office staff, RWD office staff, administrators and managers. Attend the morning session to learn to:

- Identify reasons customers get irate
- Determine what you can control
- Problem solve for win-win-win

The afternoon session teaches image enhancements. Learn to:

- Analyze your current style of dress, communication and body language
- Project a positive, powerful, professional image
- Use body language and verbiage to improve your overall image

The last portion of the session is a tutorial on clear, concise business writing. Learn to address readers' needs in a logical manner; format a document to ensure important issues are addressed and project the desired images.

Presenters:

JEREMY HALL

Creative Business Solutions, Topeka, Kansas

Moderator: Corky King, Miami RWD 4

No operator credit is awarded for attendance.

TUESDAY EVENING MEET & GREET

IT'S "CARNIVAL NITE 2009" – BBQ, GAMES, SOCIAL AND \$5000 IN PRIZES

When: Tuesday, March 24, 6:30 p.m.

Where: Century II Convention Center, Wichita

After the 2008 Conference, the survey responses were unanimous: "We want to have Carnival 2009!" And so the planning proceeded to make this year's Carnival Night as friendly and boisterous as any Kansas hometown carnival and celebration can be. There'll be a menu of great barbecue, potato salad, baked beans, cole slaw, dessert and beverages. Plus, it's got to be the most fun-filled conference opener you'll ever find with an unparalleled selection of carnival games and events to keep you earning tickets for more than \$5000 in prize drawings at 9:45 p.m.



Carnival Nite is a \$50 value but it's complimentary to all those who send in early registration. The games include the popular Laser Sport which trades lasers for lead shot in scoring hits on clay pigeons. Other games include the Kentucky Derby, High Striker, Bug Buster, Machine Gun Alley, Balloon Dart and



Basketball Toss. The ArmChair Quarterback is a challenge for even the best. The popular "Water Bingo" will again be hosted by Merle and Linda Windler. For thrill seekers, we're bringing in "The Spider" – where you can triple your tickets to win prizes. Then, accumulate your tickets all evening and place them in the drawings for more than \$5000 in prizes, including flat screen tvs, grills, an assortment of tools and fun items – and an expense paid trip for two (travel and 3 nights stay) to DisneyWorld. Travel plans will be worked out with KRWA.



"Carnival Nite" is free to all who submit early registration – but a ticket is needed for admission so mark your registration form if you plan to attend. Register by March 9 to receive the reduced price, plus a complimentary ticket to Carnival Nite.

OPENING SESSION

7:30 a.m. Registration Opens, center lobby of Century II.
Complimentary coffee, juice, bagels and more at entrance of
Concert Hall. Exhibits open at 10 a.m., tour all day.

OPENING SESSION

8:30 a.m., Concert Hall, Century II

Welcome: KRWA President Dennis Schwartz
Jacob House, Manager, Century II

Invocation: Patricia Shaffer, Butler RWD 5

The Headliners, Butler County Community College

KEYNOTE SPEAKER

Steven Iwersen

"Let's Make A Deal!"

Keynote speaker and leadership specialist Steve Iwersen will kick off the Opening Session on Wednesday, March 25 to help attendees discover a refreshing perspective about the significance of attitude, how to increase potential by creating and acting on innovative ideas, and discovering how powerful actions can influence the future of those around them.

A skilled facilitator and coach, Steven has led a variety of retreats, strategic planning and team building for non-profit organizations and professionals. He has provided leadership in the boardroom and with community businesses and through personal mentoring. His expertise is leading difficult people, directing organizations through significant change and creating an environment for the successful development of emerging leaders. Steve has an entertaining ability to connect with the audience and inspire practical application. A master storyteller, Steve will provide a program that will draw the audience in with laughter, practical application and meaningful interaction.

Following the Opening Keynote, Steve will be available in booth #34 in EXPO Hall to meet you and autograph his newest book: "Chasing Porcupines: How To Lead Prickly People" which was released last Fall.

"Let's Make A Deal!" – the 2009 conference keynote, reveals the power of motivated choices. Don't miss it!



Operators receive 1.5 hours credit for attending.

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Larry Remmenga
City of Concordia

Op. Credit: W & WW

DON'T BLOW A FITTING – USE RESTRAINTS

This session will review the history of restraining fittings including concrete thrust blocks and harness restraints to the most advanced mechanical joint restraint available today. Testing procedures involved with acquiring United Laboratories and Factory Mutual approval will be explained. Learn about the “thrust calculator” and the application of different types of restraining fittings.

Ken Alessi; George Ulmer

Smith-Blair, Inc.
Raymore, Missouri

210 A

Moderator: Pam Erhart
City of Winchester

Op. Credit: None

OPEN GOVERNMENT IN THE COMMUNICATIONS AGE

Emails, text messaging, list serves, web sites, and a variety of other new forms of communication are vital tools for efficient and effective operation of utilities. However, along with these advances comes a complex new world of E-Government. Kim Winn will address the Kansas Open Meetings Act, the Kansas Open Records Act, and other E-Government issues in light of these emerging technologies.

Kimberly Winn

League of Kansas Municipalities
Topeka, Kansas

Hyatt Ballroom E

Moderator: Lana Kettler
Miami RWD 2

Op. Credit: W & WW

USDA RURAL DEVELOPMENT FUNDING, PROJECT PLANNING

Learn how good planning can facilitate project funding and speed your project along. Also learn the latest details about USDA Rural Development funding requirements. Some significant changes have occurred! Rural Development provides loans and grants for water and wastewater utilities, community facilities and business and industry, among others. Learn about current interest rates and program features.

Gary Smith

USDA Rural Development
Topeka, Kansas

210 B

Moderator: Darrell Schlabach
Washington RWD 1

Op. Credit: W

MAKE SURE AN APPROVED WATER METER IS SELECTED

The Division of Water Resources maintains a list of water meters certified to meet certain specifications. The list includes more than 100 water flowmeters identified by manufacturer, model name, type and size. Attend this session to learn about the statutory requirements for selecting and installing water meters for public water systems. Vendors are encouraged to also attend this session.

Katie Tietsort

Division of Water Resources
Topeka, Kansas

209 A

Moderator: Sharon Dwyer
Douglas RWD 5

Op. Credit: None

ONE RESPONSE TO TERRITORIAL DISPUTES: A KANSAS CASE STUDY

How can cities and rural water districts go about negotiating territorial disputes? Learn about the process used by Miami County RWD 2 and the City of Paola to successfully negotiate these issues. This session will be led by the mediator who assisted Paola and Miami RWD 2, and will also include a panel from the City and RWD negotiating teams. Don't miss the opportunity to hear how these two entities came to agreement over service territory.

Gary Flory

Great Plains Consensus Council
North Newton, Kansas

210 C

Moderator: Jim Jackson
Kansas Rural Water Association

Op. Credit: W & WW

MUTUAL AID! KSMAP – THE PIECES ARE COMING TOGETHER

The KS Mutual Aid Program has begun. Is your city or RWD ready to respond with assistance if called? Is your city or RWD ready to receive assistance? Attend this session to learn about the Kansas Mutual Aid Program. These presenters have real life experiences; bring the questions.

Brad Mears

Kansas Municipal Utilities
McPherson, Kansas

Paul Froelich

City of Enterprise, Kansas

Cliff Zens

City of Wellington, Kansas

209 B

Moderator: John Rueger
Marshall RWD 3

Op. Credit: W

US EPA: RECENT AND FUTURE RULE CHANGES

There are many Rules that governed public water supplies. They include Stage 2 Disinfectants and Disinfection Byproducts, Long Term 2 Enhanced Surface Water Treatment, Ground Water, Lead and Copper, Short-Term Revisions, Unregulated Contaminant Monitoring, Contaminant Candidate List 3, and Total Coliform Rule. This presentation discusses recently promulgated regulations and rules currently under review.

Monica Wurtz

Environmental Protection Agency
Kansas City, Kansas

203

Moderator: Dale Shaffer
City of Benton

Op. Credit: W

WATER UTILITY MANAGEMENT MADE EASY

A user-friendly tool is available to improve water system management. SEMS developed the original Vulnerability and Emergency Response Plan software tool used by more than 25,000 rural water utilities. The new tool updates the VA and ERP modules, incorporates an electronic calendaring system for sample monitoring and results, includes compliance monitoring for EPA and KDHE, backflow management, and inventory control.

Mitch Copman

SEMS Technologies, LLC
Suwanee, Georgia

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Kurt Ziegler
City of Girard

Op. Credit: W & WW

PROGRESSIVE PIPELINE PIGGING: A LIMITED ACCESS PROJECT

What does a “pig” have to do with a pipeline? What is progressive pigging? What are its limitations and will it work in every instance? Progressive pigging is one of the oldest technologies for cleaning pressurized pipelines and is still a viable method in the hi-tech world of today. Join us in this informative discussion of utilizing the progressive pigging method of cleaning pipelines with limited access points.

Todd Mayer; Gail Abney
Mayer Specialty Services, LLC
Goddard, Kansas

Hyatt Ballroom E

Moderator: Sandra Lanzrath
Harvey RWD 1

Op. Credit: None

CHASING PORCUPINES: HOW TO LEAD PRICKLY PEOPLE

How do you handle those moments when you encounter uncooperative people? More importantly, how do you direct them to a successful outcome when they are resistant to change? What do you do when you are feeling prickly? This session provides practical methods for communicating and building trust during uncomfortable times. Lead others to shared success without getting stuck. It's a fun session.

Steven Iwerson
Aurora Pointe, LLC
Lenexa, Kansas

210 A

Moderator: Kurt Bookout
City of El Dorado

Op. Credit: W

ZEBRA MUSSELS – THRIVING IN SOME KANSAS SURFACE WATERS

Zebra mussels have arrived in Kansas and may be impacting the surface water intakes of Kansas public water systems by reducing the flow of water into collection pipes. These small pests may also be affecting the water quality of reservoirs that may impact water treatment techniques. In this session you will learn about their occurrence and the methods in place to control the continuing dispersal of these aquatic nuisances.

Jason Geockel
Kansas Dept. of Wildlife & Parks
Emporia, Kansas

210 B

Moderator: Roger Koch
City of Axtell

Op. Credit: W & WW

WATER / WASTEWATER DATA, SAMPLING INTERPRETATION

This session will cover the basic sampling procedures for water and wastewater analysis. Bacteriological sampling plans, actual sampling, and interpretation of sampling results will be covered. This session is important for those who are new in the field and those who are responsible for making operational changes based on analytical results. Learn how to avoid contaminating samples due to poor sampling techniques.

Heath Horyna
KS Dept. of Health & Environment
Wichita, Kansas

209 A

Moderator: Louis Funk
Bartlett & West, Engineers

Op. Credit: None

HOW TO MAKE GROWTH PAY FOR WATER SYSTEM EXPANSION

Xenia Rural Water District in Iowa has been in operation for 32 years and has been in a continuous growth mode for that entire period. This presentation provides strategies used to economically fund growth by taking a long-term view, tips on financial analysis of expansion projects, the benefits of RWD/City cooperation and lessons learned (good and bad) through previous projects. Gain tips to help systems with growth potential or trying to improve operations.

Dan Miller

Xenia Rural Water District
Perry, Iowa

209 B

Moderator: John Sweet
City of Lyons

Op. Credit: None

INVESTING AND PROTECTING PUBLIC FUNDS

Never before has there been a greater need for public units to understand their investment options when investing public funds in financial institutions. Whether funds are invested in a standard checking account or are part of a repurchase arrangement, the programs available are designed to ensure the safety and growth of the money entrusted to the public unit. Therefore, it is important to learn the advantages and disadvantages of each option.

Terri D. Thomas, JD

Kansas Bankers Association
Topeka, Kansas

210 C

Moderator: Jon Bolinder
City of Alma

Op. Credit: W & WW

KDHE'S WASTEWATER AND DRINKING WATER LOAN PROGRAMS

KDHE administers revolving loan funds for both water and wastewater utilities. Since 1997, the Public Water Supply Loan Program has funded more than \$429 million. Small cities and RWDs have received more than \$162 million or 71% of the loans. Since 1989, the Wastewater SRF has more than 343 loans totaling in excess of \$844 million. This session describes the programs and application process.

William Carr; Rod Geisler

KS Dept. of Health & Environment
Topeka, Kansas

203

Moderator: Frances Cross
City of Edgerton

Op. Credit: None

BEING PREPARED FOR THE DEVASTATING SITUATION

The need to feel we are in control of what happens to us and those we care about is of overwhelming importance. We pick four-leaf clovers, wear the lucky shirt when our team faces a tough opponent; we cross our fingers and pick up lucky pennies in an attempt to feel we can ward off misfortune. But we cannot control the future, yet we can be prepared to handle devastating situations when they occur. Attend this presentation "First Priority" to learn how to be prepared with accident insurance.

Bob Evenson

R. W. Evenson, Inc.
Topeka, Kansas

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Terry Brown
Butler RWD 5

Op. Credit: W

SANITARY AND SAFETY ASPECTS OF STORAGE TANKS

How often should water storage tanks be inspected? Are the hatches, vents and overflows adequately protected to prevent birds, insects or other foreign matter from entering the tank? Attend this session to learn how to protect the utility customers by maintaining the integrity of potable water storage tanks. Safety issues for the utility employees and contractors will also be discussed.

Richard Frankforter

Maguire Iron
Sioux Falls, South Dakota

Hyatt Ballroom E

Moderator: Tricia Culbertson
Miami RWD 3

Op. Credit: None

TIME IS OF THE ESSENCE: 30 MINUTES TO SUCCESS

Discover the secret to personal and professional success. Steven will help you identify the key to your own improved productivity by using an 18th Century navigational concept. You will learn how to: 1) gain more time for the things that matter most in your life; 2) get the right things done; and, 3) manage the distractions.

Steven Iwerson

Aurora Pointe, LLC
Lenexa, Kansas

210 A

Moderator: Gary Smith
Public Wholesale District 11

Op. Credit: W & WW

SCADA – AN OVERVIEW OF TODAY'S LATEST TECHNOLOGIES

Supervisory control and data acquisition (SCADA) systems can streamline operations, enhance performance and provide other benefits to water and wastewater facilities. Regular maintenance, including recalibration and cleaning are critical to ensure reliable performance. As technologies advance it may be time for an upgrade. This session will cover the do's and don'ts with SCADA systems and explain the advancements in the industry.

Ed McGrath

R. E. Pedrotti Company
Mission, Kansas

210 B

Moderator: Derek Clevenger
City of Parsons

Op. Credit: W & WW

BUILDING GREEN WITHOUT GOING INTO THE RED

The cost of energy is one of the highest expenses in operating utilities. Moreover, energy costs will only increase in the future. The KCC has a program to help public agencies make improvements to their facilities by financing improvement projects with the monies generated from energy and operational cost savings. This session will provide all the information utilities need to participate in the program.

Peter Armesto

Kansas Corporation Commission
Topeka, Kansas

209 A

Moderator: Gary Hanson
Stumbo, Hanson, LLP

Op. Credit: None

PERSPECTIVES ON WATER SERVICE TERRITORIES: PART I

Territorial disputes stem from the collision of competing interests: landowners, developers, cities and rural water districts. Some of these disputes occur because of a lack of understanding of the legitimate interests of these groups and how they affect decision-making. This two-session program is for everyone who may face issues due to annexation.

David Warren

City of Wichita
Wichita, Kansas

Mike Fulkerson

Leavenworth Cons. RWD 1
Basehor, Kansas

210 C

Moderator: John White
Phillips RWD 1

Op. Credit: W

SAFEGUARDING KANSAS GROUNDWATER SUPPLIES

Will our aquifers sustain our needs, and are there things that we need to do to protect and enhance the capabilities of our aquifers? Management of our water use and the diversity of our sources of supply will become increasingly important both for quantity and quality of our water resources, if our water systems are to meet tomorrow's demand.

Robert Vincent

Ground Water Associates
Wichita, Kansas

209 B

Moderator: Mike Schultz
City of Brewster

Op. Credit: W & WW

AVOIDING BACKUP GENERATOR POWER QUALITY ISSUES

Portable generators have become an increasingly common part of water and sewer systems. However, the use of small generators can cause significant power quality issues. Variable speed drives and instrumentation require stable, good quality power to operate reliably. This session will discuss common pitfalls when purchasing new generators and how to mitigate problems with existing installations.

Cris Naegele, P.E.

Utility HelpNet, Inc.
Wichita, Kansas

203

Moderator: Pat Shaffer
Butler RWD 5

Op. Credit: None

IDENTITY THEFT – BEING ON THE FRONT LINE OF DEFENSE

Individuals on the front line are the main defense in preventing breaches of customer/client personal information. In this time of economic struggle, victims of identity theft have reported losses of more than \$400 million. Learn about issues such as: current victimization trends, proactive procedures and protecting yourself and others while maintaining high-quality consumer relations. This is one hour of candid discussion and realistic solutions.

Sonya Johnson

Office of Attorney General Six
Topeka, Kansas

EXHIBIT HALL FLOOR PLAN

To Sessions, Meal functions	25	26	27	28	29	30	31	32	33	34	"Show 'n tell" coffee, tea & rolls			
1	35	35	37	38			39	40	41					
2	42	43	44	45			46	47	48					
3														
4	49	50	51	52			53	54	55					
5	56	57	58	59			60	61	62	63				
← Restrooms														
6	64	65	66	67			68	69	70	71				
7	72	73	74	75			76	77	78	79				
8														
9	80	81	82	83			84	85	86	87	88			
10	89	90	91	92			93	94	95	96	97			
11														
12	98	99	100	101			102	103	104	105	106	107	108	
Soft Drinks	109	110	111	112			113	114	115	116	117	118	119	
13	129	130	131	132			133	134	135	136	137	138	139	
14	142	143	144	145			146	147	148	149	150	151	152	
← Restrooms														
15	155	156	157	158			159	160	161	162	163	164	165	
16	169	170	171	172			173	174	175	176	177	178	179	
17														
18	183	184	185	186			187	188	189	190	191	192	193	
19	197	198	199	200			201	202	203	204	205	206	207	
20														
← To Hyatt	211	212	213	214			215	216	217	218	219	220	221	
21	225	226	227	228			229	230	231	232	233	234	235	
22														
23	239	240	241	242			243	244	245	246	247	248	249	
24	253	254	255	256			257	258	259	260	261	262	263	
Soft Drinks Popcorn	267	268	269	270	271	272	273	274	275	276	277	278		

EXHIBITS ARE A BIG PART OF KRWA CONFERENCES!

In 2008, more than 2,150 people from 283 cities and more than 185 rural water systems attended the KRWA conference & exhibition. It's a great place to shop, compare – and learn.



EXPO HALL SCHEDULE:

Tuesday, 4:00 p.m. - 6:30 p.m.

Wednesday, 10 a.m. - 6:30 p.m.

Thursday, 8 a.m. - 12 noon

Note: Opening Session begins at 8:30 a.m., Wednesday, March 25 in Concert Hall. Exhibits open at 10 a.m. on Wednesday.

			120						
			121						
			122						
			123						
			124						
140	141				125				
153	154				126				
						127			
166	167	168				128			
180	181	182	<p>WaterPac Raffle</p> <p><i>CYBER CAFE</i> High Speed Internet & printers</p> <p>Wireless connections available throughout EXPO Hall</p> <p>Business, Food, & Fellowship Bagels, Muffins, Cookies, Coffee, Soft Drinks, OJ, Tea and more</p>						
194	195	196							
208	209	210							
222	223	224							
236	237	238							
250	251	252							
264	265	266							

The final Exhibitor Directory and floor plan will be included in the registration packet.

Check out the great prizes in the **WaterPac Raffle** at KRWA's booths (126-128).

Door prizes donated by exhibitors will be announced or drawn for at the Thursday noon luncheon.

“Thank You” to all exhibitors and sponsors who help make this conference the largest and best in the Midwest and among the best in the U.S.

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Denise Eggers
Jefferson RWD 12

Op. Credit: None

IMPROVING YOUR COMPANY IMAGE THROUGH POSITIVE PR

In this informational how-to session, you will come away with nitty gritty tools for optimizing your public relations efforts. Learn how to create a dynamic strategic PR plan out of thin air that will result in a positive return on your investment. Learn tricks of the trade for developing programs that will make your audience go WOW! This session is fast paced, interactive, and will have you pulling rabbits out of your hat before you can say abracadabra.

Eileen Koutelas

WaterOne
Lenexa, Kansas

Hyatt Ballroom E

Moderator: Stuart Porter
Schwab - Eaton, P.A.

Op. Credit: WW

WASTEWATER REUSE THROUGH IRRIGATION OF CROPLAND

Dodge City, Kansas has been recognized for excellence in the operation and maintenance of its Wastewater Treatment Facility as a "large non-discharge" system. The facility uses a land-application system that reuses wastewater through the irrigation of cropland. This accomplishes several objectives other than wastewater treatment, including water reuse, nutrient recycling, crop production and, most importantly, no discharge of pollutants. Is your system a candidate for a similar project?

Fred Vocasek

Servi-Tech Laboratories
Dodge City, Kansas

210 A

Moderator: J. W. Stephenson
Cherokee RWD 1

Op. Credit: W

OUR WORLD'S DWINDLING SUPPLY OF GOOD WATER

Kansas water system managers are frequently faced with the challenge of meeting increased demands as supplies of fresh, usable water are shrinking. Israel is facing problems that make Kansas issues look trivial. This session provides a brief introduction to Israel's approach for addressing this and other water or wastewater infrastructure issues.

Karl Mueldener

KS Dept. of Health & Environment
Topeka, Kansas

210 B

Moderator: John VanDyne
Montgomery RWD 6

Op. Credit: W

AN OVERVIEW OF AMR – HOW IT CAN HELP YOUR WATER UTILITY

This session will provide an overview of the various AMR technologies available today with an emphasis on the features and benefits to the utility. It includes a case study of the cost savings and improved productivity generated by the City of Wichita's use of AMR technologies. Bring your questions. See how it can help your utility.

Robert Repschleger

Badger Meters
Milwaukee, Wisconsin

Curtis Cummings

City of Wichita
Wichita, Kansas

209 A

Moderator: Gary Hanson
Stumbo, Hanson, LLP

Op. Credit: None

PERSPECTIVES ON WATER SERVICE TERRITORIES: PART II

This is a continuation of the previous session. Learn about the concerns of a major developer and how some systems have been able to work out territorial agreements to ensure that both the neighboring city and RWD can speak with confidence on how developments will be served.

Kevin Mullin

Ritchie Development
Wichita, Kansas

Allan Soetaert

Johnson RWD 7
Gardner, Kansas

Carl Hartley

Attorney at Law
Paola, Kansas

209 B

Moderator: Ken McNickel
Public Wholesale District 4

Op. Credit: W

APPRECIATE WATER TODAY – DROUGHT TOMORROW?

Water conservation plans and their associated Water Drought/Emergency Ordinance (or Resolution) are effective tools. However, the customer is a critical component to true water conservation. How many of your customers are thinking of water use beyond the next water bill due date? Learn how to remind your customers that droughts are cyclical and that efforts to reduce water use should continue during times of plenty.

Tina Rajala

Kansas Water Office
Topeka, Kansas

210 C

Moderator: Leland Cable
City of Garden City

Op. Credit: WW

TAKING WATER QUALITY STANDARDS TO A HIGHER LEVEL

This presentation will focus on new and anticipated trends in surface water quality improvement. An overview of state and federal water quality initiatives that may affect municipal wastewater treatment facilities will be provided including anti-degradation, nutrients, bacteria, and EPA's Wet Weather Initiative.

Michael B. Tate, PE

KS Dept. of Health & Environment
Topeka, Kansas

203

Moderator: Kathy Reusch
Jefferson RWD 13

Op. Credit: None

THE BULLET-PROOF EMPLOYEE HANDBOOK

Few issues can be more contentious than personnel management. In the absence of policies, past and present activities become policy. Many times, the practices may lack consistency, which places the city or RWD in greater danger of lawsuits. Employees also deserve to know what is expected. Attend this session to hear discussions about employee issues; learn how an employee handbook can provide discretion while firmly communicating mutual expectations.

Allen Dinkel

City of Abilene
Abilene, Kansas

SPOUSE PROGRAMS

IMAGE & STYLE

Kacey Quick, AICI, is an Image Consultant and Fashion Stylist with more than 13 years of experience working one-on-one with clients. Spouses are invited to attend Kacey's presentation on Wednesday, March 25 beginning at 1:30 in the Hyatt Trail rooms. Here's what spouses will learn:



Kacey Quick

- How to dress for success no matter what the occasion
- Secrets to take outfits from bland to beautiful
- Secrets that everyone can use to their advantage – and much, much more!

Kacey's consulting firm name is "Design Her Style Image". This will be a fun presentation loaded with tips on dress and fashion. There is no additional fee for spouses to attend this presentation.

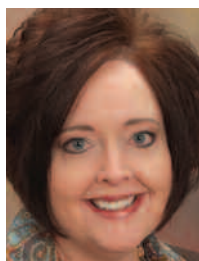
When: 1:30 p.m., Wednesday, March 25

Where: Trail Rooms, Hyatt Hotel (opposite EXPO Hall)

IDENTITY THEFT SHIELD

This Thursday morning Spouse Program features a topic that is of keen importance to everyone. It answers the question: "Why is ID theft so rampant and how do we combat it?"

The presenter, Denise Spurlock, is an Independent Associate & Group Benefits Specialist with Identity Theft Shield & Pre-Paid Legal Services, Inc., Wichita.



Denise Spurlock

ID theft has become our nation's fastest growing crime and Americans are dealing with it on a daily basis. Understand why this crime is hitting home with so many people today and understand the measures that each person can take to lessen their risks of becoming a victim. Educate yourself on the problem and the solutions to ID theft. There is no additional fee for spouses to attend this presentation.

When: 10 a.m., Thursday, March 26.

Where: Trail Rooms, Hyatt Hotel (opposite EXPO Hall)

AWARDS & ENTERTAINMENT

Wednesday evening, March 25

5:00 Social in EXPO Hall

6:30 Banquet Hall opens

Awards Presentations, Entertainment

ENTERTAINMENT

"Cabaret's Greatest Hits, The Recent Years"

There's another great show coming your way at the 2009 conference. "Cabaret's Greatest Hits, The Recent Years" is be a review of greatest moments of



Cabaret's previous 14 shows (rated pg 13) including songs and sketches (think *Saturday Night Live*). The titles are: *SUDS*, *Menopaus-A-Palooza!*, *8-Track: Sounds of the 70's*, *The Rocky Horror Show*, *Route 66*, *Totally Gnarley 80's*, *Cabaret...Gone Country*, *Married Alive*, *Jukebox: Hits of the 60's & 70's*, and Cabaret's Christmas Shows. You'll be wiping tears of laughter during the "Kyle and Monte Medley" – and in some the funniest moments from *SUDS*, possibly a visit from Milt Dudman, a game show that features an audience member, and songs sung by the best of the best in Wichita ... like *Broken Wing*, *King of the Road*, *Midnight Train to Georgia*, *Respect*, *You Light up my Life...*and many, many more. The cast includes Angela Geer, Kyle Vespestad, Heather Bloomgren and Monte Wheeler who are some of the best talent Wichita has to offer! It's another terrific show produced by Cabaret Oldtown for KRWA's conference. It's part of your ticket following the Awards Banquet.

GRAND DOOR PRIZES

The tradition continues! KRWA's 2009 Conference will have four lucky winners taking home prize quilts, again designed and produced by Kathleen Ronnebaum. The 2009 designs are a unique *Kalidescope* (One Block Wonder) design of



hexagons of floral prints in greens and teal; *Triple Irish Chain* featuring sunflower fabrics in blues, yellows and greens; *Heritage Quilt* – a reproduction of an 1846 quilt with browns, blues and greens. The WaterPac Raffle will have a striking *Kansas Spirit Quilt* – inspired by Jeanne Poore's book, *Kansas Spirit*, a sampler of twenty blocks with a Kansas theme in reds, blues, greens and crème colors. All are queen size and machine pieced. One will be given at the Wednesday evening banquet and three will be drawn for at the Thursday luncheon.

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Jim Boyer
City of Gardner

Op. Credit: W

MAINTAINING ADEQUATE CHLORINE RESIDUALS

Maintaining chlorine residuals is difficult in many distribution systems especially during late summer and early fall. In fact, this problem in many systems is not acknowledged by managers, operators and elected officials. This session will describe the common causes and how to best monitor the distribution system. Actions to reduce or eliminate the residual losses such as storage tank level operation, flushing, and rechlorination will be discussed.

Pat McCool

Kansas Rural Water Association
Lawrence, Kansas

Hyatt Ballroom E

Moderator: Claude Kendall
City of Wathena

Op. Credit: WW

CERTIFIED WASTEWATER OPERATOR FORUM

This session is a review of study guides for operators planning to take the KDHE certification examination. This session is not meant to be a comprehensive preparation course, but will include operator expectations, examination concepts, basic math problems and a review of basic utility operations. Attendance at this session will be extremely helpful to those taking the operators' exam.

Vickie Wessel

Marsha Carpenter

KS Dept. of Health & Environment
Topeka and Salina, Kansas

210 A

Moderator: Scott Robertson
City of Phillipsburg

Op. Credit: W & WW

RISK MANAGEMENT FOR ACCIDENTAL CHEMICAL RELEASES

Under the Clean Air Act, EPA must adopt regulations for the prevention and detection of releases of chemicals. The regulations require facilities to develop and implement a risk management program that includes consequences of accidental releases, accident history, a prevention program, and in some cases, an emergency response program. In addition, the facility must submit a risk management plan (RMP).

George Moody; George Hess

Environmental Protection Agency
Kansas City, Kansas

210 B

Moderator: Dawn Succi
City of Horton

Op. Credit: W & WW

REPLACING PIPELINES WITHOUT EXTENSIVE EXCAVATION

That new line must go in but the disturbance must be held to a minimum. Customers don't want the old brick street torn up. Pipe bursting may be the answer. This technique uses a bursting or splitting head with a large hydraulic pulling force to break or split the old pipe while simultaneously pulling in the replacement. Attend this session to learn if pipe bursting may help your utility.

Jeff Goldsberry

Charles Machine Works/Ditch Witch
Perry, Oklahoma

209 A

Moderator: Doug Helmke
Kansas Rural Water Association

Op. Credit: W

WELL MAINTENANCE THAT DELIVERS YEARS OF SERVICE

Maintaining the productive life of a water well is essential to continued service to system customers. Taking care of this critical asset is a must. In this session, water system personnel will learn about cost saving maintenance procedures that will help deliver high quality water, keep pumping costs to a minimum and extend the life of system wells.

Terry Alexander

Alexander Pump & Services, Inc.
St. Marys, Kansas

209 B

Moderator: Rick Shain
City of Marysville

Op. Credit: None

RECRUITMENT AND RETENTION STRATEGIES THAT WORK

As the size of the workforce continues to shrink, high performing organizations must give greater attention to attracting and retaining excellent employees. Competitive pay will remain a cornerstone strategy, but the paycheck alone will not retain the best employees. This interactive session will help policy makers and managers focus on additional practices important to creating an "employer of choice" workplace.

Marla Flentje

Austin Peters Group
Wichita, Kansas

210 C

Moderator: Wayne Landwehr
Montgomery RWD 12

Op. Credit: W & WW

PREVENTING PIPELINE DAMAGE: ONE CALL LEGISLATION

The 2008 Kansas Legislature amended the statutes governing Kansas One Call to require that all public water and wastewater systems be members of One Call as of 7/1/09. Utilities are also required to make all new facilities 'locatable' after 7/1/08. Attend this session to learn what the responsibilities are for cities and RWDs and how to minimize the costs associated with One Call requirements.

Leo Haynos

Kansas Corporation Commission
Topeka, Kansas

203

Moderator: Elmer Ronnebaum
Kansas Rural Water Association

Op. Credit: None

RWD OFFICE MANAGER, BOOKKEEPER FORUM

Join in this open dialogue forum aimed at helping new and experienced RWD office staff. Learn how to join KRWA's special new "list-serv" for RWDs. Questions such as "how to spool files" for radio read systems, how to track GPS data, and examples of helping RWD board members be prepared for meetings will be addressed.

Sharon Dwyer

Douglas RWD 5
Lawrence, Kansas

Patricia Shaffer

Butler RWD 5
Benton, Kansas

CONCURRENT SESSIONS

Hyatt Ballroom D

Moderator: Randy Norris
Cowley RWD 5

Op. Credit: W

HYDRANTS, VALVES AND THE NEED FOR INSERTION

All fire hydrants and gate valves serve a specific purpose. However, each manufacturer has their own method of accomplishing the task of flowing and stopping the flow of water efficiently. This presentation will give an overview of different hydrant and valve designs as well as general methods of maintaining functionality of a water system. In addition it will address systems that can be aided by adding a valve anywhere in the system with no customer disruption.

Brian McDowell

Water Products, Inc.
McPherson, Kansas

Hyatt Ballroom E

Moderator: Russel Kalcik
City of Silver Lake

Op. Credit: W

CERTIFIED WATER OPERATOR FORUM

Attendance at this session is recommended for those who plan to take the KDHE operator certification exam at the conclusion of the conference. This session is a review; it is not a comprehensive preparation course. Topics to be covered include operator expectations, examination concepts, basic math problems and water utility operations.

Vickie Wessel

Marsha Carpenter

KS Dept. of Health & Environment
Topeka and Salina, Kansas

210 A

Moderator: Deb Smith
Douglas RWD 3

Op. Credit: None

SAVING MONEY BY MAILING EFFICIENTLY FOR YOUR CITY/RWD

Every water or wastewater utility should research ways to save money for their system. One option that is not thought of by most systems is to reduce costs through mailings. This session will explore options that may be available to utilities through automation. Also covered will be postage requirements, rate categories, barcodes and moving into the electronic age.

David Banowetz

Billy Winkle

Mitch Price

Postal Presort, Inc.
Wichita, Kansas

210 B

Moderator: Dave Grimm
City of Hiawatha

Op. Credit: WW

LAND-BASED WASTEWATER TREATMENT ALTERNATIVES

Low energy, cost-effective treatment systems and non-stream discharge alternatives are available for municipal, industrial and other users. These alternatives to mechanical treatment incorporate land-based natural treatment mechanisms such as wetlands, ponds and agricultural reuse, to provide the needed economic and regulatory alternatives meeting today's water challenges. Attend this session; learn about the options.

Craig Gottschalk

Cascade Earth Sciences
Valley, Nebraska

209 A

Moderator: Rick McDaniel
Bourbon Cons. RWD 2

Op. Credit: None

COMMUNICATIONS ANTENNA LEASES OF WATER TOWERS

Many communities and water districts continue to be confronted with requests by cell phone companies and providers of Internet services for leasing of water storage tanks for installation of antenna equipment. Attend this session to learn about legal issues and concerns that every municipality should take into consideration when developing potential lease agreements.

Katharine J. Jackson, JD

Morrison, Frost, Olsen & Irvine, LLP
Manhattan, Kansas

210 C

Moderator: Pat Campbell
Franklin RWD 4

Op. Credit: W

ILLEGAL DUMPS TRASH KANSAS AND TAINT WATER SUPPLIES

An illegal dump near a wellfield or a surface water intake might not cause any water quality impairments in the short term, but the longer the dump exists, the risk of a hazardous liquid being dumped increases. In this session you will learn of a cooperative program of KDHE that has been very successful in stopping and removing illegal dumps.

Bob Medina

KS Dept. of Health & Environment
Topeka, Kansas

209 B

Moderator: Veda Maxwell
Crawford RWD 7

Op. Credit: W & WW

GIS/GPS MAPPING: COSTS, BENEFITS, SUBSIDY PROGRAM

Digital mapping is becoming more efficient and the data is becoming more useful. Attend this session to learn how KRWA approaches GPS data collection, the definition of a Geographic Information System and how data can be used on a county level. The Kansas Water Office is offering a subsidy of up to 50% of the costs of GPS mapping for small systems. Attend this session to learn about these programs.

Pete Koenig

Kansas Rural Water Association
Seneca, Kansas

203

Moderator: Brenda Adkins
Jackson RWD 3

Op. Credit: None

NEGOTIATIONS: HOW TO GET MORE OF WHAT YOU WANT

Negotiation is part of every day life. You are in a negotiation when you want the best price on new or used equipment, to improve terms of a contract with an engineering firm or surveyor, or when you interview a new employee. How do you get more from the next negotiation and not damage relationships? It doesn't work if you start with an attitude that all is fair as long as you get what YOU want.

Mary A. Redmond

The LeaseSpeak System
Leavenworth, Kansas

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- Advanced Valve Technologies**
Blue Island, Illinois
- Alexander Pump & Services**
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Lawrence, Kansas

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Thank You . . .

To all exhibitors and sponsors who help make the KRWA conference & exhibition among the best. Have a great show!

A final EXPO Hall Floor Plan with booth designations will be included in each registration packet picked up at the conference. Also listings of exhibitors and the floor plan will be posted throughout EXPO Hall.

CERTIFICATION EXAMS

Water or Wastewater Operator Certification Exam Small System, Class I, II, III and IV

Thursday, March 26, 1:30 P.M.

Hyatt Ballroom E

The Kansas Department of Health and Environment requires that the exam application be received by KDHE at least two (2) weeks prior to the exam date (or March 12). For an exam application, please call KDHE at 785/296-5511 or print an application from KDHE's Web site www.kdhe.state.ks.us/water/www.html. Check under related links. The application can be faxed to KDHE at 785/296-0086, following up with the original application and the exam fee in the mail.

CELL PHONE ETIQUETTE

Cell phones are great assets – however, KRWA requests that when attending any sessions, noon luncheon or events during the conference, please set your phone so it does not ring. It's a matter of courtesy to the presenter and those seated in the room. No one else cares to be distracted because of a ringing cell phone. Please take your call in the lobby or outside the classroom.

ANNUAL MEMBERSHIP MEETING

Please note that the annual meeting of KRWA membership and business meeting will be held in Meeting Room 209A beginning at 8:00 a.m., Thursday, March 26. Delegate forms were mailed to all voting members on December 29, 2008. Check with your city or RWD's office to ensure that your voting delegate is registered.



KANSAS
RURAL
WATER
association

quality water, quality life

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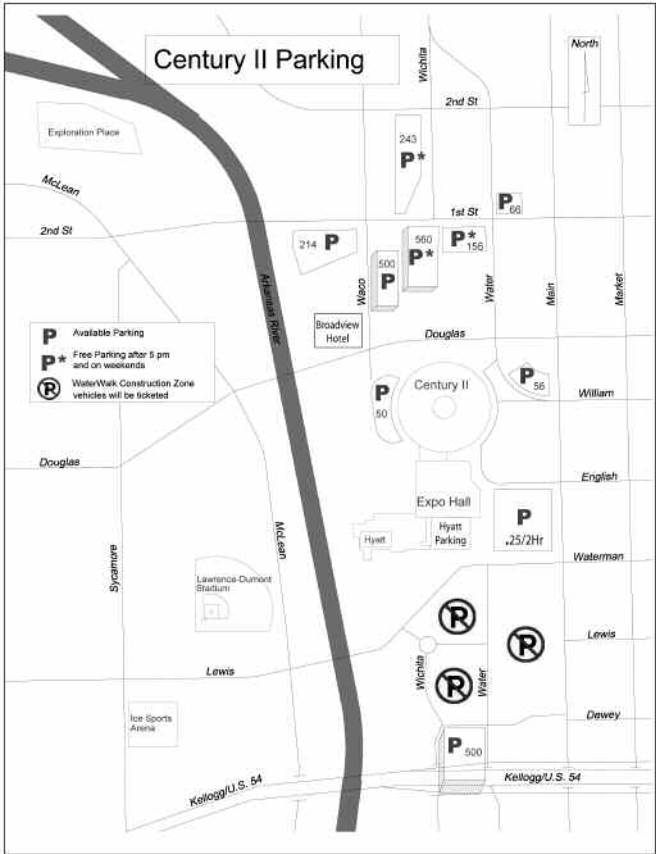
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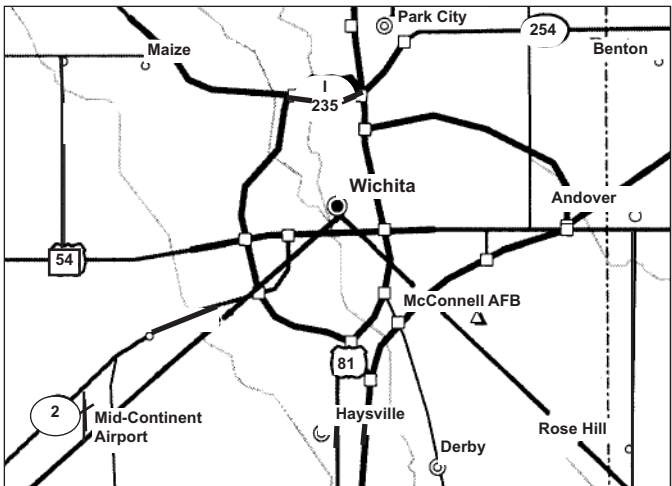
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Delbert "Bert" Zerr, Consultant

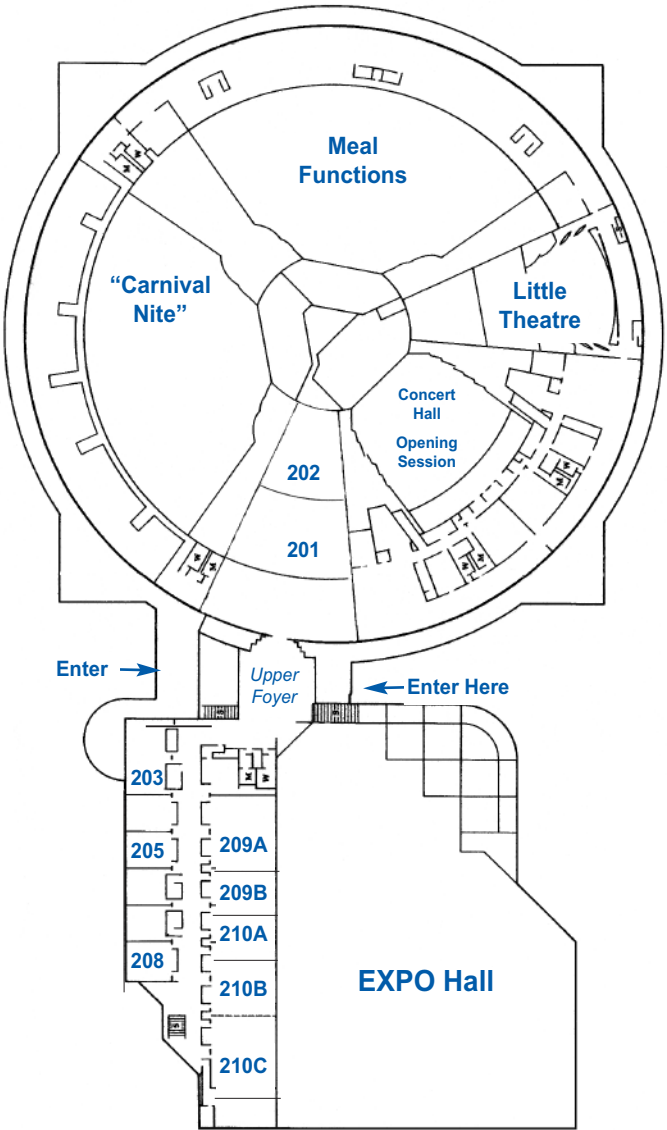
CENTURY II PARKING



Map of Wichita



CENTURY II CONVENTION CENTER



Century II Meeting Rooms are on the promenade level. **Hyatt Ballrooms D and E** and **Trail Rooms** are on the lower level, opposite EXPO Hall.

ACCOMMODATIONS

Rooms have been blocked at the following hotels for the 2009 conference. Make sure you request the KRWA block. Rooms fill fast.

Best Western Airport Inn, 6815 W. Kellogg; Ph. 888/942-5666.
Free breakfast; comp. shuttle to Century II; \$72.99 flat

Best Western Governors Inn & Suites, 4742 S. Emporia,
Ph. 866/522-0775 or 316/522-0775; comp. deluxe continental
breakfast; king \$59, double \$69, suite \$79

Broadview Hotel, 400 W. Douglas (across street from
Century II), complimentary parking garage; Ph. 316/262-5000;
\$115 queen; \$149 deluxe king

Cambridge Suites, 711 South Main, downtown Wichita;
Ph. 316/263-1061, \$99 Executive Suite; \$109 Studio Double;
\$129 Penthouse Suite

Clubhouse Inn & Suites, 515 S. Webb Road;
Ph. 316/684-1111; comp. full hot breakfast buffet, \$65 flat

CrestHill Suites Hotel Company, 12111 E. Central Avenue;
Ph. 888/723-1655 or 316/689-8000; comp. deluxe continental
breakfast; studio or one bedroom w/king bed \$80

Days Inn West, 550 South Florence; Ph. 316/942-1717;
comp. breakfast; \$65 flat

Hampton Inn, 3800 W. Kellogg; Ph. 316/945-4100;
comp. airport shuttle and deluxe hot breakfast bar; \$115 flat

Holiday Inn, 221 E. Kellogg; within walking distance to Century II,
comp. shuttle to Century II and airport; Ph. 316/269-2090; \$85 flat

Holiday Inn Select, 549 S. Rock Road; Ph. 888/558-5113 or
316/681-5083, for king or double, (one to four persons); \$89 flat

Hotel at Old Town, 830 E. First, complimentary parking garage;
complimentary hot buffet breakfast; Ph. 316/267-4800; \$119 Queen;
\$129 King

Hyatt Regency, attached to Century II, complimentary parking
garage; Ph. 316/293-1234; \$115 single; \$115 double **SOLD OUT**

LaQuinta, 5500 W. Kellogg; Ph. 316/943-2181; complimentary
deluxe continental breakfast; newly renovated; \$85 flat

TownePlace Suites, by Marriott, 9444 E. 29th St. N.;
Ph 316/631-3773 Ext. 520; comp. continental breakfast;
full kitchen; \$89 flat

Wichita Fairfield Inn, by Marriott, 333 S. Webb Road;
Ph. 316/685-3777; comp. continental breakfast; \$79 flat

REGISTRATION FORM

42ND ANNUAL WATER & WASTEWATER CONFERENCE & EXHIBITION

Tuesday, Wednesday, Thursday, March 24 - 26, 2009
Century II Convention Center, Wichita, Kansas
Register **ONLY ONE PERSON** on this form.

Please print or type: [Check here if you want Operator Credit:](#)

Name: _____

Represents: _____

Title: _____


Address: _____

City, State: _____

Zip: _____ Phone: _____ / _____ - _____

Indicate which days you plan to attend:

Tuesday, 3/24 Wednesday, 3/25 Thursday, 3/26

If you are attending a pre-conference session on Tuesday, please indicate which session you plan to attend by checking the session on the reverse side of this form so adequate seating is available. 

Registration Fee prior to March 9 \$100 \$ _____

Registration Fee after March 9 \$125 \$ _____

Registration Fee includes a complimentary ticket to "Carnival Nite" – barbecue, games and social. Indicate if you plan to attend:

"Carnival Nite," Tuesday, 6:30 p.m. Yes No

Note: Registration fee does not include golf, or meal tickets. Spouses also pay registration fee and for any meal tickets.

Golf Tourney, 3/24, 8:30 a.m. (pay KRWA)....\$65 \$ _____

Tuesday, buffet lunch, Century II\$10 \$ _____

Wednesday, 3/25 Luncheon Ticket.....\$10 \$ _____

Wednesday Awards Banquet & Show\$25 \$ _____

Thursday, 3/26 Breakfast Ticket\$5 \$ _____

Thursday, 3/26 Luncheon Ticket\$10 \$ _____

Total Due: \$ _____

Payment Enclosed: \$ _____

Bill Me: Pay by Credit Card:

PRECONFERENCE SELECTION

KRWA requests that those planning to attend pre-conference sessions indicate below which session they plan to attend. This will ensure having adequate handouts and to make other session arrangements for the Tuesday Preconference Sessions.

Check one session only for Tuesday

- Making Friends With Locators – From Pipelines to Leaks (p. 8)
- How To Troubleshoot Wastewater Lagoon Systems (p. 9)
- KanCap: Improving Management Of Kansas Water Systems (p. 10)
- Resolving Disputes In A Neighborly Way (p. 11)
- Water Treatment Processes (p. 12)
- Content Management Systems For Web Sites (p. 13)
- Computer Corner (p. 14)
- Learning More About Distribution Systems (p. 15)
- Successful Management From Assets To Rates (p. 16)
- Dealing With Difficult Customers, Improving Presentation (p. 17)

After completing this form on both sides, send it with payment to:

KRWA
PO Box 226
Seneca, KS 66538

If you wish to register online, go to www.krwa.net, “training,” and “conference.” If you have a question about registration, send an e-mail to the team at krwa@krwa.net. If you prefer, call KRWA at 785.336.3760.

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