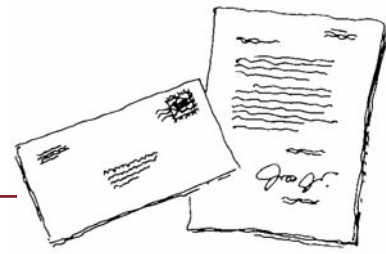


Letters



What I've learned about my system during the past four years, I've learned mainly by fixing what I found that was broken. Today, I had a problem with my clear well that I didn't have a clue how to diagnose or fix. I called KRWA's Field Rep, Eric Davolt, and told him I had a problem with the clear well and needed help. Shortly, he was on the scene and after doing some looking and troubleshooting, he told me what was wrong, how it was supposed to work, where to get a new part and how to repair it. I am still suffering from this pain in my left shoulder and was having a great deal of trouble reaching into my clear well, locating a hole through the top and threading the electrical wire through the hole. Eric offered to thread the hole for me, and made the electrical connections that I could not reach.

When we went into the plant, Eric noticed that a solenoid activated valve in the output side of my plant was not working correctly and he gave me a business card of a guy who rebuilds such valves.

This has been a great day for me, Elmer. Eric fixed one problem for me and identified another problem waiting to happen. On top of all that, Eric took the opportunity to point out things and teach me how my clear well worked. I feel much more confident now about how the limit switches and float valve works, and how they control my high service pumps and deep well pump.

Thanks again for the services KRWA offers and provides for rural water districts and their operators. It feels pretty good to have a friend in the "business".

*JW Stephenson
Operator/Manager
Cherokee RWD 2*

As a new mayor, I have much to learn, and KRWA has been right here to help me. A large water leak occurred in Delphos on the morning City Clerk Karen Kiser and I were to attend a "Stimulus Funding Meeting Under ARRA" in Hutchinson. I phoned to express our regrets and asked if any information from the meeting could be mailed to us. Very quickly I received a letter from KRWA Technical Assistant, Rita Clary. It included copies of all the meeting handouts. She also offered that if my city had any type of water project needing improvement she would be happy to visit with us.

With paved-over valves and frequent water leaks, our 1937 water system needed help! Rita met with us in Delphos on August 12. Her confident, cheerful personality put us at ease and gave us hope we could solve our water issues. She also sent another of your KRWA Technical Assistants Greg Metz, our way. Greg has since visited and helped plan the future location of some replacement valves.

At this time we are interviewing engineers and working our way toward a grant to help with a new water system.

Thank You KRWA for such great employees! I feel I can call Rita or Greg anytime a question comes up. They frequently check to see how we are progressing and offer support every step of the way.

*Susan Studebaker
Mayor, City of Delphos*

I am writing this letter in reference to Greg Metz. Greg is a new employee of KRWA who has been assigned to work with special focus projects for leak detection.

Greg has been a great help to me and Republic RWD 1. He is very ambitious and has a good feel for work out in the field. Because of Greg, we have located several troublesome areas in our district which include leaks, locating gate valves that have not been found in over 20 years, helped with large meter replacement and has good ideas for us that will make our district run smoother.

Thanks again for the good service and I look forward to working with Greg again in the future.

*James Haskins
Operator, Republic RWD 1*

On behalf of the Highland PRIDE Organization, I sincerely wish to thank you for sponsoring the Kansas PRIDE Organization with your generous monetary gifts. The money is used on PRIDE projects for the betterment of our communities, and works as an incentive to keep us working and trying harder. We appreciate your concern and gifts. Thanks.

*Marian Thompson
Secretary of Highland PRIDE*

Support Associate Members

When a city or rural water district needs products or services,

SHOP ASSOCIATES FIRST!

Associate Members support the Kansas Rural Water Association.

For a current directory, with contact, e-mail addresses and Web site information for Associate Members, check out www.krwa.net, then under "membership."

I would like to thank your association for your grant outreach practices. Gary Armentrout came to the City of Maize two weeks ago to let us know about potential grant opportunities with the Association. Without his contact, we would not be making a grant application. Thank you for spending the time and resources to let us know about your organization.

*Rebecca A. Bouska
Deputy City Administrator
City of Maize*

On behalf of Greenwood RWD 1, I would like to extend my gratitude for the mapping assistance that Pete Koenig and KRWA have provided.

When the district was forced to join One Call we looked for a way to send them a map that would fulfill our requirements and reduce the number of locates our district would receive. Pete was so helpful in informing us that he could help set up a boundary file that “buffers” the waterlines in our district. We conducted a Crossloop session in which we were able to view his computer over an Internet connection and instruct him about where to draw the new buffer. This was an awesome technology experience! We also sent him maps with our lines drawn on them in the general area and Pete was able to define our boundary even more. We have refined the boundary file and Pete has sent it to Kansas One Call for use in their system. I am looking forward to the results. We couldn’t have done this without Pete’s help in this situation. Thank you for the wonderful service you provided us with our mapping needs.

*Christina Harrison
Office Manager, Greenwood RWD 1*

The Muscotah City Council would like to express their appreciation for the assistance Rita Clary has provided us during the water system improvement grant application process. She met with me to explain the grant

process and made sure I understood what was happening. She attended our council meetings and answered questions. Her knowledge was very valuable. Thank you,

*Debbie Liggatt
City Clerk, City of Muscotah*

I want to let you know how much I appreciated Rita Clary helping me get registered for Federal Reporting. She was very informative of what I would need to do every quarter. Her willingness to take help saved me invaluable time.

It was a real pleasure working with someone as kind as Rita. She made the experience of registering enjoyable instead of a burden. Rita is a real asset to KRWA!

*Melinda Seele
Office Manager
Pottawatomie RWD 4*

I would like to thank KRWA for the Municipal Water System Operator of the year award at the 2009 Conference.

This was the 20th year that I have attended this great conference that seems to be getting bigger and better every year. Every year I learn something new and meet new people. In the 20 years that I have been attending, I never really dreamed of being an award recipient. When my name was called, it made all the years of service mean a little bit more, knowing that people really do appreciate what you do. I know that there are hundreds of other operators that deserve this award just as much if not more than I do. Elmer and staff, keep up the good work, the association could not do it without you.

Again thank you to KRWA and especially to Jane and Kent for writing the article about me, also a special

2009 KRWA Officers & Directors

*Dennis Schwartz, President, Shawnee Co. RWD 8, Tecumseh
Sharon Dwyer, Vice-President, Douglas Co. RWD 5, Lawrence
Sam Atherton, Secretary, PWWSD 4, Cherryvale
Darrell Schlabach, Treasurer, Washington Co. RWD 1, Hanover
Larry Remmenga, Director, City of Concordia, Concordia
Patricia Shaffer, Director, Butler Co. RWD 5, Benton
Allan Soetaert, Director, Johnson Co. RWD 7, Gardner*

KRWA Staff

*Elmer Ronnebaum, General Manager
Laurie Strathman, Administrative Assistant
Gary Armentrout, Technical Assistant
Lonnie Boller, Technical Assistant
Rita Clary, Technical Assistant
Eric Davolt, Technical Assistant
Greg Duryea, Technical Assistant
Mike Fisher, KAN STEP Tech
David Gilley, GPS/GIS Mapping Tech
Doug Guenther, Technical Assistant
Doug Helmke, Water Rights/Source Water Specialist
Shane Holthaus, KAN STEP Tech
Jim Jackson, Training Coordinator/Technical Assistant
Tony Kimmi, Technical Assistant
Jesse Knight, GPS/GIS Mapping Coordinator
Pete Koenig, GPS/GIS Mapping Tech
Jeff Lamfers, Consultant
Pat McCool, Consultant
Greg Metz, Technical Assistant
Katie Miller, Source Water Protection Specialist
Charlie Schwindamann, Wastewater Tech
Jon Steele, Technical Assistant
Mark Thomas, GPS/GIS Mapping Tech
Delbert “Bert” Zerr, Consultant*

thank you to Kent for attending the awards banquet. Your support is very much appreciated.

*Roger Koch
Utility Superintendent
City of Axtell*

I want to thank you for the assistance given Cherokee RWD 2 through your Mapping Coordinator, Jesse Knight. Jesse worked with me on our map until 7:30 last night (July 8, 2009). He would have worked here later, but I had other commitments to meet. He took his laptop to the motel and continued to work on mapping through the evening. He was back here at my house bright and early this morning to finish touching up the map and going out into the district with me to shoot new valves and meters.

This is the second trip Jesse has made to our water district. He is a very hard worker and shoots GPS positions quickly. It's difficult to try to keep up with him and all I had to do was drive

the car. Jess obviously knows what he is doing. The software he uses is pretty sophisticated and complicated, yet he is able to quickly enter information and edit the map. We weren't able to do Cherokee RWD 1 on this trip, so he will have to return another day to do that. When he left Riverton, he had already made plans to be with another local water district and was headed that way. Gerri and I enjoyed having him in our home and pleased that he was able to work out of it.

When I first heard of GPS mapping, I have to admit that I was pretty skeptical about its value to a rural water district. I should have known better. Everything KRWA has to offer is first rate and of great value to the water district community. I am now convinced that it's a good program and that our district will benefit from it for years to come.

Thanks again for all you do, and thanks for having Jesse on the KRWA team.

*JW Stephenson
Operator/Manager
Cherokee RWD 2*

The City of Paxico would like to thank Lonnie Boller for helping us change our chlorination system over to sodium hypochlorite. His expertise was very helpful and greatly appreciated.

*Paul Hiegert, Ryan Theel
City of Paxico*

Thank you for your sponsorship of Kansas PRIDE, Inc. Beattie PRIDE is thankful to have commitment to our small town life.

*Beverly Dunlap, LaVeda Fitzgerald and
Jean Floyd of Beattie PRIDE*

It was a pleasure to meet you (Jim) and work with you on the recent water exercise in Wabaunsee County. The (tabletop exercise at Alma) gave us a chance to bring together both county and city officials; that was very beneficial to all. Thanks again.

*Amy Terrapin
Coordinator Wabaunsee
County Emergency Management*

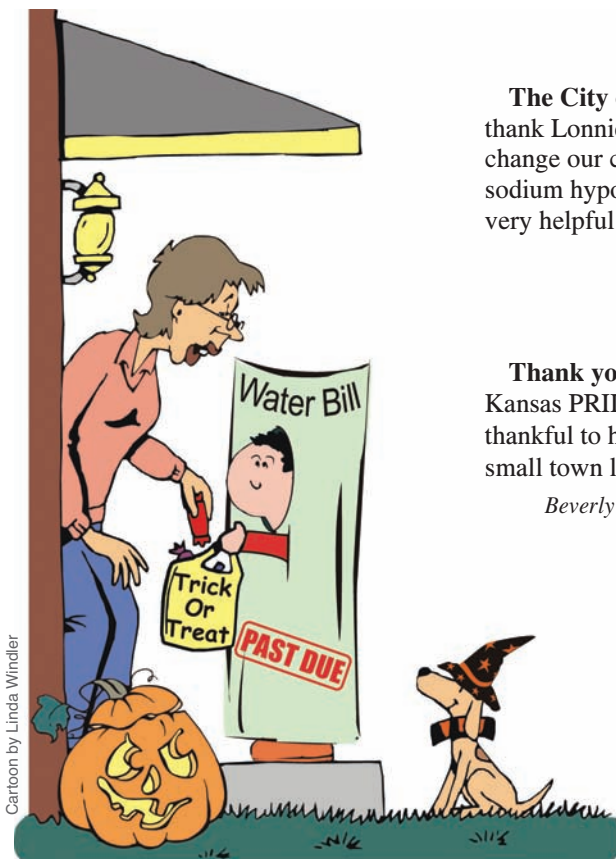
The purpose of this letter is to acknowledge and thank KRWA and Rita Clary, KRWA USDA RD Liaison, for involvement in recent projects. I appreciate KRWA for providing the service and think that Rita Clary was an excellent selection for this position.

Rita has done a great job in the public meetings speaking and installing confidence with Council Members about USDA RD and other funding options. I have not seen Rita turn down or even hesitate to attend an evening public meeting. This knowledge and devotion is required for the success of a position like this.

The USDA RD application process can be very intimidating for a small community and I believe Rita is appreciated by the communities she has worked with and USDA RD officials. Specifically, Rita sat down with the City Clerk in Muscotah, KS and assisted filling out application paperwork for a waterline system project. My understanding is that the City and USDA officials appreciated the assistance.

Thanks again to KRWA and Rita for the positive involvement and a job well done.

*Brian P. Kingsley, P.E.
BG Consultants, Inc.*



Cartoon by Linda Windler

Tell your mom the check's in the mail!

*Mark your calendars
now for 2010*

**Conference & Exhibition
March 30 - April 1
Century II Convention Center
Wichita, KS**