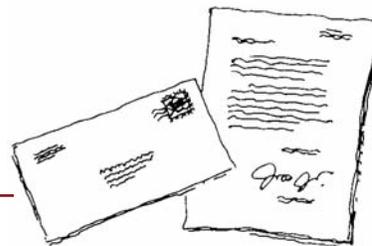


Letters



I want to thank Lonnie Boller and Tony Kimmi for going above and beyond the call of duty.

On January 4, 2010 I was on my way to a funeral of a close family member when I received a call about low water pressure in the City of Willis and water coming out of the door of the booster pump station. Torn between family obligation and my duty to the citizens of Willis I called Lonnie and explained my situation. Without hesitation Lonnie said "We'll take care of it" and that they did.

Lonnie and Tony had to track down the mayor to get a key to the pump house to find out the door was frozen shut, so they got a torch and finally got the door open to find three feet of water in the building that came rushing out. When they gained entry they discovered that the main heater had quit and a check valve froze and broke. Lonnie and Tony tracked down a check valve, picked it up and made the necessary repairs to keep Willis in water. The new check valve had dried out o-rings, so they fixed it also. By the

time I got there all that was left to do was tighten bolts and open valves.

Lonnie, as well as all of the staff of KRWA, has always helped me in the past when I needed them but this was service above and beyond.

On behalf of the citizens and the commission of the City of Willis and myself I want to thank both Lonnie and Tony for their help and for the great service they provided.

*Dave Grimm
Water and Wastewater Management Services
Hiawatha, KS*

I'm sorry it's taken so long to get this letter to you (Charlie). First I want to thank you for everything you did for us in September 2009. The information you gave us has been very valuable as we try to eliminate our I & I problem. We've already made repairs to the cleanouts we found. I've put in purchase orders for the repairs of the manhole and purchase of a smoker.

Thanks again.

*Jim Neal
City of Bonner Springs*

We would like to take this opportunity to thank you (Elmer) and all of the staff there at the Kansas Rural Water Association for all of the help you have given us over the years.

Gary Armentrout in particular has been invaluable to us here at Water District 11. He is always willing to answer questions and lend a helping hand when possible. When we had the water tower cleaned and the past three times we have done the pigging of the lines at the well house he was here.

Jim Jackson was kind enough to come to our annual meeting this year (2009) and explain our Water Quality Report to our residents. Jeff Lamfers

met with our water contractor here at the office to get us on track with the 4-log treatment. Jeff was very helpful to us and we do appreciate it.

Again, we want to thank all of you at the KRWA for all that you do for us. You have a great crew to work with.

Sincerely,

*Board of Directors and Staff
Jefferson RWD 11*

I would like to take this opportunity to let you know how much I have appreciated the assistance I have received from Doug Guenther. I took over as operator for the city of Woodston in August 2009 and have had some issues arise that Doug was quick to help me with. Those included looking for water leaks, testing the accuracy of a meter and showing me how to repair a chlorine pump I was not familiar with. He has been a great asset and it's good to know there is help out there if we need it.

Thank you.

*Vicki Hrabec
City of Woodston*

I'd like to thank Gary Armentrout for his water leak detection services during the month of December 2009. We requested Gary's help in investigating a possible water leak near a residence due to excessive sump pump discharge here in Gardner. With the use of the new leak detection device, Gary retrieved data from loggers that were placed strategically on water main valves around and near the residence. After the loggers completed their job, Gary downloaded the information and with his help, we were able to confidently determine that the excessive water discharging from the sump pump was ground water.

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."

Gary is a very dedicated individual who will go the extra mile to assist others in need.

Thanks again.

*James E. Boyer
Line Maintenance Supervisor
City of Gardner*

Jim Jackson was by earlier today (January 19) to drop off pictures that he took while he was here helping us locate and fix the breaks that caused our town to be without water on January 13 and most of January 14, 2010.

I wanted to drop you a quick note to let you know how much help the Kansas Rural Water Association provided us during this period. Jim Jackson and Gary Armentrout worked relentlessly from the time they got here on Wednesday through when the leaks were finally repaired late on Thursday afternoon. Jim returned on Friday to help make sure that we flushed the system as needed, taking the appropriate chlorine residual samples, and once he was satisfied with the results, helped package the samples for delivery to the KDHE lab in Topeka. As a result, our four samples were negative and the Boil Advisory was lifted late afternoon on Saturday, January 16.

To be honest, I am not sure we would have been able to get this done without their help. Without a doubt, their knowledge in leak detection was invaluable. Their work was extremely professional and very much appreciated. Gary will soon be helping me calculate costs of the incident.

I'd be happy to share the details of this experience with anyone who would like to talk about it.

And to boot, this comes on the heels of the great support Jim Jackson gave me in preparing for the Level 1 Water and Sewer Operator Exams in December.

Thank you.

*Jim Koger
City Clerk
City of Overbrook*

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