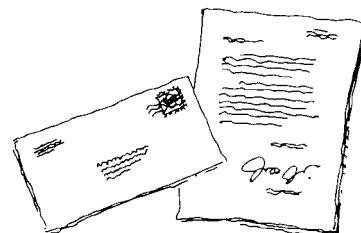


Letters



Dickinson County Rural Water District #1 would like to express appreciation in regards to the continued assistance and support we receive from KRWA. Dickinson County RWD #1 uses numerous services from KRWA including but not limited to technical services, mapping and training. We have peace of mind knowing that at any time we have a question, concern or need assistance, we can always count on KRWA. We sincerely appreciate your continued support and assistance.

A special thank you goes to the KRWA staff: Elmer Ronnebaum, Greg Duryea, Greg Metz, Rita Clary, Doug Guenther, Lonnie Boller, Tony Kimmi, Pete Koenig, Mark Thomas, Jeff Lamfers, Jon Steele, and Bert Zerr.

*Adrienne Feeney
District Office Manager
Dickinson RWD 1*

Butler County Public Works would like to Thank You, Charlie Schwindamann, for your time and assistance with the problem we had with the lift station at Sewer District #12 near Augusta, Kansas.

We appreciate your help in problem solving and making recommendations for the repair of the problems we were experiencing.

Thank you again.

*Mike Craft
Assistant Director of Public Works
Butler County Dept. of Public Works*

Everyone from Reno County RWD #3 would like to thank KRWA Tech Assistant Jon Steele for all the help he has given us.

Jon used a leak detector to find a leak we could not locate. He helped with the repair of the line and took samples to get the line back in service. Jon has also helped many times on projects in our district.

Thanks to Jon and KRWA for the help they gave us.

*Board of Directors and Staff
Reno County RWD 3*

Wow – what a great idea to have our CCR report online! We wish to thank KRWA for promoting this idea and the EPA for allowing it. We figure we will save at least \$300 plus about ten hours labeling, stamping and stuffing the reports. For us it comes just after a District-wide mailing for our annual meeting in April and makes the first quarter of each year easier to manage. We will put the Web site in our notice for the annual meeting. Thanks again!

*Louise Furnas
Bookkeeper
Labette County RWD 6*

The City of Herndon does appreciate the new opportunity to have our CCR posted on a Web site, instead of hand delivering or mailing it to our consumers. It will save in money and stress. On behalf of the City of Herndon and the Governing Body of Herndon, Thank you!

*Deanna Williams
City Clerk
City of Herndon*

The City of Chapman appreciates the work that the Kansas Rural Water Association did to promote ending the mailing requirements of the Consumer Confidence Report to our water customers.

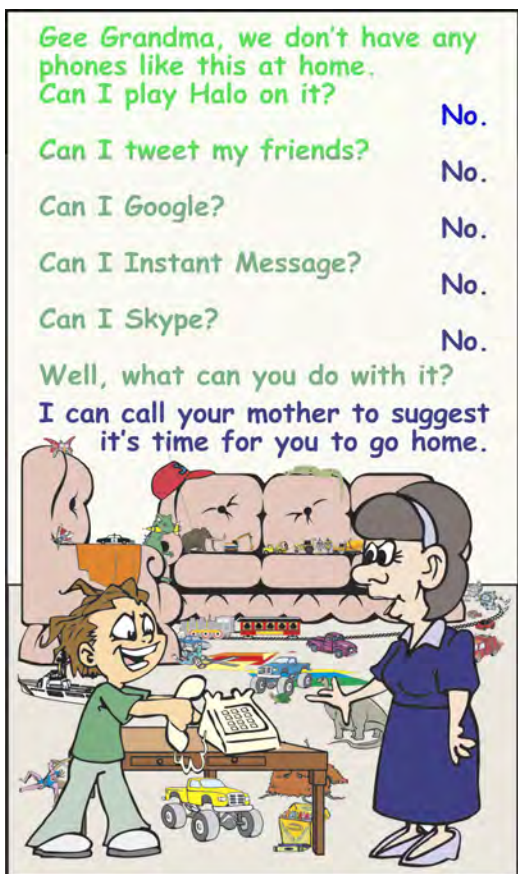
By the City not having to mail the Consumer Confidence Reports we have saved over \$400.

A lot of our customers prefer to do the majority of their business by email. With the Kansas Rural Water Association providing a Web address to allow our customers the ability to log in and look at the report is appreciated.

On behalf of the City, I would like to thank the EPA for agreeing to allow cities to make available to their customers the Consumer Confidence Report online to reduce the expense associated with mailing the Consumer Confidence Reports.

*Gerry Bieker
City Administrator
City of Chapman*

The City of Benton greatly appreciates the collaboration of KRWA, NRWA, and EPA to end the mailing requirements of the Consumer Confidence Reports by allowing Kansas water utilities to place their CCR's on their e-mail or Web site or to have KRWA be our host. Considering



time, paper and postage the City of Benton will save just short of \$1,000. One thousand dollars will purchase fuel to mow and keep water right-of-ways clear; one thousand dollars will pay the electric bill at booster station for two months; one thousand dollars would well you get the idea. Anyway hats off to all who were instrumental in getting this change in the regulation.

*Dale Shaffer
City Manager
City of Benton*

We would like to thank KRWA

Tech Assistant Jon Steele for all the work he did to repair our water tower. Jon saved us a great deal of money, and the work was done quickly and well. We didn't have to discontinue water service to our customers. We greatly appreciate the time and expertise in helping with repairs to our water tower!

*Ransom City Council
Jon D. Nuttle, Mayor; Harold Kisslinger
President; John Dieterich, Council Member
Norbert Flax, Council Member
Mark Horchem, Council Member
Troy Walker, Council Member
Mike Parker, City Superintendent*

The City of Norcatour is very

appreciative of the fact that we don't have to mail the Consumer Confidence Report to all of our customers. That saves us money that can be used elsewhere. Thank you for the change

*Deb Marshall
Norcatour City Clerk*

I am writing to KRWA staff

member Greg Duryea to let you know how pleased the City of Hiawatha is with the services that we have received from Carl Brown and Carl Brown Consulting over the course of the last three weeks.

The city of Hiawatha had the pleasure of sending staff members to the utility rate setting training that was offered by KRWA this fall, which was

presented by Carl Brown. The staff members brought home his guidebooks and we were planning to utilize them to assess our utility rates after the beginning of 2013. In late November the city commission determined that it was in our best interest to move forward with analyzing our rates sooner rather than later so that we could implement them hopefully by the end of the year or in early January 2013.

Realizing that I would not be able to fully do the analysis justice in such a short timeframe, I contacted Carl Brown to see if he would be able to help the city out in our quest. Mr. Brown was realistic that most rate studies take approximately six months. But, if our staff were willing to put forth the effort, he would do his best to help us out.

The city received and approved a proposal for two utility rate analyses on December 3, 2012; we immediately,

the next day, began providing Mr. Brown the requested data for the analysis of the two utilities (water and wastewater). His requests were easy to understand and simple to fulfill with the dedicated efforts of city staff to the project. The drafts that Mr. Brown returned when seeking additional information were easy to read which made it much easier to review with him and identify any changes that needed to be made or additional information that he needed.

On December 19, less than three weeks after we started the rate analysis with Mr. Brown we received the final draft to review and are in the process of setting up a time for him to come and present the findings to the city commission. Our work with Mr. Brown has been a pleasure from start to finish and the speed with which he has been able to complete the analysis in a format that can be understood with very little explanation provides a solid

KRWA Officers & Directors	Sam Atherton , President, PWWSD 4, Cherryvale
	Dennis Schwartz , Vice-President, Shawnee Co. RWD 8, Tecumseh
	Patricia Shaffer , Secretary, Butler Co. RWD 5, Benton
	Darrell Schlabach , Treasurer, Washington Co. RWD 1, Hanover
	Bill Shroyer , Director, City of Sabetha
	Sharon Dwyer , Director, Douglas Co. RWD 5, Lawrence
	Allan Soetaert , Director, Johnson Co. RWD 7, Gardner

KRWA Staff	Elmer Ronnebaum , General Manager
	Greg Duryea , Assistant General Manager
	Laurie Strathman , Administrative Assistant
	Lonnie Boller , Technical Assistant
	Rita Clary , Technical Assistant
	Eric Davolt , Technical Assistant
	Doug Guenther , Technical Assistant
	Doug Helmke , Water Rights/Source Water Specialist
	Tony Kimmi , Technical Assistant
	Pete Koenig , GPS/GIS Mapping Coordinator
	Jeff Lamfers , Consultant
	Pat McCool , Consultant
	Greg Metz , Technical Assistant
	Charlie Schwindamann , Wastewater Tech
Jon Steele , Technical Assistant	
Mark Thomas , GPS/GIS Mapping Tech	
Delbert "Bert" Zerr , Consultant	

framework for the city regarding our utility rates moving forward.

If you have any questions or would like further information please contact me at 785-742-7414, ext. 206 or e-mail at city administrator@cityofhiawatha.org.

*Lynne Ladner
City Administrator
Hiawatha, Kansas*

I so much enjoyed meeting you, Elmer, and talking with you at the NRWA Conference in Nashville. Also very much appreciate your offer to send me some board information (Water Board Handbooks) to help us do a better "job" of serving our customers. Enjoyed all of my time in Nashville and learned a lot.

*Barbara R. May, Chairman
Marion County Water District
Lebanon, Kentucky*

We would like to take this opportunity to thank KRWA and especially Doug Guenther for his assistance working with us at well house #5.

We needed to replace the leaking shut off valve, the check valve, inoperable meter and build a connecting spool. Due to the weight, tight working area and configuration, it was impossible for one person to do the work. Doug's assistance and expertise was greatly appreciated. He is always ready to assist or advise as needed.

*The Bennington City Council
Lori Wilson, Mayor*

I just wanted to send you a quick email of gratitude to tell you how very much we here at Rural Water District 3, Jackson County appreciate all of your associations help and hard work in regards to the consumer confidence reports no longer having the mandatory requirement to be mailed out to all of our patrons. We will have you link on your website to our report this year. Once we finalize our website we will host our CCR on it in future years and provide the link on our monthly billing statements. I am also delighted we can send the consumer confidence report out via email, as we have some of our patrons email addresses. This is a huge benefit to all Rural Water Districts across the State of Kansas.

I know that some water districts are larger than ours so their savings are even more but just for us alone the postage mailing cost savings are huge. We currently have 1,821 benefit unit holders and with today's postage costs at a minimum of \$0.46 cents for each patron household, or business that saves us \$837.66!!! This is not to mention the costs of printing, folding and the paper and envelopes used in the former CCR mandatory mailing requirement. Our annual savings will be over \$1,200!! We can definitely use that money elsewhere in our water distribution system with fixing water leaks or upgrades of line extensions.

I also want to mention and thank the EPA for granting this change in the regulation. This change will save us all alot of time and money now and in years to come!

Thank you for all that KRWA does for its many members. You provide us with exceptional training and great overall value for our membership. Keep up the good work!

*Brenda L. Adkins, Manager
Rural Water District 3
Jackson County*

We, at the city of Colony, would like to express our sincere appreciation for all of (KRWA staff member) Rita Clary's help! She has stepped in with the LMI survey required for our second grant, setting us up on SAM.gov (had no clue what that was, do now!!!), assisting with our first grant loan paperwork and now our second. Plus the fact that I can call, email, or text and she always gets back to me! I'm so glad she became my contact when I started this grant process. Not only does she help with the grants but anything else I don't understand, if she doesn't know how to direct me she will find a place to start.

Thanks for such wonderful people and for the Association being there for all of us.

*LaNell Knoll
City Clerk
City of Colony*

On behalf of the City of Erie, I would like to express appreciation to the EPA for agreeing to end the mailing requirement of the Consumer Confident report and will allow e-mailing, posting the report on websites, or letting the Kansas Rural Water Association host it. The City of Erie will save close to \$600.00 in the cost of labor, printing, envelopes and postage annually by not having to mail the CCR report. With a population of only 1,150, the City of Erie's annual budget can definitely use that extra \$600 cost savings elsewhere.

*Cindy Lero
City Clerk
City of Erie*

**See you at the 46th Annual
Conference and Exhibition
March 26-28
Century II Convention
Center, Wichita, KS**