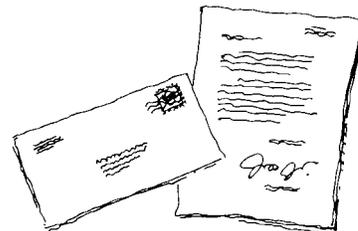


Letters



On behalf of the city of Spring Hill's Public Works Department/Utilities Division, I'd like to extend a belated appreciation for KRWA's timely and helpful services.

Earlier this year, the City of Spring Hill was searching for a suspected underground water distribution leak; we were unable to pinpoint the water leak ourselves with our existing tools. We called Greg Duryea and asked if there were any technical assistants available in our area that might be able to conduct a leak assessment for us. Greg Duryea called us back to advise Toni Kimmi would be on his way soon. Within 45 minutes, Tony Kimmi arrived and began a water leak assessment in the suspected water leak area. Tony narrowed the water leak search to a specific area using the "Sub-Surface Leak Detector" which proved very useful in our leak repair follow-up.

Also, our Utilities Division began using the "Municipal Water Use Report" Worksheet earlier this year to record and track monthly water use. The Excel spreadsheet is a great tool for tracking

monthly water use/water loss. Thanks to Greg Duryea for the article in the 2013 March edition of *The Kansas Lifeline* "Recipe for Success Should Include Calculating Water Loss Monthly", in which the article provided the needed information to get started with this excellent resource tool.

Thanks again to the services of KRWA staff; they are our "secret weapons in the field".

*James E. Boyer
Superintendent of Utilities
City of Spring Hill*

I would like to take this opportunity to thank Greg Metz of KRWA for solving a large water leak/loss problem in Cuba recently. It is sure nice to know that great help is just a phone call away. Although it was narrowed down to a specific part of town, without Greg's knowledge and equipment, it would have been a much worse problem than it already was. Locating and correcting this problem greatly reduced the pumping hours on the wells that were

already stressed. I encourage anyone who is having any kind of water issues to not hesitate to call KRWA for help.

Thanks for your efforts Greg, it is very much appreciated!!

*Dave Holloway
Water Superintendent
City of Cuba*

The city of Florence would like to take this opportunity to thank KRWA's Jon Steele for all his hard work and efforts in helping us get the water pumps running correctly at the city Spring House. We greatly appreciate all the services he and the Kansas Rural Water Association provide to our community. It is a relief to know that KRWA is always there to offer a helping hand to our small community whenever we need it!!!

Once again, we would just like to express our sincere thank you to Jon and the KRWA for everything that you do for us. What a wonderful Association that we have at our fingertips that is always there when we need assistance!!!

*Phil Baldwin
City Superintendent
City of Florence*

Last fall our city clerk and I attended a seminar on Setting Good Rates at Tonganoxie, Kansas. I had just been put in charge of our city utilities. Because I was not familiar with water and wastewater rates, I attended this seminar sponsored by the Kansas Rural Water Association. From the moment I walked into the door, I was greeted with many warm welcomes. As I sat through the Setting Good Rates seminar, it became clear to me how far behind we were in our water and wastewater rates. When I heard what other cities wastewater rates were, I was shocked at how low our rates were (so were the other people).



Because of this seminar, I formulated a plan to raise our rates and upgrade our city's lift stations. I will always appreciate this seminar and was glad I attended. I may not have understood everything that was said, but I did understand about good rates. The seminar was of great value to me. Thank you for putting on this seminar.

*Nancy Leek
Council Person
City of Ozawie*

The City of Valley Falls would like to express a thank you to the continued assistance we get from KRWA. We have been working with KRWA for over 30 years and appreciate all the support. A big thank you to Tony Kimmi for his numerous services here in the city of Valley Falls. He is always quick to come with just a phone call and has provided us with great support on water leaks and maintenance. He does a great job.

Also would like to extend a thank you to other KRWA staff. Thanks to Lonnie Boller for his continued support, and thank you to Rita Clary for her help in updating and developing our Water Conservation Plan. It is so great and reassuring to know we have the support and assistance needed any time. We look forward to working with KRWA and their great staff in the future.

*April Herbster
City Clerk
Valley Falls KS*

Thank you (KRWA) for providing the Specialized Training Session "Getting Good Rates" on Tuesday, September 17, in Lawrence.

Carl Brown gave us some good ideas on when to "analyze" rates with a positive process of presenting these rates with any necessary changes to the city council and the public. I have already presented an initial discussion with our city council and will be moving forward with rate reviews beginning with our water utility in the near future.

In small cities, we work with so many different facets of utilities and it is nice to have an avenue to learn, and relearn,

the areas requiring detail we do not work with every day. I look forward to other avenues of training in the future.

Thank you again.

*Devona Herrin
City Clerk
City of La Cygne*

I am writing to thank KRWA for bringing the Hach classes here to Kansas.

As many of us in our field of work, I learned to use our laboratory equipment with the help of fellow employees. Over time, we ended up with a group who hadn't received any first-hand training. I had seen the classes offered at the Hach facility in Colorado, but it is a long way to go for training and I wasn't sure if I would receive operator credit for the classes.

I learned a great deal of information and am implementing the things I learned in my department. Kathy Joranio with Hach Company and Greg Duryea of KRWA did an excellent job keeping the class involved and were able to

address individual concerns or questions those attending may have had. It was time well spent.

Thank you again.

*Kent Footh
Water Plant Foreman
City of Phillipsburg*

I am writing this letter to express

our appreciation for the free training session that was put on September 18, 2013 in Burlington by KRWA called "Getting Good Rates".

Carl Brown, Carl Brown Consultants, gave many good tips and ideas on how to go about checking our own rates. And he informed us that he contracts with KRWA at a low fee in helping smaller cities determine if they have their rates set correctly or if they are way out of the ballpark to the good or bad.

This type of training session is a great opportunity to learn and to community with others for networking. Again, thank you.

*Terry Fultz
City Clerk
City of Osage City*

**KRWA
Officers &
Directors**

*Dennis Schwartz, President, Shawnee RWD 8, Tecumseh
Sam Atherton, Vice-President, Public Wholesale 4, Cherryvale
Bill Shroyer, Secretary, City of Sabetha
Allan Soetaert, Treasurer, Johnson Co. RWD 7, Gardner
Paul Froelich, Director, City of Enterprise
Sharon Dwyer, Director, Douglas Co. RWD 5, Lawrence
Patricia Shaffer, Director, Butler Co. RWD 5, Benton*

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Staff**

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Greg Duryea, Assistant General Manager
Laurie Strathman, Administrative Assistant
Lonnie Boller, Technical Assistant
Rita Clary, Technical Assistant
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Pete Koenig, GPS/GIS Mapping Coordinator
Jeff Lamfers, Consultant
Pat McCool, Consultant
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Delbert "Bert" Zerr, Consultant*