



FYI - Small Systems

Small Systems Committee
INDIANA SECTION AWWA

Volume 5, Issue 5

February, 2004

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FYI

Welcome to the first issue of FYI – Small Systems for 2004!! I am so pleased to share with you that everyone on the Small Systems Committee has agreed to serve for another year and we have added a new person, Brian Stater of Bowen Engineering. All of the members of this committee have demonstrated a strong dedication to the small systems in Indiana and we are looking forward to continuing to bring you this newsletter and working on other initiatives that will be of benefit.

As we have informed you in the past, IDEM will be collecting new operation fees for water systems beginning this year. Liz Melvin discusses this fee in more detail in "What's Up What's New – IDEM" below. I know a number of you are wondering how to recover this fee from your customers. For those of you that are members of the Indiana Utility Regulatory Commission (IURC) and that serve 5,000 customers or less, there is a very efficient way to increase your rates to recoup this fee. These streamlined procedures do not require an attorney nor an accountant, just filling out some forms and having the proper ordinances in place. Please refer to the IURC article on Page 9.

Organization is the key to staying on top of things. Also on Page 9 you will find an article – written by a very organized operator – on establishing a file plan for your entire office. This covers paper files as well as computer files. We can all use a reminder on the KISS theory.

GIS – yes, it is another acronym, but it is also a very useful tool. As with everything else in the computer industry, what was once out of reach for a lot of small system budgets is now more affordable. "GIS: Affordable Solution For Small Water Supply System Management" on Page 5 gives us a lot of good information on this topic.

There is much more to this issue – water and wastewater examination information, Vulnerability Assessments, Indiana RCAP assistance, updated contact info for IDEM and others; and, of course, "Mark Your Calendars" on the back. The Indiana Section AWWA District Meetings get underway beginning in May. Please give us your input!!

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WHAT'S UP WHAT'S NEW - IDEM

The Indiana Department of Environmental Management (IDEM) is responsible for ensuring that Hoosiers have an adequate supply of safe drinking water. The agency carries out this responsibility by requiring each of Indiana's Public Water Systems (PWS) to comply with all federal and state drinking water rules and regulations.

Complying with these complex state and federal regulations requires significant effort and resources from the drinking water providers. Likewise, ensuring compliance with the regulations also requires a significant investment from IDEM. Because of recent

additional federal regulations and new regulations that will soon be implemented, requiring even more IDEM resources, the 2003 General Assembly established new fees, which are designed to produce revenue from the PWSs being regulated that will support the IDEM drinking water program. The General Assembly granted the authority in House Enrolled Act 1001, which was signed into law on May 8, 2003. The law is included in Indiana Code Title 13, Article 18, Chapter 20.5 (IC 13-18-20.5). All PWSs, including community, non-transient non-community and transient non-community,

are required to pay fees under this new program.

The fee program will become effective for all PWSs on January 1, 2004. The annual fee due each year will be phased in over a three-year period. In 2004 each PWS will be notified shortly after July 1 and pay 1/3 of the fee established by the legislation. In 2005 each PWS will be notified shortly after July 1 and pay 2/3 of the fee established by the legislation. In 2006 and each year thereafter each PWS will be notified no later than January 15 and pay the full fee.

(Continued on page 2)

FYI FROM THE SECTION CHAIR

Doug Perry

This will be my last newsletter as your chairman of the Indiana Section AWWA. Let me briefly cover two very important accomplishments that happened this year that will greatly benefit you. First the Small Systems Committee continued the FYI-Small Systems newsletter. This can be a tremendous asset for all sorts of information. Second, the Drinking Water Guidance Manual for Community Systems is done and being delivered. This manual will be the cornerstone for everything you do. Take advantage of this document.

Let me tell you it has been a great honor and privilege to serve you. This opportunity allowed me to meet so many great people from the water industry. I really enjoyed working for you and want to thank ALL that have helped me along the way.

Thanks again and hope to see you soon.

Doug Perry
Section Chair

WHAT'S UP WHAT'S NEW - IDEM (continued)

(Continued from page 1)

The annual fees are as follows:

Community PWS

- ◆ Fewer than 400 service connections, \$350
- ◆ More than 400 service connections, ninety-five cents (\$0.95) per service connection.

Nontransient noncommunity PWS

Population Served	Fee
25-100	\$150
101-250	\$180
251-500	\$240
501-1000	\$300
1,001-3,300	\$450
3,301-5,000	\$600
5,001-10,000	\$1,500
Greater than 10,000	\$3,000

Transient noncommunity PWS

- ◆ If groundwater is the drinking water supply source, \$100.
- ◆ If the drinking water is purchased, \$50.
- ◆ If surface water is the drinking water supply, \$200.

IDEM will use the data from its current inventory to determine the type of PWS, type of source water supply, and will work with community systems to determine the number of service connections. IDEM is currently sending out requests to update information. Please fill these out and return them in a timely manner.

The fee must be received within thirty (30) days after the PWS is notified of its fee. Systems that do not submit the required fee maybe subject to enforcement, delinquency charges and/or penalties. A fee is considered late if it is not paid within thirty (30) days of notification. The delinquency charge is 10 percent of the fee.

The fees will be used to defray some of the costs of administering the federal Safe Drinking Water Act, including implementing the new rule, conducting additional inspections, enhancing drinking water security, providing compliance assistance, certifying operators, protecting source water, and providing necessary data management. IDEM will also meet with interested stakeholders to gain input on the use of the fees and how best to improve the program.

(Continued on page 5)

AWWA MENTORS PROGRAM

The persons listed below have volunteered to be primary contacts as part of our "Mentors Program". Please contact any of them for advice and information. If these primary mentors are unable to assist you, they will direct you to others that can. Additionally, you may contact any of the Small Systems Committee members, AWWA Officers, or District Presidents. Mentors and others will speak to you as peers only. Please keep in mind that IDEM has final regulatory oversight.

- **Bob Leible**
(Water Quality Issues)
Indiana-American Water of Kokomo
765-457-5563, Ext. 104
rleible@amwater.com
- **John Mugford**
Town of North Manchester
260-982-9800, Ext. 331
jmugford46962@mchsi.com
- **Bruce Heeke**
Patoka Lake Water
812-678-5781, Ext 307
- **Bob Waples**
Lebanon Utilities
765-482-5100
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City of Valparaiso Utilities
219-462-6174
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GIS: Affordable Solution For Small Water Supply System Management

By Bob Masters, M.S. Hydrogeologic Services Manager

Peerless-Midwest, Inc.

Mishawaka, Indiana

Geographic Information Systems (GIS) are being widely praised as a versatile and comprehensive method of managing utility resources. As you may already know, GIS is a method of linking records and data to physical locations on maps. GIS makes it easy to access additional information on specific physical map attributes, such as water or sewer lines, valves, meters, connections, flows, etc. By now every public works and utilities department, large or small, is aware of the benefits of incorporating GIS into an Asset Management System. Until recently, however, GIS seemed out of reach for the average small to medium municipality due to the high cost of system development.

Over the past decade, computer hardware has become much more affordable and industry competition has lowered software costs, making the initial cost to develop a GIS system very affordable, even for small utilities. Digitizing existing maps or developing simple schematics that are linked to the system database can also realize cost savings. In addition, the database stands alone and can be accessed without the map, or linked to new maps as updated versions become available.

Small to medium utilities operate in a high-tech world and yet many of them still maintain computer-aided design (CAD) systems for collecting and managing geographical data and some paper maps. The primary differences are that a GIS system assigns geographic, rather than site-specific coordinates to data and can store information about a data point in a database such as street address, pipe diameter, photographs, etc. Over the years of a site being developed, site-specific coordinates often become meaningless if landmarks change or new ones are used. Any user of a GIS system can physically locate objects with a simple, hand held GPS unit. This is a significant benefit when compared to the time and effort required of a survey crew to locate the same item. Another benefit of GIS is the ability to locate items with a GPS unit that are buried under snow, covered by pavement, have new structures built over them, etc. How many times have you come across a CAD map measured from a landmark that is gone i.e. building knocked down, manhole moved, etc?

GIS software is user-friendly and can support diversification such as sharing among utility divisions or other local entities like street and planning departments. Although GIS systems are internally complex, they are geared for the everyday worker using common graphical interface windows. In addition, they are highly flexible at accommodating future changes such as new users, software changes, new data, etc.

Most small systems would be best advised to hire a GIS consultant to get them started. The consultant can assist with the collection of the necessary maps, tables and data, process them into a single format, and download them to an affordable desktop GIS. ArcGIS is a relatively inexpensive desktop version GIS and has adequate editing functions to update information and provide certain specific services at the user level. Hiring a consultant to process GIS information can avoid expensive overhead associated with sophisticated GIS systems. The conversion of old documents is inexpensive and cost effective for small and medium utilities. Costs are often shared between water, wastewater, and street and building departments. The utility could then use the GIS system to generate reports, find locations, or store data. Depending on the skill level of the users, utilities may choose to maintain the system themselves or enter into an annual maintenance agreement with a consultant.

Any existing map can be converted to a GIS based system, such as topographic maps, aerial photos, tax maps, schematics and CAD drawings. The drawings can be in any format including digital, paper, mylar or others. In addition to maps, GIS has the capability of incorporating drawings, photographs, spreadsheets, or mechanical schematics into the database and assigning them a geographic location. Reports are easily generated and can be customized by the user. The system can be expanded and updated as information changes and new maps and data become available without re-creating the entire project.

GIS will play a pivotal role in asset management for water utilities. Managing, Operating, and Maintaining a water supply distribution system requires detailed understanding for monitoring and guiding the system. GIS is an economical and easy to apply solution for managing, monitoring and making investment decisions for water supply systems.

WATER WORKS OPERATOR CERTIFICATION EXAM ANNOUNCEMENT

Next examination: May 13, 2004

Application Deadline: March 29, 2004
Application Web Sites: <http://www.state.in.us/icpr/webfile/formsdiv/12094.pdf>
<http://www.in.gov/idem/water/dwb/flidinsp/index.html>
<http://www.in.gov/idem/water/dwb/constpercappdev/>

Location: Indiana Government Center South Conference Center
Indianapolis

Application Fee: \$30.00 (nonrefundable) Per certification grade requested

Requirements: Must meet all the following:

A) Education: All grades require a minimum of high school or its equivalent

B) Experience: Hands-on operation in the class system applied for, as follows:

DSS - 1 year	WT1 - 1 year	WT4 - 2 years*
DSM -1 year	WT2 - 1 year	WT5 - 3 years**
DSL - 1 year	WT3 - 2 years*	

CONTACT: Ruby Keslar -317-308-3305

* 1 year experience may be substituted by education at the college level in an area related to drinking water.

** 2 years experience may be substituted by education at the college level in an area related to drinking water.

WATER SUPPLY CLASSIFICATIONS

Class DSS – Distribution System serving population fewer than 3,300 & consist of only pressure or storage tanks

Class DSM – Distribution System serving population of 3,301- 10,000 & no mechanical means of movement of water other than pressure or storage tanks, or consist of pump, storage tanks; booster pumps to storage tanks

Class DSL – Distribution System serving a population of 10,001 or more or consist of storage tanks, booster pumps to distribution system, or mechanical devices for movement of water beyond storage

Class WT 1 – Groundwater plants serving population fewer than 500 & have ion exchange softening process for cation removal, or in-line filtration device with no chemical treatment

Class WT 2 – Groundwater plants with only chemical treatment regardless of population served

Class WT 3 – Groundwater plants with chemical treatment & have either pressure or gravity filtration, ion exchange process if the population served is greater than 501, lime soda softening or reverse osmosis

Class WT 4 – Surface water plants or groundwater under the direct influence of surface water serving population fewer than or equal to 10,000

Class WT 5 – Surface water plants or ground water under the direct influence of surface water serving population equal to or greater than 10,00

There is also an exam scheduled for November 4, 2004

THE VULNERABILITY ASSESSMENT TRAIN HAS LEFT THE STATION. ARE YOU ON BOARD?

The Public Health Security & Bioterrorism Preparedness & Response Act of 2002, "Bioterrorism Act", requires all public water supply systems serving populations greater than 3,300 to perform a vulnerability assessment (VA). The VA's shall be submitted to U.S. EPA according to the following schedule:

- ◆ Systems greater than 100,000 - March 31, 2003
- ◆ Systems between 50,000 and 100,000
- December 31, 2003
- ◆ Systems between 3,300 and 50,000 - June 30, 2004

Certification of the development or amendment of Emergency Response Plans, also required by the Bioterrorism Act, are to be submitted to U.S. EPA within 6 months after the submittal of the VA.

Federal assistance, both direct and indirect has been given to water utilities with VA deadlines in 2003. Direct funding in the amount of \$115,000 was offered to water utilities serving populations greater than 100,000. Twenty-five training/assistance courses were offered to water utilities between 50,000 and 100,000 across the nation by the WEF and ICMA under U.S. EPA contract. Scholarships were offered in the amount of \$200 for each trainee from a water utility to offset travel expenses. Direct on-site assistance, phone assistance and internet assistance were also offered as a part of the course.

Where has this left the small communities? There are no direct assistance grants. Hope springs eternal and the Indiana Department of Environmental Management (IDEM) is stepping in to provide direct assistance to the small community water supplies. IDEM has received grant funding from U.S. EPA to train

IDEM staff and also to hire contractors to provide this assistance. But, there are things utilities must do themselves in preparation to receive this assistance. IDEM will not do a vulnerability assessment for the utility. The small community water systems between 3,300 and 10,000 must prepare for the VA by becoming familiar with the document titled, Security Vulnerability Self-Assessment Guide for Small Drinking Water Systems Serving Populations Between 3,300 and 10,000. This document is available from the National Rural Water Association or the Alliance of Indiana Rural Water Association. Small systems between 10,000 and 50,000 must prepare by becoming familiar with the Vulnerability Self-Assessment Tool (VSAT) computer-based assessment methodology. A copy of VSAT may be obtained by contacting www.vsatusers.net.

The Alliance of Indiana Rural Water Association has been contracted by IDEM to assist small drinking water systems between 3,300 and 10,000 in the preparation of a vulnerability assessment. If these systems are in need of assistance, they should contact Jim Soper, of the Alliance, at 317 789-4200. Drinking water systems between 10,000 and 50,000 will have the opportunity to attend a two-day course on VSAT in Indianapolis on March 22 & 23. The VSAT methodology is a Windows-based computer program. Participants in the training will walk away with their vulnerability assessment essentially completed. Additional on-site assistance will be offered by IDEM staff for course attendees. To register for the VSAT course, go to www.lgean.org/watersecurity.

Together, IDEM and the water utilities will meet the Vulnerability Assessment deadline.

WHAT'S UP WHAT'S NEW - IDEM (continued)

We have been receiving questions about the Stage 1 Disinfectants/Disinfection Byproducts Rule (DBPR). Stage 1 of the DBPR applies to community water systems and nontransient noncommunity water systems that treat their water with a chemical disinfectant for either primary or residual treatment, both as an oxidant or as a disinfectant except for KMnO_4 (Potassium Permanganate), used only as an oxidant. If you have questions regarding compliance with the rule, you can contact Adrian Lugo-Martinez of our compliance section at 317-308-3285. You can also e-mail you questions to him at alugomar@dem.state.in.us.

Please keep in mind that Consumer Confidence Reports (CCR) are due to consumers by July 1 of each year. There is a program available to help you with this task. EPA has released an improved, user friendly version of CCRiWriter. It is a web-based tool developed to assist water systems in creating their annual CCRs. The program uses a step by step interview process to fill in the report. The user of the program only needs the system's monitoring results to complete a CCR. To access the program go to the Office of Water website at <http://www.epa.gov/safewater/ccr/ccrwriter/html>. Adrian is also responsible for compliance review of the Consumer Confidence Report (CCR). So if you have questions please contact him. Remember the job is not done until we receive the certifi-

cation that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to this office.

Compliance data is now available on our website. You can find information by PWSID number, system name, or by county. You may also obtain construction applications, well site survey applications, blank monthly reports of operation, and other forms by going to our website. To go directly to the compliance information the address is www.IN.gov/idem/water/dwb/compliance from that point you click on Search For Public Water Supply Information. On the next page scroll to the bottom of the page and click to begin search. On the next page enter the system information, PWSID number, system name, or county name. The system name will appear. Click on the PWSID number in blue. A new page with a menu on the left will appear. Make your choice from the menu. Not all data has been migrated. We are in the process of completing this task. It will be available soon. The data is live. As it is entered into the database it is available for view. If you are looking for other information, such as forms, stop after dwb in the address. If you have trouble finding something on the website, please contact me and I'll try to walk you through the process.

NEWS ITEMS FROM IDEM (WASTEWATER)

The following information emphasizes some important news items that the Compliance Evaluation Section at IDEM wants Certified Wastewater Operators to know about. Wastewater continuing education and certification requirements can be found in the Indiana Administrative Code (IAC) – 327 IAC 5-22. The Wastewater Certification and Continuing Education Program's website is located at <http://www.in.gov/idem/water/compbr/compeval/wwcert.html>.

- ◆ The Wastewater Certification and Continuing Education program has added a new member to its team. Heather Tippey was recently hired to fill the position of Wastewater Continuing Education Coordinator. Heather is in charge of maintaining credit report forms and course approvals. You can reach her by phone at (317) 232-8791 or by email at htippey@dem.state.in.us.

- ◆ The Wastewater Treatment Plant Operator Certification Examinations of all industrial and municipal classes are scheduled for April 22, 2004. Exact time and location of the exams will be provided in a letter that will be sent to individual applicants that are determined to be eligible to sit for the exam. Applicants will be assigned to one of four testing locations: Indianapolis, Elkhart, Gary or Sellersburg. Municipal exams (Classes I-SP, I, II, III and IV) will begin at 9am EST. Industrial exam (Classes A-SO, A, B, C and D) will begin at 1:30 EST.

Your completed application and \$30, non-refundable, application fee (check made payable to "IDEM") must be postmarked by March 8, 2004 and mailed to: Cashier, IDEM, P.O. Box 7060, Indianapolis, IN 46207-7060. Applications postmarked after March 8, 2004, will NOT be considered for this examination. **This will be the only Wastewater Certification Exam in 2004.** Exam applications and study guides can be found at the following website, <http://www.in.gov/idem/water/compbr/compeval/wwcert.html>.

- ◆ Just a reminder...Regulation 327 IAC 5-22-14 states that a wastewater treatment plant operator's certificate is effective only when validated by a current certification card. If your card is expired, you're not certified! A person may not perform the duties of an operator in responsible charge without being certified. Doing so constitutes a Class C infraction per IC 13-18-11.
- ◆ 327 IAC 5-22-15(c) requires that a minimum of 70 percent of the required continuing education hours shall be obtained from the technical category of approved continuing education courses. No more than 30 percent of the required continuing education hours shall be obtained from non-technical subject matter. The rule requires that the course deal with one or more of the following:
 1. Technical matters related directly to wastewater treatment (e.g., activated sludge, BOD testing, infrastructure security, etc.);
 2. General matters related to the responsibilities of a certified operator (e.g., confined space entry, blood-borne pathogens, lockout/tagout, pollution prevention, etc.)Please direct any questions or comments about the Wastewater Continuing Education Program to Heather Tippey at (317) 232-8791 or via email at htippey@dem.state.in.us.

- ◆ It is important for Certified Operators, and their employers, to keep track of their certification status. Training providers should supply a copy of the completed Continuing Education Report Form to the Certified Operator for record keeping purposes. This will aid the operator at their renewal time if there is a discrepancy between IDEM records and the certified operators records.

- ◆ If you have moved recently or are planning to, please inform the Wastewater Certification and Continuing Education program staff of your new mailing address so you can receive any updates from our office. Please contact Dyian Jones at (317) 233-0419 or via email at djones@dem.state.in.us with your new address information.

PLEASE BE SURE THIS IMPORTANT INFORMATION REACHES YOUR WASTEWATER TREATMENT PLANT OPERATOR

January 2004

DMR DATES

The format for dates on the Discharge Monitoring Reports (DMRs) has changed in 2004. The order of the dates is now the more traditional month/day/year. Those facilities creating their own DMR forms need to make this change to their forms. Direct questions to Charles Dunn at 317/233-9917 or by electronic mail at cdunn@dem.state.in.us.

DMR SIGNATURE

DMRs are to be signed on the lower right hand corner by the principal executive officer (e.g., mayor, company president) or his/her authorized agent (must be authorized by principal executive officer in writing to IDEM). The name and title of the person actually signing must be printed in the box on the lower left corner. The same name must appear in both boxes.

MRO & MMR UPDATE

New municipal Monthly Reports of Operation (MROs) and industrial Monthly Monitoring Reports (MMRs) for 2004 are available from our web site (<http://www.IN.gov/idem/water/publications/appsforms.html#mro>) in both an Excel spreadsheet version that will perform calculations and in Acrobat PDF format to print blank forms to fill in by hand. A new expanded version of the Activated Sludge MRO form is also available that has a fifth page full of blank columns. This form is intended for facilities testing metals or having some other need for additional columns. Approvals of alternative MRO forms granted in 2003 are still valid. Direct questions to Don Daily at 317/232-8636 or by e-mail at ddaily@dem.state.in.us.

IMPORTANT CLARIFICATION TO ALL NPDES PERMIT HOLDERS WITH E.COLI REPORTING REQUIREMENTS

Some questions have arisen as to when to calculate the geometric mean for *E.coli* reporting. All NPDES permits with *E.coli* reporting requirements state that the average monthly discharge shall be calculated as a geometric mean. This stipulation is derived from 327 IAC 5-2-11(a)(5)(B). The average monthly discharge is the ONLY *E.coli* calculation that should be computed using a geometric mean; all other calculations should be done arithmetically. Questions regarding this matter or other laboratory issues should be addressed to Barbara McDowell at 317/233-6464 or by e-mail at bmcdowel@dem.state.in.us.

CERTIFIED OPERATOR CONTINUING EDUCATION REQUIREMENTS

327 IAC 5-22-15(c) requires that a minimum of 70 percent of the required continuing education hours shall be obtained from the technical category of approved continuing education courses. Direct questions to Natalie Green at 317/233-0479 or by e-mail at ngreen@dem.state.in.us.

CSO DMR FORM SUBMITTALS

Due to the large number of standard DMRs submitted monthly and several attachments (MROs, etc.) that are included, it is very important that "CSO DMRs" (submitted by communities with combined sewer systems) NOT be sent in with the standard DMRs. CSO DMRs must be submitted in a separate envelope. Direct questions to Dave Tennis at 317/232-8710 or by e-mail at dtennis@dem.state.in.us.

STAGE 1 DISINFECTANTS & DISINFECTION BYPRODUCT RULE TRAINING BY SATELLITE BROADCAST MAY 18th, 2004

The training is directed at systems that needed to comply with the Stage 1 DBPR beginning on January 1, 2004. This includes surface water systems serving less than 10,000 people, ground water systems under the direct influence of surface water serving less than 10,000 people, and all ground water systems. Some systems that use surface water and serve 10,000 people or more may find the training informative. The training session will review the requirements of the Stage 1 DBPR for systems that use chlorine or chloramines in any part of the drinking water treatment process and will review the requirements for disinfection byproduct precursors (DBPPs) that apply to systems using conventional filtration or softening systems.

For training materials and additional information, please visit <http://www.epa.gov/oar/oaqps/eog/apdln.html>.

STAY OUT OF HOT WATER!!

Capacity development assistance available from Indiana Rural Community Assistance Program (RCAP).

The Rural Community Assistance Program is a non-profit organization of technical assistance providers that help low-income rural communities with their drinking water, wastewater, and solid waste issues. Through a grant from IDEM, Indiana RCAP staff is available to provide no cost assistance to targeted community and nontransient noncommunity public water supply systems with populations less than 10,000. Specific system personnel that would benefit from this assistance include operators, utility or town board members, and clerk-treasurers.

Examples of assistance RCAP has provided under this grant:

- developed a monthly board report outline for an operator.
- prepared an “equity study” to demonstrate which class of water users subsidizes the other users.
- helped individual homeowners with contaminated wells identify funding to eliminate the contamination problem.
- assisted a small mobile home park in hiring a certified operator, performing required sampling and solving monitoring problems.
- helped a new certified operator prepare a Consumer Confidence Report.
- helping a small mobile home park with wastewater and drinking water issues negotiate connection to a nearby town.
- helping a community enroll the land around their well field in the USDA Conservation Reserve Program.
- assisting an operator in tracking utility expenses and presenting the report to the board, in order for the board to consider a rate increase to cover needed improvements.
- helped a church daycare connected to city water and sewer. The church was unaware that the possibility existed, and because the line was already paid for, it didn't cost them anything except the cost of the lateral line and the meter!

Other services RCAP can provide:

- Evaluate budgets, rate structures and other information to determine the financial status of the utility.
- Work with utilities to complete and implement long-term plans such as Wellhead Protection Plans.
- Assist operators with operation and maintenance items such as implementing Sanitary Survey recommendations, Consumer Confidence Reports, and O&M schedules.
- Conduct utility board training tailored to the needs of the individual board members.
- Coordinate with funding agencies, regulators, consultants, and other involved organizations.
- Assess available funding resources and help prepare application materials.
- Assist in procuring engineers, certified operators and other professional services.

Contact your IDEM Field Inspector if you would like to be considered for this free assistance. For information about RCAP, call Sarah Reymann at 800.382.9895.

WHERE THE HECK IS IT ????

I had it here just last week!! And off we go through the in-box once again, thumbing through all the papers in our box (or boxes for the very busy) to find a letter or memo. How many times a week do you play out this scene? Filing is something we like for everyone else to do, but in reality it behooves all of us to pay attention to how we handle our current and completed paperwork. In most offices, each employee keeps a copy of the "important" things on a project. Unfortunately, five employees think the same memo is important and we end up with five copies of the same document or documents. Must be time to buy another file cabinet or add a new storage room.

A simpler approach is to establish a common file plan for the whole office, one file per project or topic. At the end of a project each employee gives their files to the clerk (or other designated person) and they consolidate the files and throw out duplicates. Most water utilities have the same main topics for a master file plan. Administration, correspondence, production, distribution, hydrants, training, accounts payables, etc. A cruise through the AWWA Introduction to Water Distribution's table of contents will provide an elementary file plan you can start with. There are two keys to remember. The first is a single file plan for the whole office, and the second is a logical place to file items. The latest letter from the Mayor concerning the cost of hydrants could be filed under hydrants, accounts payables, customer complaints, or simply G:/correspondence/mayor. If I know the letter was from the mayor, then I'll always go to her file folder first. Plain old logic or your first guess for filing will probably be your first guess when you go to retrieve the letter. Apply the KISS theory here as in so many other areas, Keep It Simple Stupid!

If I haven't lost you yet, let's talk briefly about computer files. How many of you have a network in the office? O.K., how many have a common drive (a drive accessible by all office employees) and how many put all their files on the common drive? Hmmmm, not quite as many. Isn't it frustrating when you have to ask a fellow employee where a letter or spreadsheet is located and they have to copy it somewhere or worse yet give you a floppy so you can work on it or access the file? Your office file plan can also work on your computer network (or your hard drive). A directory for each topic and a subdirectory for each major sub topic. Letters to customers are filed under G:/customers. If I have to keep a running dialog with a particular customer I may have G:/customers/particular. Again we just apply the logic test and our first thought is normally our best thought. Now that I've given you something to think about, file this article under, Good Ideas, and decide if these tips could save time and money your office.

IURC ENCOURAGES USE OF STREAMLINED PROCEDURES AVAILABLE TO UTILITIES WITH LESS THAN 5,000 CUSTOMERS

There are some provisions in Indiana law designed to assist utilities serving less than 5,000 customers ('small utilities') that are facing rising costs. Specifically, Indiana Code 8-1-2-61.5 allows the Indiana Utility Regulatory Commission (IURC) to enter an order affecting rates of service without a formal public hearing. Further, section (d) provides the IURC with discretion to develop alternative 'regulatory procedures' for small utilities if the procedure increases the accuracy of the IURC's evaluation of the utility's needs, makes regulatory procedures less costly, or increases the efficiency of the utility management. To further that end, the IURC has adopted administrative rules (170 I.A.C. 14) to set forth guidelines for an expedited, streamlined procedure that utilities with less than 5,000 customers could utilize to make changes to their rates, issue bonds, refinance debt, or apply for loans. These streamlined procedures are available to smaller utilities today.

This procedure is fairly new and the IURC wanted to make sure that the utilities were aware of the availability of these streamlined procedures. The documents that need to be provided with any application under this section include:

- ◆ The ordinance of the utility's governing body that authorizes the rate change;
- ◆ The notification of the rate change petition published in a newspaper of general circulation in all counties the utility services;
- ◆ The notification of the rate change sent to customers;
- ◆ Written consent from any creditor, such as another agency or the federal government, to allow a rate increase without a formal public hearing; and
- ◆ A completed 'small utility rate change application form, which is available from the IURC (call 1-800-851-4268).

The goal in streamlining these procedures was to keep regulatory costs of smaller companies to a minimum – with this procedure, there is no need to retain an attorney or an accountant as is necessary for filing a standard rate case. The information required on a small utility rate change form can be filled out by the utility staff themselves. The IURC hopes that this less cumbersome process will result in lower administrative and legal expenses to the utilities and perhaps, more affordable rates for their customers. Please do not hesitate to contact the IURC's Accounting and Finance Division with any questions or concerns: 1-800-851-4268.



AMERICAN WATER WORKS ASSOCIATION INDIVIDUAL MEMBERSHIP APPLICATION

FAX (303) 347-0804 Phone 1-800-926-7337/303-794-7711
6666 W. Quincy Avenue/Denver, CO 80235
www.awwa.org

For AWWA Use Only

How long have you ever been a member of AWWA? _____
 When? _____
 Member No. _____

Please furnish your preferred mailing address below (Indicate whether business or home): Business Home

Mr. Mrs. Ms. Dr.

First Name	Middle Initial	Last Name	Suffix
Exact Street Address		(P.O. Box or Mail Stop)	
City	State or Province	Zip or Postal Code	
Title			
Company Name		E-mail Address	
Home Phone	Business Phone	Business Fax	
Applicant's Signature			Date
Signature of AWWA Member Endorsing Application (Optional)			Endorsing Member Number

Is your company a current member of AWWA? _____ If not, please provide your company's main address if different from above:

Company Name	Main Business Address	Zip or Postal Code
City	State/Province	Zip or Postal Code

ANNUAL DUES: **\$114-Active Grade Code 02** **\$57-Operations/Administrative Grade Code 06** **\$36-Student Grade Code 14** **\$150-International Grade Code 03**

ANNUAL DUES \$ _____

Section Assessment* _____

Multi-Section Option _____

TOTAL DUE \$ _____

(For operator or administrative level personnel or employees of small utilities. Will not receive Journal/AWWA.)

Make check payable to AWWA (U.S. funds only).

MasterCard VISA Send Invoice

American Express

PREPAYMENT OF ONE YEAR'S DUES REQUIRED
No action can be taken on this application until payment is received.

Dues amount guaranteed through December 31, 2003.

Card No. _____ Exp. Date _____

*Section Assessment - AWWA has 43 local sections. Your section is determined by your address. However, some sections require additional annual fees to better serve their local members. Section assessments are mandatory for applicants with addresses as shown:

Please find your Section Assessment fee in the table at right and enter the total on the line reading "Section Assessment."

ADDRESS	ACTIVE (02)	OPERATIONS (06)	STUDENT (14)
Alabama, Mississippi	\$20	\$20	-
Alberta, Manitoba, N.W. Territories, Saskatchewan	\$10	\$10	-
California, Nevada	\$17	-	-
Connecticut	\$10	-	-
Florida, Minnesota, South Carolina, Texas	\$10	\$10	-
Georgia	\$28	\$28	\$5
Illinois	\$9	\$5	-
Iowa, Idaho (western), Oregon, Washington	\$11	-	-
Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	\$50	\$20	-
Missouri	\$7	\$3	-
New Jersey	\$15	\$10	-
New York	\$15	\$8	-
Pennsylvania	\$15	\$5	-

ALL APPLICANTS SHOULD COMPLETE

BUSINESS AND INDUSTRY

A. Public Water Supply Utility—Municipally Owned
 B. Public Water Supply Utility—Investor Owned
 C. Governmental—Federal, State, Local
 D. Consultant
 E. Contractor
 F. Private Industrial Systems or Water Wholesaler
 G. Manufacturer of Equipment & Supplies including Representatives
 H. Distributors of Equipment & Supplies including Representatives
 I. Educational Institutions, Faculty and Students, Libraries, and Other Related Organizations
 J. Fully Retired
 K. Research Labs
 L. Unreported

CHECK FIELD(S) SERVED:

5 Water Supply Only 7 Wastewater Only
 9 Both 3 Other

JOB TITLE

A. Executive—Gen'l Mgr., Commissioner, Board Member, City Mgr., Mayor, President, Vice-President, Owner, Partner, Director, etc.
 B. Management—Division Head, Section Head, Mgr., Chief Engineer, Comptroller, etc.
 C. Engineering/non-managerial—Civil Engr., Mech. Engr., Envr. Engr., Planning Mgr., Field Engr., Systems Designer, etc.
 D. Scientific/non-managerial—Chemist, Biologist, Biophysicist, Researcher, Analyst, etc.
 E. Purchasing—Purchasing Agent, Procurement Specialist, Buyer, etc.
 F. Operations—Foreman, Operator, Maintenance, Crewman, Service Rep., etc.
 G. Marketing & Sales—non-managerial—Mkt. Analyst, Mkt. Rep., Salesman, Sales Rep., etc.
 H. Other (describe) _____

I. Professorial - Teacher, Educator, etc.

Completion of this information is optional.

AWWA maintains profile data for use in developing additional programs and services to meet the diverse needs of our members.

Birth Date _____/_____/_____

Race/Ethnic Identification: (check one)

1 American Indian/Alaskan Native
 2 Asian/Pacific-Islander
 3 African American
 4 Hispanic
 5 White (Non-Hispanic)
 6 Other

Gender: (check one)

F Female M Male

† **MULTI-SECTION MEMBERSHIP OPTION** In addition to your own section membership, you may also join other AWWA section(s). This allows you to receive information on events and activities from other local sections. If this is of interest to you, call 1-800-926-7337 for multi-section information and fees.

The following information is for USPS Standard class mailing requirements ONLY: In some AWWA sections, a portion of the section allotment equal to 50 percent or more of the domestic subscription rate charged for the section periodical will be allocated toward a subscription of that periodical. Dues allocated for each publication members receive: Journal \$30 MainStream \$6 Optflow \$8

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

COMPLIANCE SECTION - CONTACT PERSONS

Al Lao, Chief	308-3283
Tonya Hollingsworth (AA)	308-3282
Fax	308-3340

TOTAL COLIFORM RULE (TCR), NITRATE/NITRITE

Linda Edwards -Community	308-3287
Joe Stapinski-Noncommunity	308-3286
Frank Velikan-Noncommunity	308-3160
David Forsee-Noncommunity	308-3288
Jane Servies-Noncommunity	308-3337

SOCs, VOCs, LEAD & COPPER, WAIVER PACKAGE, RADIONUCLIDES AND IOCs

Lilia Park- Lead & Copper, Waivers & Rads	308-3327
George Neely-SOCs, VOCs, IOCs	308-3291

INTERIM ENHANCE SURFACE WATER TREATMENT RULE (IESWTR); DISINFECTANTS & DISINFECTION BY-BYPRODUCTS RULE (DBPR); SURFACE WATER TREATMENT RULE (SWTR); TOTAL TRIHALOMETHANES (TTHMs); CONSUMER CONFIDENCE REPORTS (CCRs)

Adrian Lugo-Martinez	308-3285
----------------------	----------

SYSTEM INVENTORY & NEW SYSTEM NOTIFICATION

Sara Fields	308-3298
-------------	----------

DATA ENTRY

Janet Matthews	308-3365
Judy Kennedy (AA)	308-3321

DATABASE MAINTENANCE/NETWORK ADMINISTRATION/SDWIS

Wayne Wang	308-3323
------------	----------

CHEMISTRY LAB

Mitt Denney	308-3296
April Swift	308-3290
Sandra DeCastro	308-3295
Sara Fields	308-3298

IDEM Drinking Water

www.in.gov/idem/water/dwb/index.html

IDEM Wastewater

www.in.gov/idem/water/compbr/comepeval/index.html

Mailing Address:

P.O. Box 6015
Indianapolis, IN 46206-6015

Physical Address:

2525 North Shadeland Avenue
Indianapolis, IN 46219

WASTEWATER CONTACTS

Debbie Dubenetzky, 233-5747
Compliance Branch Chief and
Acting Operator Assistance &
Pretreatment (OAPS) Section Chief

Natalie Green, 233-0479
Wastewater Certification Coordinator

Barb McDowell, 233-6464
Laboratory Issues &
Exam Study Materials

Heather Tippey, 232-8791
Wastewater Continuing Education
Coordinator

Dylan Jones 233-0419

OTHER NUMBERS

EPA Safe Drinking Water Hotline
800/426-4791
www.epa.gov/safewater

IDEM Environmental Helpline
800/451-6027

DNR

877/928-3755

DNR Water Well Record on line web site:
www.state.in.us/dnr/water/waterwell

**All phone numbers are area code 317
unless otherwise indicated.**



Indiana Section AWWA Officers

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City of Goshen
574-534-5701
574-534-4281 FAX
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HNTB Corporation
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Secretary-Treasurer

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Past-Chair

Jim Williams
Peerless-Midwest, Inc.
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574-254-5524
jwilliams@pmidwest.com

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timkbum@aol.com

District Presidents

Central District President

Vince Sommers
Clark Dietz, Inc.
317-259-4644 - Office
317-259-4660 - Fax

Northeast District President

John Muford
Town of North Manchester
260-982-9800 - Office
260-982-1525 - Fax

Northwest District President

Bruno Trimboli
Mishawaka Utilities, Water Division
219-258-1652 - Office
219-258-1711 - Fax

Southeast District President

Roger Maynard
Indiana-American Water Co.
812-282-8203 - Office
812-284-3541 - Fax

Southwest District President

Darrel Heisler
Indiana-American Water Co.
812-853-3356 - Office
812-853-7553 - Fax

Small Systems Committee
INDIANA SECTION AWWA

2984 Crestwood Lane
Danville, IN 46122-8500

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www.inawwa.org

American Water
Works Association:
www.awwa.org

EPA Drinking
Water Hotline:
www.epa.gov/OGWDW



MARK YOUR CALENDARS!!

To add dates to this section,
contact any Small Systems
Committee Member.

March 8, 2004 - Deadline for application submission (must be postmarked no later than midnight March 8, 2004) for Wastewater Operator Certification Examination to be held on April 22, 2004

March 22-23, 2004 - VSAT Training Course in Indianapolis.
Contact: www.lgean.org/watersecurity

March 29, 2004 - Deadline for application submission (must be postmarked no later than midnight, March 29, 2004) for Water Works Operator Certification Exam to be held on May 13, 2004

April 19-21, 2004 - Indiana Rural Water Association - Annual Spring Conference - Holiday Inn; Columbus, Indiana. Contact: Odetta Cadwell at 317-402-7349; MaryJane Miller at 812-988-6631 or visit the IRWA website - www.indianaruralwater.org

April 22, 2004 - Wastewater Operator Certification Examination. Applications were to be postmarked no later than midnight, March 8, 2004

May 5, 2004 - AWWA Southwest District Meeting.
Contact: Darrel Heisler at 812-853-3356

May 6, 2004 - One Day Water Operator Exam Review - Distribution 9:00 am until noon - Treatment 1:00 pm until 4:00 pm. Cost: \$25.00 Contact: Stacy Jones at 317-885-2408

May 13, 2004 - Water Works Operator Certification Examination. Applications were to be postmarked no later than midnight, March 29, 2004

May 14, 2004 - AWWA Southeast District Meeting.
Contact: Roger Maynard at 812-218-1512

May 18, 2004 - Stage 1 Disinfectants & Disinfection Byproduct Rule Training by Satellite Broadcast. For training materials and additional information: www.epa.gov/safewater/dwa/satellite.html

May 20, 2004 - AWWA Central District Meeting.
Contact: Dan Hilton at 317-831-3385

May 21, 2004 - AWWA Northwest District Meeting.
Contact: Bruno Trimboli at 574-258-1652

May 27, 2004 - AWWA Northeast District Meeting.
Contact: John Mugford at 219-982-2993

June 13-17, 2004 - AWWA Annual Conference and Expo in Orlando, Florida. Contact: Tim Bumgardner at 317-745-1124

June 30, 2004 - Deadline for Vulnerability Assessments and Emergency Response Planning submittals for water systems of more than 3,000 served, but less than 50,000 served.

Please visit AWWA's website (www.awwa.org) for additional information regarding continuing education and professional development offerings. Materials and instruction are available through a variety of media, from traditional seminars to online courses, teleconferences, and webcasts.