

**“The training was very practical with good real life examples and presented in interesting/informative manner.” -**

**Attendee from, “Preventative Well Maintenance & Well Rehabilitation” in DeKalb**

**“It made you think about a more active inspection process”**

**- Attendee from, “Water Storage Tanks” in Mundelein**

**“...brought the other side of municipal project plan that the common operator doesn’t think about”**

**- Attendee from, “Water Utility Planning & Partnering For Success” in East Peoria**

**“This three part series of courses has given me a better outlook in the public works industry. This information is a starting point to further better myself as an employee.”**

**- Attendee from, “High Tech Operator” Course Series in Elmhurst**

**“What I liked most was how it applied to my daily job duties.”**

**- Attendee from, “Coagulation in Water Treatment” in Springfield**

**“It brought concerns to my attention that I was unaware of.”**

**- Attendee from, “Vulnerability Assessments & Emergency Response Plans” in Park Forest**

**“Good speakers, very knowledgeable about products and could give personal opinions and experiences” - Attendee from, “Hydrant Maintenance & Waterworks Brass Installation” in Belleville**

**“This was a good course and good audience size - very knowledgeable presenters helped very much.” - Attendee from, “Pandemic Awareness & Planning for Water Utilities” in Rend Lake**

# DO YOU WANT TO RECEIVE CONTACT HOURS FREE?

## HOST a seminar in your town's training room

Does your town have a training room that fits as little as 12 people, or as many as 50? Big or small, ISAWWA would love to work with you to coordinate a seminar right in your place of work!

## MONITOR a seminar

Onsite monitors receive free attendance, obtain contact hours, and even free breakfast and/or lunch!

Responsibilities include picking up donuts and coffee, if requested, (Illinois Section AWWA reimburses you) arriving at the seminar site early, helping the speaker set up, signing attendees in and out, and faxing the sign in sheets to Illinois Section AWWA. It's incredibly easy and offers you a way to receive FREE contact hours, a real benefit with all the recent budget cuts at utilities!

**TO VOLUNTEER as a **host** or **monitor**, simply fill out the form below or contact Lisa by phone, 866-521-3595 Ext. 2 or email, [lisa@isawwa.org](mailto:lisa@isawwa.org)**

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### VOLUNTEER FORM

Fax this form to 866-521-3591 or Mail to 545 S. Randall Rd., St. Charles, IL 60174

- I am interested in **HOSTING** a seminar
- I am interested in **MONITORING** a seminar
- I am interested in **TEACHING** on \_\_\_\_\_

Name: \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

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## SEMINARS

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Water Treatment Plant Operation <b>8 WEEK NIGHT CLASS</b> .....	11
Understanding Taste & Odor in Drinking Water.....	12
Water Operator Math Review: Class D Through Class A.....	12
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Navigating The Infrastructure Replacement Era <b>FREE</b> .....	13
Disaster Management for Water and Wastewater Utilities <b>FREE 2 DAY COURSE</b> .....	14
Basic Math for Water Works Operators Class C & D.....	15
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4th Annual Water Distribution Conference <b>EXHIBITS AVAILABLE</b> .....	18
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High Tech Operator Course 2: Applications/Tools <b>2 DAY COURSE</b> .....	21
High Tech Operator Course 3: Data Management <b>2 DAY COURSE</b> .....	22
An Electrical Overview & Update on Critical Facilities .....	23
Table Top Exercise: Emergency Preparedness & Response .....	23
Hands On Water Plant Operator Math .....	24
Sustainable Approach To Managing Potable Water Quality .....	24
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## WEBINARS

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Solving Corrosion Problems On Water Utility Transmission and Distribution Main Piping.....	30
Business Case Considerations for Changing Strategic AMR Direction .....	31
Utilizing Ultraviolet Disinfection in Drinking Water Facilities.....	31
Understanding Water And Terrorism.....	32
ILWARN: How to Register, Activate & Respond <b>FREE</b> .....	32
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Understanding Water Rights & Conflicts .....	33
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**Section 1: Member Information**

Name \_\_\_\_\_  
 Title \_\_\_\_\_  
 Company or Organization \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State/Province \_\_\_\_\_  
 ZIP/Postal Code \_\_\_\_\_ Country \_\_\_\_\_  
 Work Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Home Phone \_\_\_\_\_  
 E-mail \_\_\_\_\_

**Method of Payment** (Please check your payment option below.)

**ANNUAL DUES** \$ \_\_\_\_\_  
**SECTION ASSESSMENT** \_\_\_\_\_  
**MULTI-SECTION OPTION†** \_\_\_\_\_  
**TOTAL DUE** \$ \_\_\_\_\_

**Make check payable to AWWA (US funds only).**  
 American Express    Discover    MasterCard    VISA

Card No. \_\_\_\_\_  
 Exp. Date \_\_\_\_\_

No action can be taken on this application until payment is received.  
 Dues amount guaranteed through December 31, 2010.

**Complete application and mail to:** AWWA Customer Service, 6666 West Quincy Avenue, Denver, CO 80235-3098. **Or fax completed application to:** 303.347.0804. **Online:** www.awwa.org  
**Phone:** 1.800.926.7337 or 303.794.7711.

Were you referred by an AWWA member?    Yes    No   Referring Member \_\_\_\_\_ Member # (if known) \_\_\_\_\_

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

**Section 2: AWWA Dues and Assessments—Prices are stated in US currency (USD)**
**ANNUAL DUES:**

**Individual—\$165\***  
 Grade 02

**Student—\$28\***  
 Grade 14

**Operations/  
 Administrative—\$68**

Grade 06  
 (US, Canada, & Mexico only)  
 Will not receive  
 Journal AWWA.

\* All members outside of North America (regardless of grade), student members, and members with APO/FPO addresses will receive e-periodicals only. Print periodicals may be purchased for an additional fee.

**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:

YOUR STATE/PROVINCE	INDIVIDUAL	OPERATIONS/ ADMINISTRATIVE
Alaska, Connecticut, Minnesota, Missouri.....	\$8.....	\$3
Alberta, Arizona, Illinois, Iowa, Kentucky, Manitoba, New York, Northwest Territories, Ontario, Saskatchewan, Tennessee, Texas, Wisconsin.....	\$17.....	\$7
Alabama, Arkansas, Idaho, Louisiana, Mississippi, New Jersey, Oklahoma, Oregon, Pennsylvania, Utah, Washington.....	\$25.....	\$10
California, Florida, Nevada, Georgia, Indiana, South Carolina.....	\$33.....	\$14
Maine, Massachusetts, New Hampshire, Rhode Island, Vermont.....	\$66.....	\$27

**Section 3: New Member Profile**

All applicants must complete this section.

**What one business activity best describes your company? (Please check only one)**

- A  Public Water Supply Utility—Municipally Owned
- B  Public Water Supply Utility—Investor Owned
- C  Government—Federal, State, Local
- D  Consulting Firm
- E  Contractor
- F  Private Industrial System or Water Wholesaler
- G  Manufacturer of Equipment & Supplies (including representatives)
- H  Distributor of Equipment & Supplies (including representatives)
- I  Educational Institutions (faculty and students), Libraries and other related organizations
- J  Fully Retired
- K  Research Lab
- L  Other, allied to the field (Please specify) \_\_\_\_\_

**What is your job title? (Please check only one)**

- A  Executive (General Manager, Commissioner, Board Member, City Manager, Municipal Supt., Mayor, President, Vice President, Owner, Partner, Director, etc.)
- B  Management/Non-Engineering (Division Head, Section Head, Manager, Chief Engineer, Dept. Head, Comptroller, etc.)
- C  Design and Engineering /Both Managerial and Non-managerial (Chief Engineer, Civil Engineer, Mechanical Engineer, Elect. Engineer, Environmental Engineer, Planning Manager, Field Engineer, System 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 Representative, etc.)
- G  Marketing & Sales/Non-managerial (Market Analyst, Marketing Representative, Salesperson, Sales Representative, etc.)
- I  Professorial (Educator, Teacher, etc.)
- Z  Other (please specify) \_\_\_\_\_

**CHECK FIELD SERVED:**

- 9  Both Water Supply & Wastewater   7  Wastewater Only
- 5  Water Supply Only   3  Other

**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 Year \_\_\_\_\_

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

**Section 4: Areas of Interest**

What areas of the water and wastewater industry are of current interest to you? Circle all that apply.

- |                       |                     |                              |                                   |                         |
|-----------------------|---------------------|------------------------------|-----------------------------------|-------------------------|
| Asset Management (AM) | Desalination (DESA) | Management/Leadership (MANA) | Regulatory/Legislative (RL)       | Water Treatment (TREA)  |
| Backflow (BACK)       | Design (DES)        | Membrane Treatment (MT)      | Resources Mngmnt./Planning (WRMP) | Water Quality (WQT)     |
| Conservation (CE)     | Distribution (DS)   | Operations (OPER)            | SCADA/GIS (SG)                    | Young Professional (YP) |
| Customer Service (CS) | Ground Water (GW)   | Public Info./Relations (PIR) | Water Reuse (WR)                  |                         |

† **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.

Members' phone numbers, fax numbers, and e-mail addresses are protected under AWWA's Privacy Policy and are not shared with outside parties. Dues are not transferable, refundable, or deductible as a charitable contribution. Dues may be considered an ordinary and necessary business deduction. Dues allocated for each periodical members receive, *Journal AWWA*—\$50, *Opflow*—\$16, *Streamlines*—\$4.

## Illinois Section AWWA General Information

ISAWWA is the resource for seminars, workshops, webinars, video rental library and teleconferences. We may add or make changes from time to time, so be sure to check the website at [www.isawwa.org](http://www.isawwa.org)

### RENEWAL TRAINING CREDIT HOURS (RTC)

All of the courses listed in this book are approved for renewal training credits (RTC) unless noted otherwise. For in-person seminars, the credit is based upon actual classroom time. If the seminar goes over or under the estimated time, or if you leave early, your credit hours will be adjusted on your certificate. For video rentals and webinars, a simple test will accompany your video or webinar. After you complete and return the test to the Illinois Section AWWA office, you will receive an email with instructions to print your certificate online, which reflects the renewal training credit hours earned. Webinar tests are completed online and certificates can be printed after successful completion of the online course. The amount earned will be equal to the length of the video(s)/webinar(s) that you have viewed. It shall be the responsibility of the licensee to submit their ISAWWA issued training certificate directly to IEPA in order to receive renewal training credit hours.

### PROFESSIONAL DEVELOPMENT HOURS (PDH)

Classes that apply to your area of study should qualify for Professional Development Hours. It shall be the responsibility of the licensee to maintain a record of PDHs for 6 years that includes, but is not limited to, the following:

The name and address of the sponsor or provider; the number of hours attended in each program; the date and place of the program and a certificate of attendance; or log of activities that includes the date and number of hours claimed as PDHs; a brief statement of the subject matter, printed program schedules, registration receipts or other proof of participation. Instructions on how to print your certificate online will be emailed confirming participation and time spent in the classroom. It is up to the licensee to maintain their own records and submit any required paperwork to validate training.

### METHOD OF DELIVERY

There are numerous choices for you to earn your renewal training credits. The Illinois Section AWWA offers the following opportunities: classroom, teleconferences, webinars, video library for individual viewing, or group study.

### REGISTRATION

Register by fax at 866-521-3591 with your purchase order number, Mastercard, AMEX or Visa . Register on-line at the ISAWWA website at [www.isawwa.org](http://www.isawwa.org), register by phone 866-521-3595 ext. 2, or register via US mail by sending your registration form and payment of check, Mastercard, Visa, AMEX or purchase order to:

**ISAWWA, 545 South Randall Road, St. Charles, IL 60174**

Questions can be directed by phone to Lisa at 866-521-3595 extension 2 or email at [lisa@isawwa.org](mailto:lisa@isawwa.org)

### CERTIFICATES

Certificates will be emailed after the completion of the seminar/webinar to the email address provided by the attendee upon registration. Paper certificates will be mailed by special request. To have your certificates mailed to you, call 866-521-3595 ext. 3 for Sandi. You can track your training provided by the Illinois Section AWWA by logging onto the training portal at [www.isawwa.org](http://www.isawwa.org) with your login and password (call 866-521-3595 ext.3 if you do not know your login and password). There, you can print duplicate certificates and verify seminars that you have registered for that have not yet occurred.

### REFUNDS

In order to be eligible for a refund, cancellations must be received 2 business days prior to seminar. Substitutions are allowed and refunds without prior notice will be granted for emergency situations when requested in writing.

### ONSITE REGISTRATIONS

Onsite registration is possible and attendees will be charged the onsite rate. There are occasions where onsite registration is not allowed. See seminar details for more information.

### VISIT [www.isawwa.org](http://www.isawwa.org) FOR MORE SEMINAR INFORMATION

More detailed seminar information can be found on the ISAWWA website [www.isawwa.org](http://www.isawwa.org)

DATE	PAGE	SEMINAR TITLE	LOCATION	MAXIMUM HOURS	MEMBER/ NON MEM./ONSITE
<input type="checkbox"/> 11-Jan to 01-Mar ...	10	Water Dist. Syst. Op. & Maintenance - 8 WEEK NIGHT CLASS..	McHenry.....	16.00	\$200/\$285
<input type="checkbox"/> 20-Jan .....	12	Water Operator Math Review: Class D Through Class A.....	Rend Lake.....	06.00	\$50/\$75/\$90
<input type="checkbox"/> 25-Jan .....	12	Understanding Taste & Odor in Drinking Water .....	Mattoon.....	03.00	\$25/\$35/\$50
<input type="checkbox"/> 27-Jan .....	13	Chemical Properties, Safety & Security .....	Westmont.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 03-Feb & 04-Feb ...	14	Disaster Management for Water and Wastewater Utilities .....	Elgin.....	16.00	FREE
<input type="checkbox"/> 04-Feb.....	13	Navigating The Infrastructure Replacement Era.....	Chicago.....	06.00	FREE
<input type="checkbox"/> 08-Feb.....	24	Hands On Water Plant Operator Math .....	Lake Bluff.....	02.00	\$25/\$35/\$50
<input type="checkbox"/> 09-Feb.....	15	Hands On Basic Water Quality Testing.....	Rockford.....	03.00	\$25/\$35/\$50
<input type="checkbox"/> 10-Feb.....	15	Basic Math for Water Works Operators Class C & D.....	Joliet.....	06.00	\$50/\$75/\$90
<input type="checkbox"/> 15-Feb.....	16	Groundwater, Wells and Pumping Equipment .....	Moline.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 17-Feb.....	16	Effective Backflow Programs .....	Norridge.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 22-Feb.....	17	Project Development: A Short Course for Water Systems.....	Springfield.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 23-Feb.....	12	Understanding Taste & Odor in Drinking Water .....	Rend Lake.....	03.00	\$25/\$35/\$50
<input type="checkbox"/> 24-Feb.....	17	Standby or Emergency Well Pumping Equipment .....	Elmhurst.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 02-Mar & 03-Mar ..	20	High Tech Operator Course 1: Treatment & Distribution.....	Elmhurst.....	12.00	\$120/\$170/\$190
<input type="checkbox"/> 08-Mar .....	12	Water Operator Math Review: Class D Through Class A.....	Mattoon.....	06.00	\$50/\$75/\$90
<input type="checkbox"/> 10-Mar .....	13	Chemical Properties, Safety & Security .....	O'Fallon.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 05-Apr & 06-Apr ...	14	Disaster Management for Water and Wastewater Utilities .....	Belleville.....	16.00	FREE
<input type="checkbox"/> 05-Apr to 24-May...	11	Water Treatment Plant Operation - 8 WEEK NIGHT CLASS.....	Elgin.....	16.00	\$200/\$285
<input type="checkbox"/> 07-Apr .....	16	Effective Backflow Programs .....	Bloomington.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 12-Apr.....	18	4th Annual Water Distribution Conference .....	Countryside.....	05.25	\$50/\$75/\$90
<input type="checkbox"/> 19-Apr.....	24	Sustainable Approach To Managing Potable Water Quality .....	O'Fallon.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 21-Apr.....	23	An Electrical Overview & Update on Critical Facilities.....	Mundelein.....	03.00	\$25/\$35/\$50
<input type="checkbox"/> 28-Apr.....	23	Table Top Exercise: Emergency Preparedness & Response .....	Moline.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 03-May.....	25	Electrical Hazard Assessment and Employee Safety.....	Batavia.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 04-May & 05-May	21	High Tech Operator Course 2: Applications/Tools .....	Elmhurst.....	12.00	\$120/\$170/\$190
<input type="checkbox"/> 10-May .....	15	Basic Math for Water Works Operators Class C & D.....	St. Charles.....	06.00	\$50/\$75/\$90
<input type="checkbox"/> 11-May .....	23	Table Top Exercise: Emergency Preparedness & Response .....	DeKalb.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 12-May.....	28	Security Summit & Workshop .....	Countryside.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 13-May.....	28	Security Summit & Workshop .....	Springfield.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 18-May.....	23	Table Top Exercise: Emergency Preparedness & Response .....	Downers Grove...	04.00	\$35/\$45/\$55
<input type="checkbox"/> 19-May.....	25	Surface Water Treatment 101.....	Joliet.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 24-May.....	15	Hands On Basic Water Quality Testing.....	Belleville.....	03.00	\$25/\$35/\$50
<input type="checkbox"/> 25-May.....	29	Alternative Disinfection Techniques .....	St. Charles.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 02-Jun .....	13	Chemical Properties, Safety & Security .....	Moline.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 07-Jun .....	25	Surface Water Treatment 101.....	Rend Lake.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 09-Jun.....	16	Effective Backflow Programs .....	Rockford.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 14-Jun .....	28	Successful Water Main Service Line & Street Light Location...	River Forest.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 16-Jun .....	16	Groundwater, Wells and Pumping Equipment .....	St. Charles.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 21-Jun .....	25	Electrical Hazard Assessment and Employee Safety.....	Springfield.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 22-Jun .....	26	Meter Symposium.....	Countryside.....	05.25	\$50/\$75/\$90
<input type="checkbox"/> 23-Jun .....	23	Table Top Exercise: Emergency Preparedness & Response .....	Loves Park.....	04.00	\$35/\$45/\$55
<input type="checkbox"/> 27-Jun & 28-Jun ...	22	High Tech Operator Course 3: Data Management.....	Belleville.....	14.00	\$120/\$170/\$190
<input type="checkbox"/> 04-Aug .....	16	Effective Backflow Programs .....	Mundelein.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 09-Aug .....	15	Basic Math for Water Works Operators Class C & D.....	St. Charles.....	06.00	\$50/\$75/\$90
<input type="checkbox"/> 30-Aug .....	13	Chemical Properties, Safety & Security .....	Springfield.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 06-Oct .....	16	Effective Backflow Programs .....	Belleville.....	05.00	\$40/\$60/\$70
<input type="checkbox"/> 08-Dec .....	16	Effective Backflow Programs .....	St. Charles.....	05.00	\$40/\$60/\$70

Name: \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Address : \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

AWWA Member # (if applicable): \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee's Email: \_\_\_\_\_

Email to send invoice/sales receipt: \_\_\_\_\_

**PAYMENT INFORMATION**

Purchase Order Number : \_\_\_\_\_

Check Enclosed or Sending Check

Invoice Me

Credit Card (Mastercard, Visa or American Express)

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signed: \_\_\_\_\_

# WEBINAR REGISTRATION FORM

## REGISTRATION

After registration with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the live webinar or webinar on demand. Register online at [www.isawwa.org](http://www.isawwa.org) or contact Lisa Jordan by phone, 866-521-3595 x2 or email, [lisa@isawwa.org](mailto:lisa@isawwa.org)

## LIVE WEBINARS

Live webinars are available for viewing from your computer on the dates specified in the schedule below. See webinar description for complete details. Following the Live Webinar date, all webinars will be available for download in the webinar on demand library.

## WEBINAR ON DEMAND

Missed a live webinar? No problem! Following live webinar dates, all webinars will be available for download as a webinar on demand from your computer, anytime, 24 hours - 7 days a week. Registrants will have up to 30 days to complete the webinar upon registration. Webinar On Demand Library and details can be found online at [www.isawwa.org](http://www.isawwa.org).

DATE	PAGE	LIVE WEBINAR TITLE	MEMBER/ NON MEM.	MAXIMUM HRS EARNED
<input type="checkbox"/> 19-Jan	30	The Science of Mixing & Maintaining Water Quality in Water Storage Tanks	\$15/\$25	1.00
<input type="checkbox"/> 26-Jan	30	Solving Corrosion Problems On Water Utility Transmission and Distribution Main Piping	\$15/\$25	1.00
<input type="checkbox"/> 25-Feb	32	ILWARN: How to Register, Activate & Respond	FREE	0.50
<input type="checkbox"/> 03-Mar	32	Understanding Water And Terrorism	\$15/\$25	1.00
<input type="checkbox"/> 09-Mar	33	Basic Microsoft Excel for Water/Wastewater Utility Operators	\$15/\$25	1.00
<input type="checkbox"/> 13-Apr	31	Business Case Considerations for Changing Strategic AMR Direction	\$15/\$25	1.00
<input type="checkbox"/> 18-Apr	32	ILWARN: How to Register, Activate & Respond	FREE	0.50
<input type="checkbox"/> 17-May	33	Understanding Water Rights & Conflicts	\$15/\$25	1.00
<input type="checkbox"/> 08-Jun	31	Utilizing Ultraviolet Disinfection in Drinking Water Facilities	\$15/\$25	1.00
<input type="checkbox"/> 29-Jun	32	ILWARN: How to Register, Activate & Respond	FREE	0.50

**LIVE WEBINAR REGISTRATION FORM** Fax this form to 866-521-3591 or Mail to 545 S. Randall Rd., St. Charles, IL 60174

Name: \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Address : \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

AWWA Member # (if applicable): \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee's Email: \_\_\_\_\_

Email to send invoice/sales receipt: \_\_\_\_\_

### PAYMENT INFORMATION

Purchase Order Number : \_\_\_\_\_

Check Enclosed or Sending Check

Invoice Me

Mastercard, Visa or American Express

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signed: \_\_\_\_\_

## SEMINARS LISTED BY TOPIC

TITLE	DATE	LOCATION	PAGE #
4th Annual Water Distribution Conference.....	12-Apr .....	Countryside.....	18
Alternative Disinfection Techniques .....	25-May .....	St. Charles .....	29
An Electrical Overview & Update on Critical Facilities .....	21-Apr .....	Mundelein.....	23
Basic Math for Water Works Operators Class C & D .....	10-Feb .....	Joliet.....	15
	10-May .....	St. Charles .....	15
	09-Aug.....	St. Charles .....	15
Chemical Properties, Safety & Security .....	27-Jan.....	Westmont.....	13
	10-Mar.....	O'Fallon.....	13
	02-Jun .....	Moline .....	13
	30-Aug.....	Springfield .....	13
Disaster Management for Water and Wastewater Utilities .....	03-Feb & 04-Feb.....	Elgin .....	14
	05-Apr & 06-Apr .....	Belleville .....	14
Effective Backflow Programs .....	17-Feb .....	Norridge.....	16
	07-Apr .....	Bloomington.....	16
	09-Jun .....	Rockford .....	16
	04-Aug.....	Mundelein.....	16
	06-Oct .....	Belleville.....	16
	08-Dec.....	St. Charles .....	16
Electrical Hazard Assessment and Employee Safety .....	03-May .....	Batavia .....	25
	21-Jun.....	Springfield .....	25
Groundwater, Wells and Pumping Equipment .....	15-Feb .....	Moline .....	16
	16-Jun.....	St. Charles .....	16
Hands On Basic Water Quality Testing .....	09-Feb .....	Rockford .....	15
	24-May .....	Belleville.....	15
Hands On Water Plant Operator Math .....	08-Feb .....	Lake Bluff .....	24
High Tech Operator Course 1: Treatment & Distribution.....	02-Mar & 03-Mar .....	Elmhurst .....	20
High Tech Operator Course 2: Applications/Tools .....	04-May & 05-May .....	Elmhurst .....	21
High Tech Operator Course 3: Data Management .....	27-Jun & 28-Jun .....	Belleville.....	22
Meter Symposium .....	22-Jun .....	Countryside.....	26
Navigating The Infrastructure Replacement Era .....	04-Feb .....	Chicago .....	13
Project Development: A Short Course for Water Systems .....	22-Feb .....	Springfield .....	17
Security Summit & Workshop .....	12-May .....	Countryside.....	28
	13-May .....	Springfield .....	28
Standby or Emergency Well Pumping Equipment .....	24-Feb .....	Elmhurst .....	17
Successful Water Main Service Line & Street Light Location .....	14-Jun.....	River Forest.....	28
Surface Water Treatment 101 .....	19-May .....	Joliet.....	25
	07-Jun.....	Rend Lake .....	25
Sustainable Approach To Managing Potable Water Quality .....	19-Apr .....	O'Fallon .....	24
Table Top Exercise: Emergency Preparedness & Response .....	28-Apr .....	Moline .....	23
	11-May .....	DeKalb.....	23
	18-May .....	Downers Grove.....	23
	23-Jun .....	Loves Park.....	23
Understanding Taste & Odor in Drinking Water .....	25-Jan .....	Mattoon.....	12
	23-Feb .....	Rend Lake .....	12
Water Dist. System Operation & Maintenance - 8 WEEK NIGHT CLASS .....	11-Jan to 01-Mar .....	McHenry .....	10
Water Operator Math Review: Class D Through Class A .....	20-Jan .....	Rend Lake .....	12
	08-Mar .....	Mattoon.....	12
Water Treatment Plant Operation - 8 WEEK NIGHT CLASS .....	05-Apr to 24-May.....	Elgin .....	11

## SEMINARS LISTED BY LOCATION

LOCATION	DATE	TITLE	PAGE #
Batavia	03-May	Electrical Hazard Assessment and Employee Safety	25
Belleville	05-Apr & 06-Apr	Disaster Management for Water and Wastewater Utilities	14
	24-May	Hands On Basic Water Quality Testing	15
	27-Jun & 28-Jun	High Tech Operator Course 3: Data Management	22
	06-Oct	Effective Backflow Programs	16
Bloomington	07-Apr	Effective Backflow Programs	16
Chicago	04-Feb	Navigating The Infrastructure Replacement Era	13
Countryside	12-Apr	4th Annual Water Distribution Conference	18
	12-May	Security Summit & Workshop	28
	22-Jun	Meter Symposium	26
DeKalb	11-May	Table Top Exercise: Emergency Preparedness & Response	23
Downers Grove	18-May	Table Top Exercise: Emergency Preparedness & Response	23
Elgin	03-Feb & 04-Feb	Disaster Management for Water and Wastewater Utilities	14
	05-Apr to 24-May	Water Treatment Plant Operation - 8 WEEK NIGHT CLASS	11
Elmhurst	24-Feb	Standby or Emergency Well Pumping Equipment	17
	02-Mar & 03-Mar	High Tech Operator Course 1: Treatment & Distribution	20
	04-May & 05-May	High Tech Operator Course 2: Applications/Tools	21
Joliet	10-Feb	Basic Math for Water Works Operators Class C & D	15
	19-May	Surface Water Treatment 101	25
Lake Bluff	08-Feb	Hands On Water Plant Operator Math	24
Loves Park	23-Jun	Table Top Exercise: Emergency Preparedness & Response	23
McHenry	11-Jan to 01-Mar	Water Dist. System Operation & Maintenance - 8 WEEK NIGHT CLASS	10
Mattoon	25-Jan	Understanding Taste & Odor in Drinking Water	12
	08-Mar	Water Operator Math Review: Class D Through Class A	12
Moline	15-Feb	Groundwater, Wells and Pumping Equipment	16
	28-Apr	Table Top Exercise: Emergency Preparedness & Response	23
	02-Jun	Chemical Properties, Safety & Security	13
Mundelein	21-Apr	An Electrical Overview & Update on Critical Facilities	23
	04-Aug	Effective Backflow Programs	16
Norridge	17-Feb	Effective Backflow Programs	16
O'Fallon	10-Mar	Chemical Properties, Safety & Security	13
	19-Apr	Sustainable Approach To Managing Potable Water Quality	24
Rend Lake	20-Jan	Water Operator Math Review: Class D Through Class A	12
	23-Feb	Understanding Taste & Odor in Drinking Water	12
	07-Jun	Surface Water Treatment 101	25
River Forest	14-Jun	Successful Water Main Service Line & Street Light Location	28
Rockford	09-Feb	Hands On Basic Water Quality Testing	15
	09-Jun	Effective Backflow Programs	16
Springfield	22-Feb	Project Development: A Short Course for Water Systems	17
	13-May	Security Summit & Workshop	28
	21-Jun	Electrical Hazard Assessment and Employee Safety	25
	30-Aug	Chemical Properties, Safety & Security	13
St. Charles	10-May	Basic Math for Water Works Operators Class C & D	15
	25-May	Alternative Disinfection Techniques	29
	16-Jun	Groundwater, Wells and Pumping Equipment	16
	09-Aug	Basic Math for Water Works Operators Class C & D	15
	08-Dec	Effective Backflow Programs	16
Westmont	27-Jan	Chemical Properties, Safety & Security	13

# WATER DISTRIBUTION SYSTEM OPERATION AND MAINTENANCE, A FIELD STUDY TRAINING PROGRAM 8 WEEK NIGHT CLASS

DATE	LOCATION	FACILITY ADDRESS & PHONE
<b>6:30pm - 8:30pm</b> <b>TUESDAY NIGHTS ONLY</b> <b>January 11 - March 01, 2011</b>	<b>McHenry</b>	McHenry County College - Shah Center, Room 121 4100 W. Shamrock Lane, McHenry, IL 60050 Ph: 815-479-7879

**OBJECTIVE** This course is designed to train operators to safely and effectively operate and maintain water distribution systems.

**SCOPE** This course is designed to train operators in the practical aspects of operating and maintaining water distribution systems, emphasizing safe practices and procedures. Topics include the role and duties of water distribution system operators, procedures for operating and maintaining clear wells and storage tanks, components and characteristics of distribution system facilities, operating and maintaining distribution systems, maintaining water quality in the system, disinfecting new and repaired facilities as well as water delivered to consumers, and techniques for recognizing hazards and developing safe procedures and programs. Operators learn to analyze and solve problems when they occur and perform mathematical calculations commonly associated with operating a distribution system.

## CONTENTS

1. The Water Distribution System Operator
2. Storage Facilities
3. Distribution System Facilities
4. Water Quality Considerations in Distribution Systems
5. Distribution System Operation and Maintenance
6. Disinfection
7. Safety
8. Distribution System Administration

**TEXTBOOK** Water Distribution System Operation and Maintenance, A Field Study Training Program; 5th Edition

**SPEAKER** Brian Andersen, Baxter & Woodman, Inc., BAndersen@baxterwoodman.com

**REGISTRATION & HOURS** Registration begins at 6:00pm. The training will start at 6:30pm and will conclude by 8:30pm. Earn up to 16 PDHs or RTC hours.

## COST

\$200 for AWWA members (includes textbook)

\$285 for non AWWA members (includes class, text book and 1 year AWWA membership at the operator level)

\$150 for AWWA member (includes class only)

\$235 for non AWWA members (includes class and 1 year AWWA membership at the operator level)

## THIS COURSE QUALIFIES FOR IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE

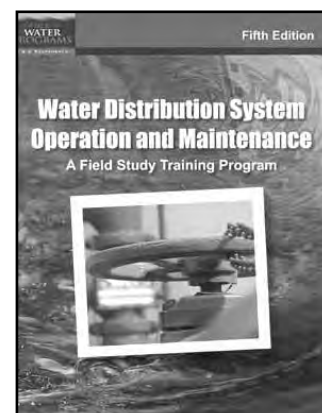
By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA.

Upon completion of this course, IEPA will award new operators:

**Class A & B** – awards 6 months (can earn up to 18 months total, by taking additional qualifying courses such as “Water Treatment Plant Operation, Volume 1”)

**Class C** – awards 6 months total

**Class D** – awards up to 3 months total



# WATER TREATMENT PLANT OPERATION, VOLUME I, A FIELD STUDY TRAINING PROGRAM

## 8 WEEK NIGHT CLASS

DATE	LOCATION	FACILITY ADDRESS & PHONE
<b>6:30pm - 8:30pm</b> <b>TUESDAY NIGHTS ONLY</b> <b>April 05 - May 24, 2011</b>	<b>Elgin</b>	City of Elgin Water Department 375 W. River Rd., Elgin, IL 60123 Ph: 847-931-6160

**OBJECTIVE** This course is designed to train operators to safely and effectively operate and maintain drinking water treatment plants.

**SCOPE** This course is designed to train operators in the practical aspects of operating and maintaining water treatment plants, emphasizing safe practices and procedures. Information is presented on the importance and responsibilities of a water treatment plant operator, sources of water, reservoir management, and intake structures. Operators will learn how to safely operate and maintain coagulation, flocculation, sedimentation, filtration, and disinfection processes. They will also learn to control tastes and odors in drinking water, control corrosion to meet the requirements of the Lead and Copper Rule, perform basic water laboratory procedures, and solve arithmetic problems commonly associated with water treatment plant operations. An important segment of the course provides operators information on overall plant operation and covers topics such as daily operating procedures, regulation of flows, chemical use and handling, records and reports, plant maintenance, safety and security, emergency conditions and procedures, handling complaints, and energy conservation.

### CONTENTS:

1. The Water Treatment Plant Operator
2. Water Sources and Treatment
3. Reservoir Management and Intake Structures
4. Coagulation and Flocculation
5. Sedimentation
6. Filtration
7. Disinfection
8. Corrosion Control
9. Taste and Odor Control
10. Plant Operation
11. Laboratory Procedures

**TEXTBOOK** Water Treatment Plant Operation, Volume 1; 6th Edition

**SPEAKER** Steve Page, City of Elgin Water Department, Page\_S@cityofelgin.org

**REGISTRATION & HOURS** Registration begins at 6:00pm. The training will start at 6:30pm and will conclude by 8:30pm. Earn up to 16 PDHs or RTC hours.

### COST

- \$200 for AWWA members (includes textbook)
- \$285 for non AWWA members (includes text book and 1 year AWWA membership at the operator level)
- \$150 for AWWA member (includes class only)
- \$235 for non AWWA members (includes class and 1 year AWWA membership at the operator level)

### THIS COURSE QUALIFIES FOR IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE

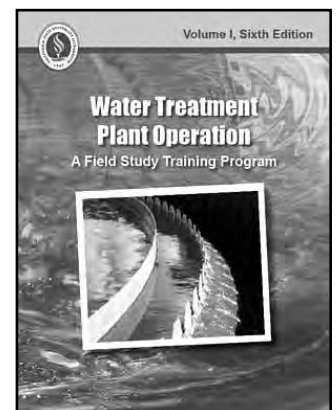
By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA.

Upon completion of this course, IEPA will award new operators:

**Class A & B** – awards 6 months (can earn up to 18 months total, by taking additional qualifying courses such as, “Water Distribution System Operator & Maintenance”)

**Class C** – awards 6 months total

**Class D** – awards up to 3 months total



## WATER OPERATOR MATH REVIEW COURSE: CLASS D THROUGH CLASS A

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, January 20, 2011	Rend Lake	Rend Lake Golf Course, Gibby's on the Green 12476 Golf Course Rd., Rend Lake (Whittington), IL 62897 Ph: 618-629-2454
Tuesday, March 08, 2011	Mattoon	Mattoon Water Treatment Plant 2941 Lake Road, Mattoon, IL 61938 Ph: 217-234-2454

**TOPIC** Hands-on approach to working through typical mathematical calculations performed by Water Operators of all levels, ranging from basic geometry, distribution system math, water treatment math, chemical feed and dosage calculations. Due to the wide range of areas covered and various certification levels of operators, a second instructor will be onsite to assist small groups on problems throughout the session. If operators attending the class have known problem areas, please email questions to pmiller@curryassociates.com. As time permits, special attention will be given to these requests.

The Class will follow practical examples in handouts provided, along with a supplemental text titled "Waterworks Arithmetic Books for Operators".

**SPEAKERS** Andy Curry, Curry & Associates Engineers, Inc., acurry@curryassociates.com • Marty Reynolds, Village of Roxana, mreynolds@roxana-il.org

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 3:00pm. Earn up to 6 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$50.00 for AWWA members • \$75.00 for non AWWA members • \$90.00 for on-site registration

## UNDERSTANDING TASTE AND ODOR IN DRINKING WATER

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, January 25, 2011	Mattoon	City of Mattoon Water Treatment Plant 2941 Lake Road, Mattoon, IL 61938 Ph: 217-234-2454
Wednesday, February 23, 2011	Rend Lake	Rend Lake Golf Course, Gibby's on the Green 12476 Golf Course Rd., Rend Lake (Whittington), IL 62897 Ph: 618-629-2454

**TOPIC** The occurrence of taste or odor in drinking water is one of the top customer complaints routinely handled by water treatment plant operators. Although generally considered to be a short-term nuisance, customers often equate an unpleasant taste or odor with unsafe water.

This seminar will provide an overview of important issues related to taste and odors in drinking water. We will review the causes and chemistries of taste and odor, and how they occur in source water or in distribution systems. There will be a discussion of the advances in taste and odor monitoring and detection. Finally, treatment options will be proposed for controlling this difficult and frustrating problem.

The presentation is based on work by the AWWA Taste and Odor Control Committee; the Water Research Foundation, and contributions by water treatment systems around the world.

**SPEAKERS** John Boll, Carus Chemical Company, John.Boll@caruscorporation.com • Jim Lang, Retired, City of Mattoon

**REGISTRATION & HOURS** Registration begins at 8:30am. The training will start at 9:00am and will conclude by 12:00pm. Earn up to 3 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$25.00 for AWWA members • \$35.00 for non AWWA members • \$50.00 for on-site registration

## CHEMICAL PROPERTIES, SAFETY & SECURITY

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, January 27, 2011	Westmont	Village of Westmont Public Works 39 E. Burlington Avenue, Westmont, IL 60559 Ph: 630-981-3272
Thursday, March 10, 2011	O'Fallon	Fire department headquarters 200 South Lincoln Ave, O'Fallon 62269 Ph: 618-624-4500 x3
Thursday, June 02, 2011	Moline	Moline Water Treatment Plant 30 18th St., Moline IL 61265 Ph: 309-524-2301
Tuesday, August 30, 2011	Springfield	City Water Light & Power (CWLP) 200 East Lake Shore Drive, Springfield, IL 62712 Ph: 217-757-8660

**TOPIC** The program will discuss properties, safety, equipment, PPE, security and some regulatory issues relating to liquid chlorine, sodium hypochlorite, fluoridation chemicals, and others related to water treatment.

**SPEAKER** Geza Ehrentreu, Viking Chemical, geza@vikingchemical.com

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

## NAVIGATING THE INFRASTRUCTURE REPLACEMENT ERA: HOW EFFICIENCY, APPROPRIATE RATE SETTING AND DEMAND-SIDE MANAGEMENT PLAY A KEY ROLE IN ADDRESSING FUTURE COSTS WITHIN THE WATER INDUSTRYFREE TRAINING

DATE	LOCATION	FACILITY ADDRESS & PHONE
Friday, February 04, 2011	Chicago	Chicago Metropolitan Agency for Planning (CMAP) 233 S. Wacker Dr., Ste 800, Willis Tower Chicago, IL 60606 Ph: 312-454-0400

**TOPIC** The water service sector is a rising cost industry. As stated by the AWWA we are in the dawn of the replacement era for water and wastewater infrastructure. Now more than ever efficiency, rates and demand-side management are necessary in order to continue to provide safe, reliable and affordable water services.

Come join an interactive workshop and discussion with fellow practitioners, decision-makers and industry experts in addressing opportunities and barriers to more sustainable water resource management. Topics will include appropriate rate setting approaches, various demand-side management strategies as well as general efficiency practices.

This event is a part of the Center for Neighborhood Technology's Great Lakes Sustainable Water Planning project generously funded by The Joyce Foundation.

**SPEAKER** Janice A. Beecher, Institute of Public Utilities Regulatory Research and Education, Michigan State University, beecher@msu.edu

**REGISTRATION & HOURS** Registration begins at 9:00am The training will start at 9:30am and will conclude by 4:00pm. Earn up to 6 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** This class is offered **FREE** of charge. Limited spots available.

# DISASTER MANAGEMENT FOR WATER AND WASTEWATER UTILITIES (MGT-343)

## FREE 2 DAY COURSE IN CONJUNCTION WITH DHS AND TEEEX

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, February 03, 2011 & Friday, February 04, 2011	Elgin	Center of Elgin-Heritage Ballroom 100 Symphony Way, Elgin, IL 60120 Ph: 847-931-7013
Tuesday, April 05, 2011 & Wednesday, April 06, 2011	Belleville	Illinois American Water Company 100 N. Water Works Dr. Belleville, IL 62223 Ph: 618-239-3257

**TOPIC** This course is designed to provide training to water and wastewater professionals on issues concerning preparing for, responding to, and recovering from incidents affecting water and/or wastewater facilities. The course introduces the various natural and man-made (accidental or intentional) hazards to which water and wastewater systems may be vulnerable and the potential effects the hazards may induce. Legislation that serves to aid in the planning and response to a natural or man-made incident is discussed along with measures that can mitigate threats to the water and wastewater systems. Participants are guided through portions of the Environmental Protection Agencies Response Protocol Toolbox to identify steps in the response and recovery processes.

### TOPICS TO BE COVERED:

- Threats to Water and Wastewater Facilities and Systems
- Major Legislative Requirements
- Mitigating Threats to Water and Wastewater Facilities and Systems
- Responding to Threats Against Water and Wastewater Facilities and Systems
- Recovery from Disasters

### YOU SHOULD ATTEND IF YOU ARE INVOLVED WITH:

- Water and Wastewater Utility Personnel, Directors, Dept. Heads
- Supervisors/Superintendents, Operators, Field Personnel
- Customer Service, Lab Personnel, Inspectors, Engineers
- State/Local Regulatory Personnel
- Environmental/Local Regulatory Personnel, Tribal Councils
- City/County Elected Officials, City/County Managers
- Senior Emergency Response Personnel & Utility Board Members

**REGISTRATION & HOURS** Registration begins at 7:30am The training will start at 8:00am and will conclude by 5:00pm. The training will continue from where it left off on day one at 8:00am and will conclude by 5:00pm. Earn up to 16 PDHs or RTC hours. Continental breakfast and lunch will be included both days.

**THIS CLASS IS FREE OF CHARGE; CAPACITY IS LIMITED; REGISTRATION CLOSSES 2 WEEKS PRIOR TO SEMINAR DATE**

**This course is In conjunction with the DEPARTMENT OF HOMELAND SECURITY and  
TEXAS ENGINEERING EXTENSION SERVICE, TEXAS A&M UNIVERSITY SYSTEM.**



## HANDS ON BASIC WATER QUALITY TESTING

DATE	LOCATION	FACILITY ADDRESS & PHONE
Wednesday, February 09, 2011	Rockford	City of Rockford Water Division 1111 Cedar Street, Rockford, IL 61102 Ph: 815-987-5713
Tuesday, May 24, 2011	Belleville	American Water Central Laboratory 1115 South Illinois St., Belleville, IL 62220 Ph: 618-235-3600

**TOPIC** If you have little or no experience in a laboratory or would like to learn how to run chlorine, phosphate, pH, turbidity, hardness, alkalinity, fluoride, iron, and conductivity then this class is for you. Join us for a short lecture and then lots of hands-on lab experience.

**SPEAKERS** City of Rockford, Nadine Miller, nadine.miller@rockfordil.gov (Rockford Session)  
Cody Cruse, cody.cruse@amwater.com & Linda Henry, linda.henry@amwater.com with American Water Central Laboratory: (Belleville Session)

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 12:00pm. Earn up to 3 PDHs or RTC hours. Continental breakfast will be included. Belleville session will include an optional 1 hour tour of the lab following training. LIMITED SPOTS AVAILABLE FOR EACH TRAINING.

**COST** \$25.00 for AWWA members • \$35.00 for non AWWA members • \$50.00 for on-site registration

## BASIC MATH FOR WATER WORKS OPERATORS CLASS C & D

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, February 10, 2011	Joliet	City of Joliet, Billie Limacher Bicentennial Park North Meeting Room: 201 W. Jefferson Street, Joliet, 60433 Ph: 815-724-4230
Tuesday, May 10, 2011	St. Charles	Illinois Section AWWA 535 South Randall Road, St. Charles, IL 60174 Ph: 866-521-3595 Ext. 2
Tuesday, August 09, 2011	St. Charles	Illinois Section AWWA 535 South Randall Road, St. Charles, IL 60174 Ph: 866-521-3595 Ext. 2

**TOPIC** This class is a “quick refresher” basic math course and will include topics such as: Basic mathematical operations; Calculation of areas and volume detention times; Hydraulic mathematics; Chemical mathematics.

**SPEAKER** Warren Green, Lockwood, Andrews & Newnam, jwgreen@lan-inc.com

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 3:00pm. Earn up to 6 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$50.00 for AWWA members • \$75.00 for non AWWA members • \$90.00 for on-site registration

## ISAWWA BACKFLOW COMMITTEE PRESENTS: EFFECTIVE BACKFLOW PROGRAMS

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, February 17, 2011	Norridge	Estelle Sieb Community Center 7774 West Irving Park Road, Norridge, IL 60706 Ph: 708-906-4741
Thursday, April 07, 2011	Bloomington	Davis Lodge 25449 Davis Lodge Road, Hudson, IL 61748 Ph: 309-434-2157
Thursday, June 09, 2011	Rockford	City of Rockford Water Division 1111 Cedar Street, Rockford, IL 61102 Ph: 815-987-5700
Thursday, August 04, 2011	Mundelein	Mundelein Fire Station 1 1000 N. Midlothian Rd., Mundelein IL. 60060 Ph: 847-949-3260
Thursday, October 06, 2011	Belleville	Illinois American Water Company 100 N. Water Works Dr. Belleville, IL 62223 Ph: 618-239-3257
Thursday, December 08, 2011	St. Charles	Illinois Section AWWA 535 South Randall Road, St. Charles, IL 60174 Ph: 866-521-3595 Ext. 2

**TOPIC** Effective Backflow Programs, IEPA Title 35 - What it says in plain English - Learn how to effectively develop, implement, and enforce an effective cross-connection control program that meets all of the Illinois EPA requirements. Cross-Connection inspections, surveys and record keeping are the three key elements of all effective backflow prevention programs, how does each element relate to the others and how do you move forward from where you are.

**SPEAKERS** Mike Eisenhauer, Backflow Solutions, Inc., meisenhauer@backflow.com • John Lovinggood, Illinois American Water Company, john.lovinggood@amwater.com

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

## GROUNDWATER, WELLS AND PUMPING EQUIPMENT

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, February 15, 2011	Moline	Moline Water Treatment Plant 30 18th St., Moline IL 61265 Ph: 309-524-2301
Thursday, June 16, 2011	St. Charles	Illinois Section AWWA 535 South Randall Road, St. Charles, IL 60174 Ph: 866-521-3595 Ext. 2

**TOPIC** This class is designed for anyone in the water industry who would like to achieve a better understanding of groundwater, water wells, pumping equipment and water well rehabilitation. Each of the seven (7) sections will provide a wealth of information on the chosen topic.

Topics will include: Groundwater geology; Well site selection and drilling methods; Pump design, repair and testing; Maintenance of submersible and vertical turbine pumps; Well rehabilitation; Radium issues; Other well problems

**SPEAKER** Craig Allen, Municipal Well & Pump, callen@municipalwellandpump.com

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

## PROJECT DEVELOPMENT: A SHORT COURSE FOR WATER SYSTEMS

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, February 22, 2011	Springfield	Illinois Association of Community Action Agencies 3435 Liberty Drive, Springfield, Illinois 62704 Ph: 217-789-0125

**TOPIC** Navigating the alphabet soup of constructing a water or sewer project can be difficult. Illinois RCAP and ISAWWA are pleased to present a short course with the steps of developing an infrastructure project from conception to planning, to funding through construction to initial operation. Information and materials in this course are designed to help communities develop the best project for your needs. Save money and time in developing your projects with the tools in this course.

The Ohio Water Development Authority (OWDA) and WSOS Community Action Commission Inc.'s Ohio & Illinois Rural Community Assistance Program (RCAP) are pleased to offer this training to water systems to help guide them through project development.

**SPEAKER** Bud Mason, Rural Community Assistance Program (RCAP), bmason@iacaanet.org

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration  
\$10.00 per person for utilities <10,000 connections (limited tuition available; will be granted on a first come, first serve basis)

## MANAGING THE INVESTMENT OF STANDBY OR EMERGENCY WELL PUMPING EQUIPMENT

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, February 24, 2011	Elmhurst	DuPage Water Commission 600 East Butterfield Road, Elmhurst, IL 60126 Ph: 630-834-0100

**TOPIC** This seminar will focus on municipal wells and pumping equipment that are currently utilized on an emergency or standby basis. Due to the limited operation that standby pumping equipment experiences and the importance of its functionality, it is imperative to maintain this equipment and protect these assets.

The seminar will provide a discussion on typical well construction in the area, types of pumping equipment utilized, preventative maintenance testing of this equipment, and the detailed process of a pump repair project.

The goal of this seminar is to provide those operating standby wells and pumping equipment with a better understanding of their assets. Detailed case studies will be presented which depict recent area projects.

**SPEAKERS** Nicholas Winkelmann, P.E., nwinkelmann@laynechristensen.com; William Balluff, P.E., woballuff@laynechristensen.com; Christopher Peschang, cgpeschang@laynechristensen.com with Layne-Western a division of Layne Christensen Company

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

## 4TH ANNUAL WATER DISTRIBUTION CONFERENCE EXHIBIT BOOTHS AVAILABLE

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, April 12, 2011	Countryside	Park Place Countryside, Operating Engineers Local 150 Hall 6200 Joliet Road, Countryside, IL 60525 Phone: 708-588-1756

### TOPICS & SPEAKERS

#### Benefits of Large Meter Testing

*Todd Schaefer, M.E. Simpson, todd@mesimpson.com*

In today's environment, the focus to measure every last bit of water is quickly becoming paramount in a water utility's daily operations. Learn about the importance of meter accuracy to insure that your utility receives the revenues it deserves and discover how to improve customer service, reduce water meter discrepancy, and create a plan for meter assessment. Recommendations for meter sizing, annual testing and repair will be discussed to help you further your goals to account for every last bit of water.

#### Electrical Hazard Assessments, What Every Operator Should Know About Electrical Safety

*Dan Dragan, Greeley & Hansen, ddragan@greeley-hansen.com*

This training will help water plant operators understand the OSHA requirements for electrical safety including Shock Hazards and Arc Flash Hazards, how to interpret the OSHA and NEC required labels on electrical equipment and what the ratings on Personal Protective Equipment (PPE) mean.

#### Preparing For an ISO Public Protection Grading Evaluation

*Brian Hooten, ISO, bhooten@iso.com*

This presentation will cover the criteria applied to the Public Water Supply portion of the ISO Public Protection Community Classification Survey. This survey is a vital piece for assisting insurance underwriters in establishing property and casualty policy rates for residential and commercial occupancies in every community of the United States.

#### Confined Space Awareness

*Todd Larsen, Lee Jensen Sales, tlarsen@leejensensales.com*

Confined space accidents are a leading cause of injury and deaths in construction. In this session we will discuss what a confined space is, how to identify a confined space, procedures to enter confined spaces, and equipment that can be used for access and egress into a confined space.

#### Water Quality Sampling

*Julie Rada, PDC Laboratories, jrada@pdclab.com*

This presentation will include proper sampling techniques.

#### Establishing and Managing a Water Distribution System UDF Program

*Erin Breen, MWH Soft, erin.breen@mwhsoft.com*

A well planned and properly conducted unidirectional flushing (UDF) program maximizes the benefits of flushing by increasing flushing velocities through water mains and circulating fresh water through flushed areas. The presentation will outline the procedure for creating UDF sequences by identifying the fire hydrant and valve operation necessary for proper pipe cleaning to help reduce disinfectant demand, remove sediment, increase pressures, and improve water quality. In UDF sequence planning, a specific set of valves are closed to increase the flow velocity through target pipes. Hydraulic modeling software is used to avoid the potential pressure violations that can occur due to the valve closures necessary to achieve the high pipe velocities. Important flushing and service parameters will be discussed along with a comparison of simulation results and field observations from a local pilot study conducted. A well planned UDF program can provide a proactive solution to existing and future water quality problems within the distribution system.

#### Water Efficiency for the Illinois Water Utility – Why, What, and How

*Amy Talbot, Chicago Metropolitan Agency for Planning (CMAP), ATalbot@cmapp.illinois.gov*

*Catherine Hurley, MWH Americas, Inc., Catherine.N.Hurley@us.mwhglobal.com*

*Mike Ramsey, City of Westmont, mramsey@westmont.il.gov*

Worldwide over 1 billion people lack the access to clean drinking water. In the United States, we often take for granted that clean, safe water is delivered to our homes and places of business every day, all for less than our cable and cell phone bills. However water resources are finite, and as we continue to increase our water demand and population in Illinois, there will be impacts on our surface and ground water resources. It is the responsibility of all residents, businesses, and utilities to use these resources efficiently and minimize impacts in order to provide water for all users both now and in the future. This presentation will briefly overview water demand and supply issues at the global, U.S., and regional level.

Next, the presentation will review water utility best management practices that can be used to reduce both real and apparent water loss and identify ways the utility can increase the efficiency and reduce their operational water use. Water efficiency and conservation can also be a tool for utilities to help manage the water supply and ensure there is adequate water for critical needs during an emergency situation.

Finally, the last part of this presentation we will discuss the ISAWWA Water Efficiency Committee and present our goals for the next 3-5 years. Some of the committee's current plans include making case studies available for utilities in Illinois, implementing a Water Conservation Certification Program for utilities, conducting a Water/Energy Nexus Data Collection and Analysis Program and reaching out to elected officials to show them how important it is for every community to conserve water. We will discuss how this committee can be used as a resource to help utilities start a Conservation Program in their own community and some of the programs, projects and events we have to offer.

### ILWARN Resources & Membership

*Carolyn Grieves, Baxter & Woodman, cgrieves@baxterwoodman.com*

Events such as 9/11 and Hurricane Katrina in 2005 identified a need for water and wastewater agencies to create intrastate mutual aid and assistance programs. The Illinois Water/Wastewater Agency Response Network, also known as ILWARN, provides a network of utilities with personnel and resources for natural and human made disasters. ILWARN's mission is to support and promote statewide emergency preparedness, disaster response, and mutual assistance for public and private water and wastewater agencies for natural and man-made disasters. The establishment of a Mutual Assistance Agreement among a network of Illinois agencies helps ensure the continuity of operation and the well being of your community. The ILWARN Web site assists with the continuity of operation by providing its members with emergency planning, response, and recovery information before, during, and after an emergency. Through the ILWARN Web site, a member can request emergency equipment (pumps, generators, chlorinators, evacuators, etc.) and trained personnel (eg. treatment plant operators) that they may need in an emergency. This presentation will review the benefits of ILWARN and provide information regarding how to join and use ILWARN.

**EXHIBITOR TABLE TOP** Table top exhibits are available for \$100.00 per display for AWWA members and \$125.00 per display for non AWWA members. This includes 1 exhibit personnel; Additional personnel can be registered at the regular attendee rates. Participants will be able to visit table top exhibits prior to the seminar from 7:30am to 8:30am, during morning and afternoon breaks and lunch. Electricity will be furnished, but exhibitors are requested to bring their own power strip and heavy duty extension cord. Limited spots available

**REGISTRATION & HOURS** Registration begins at 7:30am, attendees will be able to visit exhibit booths at this time. The training will start at 8:30am and will conclude by 3:30pm. Earn up to 5.25 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$50.00 for AWWA members • \$75.00 for non AWWA members • \$90.00 for onsite registration  
\$100.00 for AWWA member Exhibitor • \$125.00 for non AWWA member Exhibitor

.....  
**4th ANNUAL WATER DISTRIBUTION CONFERENCE ATTENDEE & EXHIBITOR REGISTRATION FORM**

Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

- Attendee OR Additional Exhibitor - AWWA member - \$50.00
- Attendee OR Additional Exhibitor - non AWWA member - \$75.00
- Attendee OR Additional Exhibitor - onsite registration - \$90.00
- Table top registration - AWWA member - \$100.00
- Table top registration - non AWWA member - \$125.00

Name(s): \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email (for billing): \_\_\_\_\_ AWWA Member#: \_\_\_\_\_

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# HIGH TECH OPERATOR CERTIFICATE COURSE 1: TREATMENT & DISTRIBUTION - PROCESS MONITORING & CONTROL 2 DAY COURSE

DATE	LOCATION	FACILITY ADDRESS & PHONE
<b>Wednesday, March 02, 2011 &amp; Thursday, March 03, 2011</b>	<b>Elmhurst</b>	DuPage Water Commission 600 East Butterfield Road, Elmhurst, IL 60126 Ph: 630-834-0100

**TOPIC** This course addresses the devices used to monitor and control processes and equipment in water treatment and distribution systems. The course begins with an overview of device symbols and how they are used to represent systems and then relates those symbols to real world devices.

The course then looks at how a Supervisory Control And Data Acquisition (SCADA) System connects to sensors, analyzers, and control devices. The course looks at the components of a SCADA System, the facilities/environment the system requires, and the benefits it provides.

Participants will receive a glossary of terms; drawing symbols and naming standards; sample diagrams; descriptions of sensors, analyzers, control devices, and SCADA System components; features of SCADA systems; and references for finding additional information.

**OBJECTIVES** High-Tech Operator Certificate Course 1 will provide participants with the basics of process monitoring and control of water treatment and distribution. After completing this course, a participant will be able to:

- Use a symbol legend to identify devices in a diagram
- Use illustrated device descriptions to identify sensors, analyzers, and control devices
- Use a SCADA guide to describe the functions of system components
- Describe the benefits of trending data
- Describe the requirements of SCADA System components

**NO COURSE PREREQUISITES REQUIRED:** All three courses must be completed to obtain the High-Tech Operator certificate; Classes can be taken in ANY order.

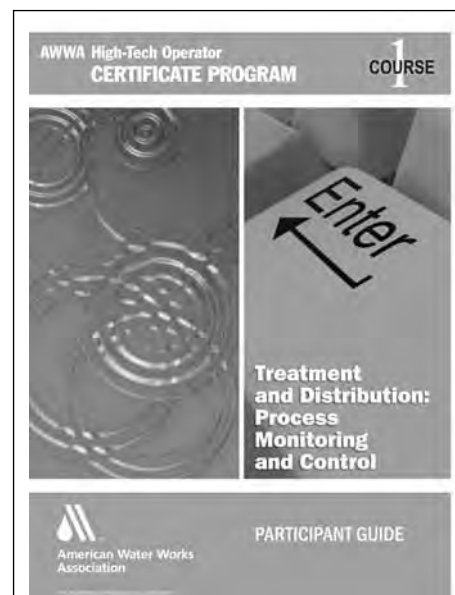
**SPEAKERS** Terry McGhee, DuPage Water Commission, mcghee@dpwc.org • Shawn Williams, BHMG Engineers, swilliams@bhmg.com

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 3:00pm. Day 2: Sign in will begin at 7:30am. The training will continue from where it left off on day one at 8:00am and will conclude by 3:00pm. Earn up to 12 PDHs or RTC hours. Continental breakfast and lunch will be included both days.

**COST** \$120.00 for AWWA members • \$170.00 for non AWWA members • \$190.00 for on-site registration

“ I signed up because I wanted to learn more about how technology can improve how our water department functions.”

- Attendee from High Tech Operator course series



# HIGH TECH OPERATOR CERTIFICATE COURSE 2: APPLICATIONS/TOOLS

## 2 DAY COURSE

DATE	LOCATION	FACILITY ADDRESS & PHONE
Wednesday, May 04, 2011 & Thursday, May 05, 2011	Elmhurst	DuPage Water Commission 600 East Butterfield Road, Elmhurst, IL 60126 Ph: 630-834-0100

**TOPIC** This course reviews the high-tech tools available for capturing, creating, finding, and using information about facilities, assets, and customers. The course begins by reviewing Computerized Maintenance Management Systems (CMMS) and the technology available to collect equipment data for use in a CMMS. The course looks at the types and formats of equipment information and on-line sources for gathering them and methods of putting utility-specific equipment and process information on-line for easy access and updating.

An overview of Computer Aided Design (CAD) drawing tools, and their connection to Geographical Information Systems (GIS) is presented. Locating remote and underground facilities using mobile devices, Global Positioning Systems (GPS), and GIS maps and drawings are discussed. The course then looks at the communication technologies available for communicating with, and collecting data from, remote sites

**OBJECTIVES** After completing this course, using the workbook as needed, a participant will be able to:

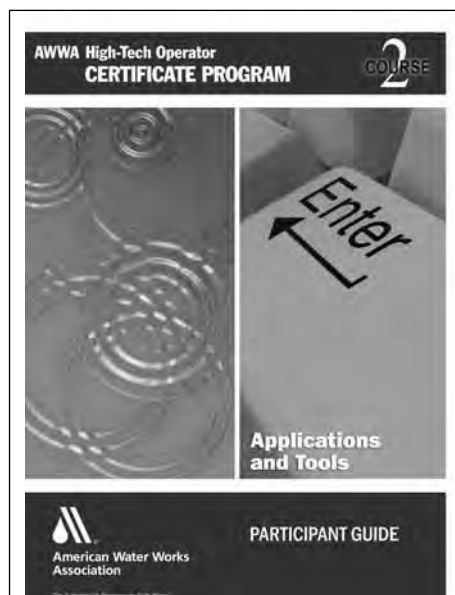
- Explain the functions of a CMMS
- Discuss equipment monitoring technologies
- Identify types of equipment information and where it can be found
- Discuss ways of storing equipment and process information on-line for easy access and updating
- Explain how and what a GIS does
- Discuss features and functions of a GPS and other mobile devices
- Describe the benefits and drawbacks of different remote communication technologies

**NO COURSE PREREQUISITES REQUIRED:** All three courses must be completed to obtain the High-Tech Operator certificate; Classes can be taken in ANY order.

**SPEAKERS** Don Bratschie, Westin Engineering, Don.Bratschie@we-inc.com • Terry McGhee, DuPage Water Commission, mcghee@dpwc.org

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 3:00pm. Day 2: Sign in will begin at 7:30am. The training will continue from where it left off on day one at 8:00am and will conclude by 3:00pm. Earn up to 12 PDHs or RTC hours. Continental breakfast and lunch will be included both days.

**COST** \$120.00 for AWWA members • \$170.00 for non AWWA members • \$190.00 for on-site registration



“What I liked most was the "real time" experience and the thoroughly explained ideas that have practical application.”

- Attendee from High Tech Operator course series

# HIGH TECH OPERATOR CERTIFICATE COURSE 3: DATA MANAGEMENT

## 2 DAY COURSE

DATE	LOCATION	FACILITY ADDRESS & PHONE
Monday, June 27, 2011 & Tuesday, June 28, 2011	Belleville	Illinois American Water Company 100 N. Water Works Dr. Belleville, IL 62223 Ph: 618-239-3257

**TOPIC** This course provides an overview of the technologies available for managing information about assets and process performance. It begins with a look at systems used to capture, evaluate, and display performance data. Tools for manipulating, managing, preserving, and delivering data are reviewed. Technologies for sharing data between systems are also examined.

The course then looks at the features and components of networks, primarily Local Area Networks (LANs) or intranets. The benefits and drawbacks of in-house versus hosted solutions are examined, along with the technologies for securing both.

**OBJECTIVES** High-Tech Operator Certificate Course 3 will provide participants with an overview of information management technologies, both server-based and web-hosted. After completing this course, using the workbook as needed, a participant will be able to:

- Describe the applications available for collecting performance data
- Discuss the building blocks of an asset management system
- Describe methods for managing and reporting performance
- Present an overview of the functions of a document management system
- Describe the differences between the internet, wide area networks, and local area networks
- Describe the components of a network
- Discuss the benefits and disadvantages of in-house and hosted applications
- Discuss the methods available for putting information on-line
- Describe the technologies available for providing information security

**NO COURSE PREREQUISITES REQUIRED:** All three courses must be completed to obtain the High-Tech Operator certificate; Classes can be taken in ANY order.

**SPEAKERS** Mike Jackson, Michael.Jackson@amwater.com & Esther Dundore, edundore@illinoisamerican.com with Illinois American Water Company

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 4:00pm. Day 2: Sign in will begin at 7:30am. The training will continue from where it left off on day one at 8:00am and will conclude by 4:00pm. Earn up to 14 PDHs or RTC hours. Continental breakfast and lunch will be included both days.

**COST** \$120.00 for AWWA members • \$170.00 for non AWWA members • \$190.00 for on-site registration

“ I liked the content covered in the High Tech courses. It related to what I work with, and the skills I want to develop. ”

- Attendee from High Tech Operator course series



## TABLE TOP EXERCISE: EMERGENCY PREPAREDNESS AND RESPONSE

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, April 28, 2011	Moline	Moline Water Treatment Plant 30 18th St., Moline IL 61265 Ph: 309-524-2301
Wednesday, May 11, 2011	DeKalb	City of DeKalb Water Resource Division 1216 Market Street, DeKalb, IL 60115 Ph: 815-748-2050
Wednesday, May 18, 2011	Downers Grove	Village of Downers Grove Public Works Facility 5101 Walnut Ave., Downers Grove, IL 60515 Ph: 630-434-5460
Thursday, June 23, 2011	Loves Park	Loves Park City Hall 100 Heart Blvd, Loves Park, IL 61111 Ph: 815-742-1882

**TOPIC** The EPA recently released the Tabletop Exercise Tool for Water Systems: Emergency Preparedness, Response, and Climate Resiliency (TTX). Tabletop exercises allow water systems to practice, test, and improve emergency response plans (ERPs) and procedures. Exercise participants can use this scenario to examine short-term emergency response capabilities, tasks and objectives. This tabletop exercise will evaluate a water contamination scenario.

**SPEAKERS** Robert Martin, Alfred Benesch & Company, [rmartin@benesch.com](mailto:rmartin@benesch.com) • Eduardo Gasca, Burns & McDonnell, [egasca@burnsmcd.com](mailto:egasca@burnsmcd.com)

**REGISTRATION & HOURS** Registration begins at 7:30am The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$35.00 for AWWA members • \$45.00 for non AWWA members • \$55.00 for on-site registration

## AN ELECTRICAL OVERVIEW AND UPDATE ON CRITICAL FACILITIES

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, April 21, 2011	Mundelein	Mundelein Fire Station 1 1000 N. Midlothian Rd., Mundelein IL. 60060 Ph: 847-949-3260

**TOPICS** This seminar will provide an overview and update on recent changes in codes and standards that are directly applicable to the electrical systems at critical facilities such as water treatment plants, pumping stations, and similar facilities.

This seminar will be broken into three parts:

“What Happens When You Pull the Plug? – What COPS Means to Your Facilities” will introduce the background and concepts from the recent National Electrical Code Article 708 – Critical Operation Power Systems

“Engine-Generators: A USEPA and Code update” will share updates from recently enacted legislation from the USEPA that impact the design, installation, and operation of engine-generators.

“Reliability and Redundancy Design for Critical Electrical and I&C Systems” will share design techniques and information that improve the reliability and redundancy of both electrical and instrumentation systems.

**SPEAKERS** CDM, Inc.: Vin Plansky, [planskyvj@cdm.com](mailto:planskyvj@cdm.com) • Dave Tucker, [tuckerdd@cdm.com](mailto:tuckerdd@cdm.com) • Kate Carus, [caruskb@cdm.com](mailto:caruskb@cdm.com)

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 12:00pm. Earn up to 3 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$25.00 for AWWA members • \$35.00 for non AWWA members • \$50.00 for on-site registration

## A SUSTAINABLE APPROACH TO MANAGING POTABLE WATER QUALITY

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, April 19, 2011	O'Fallon	Public Safety Facility 285 North Seven Hills Road, O'Fallon, IL 62269 Ph: 618-624-4545

**TOPIC** The Initial Distribution System Evaluation (IDSE) requirements of the Stage 2 Disinfectants and Disinfection Byproducts Rule will assist in locating areas of high disinfection byproducts within the distribution system which will require corrective action. The impact of the Long Term 2 Enhanced Surface Water Treatment Rule will require more effective disinfection and better disinfectant residual maintenance throughout the distribution system. The increasing regulatory pressure coupled with the drive towards sustainable best practices will require water plant managers/operators to operate their facilities at the highest levels of sustainable performance. Water quality begins to degrade immediately once it enters the distribution system and begins to age within the storage facilities. Challenges to water quality maintenance from accumulation of disinfection byproducts, nitrification, bio-film development, Iron/Manganese deposits, accumulated sedimentation, corrosion, depletion of chlorine residual and thermal stratification can be managed.

Tightening regulations for potable water quality are causing those responsible for its quality to look for new water quality management tools and methods to meet those requirements in the most sustainable manner possible. While the water quality management tools presented can be implemented separately, their adoption from the water plant through the distribution tanks provides a synergistic approach to water quality management. It's also important to note that these tools are effective, sustainable and independent of the type of disinfectant used or the raw water source. The sustainable water quality management tools presented in detail involve chemical cleaning, active mixing and effective water storage tank asset management.

This presentation will review recent AWWA-RF data on mixing, or lack thereof, within water storage tanks. The role of passive and active mixing systems, chemical cleaning and sustainable asset management maintenance programs of the storage tank will be discussed to show how the combination can work synergistically to assist operators in the management of water quality within their storage tanks. Components of an effective water storage tank asset condition assessment will be reviewed along with how then to build an effective sustainable asset management program.

Participants will learn about new innovative sustainable strategies for the management of water quality from the water plant through storage by minimizing those things that consume disinfectant, namely, organic and inorganic materials through the use of chemical cleaning, tank asset management programs and active tank mixing to homogenize water chemistry within the storage tanks.

**SPEAKERS** Randy Moore, rmoore@utilityservice.com; Kirt Ervin, kervin@utilityservice.com; Darin Clarke, dclarke@utilityservice.com with Utility Service Company

**REGISTRATION & HOURS** Registration begins at 7:30am The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$35.00 for AWWA members • \$45.00 for non AWWA members • \$55.00 for on-site registration

## HANDS ON WATER PLANT OPERATOR MATH

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, February 08, 2011	Lake Bluff	Central Lake County Joint Action Water Agency (CLCJAWA) 200 Rockland Road, Lake Bluff, IL 60044 Phone: 847-295-7788

**TOPIC** The Illinois EPA has identified math as the number one "critical need" for training today's operators. In this class we will learn basic operator math; but, where possible: we will take it one step further; we will apply that math; learn to calculate fluoride dose; then actually make a fluoride solution and measure the fluoride level to see how you did. Learn to calibrate a chemical feed pump by actually testing a chemical feed pump and doing the required math. These and other basic math calculations and formulas will be reviewed.

**SPEAKER** Bill Soucie, Central Lake County Joint Action Water Agency, soucie@clcjawa.com

**REGISTRATION & HOURS** Registration begins at 8:30am. The training will start at 9:00am and will conclude by 11:00am. Earn up to 2 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$25.00 for AWWA members • \$35.00 for non AWWA members • \$50.00 for onsite registration

## ELECTRICAL HAZARD ASSESSMENT AND EMPLOYEE SAFETY

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, May 03, 2011	Batavia	Batavia East Side Fire Station 800 East Wilson Street, Batavia, IL 60510 Ph: 630-454-2100
Tuesday, June 21, 2011	Springfield	City Water Light & Power (CWLP) 200 East Lake Shore Drive, Springfield, IL 62712 Ph: 217-757-8660

**TOPIC** OSHA 29 CFR 1910 requires that employers assess their workplace for hazards. Employers must also provide personal protective equipment (PPE) for personnel working in potentially hazardous areas and training for their employees to understand the hazards they may encounter. These efforts can reduce emergency situations. NFPA 70E and IEEE 1584 provide procedures on “how to” assess electrical equipment, specifically in regards to determining incident energy levels present in a fault condition. The system voltage level determines the limited, restrictive, and prohibited approach boundaries. The energy level determines the arc flash hazard boundary and the PPE required.

In the 2009 update of NFPA 70E, new requirements were added in regards to Category 1 PPE, an exception for 240 volt and lower voltage equipment, recordkeeping requirements, and a new Annex D with consolidated equations and tables. The update also includes text to define the need for an Energized Electrical Work Permit.

The NEC requires that any electrical equipment likely to require examination, adjustment, service, or maintenance while energized be “field marked” or labeled.

This training will provide a step-by-step approach to completing an electrical hazard assessment, including an arc flash study, of your facilities. Included will be a discussion on how the recent changes in NFPA 70E apply to you and an overview of options to lower an equipment item’s required PPE Category so your staff can operate and maintain equipment more comfortably and safely. Training will also address the benefits of developing a computer model of your electrical distribution system for future system analysis, load flow evaluations, voltage drop calculations, and evaluation of nuisance tripping events.

**SPEAKERS** Dan Dragan, ddragan@greeley-hansen.com & Steve Palac, spalac@greeley-hansen.com with Greeley and Hansen

**REGISTRATION & HOURS** Registration begins at 7:30am. The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDHs or RTC hours. Continental breakfast will be included

**COST** \$35.00 for AWWA members • \$45.00 for non AWWA members • \$55.00 for on-site registration

## SURFACE WATER TREATMENT 101

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, May 19, 2011	Joliet	Strand Associates Inc. 1170 Houbolt Road, Joliet, IL 60431 Ph: 815-744-4200
Tuesday, June 07, 2011	Rend Lake	Rend Lake Golf Course, Gibby’s on the Green 12476 Golf Course Rd., Rend Lake (Whittington), IL 62897 Ph: 618-629-2454

**TOPIC** Surface Water Treatment 101 will cover all aspects of the water treatment process from intake to distribution. This full day seminar will include discussion related to chemical treatment, clarification, filtration, disinfection, and advanced treatment technologies currently used in surface water production. In addition, topics related to current issues, water monitoring, plant automation, and case histories will be included.

**SPEAKER** Brian L. Hackman, P.E., P.H., B.C.E.E, Strand Associates, brian.hackman@strand.com

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

## METER SYMPOSIUM - EXHIBIT BOOTHS AVAILABLE

DATE	LOCATION	FACILITY ADDRESS & PHONE
Wednesday, June 22, 2011	Countryside	Park Place Countryside, Operating Engineers Local 150 Hall 6200 Joliet Road, Countryside, IL 60525 Phone: 708-588-1756

### TOPICS & SPEAKERS

#### **Automated Meter Reading: A Solution for Today and Tomorrow**

**Jim Engelhardt, Clark Dietz, Inc., [james.engelhardt@clark-dietz.com](mailto:james.engelhardt@clark-dietz.com)**

Over the past several years, collection of water metering data has gone through several evolutions including manual, telephone based, radio walk-by and radio drive-by systems. Now a fixed network system, Advanced Metering Infrastructure (AMI) has been developed. AMI systems provide a data flow between the meter and the Water Utility allowing delivery of a wide variety of services and applications to the Utility and their Customers. Meter readings are transmitted several times a day and will be available to the billing system and staff to assist with customer inquiries. As a result of timely usage data being available, the AMI system can detect customer plumbing leaks and also allows the Utility to more accurately and regularly assess water loss throughout the system.

#### **Optimizing Metering System Asset Management**

**Ken Molli, Veolia Water North America, [Ken.molli@veoliawaterna.com](mailto:Ken.molli@veoliawaterna.com)**

In sports, fundamentals win championships. The same goes for utility management. Winning means satisfied customers and rates that sustain quality services and operations. One of the fundamentals of utility operations is an accurate meter and prudent management of metering assets. However, with all the other demands on scarce resources, meter maintenance might not get the priority it deserves. When that happens, rates might be higher than needed and customers are not treated fairly and equitably.

The purpose of this presentation is to review tools and techniques for optimizing metering system asset management. The presentation sets the stage by reviewing why accurate meters are important to the sustainability of the utility, the challenges of maintaining the metering assets, and tools for optimizing meter performance and revenues. The presentation reviews techniques used by Veolia Water to manage its 20+ million meters whether the utility has 1,500 or 500,000 meters. The presentation will also incorporate recent findings from the Water Research Foundation conducted by Utah State on metering accuracy and issues with meeting AWWA standards. Lastly, the presentation will review financial and performance based methods for determining optimum maintenance and replacement guidelines for meters, including AMR and AMI devices.

#### **Smart Water Metering: Ultrasonic's are the Future!**

**Gary Ziegler, Badger Meter Inc., [gziegler@badgermeter.com](mailto:gziegler@badgermeter.com)**

With predictions of water scarcity affecting thousands of utilities across the US and the world, conservation of our most valuable resource is taking center stage. Through the use of ultrasonic technology, the water industry is embarking on a revolution most recently recognized in advanced gas metering; one that has propelled ultrasonic flow measurement meters as the fastest growing world wide meter market today! This discussion will focus on the operation, performance, and benefits of this break through technology and show comparisons to traditional water meters and a 20 year financial analysis that will highlight the differences, taking into account long term meter accuracies and routine maintenance. Smart water metering for the 21st century has arrived and it is in the form of ultrasonics!

#### **Water Metering Technologies, Selection and Sizing**

**Dave Wiegers, Sensus, [Dave.Wiegers@Sensus.Com](mailto:Dave.Wiegers@Sensus.Com)**

This presentation will include descriptions of the basic types of water meters; proper selection of meter type for the application, and proper sizing based on the application. The presentation will also touch on the newest metering technologies and how water meters have evolved beyond being simply a way to get a meter reading for water billing.

#### **Funding Meter/AMI Upgrades with Increased Efficiencies**

**Ermin Arslanagic, Johnson Controls, [ermin.arslanagic@jci.com](mailto:ermin.arslanagic@jci.com)**

With advances such as AMI, improved low flow and overall meter accuracy; water utilities have a set of new tools to deliver even more efficient, less costly and more sustainable operations. At the same time, economic pressures on government operations are unrelenting, allowing little room for strategic changes or board approvals of large infrastructure projects. Illinois Local Government Energy Conservation Act (50 ILCS 515), Performance Contracting, is a little used procurement process that can provide a mechanism to implement the latest efficiencies while keeping finance committees and municipal boards calm and comfortable. Upgrades are done with no up-front capital and paid for over time by revenues derived through improved efficiencies. Qualified contractors guarantee that energy, operational and water savings will pay for the improvements over a period of years or they will be liable for a difference. The immediate benefit is to get new equipment, expertise from energy service professionals and the ability to accomplish many projects all at once.

**METER SYMPOSIUM EXHIBITOR TABLE TOP** Table top exhibits are available for \$100.00 per display for AWWA members and \$125.00 per display for non AWWA members. This includes 1 exhibit personnel; Additional personnel can be registered at the regular attendee rates. Participants will be able to visit table top exhibits prior to the seminar from 7:30am to 8:30am, during morning and afternoon breaks and lunch. Electricity will be furnished, but exhibitors are requested to bring their own power strip and heavy duty extension cord. Limited spots available

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\$100.00 for AWWA member Exhibitor • \$125.00 for non AWWA member Exhibitor

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## METER SYMPOSIUM ATTENDEE & EXHIBITOR REGISTRATION FORM

Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

### PLEASE SELECT:

- Attendee OR Additional Exhibitor – AWWA member - \$50.00
- Attendee OR Additional Exhibitor – non AWWA member - \$75.00
- Attendee OR Additional Exhibitor - onsite registration - \$90.00
- Table top registration – AWWA member - \$100.00
- Table top registration – non AWWA member - \$125.00

### PLEASE FILL OUT:

Name(s): \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email (for billing): \_\_\_\_\_ AWWA Member#: \_\_\_\_\_

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Name on Credit Card: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

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### FOR MORE INFORMATION

Contact Lisa: Phone: 866-521-3595x2 | Email: [lisa@isawwa.org](mailto:lisa@isawwa.org) | Fax: 866-521-3591 | Website: [www.isawwa.org](http://www.isawwa.org)

## SECURITY SUMMIT & WORKSHOP

DATE	LOCATION	FACILITY ADDRESS & PHONE
Thursday, May 12, 2011	Countryside	Park Place Countryside 6240 Joliet Road, Countryside, IL 60525 Phone: 708-588-1756
Friday, May 13, 2011	Springfield	Illinois Association of Community Action Agencies 3435 Liberty Drive, Springfield, Illinois 62704 Ph: 217-789-0125

### TOPIC

#### Overview of National Homeland Security & Preparedness

- BT Act of 2002
- HSPDs 5, 7, 8, 9
- CFATS (what it may mean for water sector could be decided by next summer)

#### Water Sector Resources

- Overview Key Standards and Related Resources
- G430: Security Practices for Operations and Management
- J100: RAMCAP Risk & Resilience
- Gxxx : Emergency Preparedness Practices
- M19: WARN (ILWARN Ops Plan/Website); Resource Typing; Emergency Water Supply Planning; Emergency Power Planning

#### Chemical Security

- Selecting Disinfectants in a Security Conscious Environment
- Process Control and Cyber Security
- Roadmap
- CSET (DHS tool)
- Cyber-Connected Asset Assessment (Sandia tool)

**SPEAKER** Kevin Morley, AWWA, kmorley@awwa.org

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration  
\$10.00 per person for utilities <10,000 connections (limited tuition available; will be granted on a first come, first serve basis)

## THEORY & TECHNIQUE FOR SUCCESSFUL WATER MAIN SERVICE LINE & STREET LIGHT LOCATION

DATE	LOCATION	FACILITY ADDRESS & PHONE
Tuesday, June 14, 2011	River Forest	River Forest Village Hall 400 Park Avenue, River Forest, IL 60305 Ph: 708-366-8500

**TOPIC** As today's underground infrastructure becomes increasingly congested and the use of no dig technology becomes more prevalent. The skills of utility locating technicians and their equipment are under increased pressure to provide accurate results and reduce the risk of damage to utility lines. A basic understanding of pipe location history, theory, type of signals used and application methods of signals to designated utility networks will be discussed. A hand's on field training session will follow where theory and signal application techniques will be put into practice with ample time for Q & A to follow field training.

**SPEAKER** Paul J. Gross, Associated Technical Services Ltd.,

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 4 PDHs or RTC hours. Continental breakfast will be included.

**COST** \$35.00 for AWWA members • \$45.00 for non AWWA members • \$55.00 for on-site registration

# ALTERNATIVE DISINFECTION TECHNIQUES

DATE	LOCATION	FACILITY ADDRESS & PHONE
Wednesday, May 25, 2011	St. Charles	Illinois Section AWWA 535 South Randall Road, St. Charles, IL 60174 Ph: 866-521-3595 Ext. 2

## TOPICS & SPEAKERS

### UV Disinfection

**Patrick Bollman, Engineered Treatment Systems (ETS), [pbollman@ets-uv.com](mailto:pbollman@ets-uv.com)**

Presentation will focus on the use of UV for DW applications. Will discuss general UV, different lamps and equipment types available, maintenance and design considerations, and summary of current guidelines.

### Ozone at the Charleston Water Treatment Plant:

#### Installing an Ozone System for Taste and Odor Control While Gaining the Benefits of Disinfection

**Ty Besalke, Crawford, Murphy & Tilly, Inc., [tbesalke@cmtengr.com](mailto:tbesalke@cmtengr.com)**

When the City of Charleston constructed a new water treatment plant in 2004, ozone was incorporated into the treatment process to control significant taste and odor problems the City was having with their water. Extensive pilot testing was required by the Illinois Environmental Protection Agency in order to obtain a construction permit for the ozone system.

Although the City does not receive disinfection credit for ozone, the system was designed not only for taste and odor control, but also for disinfection. Bacteria test results from samples collected through the treatment process demonstrate ozone's effectiveness. This paper will examine the disinfection occurring from the ozone system and its impact on other related processes.

### Chlorine Dioxide: Mean, Lean and Green Disinfection

**Tonya Chandler, Speaker, Purline Treatment Systems, [laura.lofgren@pureline.com](mailto:laura.lofgren@pureline.com)**

The talk will discuss what Chlorine Dioxide is and how it can be used for disinfection. We will discuss its safety and the common misconceptions surrounding the molecule. We will finish with the multiple generation methods for Chlorine Dioxide and the advantages and disadvantages to each, and how it compares to other disinfection methods.

### Emerging Disinfection Technologies

**Ben Finnegan, CDM, Inc., [finnegانبj@cdm.com](mailto:finnegانبj@cdm.com)**

This talk will review emerging methods of disinfection such as solar light and silver. While these techniques are not currently implemented for disinfection at water utilities, their need may be warranted for control of emerging pathogens and disinfection of water in areas lacking access to drinking water infrastructure. Methods of application and disinfection efficacy will be discussed.

### Chloramination

TBD

**REGISTRATION & HOURS** Registration begins at 8:30am The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDHs or RTC hours. Continental breakfast and lunch will be included.

**COST** \$40.00 for AWWA members • \$60.00 for non AWWA members • \$70.00 for on-site registration

.....  
**REGISTRATION FORM** Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

Name(s): \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email (for billing): \_\_\_\_\_ AWWA Member#: \_\_\_\_\_

Email (to send certificate): \_\_\_\_\_

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# THE SCIENCE OF MIXING AND MAINTAINING WATER QUALITY IN WATER STORAGE TANKS WEBINAR

DATE	LOCATION	TIME
Wednesday, January 19, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** With the implementation of the Stage II DPB Rule as well as the increased use of chloramination for secondary disinfection, more emphasis has been placed on maintaining water quality in distribution systems. A key component of distribution systems are the storage tanks and reservoirs, yet they often are responsible for water quality degradation due to short-circuiting, poor mixing, and increased water age. Until recently, the causes of short-circuiting, stratification and poor mixing in water storage tanks were not well understood and therefore methods to solve water quality problems were often “shots in the dark” and unsuccessful. Some state’s rules and regulations have taken a proactive step in recommending to separate the inlet and outlet pipe, but this simple recommendation is often not enough due to the complexity of mixing in different styles of storage tanks. The effect of temperature differences alone between the inlet (source) water and tank water can completely change the circulation and mixing patterns of storage tanks resulting in water quality degradation.

This technical webinar will provide the attendees a fundamental understanding of mixing processes in all styles of water storage tanks. The deficiencies of single inlet and outlet pipes, and the impact of temperature differences between inlet water and tank water, are demonstrated. The improved mixing efficiency of multi-port manifolds is presented. Other methods are also discussed (baffles, recirculation pumps, mechanical mixers, etc.). The discussion is supported by the use of CFD and Physical Scale models so the attendees will actually see short-circuiting and mixing in storage tanks. Several “before and after” case studies are presented using field sampling data that shows the elimination of stratification, improvement in residuals, and reduction in water age.

**SPEAKER** Michael J. Duer, P.E., Tideflex Technologies, mduer@tideflex.com

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

# SOLVING CORROSION PROBLEMS ON WATER UTILITY TRANSMISSION AND DISTRIBUTION MAIN PIPING WEBINAR

DATE	LOCATION	TIME
Wednesday, January 26, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** As municipal water system facilities are reaching their life expectancy, the need to rehabilitate or replace water mains is increasing. There is a need for water utilities to maintain their current infrastructure as they struggle to close the gap between current spending and the future capital needs. Corrosion is a phenomenon that concerns most water utilities in North America where about two thirds of the installed water main network consists of various forms of ferrous pipes, including cast iron, ductile iron, and steel pipes. Studies have shown that electrochemical corrosion is the predominant deterioration mechanism on the exterior of cast and ductile iron pipes. Cathodic protection of cast and ductile iron mains is a mitigative measure that has been shown to reduce corrosion of ferrous water mains.

**SPEAKER** Jeff Schramuk, CP Solutions, Inc., jeffs1167@comcast.net

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

## BUSINESS CASE CONSIDERATIONS FOR CHANGING STRATEGIC AMR DIRECTION WEBINAR

DATE	LOCATION	TIME
Wednesday, April 13, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** Mobile read AMR systems have been the dominate form of reading automation for the past 20+ years. Over 90% of the utilities with AMR use mobile read systems. However, additional challenges to utility management, including scarcity of supplies, climate change and water efficiency initiatives are forcing utilities to look at more sophisticated forms of reading automation.

Can a utility with a mobile read system cost effectively migrate to a fixed network system? The presentation highlights several critical issues utilities should consider when deciding to change its AMR strategic direction. Issues to be addressed include stranded assets of the existing system, operational impacts of moving to fixed network technologies, and establishing a competitive environment for upgrade procurement. The presentation will review a recent effort by a NE Illinois utility to address reading automation due to a changing operational environment.

**SPEAKER** Ken Molli, Veolia Water North America, Ken.molli@veoliawaterna.com

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

## UTILIZING ULTRAVIOLET DISINFECTION IN DRINKING WATER FACILITIES WEBINAR

DATE	LOCATION	TIME
Wednesday, June 08, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** In November 2006, the United States Environmental Protection Agency released the Ultraviolet Disinfection Guidance Manual for the Final Long Term 2 Enhanced Surface Water Treatment Rule ([http://www.epa.gov/ogwdw000/disinfection/lt2/pdfs/guide\\_lt2\\_uvguidance.pdf](http://www.epa.gov/ogwdw000/disinfection/lt2/pdfs/guide_lt2_uvguidance.pdf)). This document (UVDGM) was generated to provide technical information on how UV should be applied for disinfection of public water systems. It is important to note that it is not a regulation just guidance on how to implement UV.

**The Webinar will focus on the following aspects of UV disinfection:**

- UV fundamentals – what is UV, how is UV light generated, what UV does and how it works, how organisms respond to UV, and a comparison of available lamp types.
- Equipment selection – what manufacturers will require to provide an adequately sized system including flowrates (peak, average, and minimum), water quality (transmittance – how much light passes through the water, soluble iron and manganese, hardness), required disinfection/dose (are you trying to receive cryptosporidium/giardia credits), and existing plant hydraulics (not many new DW plants are being constructed, therefore existing hydraulic grade lines often will help dictate the size of equipment that is required).
- Installation requirements for chambers and cabinets.
- Maintenance items that will need attention including lamps, sleeves, wiper rings, UV intensity monitors, and power supplies.
- Validation requirements – what/how UV manufacturers get their systems approved.
- Regulatory summary and why municipalities might/have to implement UV.

**SPEAKER** Patrick Bollman, P.E., Engineered Treatment Systems (ETS), pbollman@ets-uv.com

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

## ILWARN: HOW TO REGISTER, ACTIVATE & RESPOND WEBINAR

DATE	LOCATION	TIME
Friday, February 25, 2011	Your Computer	10:00am - 10:30am CST
Monday, April 18, 2011	Your Computer	12:00pm - 12:30pm CST
Wednesday, June 29, 2011	Your Computer	9:00am - 9:30am CST

**TOPIC** ILWARN overview; How to register on the ILWARN site; What happens after you sign your Mutual Aid Agreement?; How to activate ILWARN and respond to ILWARN request; How to use ILWARN website

**SPEAKER** Laurie Dougherty, Executive Director, Illinois Section AWWA, laurie@isawwa.org

**REGISTRATION & HOURS** Earn up to .5 PDH or RTC hours. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** This webinar is offered FREE of charge

## UNDERSTANDING WATER AND TERRORISM WEBINAR

DATE	LOCATION	TIME
Thursday, March 03, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** This webinar will reference the book, "Understanding Water and Terrorism" and will help you understand the reasons that our water supply and availability are so critical to our way of life, and how that quality of life may be threatened in the coming years by terrorists.

You will discover:

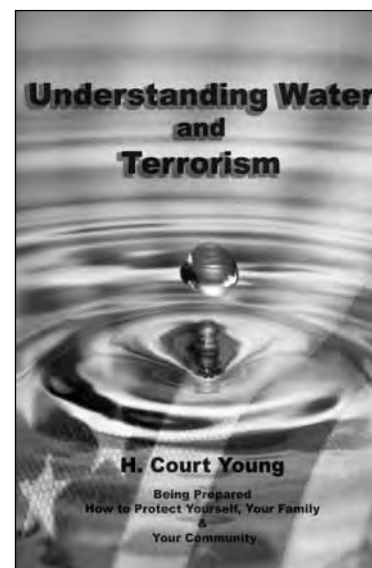
- Is a terrorist attack against our nation's water system possible?
- What is being done to protect this critical infrastructure?
- How can you help?
- Is your family safe?
- How can you prepare?

**SPEAKER** H. Court Young, TransMountain Consulting Co., info@tmcco.com

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

**TEXT:** Participants are encouraged to purchase the book "Understanding Water and Terrorism", 2010 Edition, by, Herbert C. Young. AWWA members, and all webinar participants will receive a discount off the retail price: \$14.95 retail, **\$8.97 wholesale (AWWA/Webinar Participant price)**  
Call 866-521-3595x2 to order this book at the discounted price



## UNDERSTANDING WATER RIGHTS AND CONFLICTS WEBINAR

DATE	LOCATION	TIME
Tuesday, May 17, 2011	Your Computer	12:00pm - 1:00pm CST

**TOPIC** This webinar will be presented by, Herbert C. Young, author of “Understanding Water Rights and Conflicts” Second Edition. This webinar will follow the text which will help you understand the reasons that water supply and availability are so critical to our quality of life and why that quality of life may be threatened in the coming years.

You will discover:

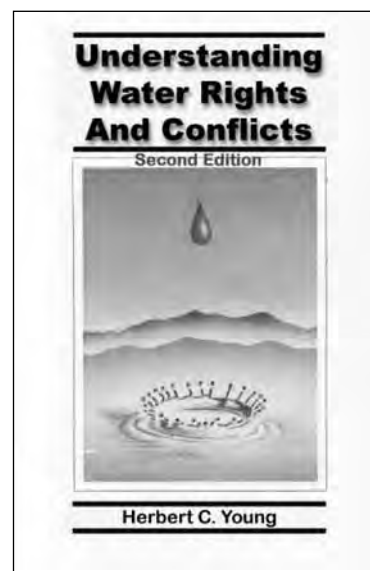
- Is there enough water?
- Where does your water come from?
- What are the problems facing your water supply?
- Can you protect yourself from drought?
- Can the environment be protected?
- Are there solutions to the coming “water crisis?”

**SPEAKER** H. Court Young, TransMountain Consulting Co., info@tmcco.com

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

**TEXT:** Participants are encouraged to purchase the book “Understanding Water Rights and Conflicts”, Second Edition, by, Herbert C. Young. AWWA members, and all webinar participants will receive a discount off the retail price: \$19.95 retail, **\$11.97 wholesale (AWWA/webinar participant price)**  
Call 866-521-3595x2 to order this book at the discounted price



## BASIC MICROSOFT EXCEL FOR WATER/WASTEWATER UTILITY OPERATORS WEBINAR

DATE	LOCATION	TIME
Wednesday, March 09, 2011	Your Computer	11:00am - 12:00pm CST

**TOPIC** This webinar will teach basic spreadsheet concepts (data entry, organization, formatting, saving, etc.), how to use formulas and basic functions, and finally, how to identify and solve typical problems.

The course will use the Illinois EPA spreadsheets (found at <http://www.epa.state.il.us/water/forms.html>) to teach the concepts. By the end of the webinar, everyone should be able to fill in the forms, correct formula problems, and save the sheet.

**SPEAKER** Jon Eaton, City of Bloomington, MN; Minnesota AWWA, jeaton@ci.bloomington.mn.us

**REGISTRATION & HOURS** This training webinar will begin at 11:00am and conclude by 12:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** \$15.00 for AWWA members • \$25.00 for non AWWA members

# ONLINE COURSES: 24 HOUR LEARNING

## ABOUT THESE ONLINE COURSES:

These online courses are in conjunction with Florida AWWA. This online training platform offers training, professional development and renewal training credit hours via the Internet 24 hours a day, 365 days a year! Learn on your own time and at your own pace. Upon enrollment, students have 2 months to complete the course.

**OSHA: CRANES (2.5 PDH/RTC HOURS) - \$45.00**

In this class, you will learn about OSHA standards with regard to cranes and derricks. There are many safety guidelines which must be followed in the operation of this equipment, especially with regard to fall protection and prevention of electrocution.

**OSHA: DEMOLITION (2.5 PDH/RTC HOURS) - \$45.00**

In this class you will learn about OSHA standards applying to Demolition: preparation, the handling of debris, mechanical demolition, and the use of explosives.

**OSHA: EXCAVATIONS (2.5 PDH/RTC HOURS) - \$45.00**

In this class you will learn about various excavation requirements, such as shoring and other protective systems. In addition, you will learn about soil classification.

**OSHA: WELDING (2.0 PDH/RTC HOURS) - \$45.00**

There are many safety precautions which must be taken when performing arc and gas welding. In this presentation you will learn about those safety precautions, as well as OSHA violations with regard to welding.

**LABORATORY TRAINING: FILTERING, MIXING AND SAMPLING (1.5 PDH/RTC HOURS) - \$45.00**

Filtering is a way of separating solids from a liquid. You will learn various methods and equipment used to filter. In addition, various problems that are experienced while mixing and sampling are discussed.

**LABORATORY TRAINING: GLASSWARE AND PIPETTING (1.5 PDH/RTC HOURS) - \$45.00**

In this class, typical laboratory glassware, such as beakers, Erlenmeyer flasks, and pipettes are discussed. The student will learn about specific types of pipettes and proper procedure in using them.

**LABORATORY TRAINING: SAFETY PRACTICES (1.0 PDH/RTC HOURS) - \$45.00**

Lab technicians not only have to learn about safety, they have to LIVE it. This class discusses personal protective equipment, such as safety glasses and proper footwear. Also discussed is the subject of safety equipment that can be found in a lab, such as lab hoods and safety showers.

**ONLINE COURSE REGISTRATION FORM 1:** Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

COURSE TITLE	RENEWAL TRAINING CREDIT HOURS EARNED	TIME TO COMPLETE	PRICE
<input type="checkbox"/> OSHA: Cranes .....	02.50 .....	02 months .....	\$45.00
<input type="checkbox"/> OSHA: Demolition .....	02.50 .....	02 months .....	\$45.00
<input type="checkbox"/> OSHA: Excavations .....	02.50 .....	02 months .....	\$45.00
<input type="checkbox"/> OSHA: Welding .....	02.00 .....	02 months .....	\$45.00
<input type="checkbox"/> Laboratory Training: Filtering/Sampling .....	01.50 .....	02 months .....	\$45.00
<input type="checkbox"/> Laboratory Training: Glassware & Pipetting .....	01.50 .....	02 months .....	\$45.00
<input type="checkbox"/> Laboratory Training: Safety Practices .....	01.00 .....	02 months .....	\$45.00

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Email to send invoice/sales receipt: \_\_\_\_\_

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# ONLINE COURSES: 24 HOUR LEARNING

## ABOUT THESE ONLINE COURSES:

This online training platform offers training, professional development and renewal training credit hours via the internet 24 hours a day, 365 days a year! Courses are self-paced; give you the ability to retake lessons and tests; include interactive audio and animated images; mirror the books for California State University at Sacramento (CSUS) Foundation Office of Water Programs; and have easy to follow lessons that include presentations, exercises, self tests and final exams. Upon enrollment, students have 12 months to complete the course.

### **WATER TREATMENT I (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will explore the rudiments of water treatment. The topics of this course include regulatory monitoring, iron and manganese removal, filtration, coagulation, flocculation, fluoridation, and disinfection. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links.

### **WATER TREATMENT II (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will focus on issues of concern to surface water treatment facilities. The topics of this course include reservoir management, taste and odor control, corrosion management, softening, demineralization, and trihalomethanes. Instrumentation and sludge handling and disposal issues are also addressed. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

### **WATER DISTRIBUTION SYSTEMS (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will obtain a working knowledge of potable water distribution systems. The topics of this course include water storage facilities, operation and maintenance of water mains, water quality issues, disinfection, and safety.

### **WATER ANALYSIS (48 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will be introduced to basic laboratory safety and gravimetric, spectrophotometric, electrochemical, titrimetric and microbiological methods. The units include instruction on the procedures for regulatory sampling and safety, and specific analytical procedures for total residue, fluoride, pH, ammonia, acidity, alkalinity, calcium, chloride, hardness, and coliform analysis.

### **WATER/WASTEWATER - PUMPS, MAINTENANCE & SAFETY (48 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will cover a very broad range of topics including, centrifugal pumps, selection and replacement of packing, seals, hydraulics, operating conditions, preventative maintenance, motors, plans and specifications, hazard types, plant equipment and procedures, lab safety and fire prevention, and hazard communications.

### **WATER/WASTEWATER - PERMITS & ADMINISTRATION (16 PDH/RTC HOURS) - \$190.00**

Using the Internet students will be able to improve their people skills, operations management, become more familiar with safety issues and responsibilities and the permitting and certification process.

### **WASTEWATER TREATMENT I (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will explore the rudiments of wastewater treatment. This introductory course includes instruction in water pollution control, preliminary and primary treatment, fixed film processes, and suspended growth systems. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, audio, interactive exercises, and online links.

### **WASTEWATER TREATMENT II (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will focus on issues of concern to wastewater treatment facilities. The topics of this course include activated sludge process control, sludge digestion and solids handling, nitrogen and phosphorous removal, and odor control. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

### **WASTEWATER TREATMENT - INDUSTRIAL (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will focus on issues of concern to industrial wastewater treatment facilities. The topics of this course include regulatory requirements; flow measurement; preliminary, physical and chemical treatment; filtration; and treatment of metal streams. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

**CONTINUED ON NEXT PAGE.....**

**WASTEWATER COLLECTION SYSTEMS (64 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will gain a working knowledge of wastewater collection systems safety procedures, sewer inspection and testing, pipeline cleaning and maintenance, underground repair, lift stations, equipment maintenance, and sewer rehabilitation. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, audio, interactive exercises, and links.

**WASTEWATER ANALYSIS (48 PDH/RTC HOURS) - \$190.00**

Using the Internet, students will be introduced to basic laboratory safety and gravimetric, spectrophotometric, electrochemical, titrimetric, and microbiological methods. The units include instruction on the laboratory procedures for microscopic, coliform, BOD5, COD, ammonia, grease and oil, chlorine and solids analysis. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, interactive exercises, and online links

**ONLINE COURSE REGISTRATION FORM 2:**

Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

COURSE TITLE	RENEWAL TRAINING CREDIT HOURS EARNED	TIME TO COMPLETE	PRICE
<input type="checkbox"/> Water Treatment 1 .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Water Treatment 2 .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Water Distribution Systems .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Water Analysis .....	48.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Water/Wastewater - Pumps, Maintenance & Safety .....	48.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Water/Wastewater - Permits & Administration .....	16.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Wastewater Treatment 1 .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Wastewater Treatment 2 .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Wastewater Treatment - Industrial .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Wastewater Collection Systems .....	64.00 .....	12 months .....	\$190.00
<input type="checkbox"/> Wastewater Analysis .....	48.00 .....	12 months .....	\$190.00

Name: \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Address : \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

AWWA Member # (if applicable): \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee's Email: \_\_\_\_\_

Email to send invoice/sales receipt: \_\_\_\_\_

**PAYMENT INFORMATION**

- Purchase Order Number : \_\_\_\_\_
- Check Enclosed or Sending Check
- Invoice Me
- Credit Card (Mastercard, Visa or American Express)

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signed: \_\_\_\_\_

# VIDEO/DVD LIBRARY RENTAL PROGRAM RESERVATION FORM

Please order one video or series at a time.

Video library details can be found by visiting [www.isawwa.org](http://www.isawwa.org) > Training & Events > Video/DVD Library.

**A \$200.00 FEE WILL BE ASSESSED FOR ALL UNRETURNED VIDEOS**

TITLE	FORMAT	MAXIMUM HRS EARNED	MEMBER/ NON MEMBER
#100 Distribution Series .....	VHS .....	1.00 .....	\$10/\$20
#102 Water Treatment Series .....	VHS .....	0.75 .....	FREE when added to any other video
#104 Operator Math .....	VHS .....	0.25 .....	FREE when added to any other video
#105 Case Studies in Source Water .....	VHS .....	0.25 .....	FREE when added to any other video
#106 Routine Coliform Sampling for Water Utilities .....	VHS .....	0.25 .....	\$10/\$20
#107 Security Risk Assessment for Water Utilities .....	VHS .....	3.00 .....	\$10/\$20
#109 Distribution System Repair, Rehab & Replacement .....	VHS .....	3.00 .....	\$10/\$20
#110 Automation & Instrumentation .....	VHS .....	3.00 .....	\$10/\$20
#111 Taste & Odor in Drinking Water .....	VHS .....	3.00 .....	\$10/\$20
#112 Roles & Responsibilities of Operators, Mgrs, Owners & Board Members .....	VHS .....	0.50 .....	\$10/\$20
#114 Groundwater Treatment .....	VHS .....	1.75 .....	\$10/\$20
#115 Storage & Distribution .....	VHS .....	1.00 .....	\$10/\$20
#116 Monitoring .....	VHS .....	0.75 .....	\$10/\$20
#117 Managerial Responsibilities .....	VHS .....	1.00 .....	\$10/\$20
#118 Financial Considerations .....	VHS .....	0.75 .....	\$10/\$20
#119 Emergency Preparedness .....	VHS .....	0.25 .....	\$10/\$20
#123 Water System Security .....	VHS .....	1.00 .....	\$10/\$20
#125 Emerging Treatment Technologies .....	VHS .....	3.00 .....	\$10/\$20
#126 Operations & Maintenance; Tools & Techniques .....	VHS .....	3.00 .....	\$10/\$20
#127 Maintaining Water Quality .....	VHS .....	2.75 .....	\$10/\$20
#128 Preventing Waterborne Disease: Is Your System at Risk? .....	VHS .....	3.75 .....	\$10/\$20
#129 The Shrinking Workforce: Hype or Crisis? .....	VHS .....	3.00 .....	\$10/\$20
#130 Emerging Issues in Water Utility Operations .....	VHS .....	2.00 .....	\$10/\$20
#131 Innovative Operator Tools: SCADA, AMR and GIS .....	VHS .....	2.00 .....	\$10/\$20
#132 Excellence in Water Quality Distribution .....	VHS .....	3.25 .....	\$10/\$20
#133 Basics of Waterborne Pathogens .....	VHS .....	3.00 .....	\$10/\$20
#134 Water Resource Alternatives: The Future of Sustainable Utility Practices .....	VHS .....	3.00 .....	\$10/\$20
#136 Water Systems Operation & Maintenance .....	DVD .....	4.50 .....	\$10/\$20
#137 3-8-07 Satellite Teleconference .....	DVD .....	3.00 .....	\$10/\$20
#138 Careers in Drinking Water (10 minutes) .....	DVD .....	0.00 .....	\$10/\$20
#140 The Water Works: From Source to Tap (12 minutes) .....	DVD .....	0.00 .....	\$10/\$20
#141 Modern Mavels: City Water (50 minutes) .....	DVD .....	0.00 .....	\$10/\$20
#142 Habitat Earth, H2O (30 minutes) .....	VHS .....	0.00 .....	\$10/\$20
#143 Earth Cafe: Source Water Protection (24 minutes) .....	VHS .....	0.00 .....	\$10/\$20
#144 Whaddya Know About H2O (10 minutes) .....	DVD .....	0.00 .....	\$10/\$20
#145 Science Court (22 minutes) .....	VHS .....	0.00 .....	\$10/\$20
#146 Down the Drain (30 minutes) .....	VHS .....	0.00 .....	\$10/\$20
#147 Liquid Assets (105 minutes) .....	DVD .....	0.00 .....	\$10/\$20
#429 Unidirectional Flushing .....	DVD .....	0.25 .....	\$10/\$20

## VIDEO/DVD RESERVATION FORM Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

Name: \_\_\_\_\_

Company/Utility: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

AWWA Member # (if applicable): \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee's Email: \_\_\_\_\_

Email to send invoice/sales receipt: \_\_\_\_\_

Purchase Order Number : \_\_\_\_\_

Check Enclosed or Sending Check

Invoice Me

Credit Card (Mastercard, Visa or American Express)

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signed: \_\_\_\_\_

# SPLASH

2011 article submission guidelines

## ABOUT SPLASH

Splash quarterly magazine not only enables you to reach out to over 2,100 ISAWWA members, who each receive the magazine through the mail; but it also creates additional exposure to everyone in the water industry with our online issue! Splash is available on the section website to members and nonmembers at [www.isawwa.org](http://www.isawwa.org)

## ARTICLE SUBMISSION INFORMATION

Advertisers are encouraged to submit articles that would be of interest to the membership. The editor reserves the right to publish any submissions. Photos should be high resolution jpg format and sent to [lisa@isawwa.org](mailto:lisa@isawwa.org). Articles should be submitted in an editable word document. Articles are encouraged to be sent electronically to Melanie Van Heirseele, Splash Editor at [vanheirseele@comcast.net](mailto:vanheirseele@comcast.net)

## PUBLISHED DATES

Splash will be published on the following scheduled dates:

**February 14, 2011**

**April 28, 2011**

**August 27, 2011**

**November 14, 2011**

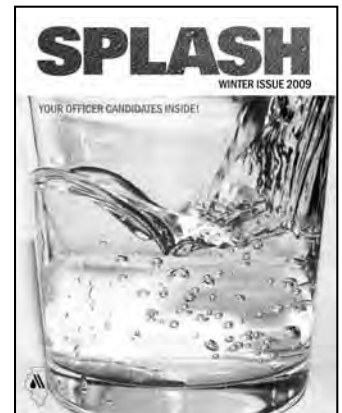
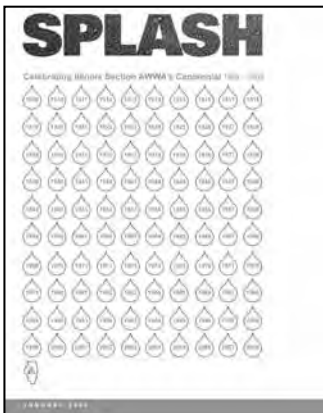
## ARTICLE SUBMISSION DEADLINES

**February Issue:** January 13, 2011

**April Issue:** March 28, 2011

**August Issue:** July 27, 2011

**November Issue:** October 14, 2011



# SPLASH

## 2011 advertisement order form

### 1 STEP 1: FILL OUT & SUBMIT THIS FORM NOW TO HOLD YOUR 2011 AD SPACE

Fax To: 866-521-3591

Mail To: ISAWWA, 545 South Randall Rd, St. Charles, IL 60174

### 2 STEP 2: SEND YOUR ADVERTISEMENT ARTWORK BY JANUARY 15, 2011

Ads should be emailed to [lisa@isawwa.org](mailto:lisa@isawwa.org) as high resolution, PDF or TIFF files

### HOW ARE YOU SUBMITTING YOUR ADVERTISEMENT ARTWORK?

- I will send my ad artwork to [lisa@isawwa.org](mailto:lisa@isawwa.org) as a high resolution, PDF or TIFF file by **JANUARY 15, 2011**
- I have already sent my ad to [lisa@isawwa.org](mailto:lisa@isawwa.org) as a PDF or TIFF file

### SELECT ADVERTISEMENT TYPE: PRICE INCLUDES ALL 4 ISSUES!

#### BLACK AND WHITE ADS

- Business card.....\$200.00 (3 ½" wide by 2" tall)
- ¼ page.....\$300.00 (3 ½" wide by 4 ½" tall)
- ½ page.....\$550.00 (Vertical: 3 ½" wide by 9 ¼" tall; Horizontal: 7 ¼" wide by 4 ¼" tall)
- Full page.....\$985.00 (7 ¼" wide by 9 ¼" tall)

#### PROCESS COLOR ADS

- ¼ page.....\$600.00 (3 ½" wide by 4 ½" tall)
- ½ page.....\$850.00 (Vertical: 3 ½" wide by 9 ¼" tall; Horizontal: 7 ¼" wide by 4 ¼" tall)
- Full page.....\$1,300.00 (7 ¼" wide by 9 ¼" tall)
- Inside front/back covers..\$1,500.00 (Ask if available)
- Outside back cover.....\$1,800.00 (Ask if available)

### SELECT PAYMENT OPTION: Invoice me    Sending check    Purchase order    Credit card

Name on card: \_\_\_\_\_

Credit card number: \_\_\_\_\_

Expiration date: \_\_\_\_\_

Purchase Order#: \_\_\_\_\_

### FILL OUT CONTACT INFO

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Contact's Email: \_\_\_\_\_

Email to send invoice/sales receipt: \_\_\_\_\_

### FOR MORE INFORMATION

Visit [www.isawwa.org](http://www.isawwa.org) | Phone: 866-521-3595 Ext. 2 | Fax: 866-521-3591 | Email: [lisa@isawwa.org](mailto:lisa@isawwa.org)

**Illinois Section AWWA**  
545 South Randall Road  
St. Charles, IL 60174

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Permit No. 66

As part of our “Green Initiative”, we try to eliminate duplicate or incorrectly addressed mailing pieces. If the information listed on this mailing panel is incorrect, please call us at **866-521-3595 ext 3**.

**Illinois Section**  
**American Water Works Association**  
**TRAINING SCHEDULE**  
January - June 2011

