

Education Committee Report (7-14-2011)

Teresa,

I will not be able to participate in the conference call this Thursday. My wife is scheduled to go to the hospital that morning for the birth of our fourth little girl.

As Education Committee Chair, I have had brief discussions with Mike Wentink and Eric Lee about Top Ops and I believe that things would work out well for Top Ops to be within the Education Committee. I took a quick look at the Draft SOP and it looks good with only comment now being that Training needs to be changed to Education Committee.

Take Care.

John D. Keith

Manager of Laboratory Services

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## Member Survey Ad Hoc Committee Report

NSAWWA board Meeting; July 14, 2011

Marc Rosso and I completed an article for an upcoming issue of *Wise Water Words* consisting of Nebraska Section AWWA member survey findings. This particular article focused on demographic findings related to Section membership. We plan to produce at least one similar article for a future edition of *Wise Water Words* that will focus on specific survey findings related to water operators.

## **NE AWWA**

### **Nitrate/Source Water Protection Ad Hoc Committee**

**July 11, 2011**

#### **Activities:**

- Wise Water Words – Nitrate Article – An article discussing sources and treatment options for nitrates has been prepared and will be in the next publication.
- Nebraska Wellhead Protection Network – A meeting was held on June 23<sup>rd</sup> from 11:00 am to 2:00 pm in Seward. Doug Woodbeck and Ben Day attended, David presented at the meeting.
- Groundwater Foundation National Conference – The NE AWWA Board was polled via email and agreed to exhibit at the conference. A check and registration were turned in to reserve a booth.

#### **Future Actions:**

- Prepare a third article for Wise Water Words.
- Attend NE Wellhead Protection Network meeting.
- Coordinate an exhibit for the Groundwater Foundation National Conference. We need booth ideas and people to man the booth.

#### **Submitted By:**

Ben Day, Committee Chair

## **PUBLICATIONS COMMITTEE REPORT**

Brian Gongol, chair - brian@gongol.net

### **WISE WATER WORDS**

The summer edition of Wise Water Words has been sent to national for publication. We submitted enough content for about ten full pages of editorial material; I don't know how much of that will be printed or not. I gave them a rank-ordered list of what articles to include and which could be dumped if they ran out of room:

#### **Must-print:**

- Legislative recap
- Nominations report
- Water for People golf outing report
- Call for papers - Fall Conference
- Director's report
- Chair's column
- Cover photo: Flooding in Plattsmouth

#### **Should print:**

- Vendor information for fall conference
- Water operator workshop schedule
- New members
- Drinking Water Week proclamation by governor
- Photo: Drinking Water Week proclamation
- Nitrates story - mitigation
- Photo: Water for People golf outing
- Public Information committee report
- Student Activities committee report
- Safety committee report
- Photo: Fuller Award recipient
- Infographic
- Mentoring Q&A
- Mentoring Q&A photo

#### **If there's room:**

- Budget report
- Fall conference 2010 presentation summary
- Editor's column
- Facility spotlight
- Interstitials (to fill small gaps in copy)
- Membership survey

**Your feedback requested:** I am very interested in feedback on the contents of the newsletter -- should we cut some types of articles? Are we missing some that should be included? The layout is largely beyond my control, but I'm interested in any feedback that would lead to a more useful

and interesting newsletter.

## **MISSING PRINT COPIES**

It was brought to my attention that some members did not receive their hard copies of the spring edition. So far, I am only aware of missing copies at HDR. National AWWA confirms that they sent copies addressed to all of the individuals who were missed, and seems to think that the problem is in HDR's corporate mailroom or the Omaha Post Office. Knowing whether other AWWA members were also missed will help me to determine whether the problem is on AWWA's end or not.

**Your feedback requested:** If you are aware of anyone who did not receive their printed copy of the spring edition of Wise Water Words, please let me know so we can track down the source of the problem.

## **WEBSITE UPDATE**

The website has also been updated. I do not use the same publishing tools that Mari Matulka did, so the look of the site has been significantly overhauled. The design of the site is definitely not set in stone, so if you have any suggestions to make it easier to navigate and use, I would welcome those.

**Your feedback requested:** I would like to set up individual pages for the different committees, so I would welcome any suggestions for what committee chairs would like to have on their pages.

## **DOMAIN NAME RENEWAL**

The domain name awwaneb.org is up for renewal. I have previously forwarded my recommendation for what to do about the renewal.

## **E-MAIL DISTRIBUTION LIST**

The e-mail distribution list has about 169 members. Mari Matulka's list had another 160 names, and I invited those people (twice) to join the new list, but they have obviously not responded. I had to set up the new list using what's called a "listserv" service, because my Internet service provider won't allow me to send out a single e-mail to hundreds of recipients (doing so makes the network think my computer has been infected with a virus and is sending out spam). The listserv I am using comes from a reliable hosting provider and I am able to use it at no cost to the Section since I use the provider for other services. However, I need people to deliberately confirm that they want to be included in the new listserv, otherwise I cannot add their names without permission.

**Your feedback requested:** If you are aware of anyone who is not receiving our e-mail updates, please tell them to visit <http://awwaneb.org/contact/> where they can sign up, or tell them to send me an e-mail (brian@gongol.net) requesting to be added to the list.

## Committee Standard Operating Procedures

(COMMITTEE NAME) Training (?) – Top Ops Competition

(Issue Date) June 30, 2011

### Goals

1. Conduct a Top Ops Competition Annually.

### Committee Membership

1. Current Members of the Training Committee (?)
2. **Committee chair**
3. **Contributing members (may supply questions; may also participate in the competition)**
4. **Presenter/moderator**
5. **Nebraska DHHS DPH training officer**

### Activities / Deliverables

1. Conduct a Top Ops Competition annually at the Joint Annual Conference.

### Timeline/Deadlines

1. Verify that the equipment necessary for the Top Ops Competition is available by April 1 (buzzer equipment).
2. Name the Presenter/Moderator of the competition by July 1.
3. **Committee members submit** any new competition questions to be added to the approved question bank to the NHHS, DPH Training Officer by August 1 for approval.
4. Verify that the Top Ops Competition presentation has been completed by the Presenter/Moderator by October 1.
5. The **Presenter/Moderator committee chair** verifies that the necessary electronic devices are available for the Top Ops Competition (lap top computer, LCD projector, buzzer setup, etc.) by October 1.
6. **Reimbursement for ACE attendance is made to the winning team by \_\_\_\_\_.**

### Standard Procedures

1. The Nebraska Section AWWA Top Ops Competition will be designed to be an entertaining and educational competition that participants will enjoy participating in. Every effort should be taken to prevent this competition from becoming a cut throat type of competition.
2. A question bank for the Top Ops Competition, approved by to the NHHS, DPH Training Officer, consisting of a minimum of 500 questions will be used by the Presenter/Moderator for the development of the competition.
3. Only the Presenter/Moderator will have access to the presentation so that any attendee may participate in the competition.
4. Top Op teams can consist of 3 to 4 members. Teams consisting of 3 members will have all members meeting the AWWA definition of an operator for Top Ops Competition. Teams consisting of 4 members may have 1 member who does not meet the AWWA definition of an operator for Top Ops Competition.

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5. Top Op team members do not have to be members of AWWA to participate. However, the team that the Nebraska Section AWWA sponsors to the ACE competition will have to meet all the criteria in **Appendix A**.
  6. The Nebraska Section AWWA will sponsor the winning team to ACE.
  7. The Top Ops Competition presentation will have random questions **to discourage teams from responding prematurely before all of the choices have been listed**. To accomplish this answers may include **none** of the above, all of the above, ppm instead of mg/l etc.
  8. Cash prizes will be awarded to the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place teams. The prize amount will be determined by the Training committee and approved by the Nebraska Section AWWA Board.
  9. The Top Ops Competition will be limited to the first 8 teams registered. The registration will be on a first come basis.
  10. All questions used in the Nebraska Section AWWA Top Ops Competition will be multiple choice with the exception of the tie breaker questions.
  11. **Members of the committee not participating in the competition shall assist the presenter/moderator as judges and scorekeepers.**

### Supporting Materials

1. Appendix A
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NEBRASKA SECTION AWWA BUDGET 2011			
	2011 Actual	2011 Budget	
<b>INCOME</b>			
Section Allotment	12153.00	11,050.00	
Association Allotment	2847.00	3,950.00	
Multi-section Allotment	468.80	650	
Annual Fall Conference	11,671.17	43,000	Fall Conference; Assumes \$13,000 above expenses
Interest on Accounts	471.59	900	
Advertising Income	0.00	0	No advertizing income 2011
Water for People			
Raffle - Fall Conference	0.00	1,500	Revenue Neutral
Golf Event	9,565.91	8000	Revenue Neutral
Trap Event	0.00	2,000	Revenue Neutral
Safety Committee	0.00	1300	2 wrkshps
Special Project Funding	0.00	0	
WARN	0.00	0	
Small Systems	0.00	250	
Education Committee	0.00	0	
Pipe Workshop (Biannual '10, '12, '14)	0.00	0	
Preconference (Biannual '11, '13, '15)	0.00	1800	Revenue Neutral
SRF	0.00	15000	May be funded in 2011 how much??? Revenue neutral
Miscellaneous	0.00	0	
<b>TOTAL INCOME</b>	<b>37,177.47</b>	<b>89,400.00</b>	
<b>EXPENSES</b>			
Safety Committee	0.00	1525	2 workshops & handouts; \$100 Safety Awards, application mailing & congrats \$200
Cross Connection Workshop	0.00	2470	(Ultimate backflow challenge \$770 plus \$200 for qualifying round, \$1500 for LoNM contract)
Education			
Education Committee	0.00	750	Hi Tech operator series of 3; \$600 per 2 day class or \$1500 for all three 2 day classes; plus presenter expenes including per diem
LONM/NSAWWA Seminars	0.00	5,000	
Pipe Workshop (Biannual '10, '12, '14)	0.00	0	
Preconference (Biannual '11, '13, '15)	0.00	1,800	Revenue neutral
Public Info Comm.	30.00	750	
Small Systems Committee	0.00	1,000	
Director's Spouse (Meeting Expense)	274.30	300	
Publications			
Wise Water Words	0.00	0	No expenses 2011
Membership Directory	0.00	0	\$4200 needed 2012
Advertising	0.00	0	
Student Activity	0.00	350	
Membership	0.00	300	
Awards	402.15	600	Fuller Award \$50 for plaque, WISA & Meritorious award mailing \$400
Research Foundation	0.00	1,000	
Regional Officer's Meeting/Officer Training			
Summer Leadership Workshop	0.00	1,500	
Membership Summit	0.00	0	
WFP Workshop	0.00	750	
Regional Officer Meetings	488.05	1,500	
Annual Meeting at Fall Conference	0.00	1,500	
Annual Fall conference ('11, '14, '17,...)	0.00	30,000	\$13,000 more revenue than expenses
Water for People - Event Expenses			
Raffle - Fall Conference	0.00	700	Revenue neutral
Golf Event	4,680.58	4,000	Revenue neutral
Trap Event	0.00	200	Revenue neutral
Water for People - Payment to WFP			
Raffle - Fall Conference	0.00	800	Revenue neutral
Golf Event	4,865.33	4,000	Revenue neutral
Trap Event	0.00	1,800	Revenue neutral
MAC Council	0.00	0	
Scholarships			
Abel Wolman	0.00	1,000	Tony Bilek for Winter Mtg or ACE
Stockholm Water Prize	0.00	500	
Top Ops	0.00	3,000	2 to 3 people; \$3000/# of people up to expenses
Poster Board Competition	0.00	1,000	1 person (registration is free)
Conference	0.00	0	
Leisen	0.00	3,000	
SRF	0.00	15,000	May be funded in 2011; Revenue neutral
Young Professionals	0.00	50	
Water Utility Council (Registration at ACE, etc.)	0.00	750	



Nitrate Ad Hoc Committee	450.00	0	Ground water Guardian Exhibition fee for annual conference
WARN	0.00	750	For liability coverage for WARN committee members
Washington Fly-In	2,594.69	2,250	\$1500 fly in plus \$750 for ACE registration
Business			
Board Conference Calls	92.91	500	
Web Site Hosting	0.00	0	Web site hosting by Network Solutions; \$5.99 per month or \$718.80 with a 10 year contract
Web Site Registration	0.00	100	Renews in 7/30/11; \$10 per year; assumes 10 year contract
PO Box	44.00	50	
Bonds for treasurers (2)	100.00	150	
Retreat (Annual)	0.00	250	In 2010, \$128 was spent for lunches & donuts
Tax Prep (Annual)	545.00	550	
Secretary of State (\$35 Bi-annual non-profit)	23.00	35	
Audit (Every 3 years 2010,2013, 2016 etc)	0.00	0	In 2010, \$2500 was spent
Miscellaneous (pens, postage, envelopes)	79.20	400	
TOTAL EXPENSE	\$ 14,669.21	\$ 91,930.00	
NET INCOME	\$ 22,508.26	\$ (2,530.00)	
			All accounts accurate as of 7/7/11
Preconference Savings Acct	\$ 3,225.71		XXXXXX9140
Pipe Workshop Savings Acct	\$ 1,586.08		XXXXXX6735
Savings Acct Balance	\$ 3,728.09		XXXXXX8714
Checking Acct Balance	\$ 26,189.71		XXXXXX9562
CD Reserves		Interest Rate	
070811 CD	8142.38	0.90%	TIME ACCOUNT XXXXXX5443
082612 CD	11912.84	1.40%	TIME ACCOUNT XXXXXX1283
032613 CD	11932.37	1.90%	TIME ACCOUNT XXXXXX1300
080814 CD	8142.38	1.64%	TIME ACCOUNT XXXXXX5435
<b>Total</b>	<b>40129.97</b>		
Reserve Goal \$40,000			
		Interest Rate	
092911 Leisen Scholarship CD	8333.00	0.90%	TIME ACCOUNT XXXXXX5682
032912 Leisen Scholarship CD	8333.00	1.39%	TIME ACCOUNT XXXXXX5690
112912 Leisen Scholarship CD	8334.00	1.88%	TIME ACCOUNT XXXXXX5674
<b>Total</b>	<b>25000.00</b>		

Treasurer's Report ( 7-14-2011)

Teresa & Doug

I just got word that our almost adopted son's brother was born yesterday. He will be placed with us tomorrow Wednesday July 13<sup>th</sup>.

His name is Quentin Ashur; hopefully, he has 10 fingers and toes.

I be caring for him the next three days before my wifes leave kicks in for the following few weeks.

I will not be able to attend the conference call.

My report is as follows:

Taxes have been filed.

A CD that mature on 8/8/11 has been rolled over to a longer term and a better interest rate. I will do that tonight on the way home.

I emailed my notes on the Custer RSMO. I will discuss highlights at a future time.

Happy Day!

David



Young Professionals Committee Report (7-14-2011)

In general, YP doesn't have anything significant to report. We are looking for volunteers for the group and are going to shuffle the deck a little bit to get some more action out of people. We have some ideas and concepts moving and hope to announce them soon.

Thank you,



Justin J. Stine, PE  
Environmental Engineering Dept.  
Senior Project Engineer

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***Your Goals - Our Team - One Vision***



**American Water Works  
Association**



April 27, 2011

Dear Board Members,

In 2011 a joint resolution was adopted by the Boards of both the American Water Works Association (AWWA), and the Water Environment Federation (WEF), which states in part: *AWWA and WEF resolve to support and lead as necessary an effort to develop a cohesive voice for the water community by encouraging collaboration between our members, coordinating programs and services, and developing consensus on major water policy issues.*

We are pleased to provide an update on our successful joint activities and a roadmap of future joint activities. While maintaining our respected identities in core areas, we believe these proposed partnering initiatives will expand the visibility and strength of each organization.

With a strong history of partnering on activities, events and publications, our two organizations are proud of the rich information provided by these events and materials. Some of our current joint projects include:

- ✓ Utility Management Conference
- ✓ Work For Water Website and Materials
- ✓ Young Professionals Summit
- ✓ Washington DC Fly-In (**NEW**)
- ✓ Effective Utility Management Program
- ✓ Potential Workforce Grant (**NEW**)
- ✓ Publications (current titles: *Standard Methods for the Examination of Water and Wastewater*, 21<sup>st</sup> edition, *Using Reclaimed Water to Augment Potable Water Supplies*; *International Standard Units for Water & Wastewater*)

Because of the past success of our joint endeavors, our Associations are embarking on additional plans and strategies in the following areas:

- ✓ **Further expansion of the *Water Matters!* Fly-In.** This year for the first time AWWA and WEF co-hosted this annual event, resulting in the highest number ever of participants and Congressional visits. Our primary message was the need for infrastructure reinvestment and a proposed financing strategy called WIFIA which is modeled after a successful transportation program of similar name (i.e. TIFIA). Because of the success of the 2011 joint Fly-in, in 2012 we plan to once again co-host this event and further expand to include grassroots efforts before and after the Fly-In to better engage AWWA's Sections and the WEF's Member Associations.

✓ **Expand Work for Water (WFW) website and program.** Both Associations are dedicated to the goals of the WFW program: to enhance the image of the water careers and to develop green jobs. WEF and AWWA will now provide additional time and resources to provide more depth to the program. Examples of the proposed enhancements include development of a WFW toolkit for career counselors, the launch of a social media campaign including a YouTube video competition, building strategic partnerships, and providing expanded job training information.

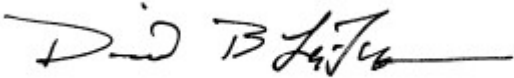
✓ **Young Professional Engagement and Leadership Development.** To create and strengthen the synergies between the younger members of both Associations, we will embark on a joint program tailored specifically to connect young professionals via the web, with a focus on leadership opportunities and skills building. The program will utilize an application process to select high potential young professionals who, as a group, will engage in a series of networking, leadership and professional skill building activities and modules that will lead to a “graduation.” These young professionals will connect with water sector leaders through a mentoring activity and through participation in our annual conferences. We also envisage that the program will include membership in both Associations.

Staff of each organization is committed to providing the strongest programs with the most relevant information to members. These programs are breaking down the barriers between the Associations so that the entire water sector benefits. Together, the two largest water Associations will be able to better serve and better support the many water professionals that have dedicated their lives to supporting public health.

The areas of collaboration described in this letter were identified by the senior staff of the two organizations during a recent meeting at WEF Headquarters. During the meeting the staff shared information on each organization’s current priorities in order to determine where working together was most likely to be beneficial. We believe that we have identified areas in which collaboration can provide the greatest benefit for our organizations and members and that with focus we will achieve successes on which we can build. We are already in the process of developing timelines, staffing requirements, budgets and business plans for each of the above proposals. In addition to this written update, we intend to provide separate briefings to the Presidential Officers of both Associations by mid-May. The May briefings will be followed by a gathering at ACE to continue our progress and celebrate our success.

Please feel free to contact either of us should you have questions.

Sincerely,



David B. LaFrance  
Executive Director  
American Water Works Association



Jeffery A. Eger  
Executive Director  
Water Environment Federation



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May 18, 2011

Re: **Domain name renewal**

To the members of the board:

I received notice from Network Solutions, the current domain registrar for the Nebraska Section AWWA website, that our domain name is set to expire at the end of July. Given the opportunity to review the renewal pricing, I wanted to advise you of our options and make a recommendation.

Domain names can be renewed for a variety of terms, from one year through multiple years. I have been managing domain names for various business and recreational purposes for more than a decade, and in my experience, the best term to use is 5 years. That length balances the convenience of having a long-term registration with discounted pricing, but it does not lock in for such a long term that we would miss out on future decreases in price (believe it or not, domain names are substantially cheaper to register today than they were ten years ago).

Our domain name is currently registered with Network Solutions, which offers a price of **\$22.99 per year** for a five-year domain registration, for a total price of \$114.95 (see Appendix 1). By comparison, an alternative service called PairNIC offers a five-year domain registration for **\$13.00 per year**, or \$65.00 for the full five-year term (see Appendix 2).

I have used PairNIC for all of my registrations in the last ten years, and have been very happy with their service. They offer certain "value-added" features that are very attractive, including the ability to set up e-mail addresses that forward messages invisibly to the recipient -- in other words, offering us the ability to create e-mail addresses like [chair@awwaneb.org](mailto:chair@awwaneb.org) that would seamlessly forward directly to the inbox of the section chair for that year without any human intervention. I am sure you can see the advantage to having a permanent address for each of our major board (or even committee chair) positions, even though the individuals occupying those positions may change.

Please note that the domain registration is separate from the website hosting service, which I will address when that service term expires.

I recommend that we change domain registrars to PairNIC and register the domain name for a five-year term. At the next board meeting, I will seek your authorization to make these changes.

Respectfully submitted,

Brian Gongol  
Publications Committee Chair

## Domain Name Pricing Chart

5 years at \$22.99 per year = \$114.95

Sort Domain Extensions by Region    Sort Domain Extensions Alphabetically

All Domain Registration <b>Prices Listed Are Per Year</b> — All Years Are Billed At Time Of Purchase										
	1 Year w/ Annual Package*	1 Year w/ Monthly Package*	1 Year	2 Years	3 Years	5 Years	10 Years	20 Years***	100 Years***	
<b>Most Popular</b>										
.BIZ	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.CO	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	N/A	N/A	
<b>.COM</b>	<b>Free</b>	<b>\$34.99</b>	<b>\$34.99</b>	<b>\$32.99</b>	<b>\$28.99</b>	<b>\$22.99</b>	\$17.99	\$13.99	\$9.99	
.INFO	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.MOBI	\$34.99	\$34.99	\$34.99	\$32.99	\$29.99	\$24.99	\$21.99	N/A	N/A	
.NAME	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.NET	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.ORG	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.PRO	\$34.99	\$34.99	\$34.99	\$32.99	\$28.99	N/A	N/A	N/A	N/A	
.TV	\$44.99	\$44.99	\$44.99	\$44.99	\$44.99	\$44.99	\$44.99	N/A	N/A	
.TEL	N/A	N/A	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	N/A	N/A	
<b>North America/Caribbean</b>										
.CA	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	N/A	N/A	**f
.GD	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	N/A	N/A	
.MS	\$34.99	\$34.99	\$34.99	\$29.99	\$24.99	\$19.99	N/A	N/A	N/A	**b
.MX	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	N/A	N/A	
.COM.MX	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	N/A	N/A	
.QC.COM	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	N/A	N/A	
.TC	\$34.99	\$34.99	\$34.99	\$29.99	\$24.99	\$19.99	N/A	N/A	N/A	**b
.US	Free	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	\$13.99	\$9.99	
.US.COM	\$34.99	\$34.99	\$34.99	\$29.99	\$29.99	\$29.99	\$29.99	N/A	N/A	
.VC	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	N/A	N/A	
.VG	\$34.99	\$34.99	\$34.99	\$29.99	\$24.99	\$19.99	N/A	N/A	N/A	**b
<b>Central/South America</b>										
.AG	\$99.99	\$99.99	\$99.99	\$99.99	\$99.99	\$99.99	\$99.99	N/A	N/A	
.AR.COM	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	\$29.99	N/A	N/A	
.BR.COM	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	N/A	N/A	
.BZ	\$34.99	\$34.99	\$34.99	\$29.99	\$24.99	\$19.99	\$14.99	N/A	N/A	
.CO	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	N/A	N/A	
.COM.CO	\$34.99	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	N/A	N/A	
.NET.CO	\$34.99	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	N/A	N/A	
.NOM.CO	\$34.99	\$34.99	\$34.99	\$32.99	\$28.99	\$22.99	\$17.99	N/A	N/A	
.GS	\$34.99	\$34.99	\$34.99	\$29.99	\$24.99	\$19.99	N/A	N/A	N/A	
.HN	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	N/A	N/A	
.LC	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	\$39.99	N/A	N/A	
.UY.COM	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	\$59.99	N/A	N/A	
<b>Europe</b>										
.AM	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	\$74.99	N/A	N/A	
.AT	\$69.99	\$69.99	\$69.99	\$64.99	\$59.99	\$54.99	N/A	N/A	N/A	**b
.BE	\$29.99	\$29.99	\$29.99	\$24.99	\$19.99	\$17.99	N/A	N/A	N/A	**b
.CH	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	\$34.99	N/A	N/A	
.CZ	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	N/A	N/A	

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## Prices

Top-level domain name	1 Year	2 Years	3 Years	4 Years	5 Years
<a href="#">com</a> net org	<b>\$19</b>	<b>\$36</b> \$18/year	<b>\$51</b> \$17/year	<b>\$56</b> \$14/year Good Value	<b>\$65</b> \$13/year Best Value
biz info us ws					

## pairNIC 9th Anniversary Special

Get \$9 Off of Your Total Purchase  
Registrations, Renewals or Transfers

Special pricing during May 2011 only.  
Applies to COM NET ORG BIZ INFO US and WS domain names, when available.

Domain name transfers add the selected number of years to your current registration period. The month and day of your expiration date is preserved.

All active pairNIC domain names include our free enhanced services.

Renewals are priced the same as new registrations.

**All fees are non-refundable.**

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Report on RMSO Meeting at Custer, South Dakota by David Lathrop (7/12/2011):

South Dakota Section - Martin

- No taxes
- Limited economic development
- Limited infrastructure
- South Dakota legislature just rolled over for keystone pipeline
- Getting into smart phones for communicating work requests & documenting
- Buying up farmland to reduce surface water level nitrates

Nancy Sullivan

- AWWA's Hidden treasures – volunteer opportunities
- 10 reasons
  - It's good for you
  - Personal satisfaction; personal growth
  - A way to give back
  - Fun – brings people together – networking
  - Strengthening community
  - Learning opportunities
- Advantages of volunteering at national level
  - Treasure map for national volunteering
- Young people
  - Need to be asked
  - Some reluctant to pay dues
- Flexibility for volunteers so they can work on their own terms
- TEC Volunteer Opportunities
- Volunteers are looking for
  - Meaningful experience
  - Have less time; time is precious
- Recruitment efforts
  - Call members to volunteer
  - Meet & Greet - New member lunch
    - Encourage volunteer opportunities during lunch
    - Write down a commitment in next 6 months; in six months check on commitment
  - Send out gifts – like a notepad; “Thank-you for Sticking with Us”
- Give \$50 give certificate for bringin in new members... poor response; it's hard to get people to recruit
- Create job description
  - Include time commitment
  - Mass mail – many people respond
- About AWWA – Officers & Committee – Current Volunteer Opportunity
- Have a get involve buttoned on AWWAneb.org web site
- Invite members to board meeting
- Simple questionnaire to guide potential volunteer to there are of interest and commitment

Mac Attack – Michael Simpson

- 30% of AWWA members are service providers
- 50% of YP AWWA members are service providers
- Innovation to industry

- In-depth product knowledge
- More social aptitude – create a more positive networking atmosphere
- Create a MAC Mission Statement
- Determines facilities needed for conferences & exhibits
- Aid in fund raising for water for people
- Contract negotiations for section business
- Member recruitment
- Help with resumes & interview skills
- Members \$650 non members \$850 for conferences and includes a memberships
- Mailing list only goes to members
- Product services forum & tech paper reviews
- Mac members give good presentations
  - Establish guidelines to present if it's a sales pitch
- Exhibitor Presentation/Educational Program at booths; contains more sales pitch; however, CEU certified; at set times; more CEU for operators; moderator not connected to vendor verifies attendance
- Mac does meter madness, pipe tapping, top ops
- Water for People – Wine for Us \$24,000 annually
- South Dakota, North Dakota no Mac
- Mac Committee members have first choice for picking booths
  - Points system to keep things fair – protect long time exhibitors, etc

#### Melanie Penoyar – Membership Retention

- Being involved
- Commitment
- Relationships
- Engagement
- 50%? of section members are physically involved
- Principles of retention
- Electronic receipts are being sent out this year on member renewals
- Electronic registration is enabled
- \$99 for new YP
- 25% Discount for new utilities or service providers
- 57,000 start of 2010 and 55,000 end of 2010
- Current retention rate of 87%; goal of 88% and recruit 4660 new members
- Myths of membership
  - AWWA National handles retention – fact every contact with AWWA influences decisions
  - Retentions equals renewal – fact retention is last step in renewal process
  - Recruitment & Retention get equal resources – fact recruitment gets most resources
  - Retention is a task – fact Retention is a culture
- Recruitment Cycle 1) Awareness 2) Recruitment 3) Engagement 4) Renewal
- Retention Cycle 1) Orientation 2) Participation 3) Engagement/Influence 4) Leadership
- Incentive: recruitment of 5 new members will donate \$100 for WFP
- First year of membership is closer to be a non-member than somebody has renewed more than once about ½ ; hence targeted programs for 1<sup>st</sup> year members is important
  - Standing committee for first year member retentions?

#### Melanie Ponoyar – Relationship Management Program

- Mailbox members - first to go when times get tough

- Dashboard section numbers, new members, lost members; give it a place of prominence on Agenda
- 70% of AWWA members have less than 5000 connections and the lowest retention rates
- Retirements may lose member; target replacement
- Why happier & more successful people tend to gravitate to associations
- Send somebody to membership summit

2012 Surface Water Treatment Workshop Moorhead, MN April 24<sup>th</sup> thru April 26<sup>th</sup> 2012  
-[www.awwand.org/swt](http://www.awwand.org/swt)