

# **NSAWWA Small Water System Committee**

## Standard Operating Procedures

October 26, 2009

### Goals

1. To provide training and assistance for systems under 10,000 population.
2. To hold two training sessions annually and provide this training at the lowest cost possible.
3. Encourage the use of the Sections mentoring program.
4. Work with other committees in providing educational opportunities when possible.
5. Encourage Nebraska Section AWWA Membership.

### Committee Membership

1. Maintain a minimum of six members on the Small Water System Committee.
2. Encourage the selection of committee members to adequately cover all areas of the state to provide better support to our entire membership.

### Timeline/Deadlines

1. Hold one to two training seminars prior to the fall conference and one additional seminar in the winter months if time and resources will allow.
2. Make nominations to the Awards Committee for various operators throughout the State.

### Deliverables/Activities

1. Hold training seminars in areas to adequately cover the state.
2. Provide topics most useful to operators specific to their areas.
3. Include web casting whenever possible.
4. Make at least one nomination annually of a small system operator

### Standard Procedures

1. Hold a committee meeting at least annually either at the annual conference or centrally locate a meeting and include conference calling.
2. Create sub-committees to organize and moderate seminars thought-out the state.

### Supporting Materials

1. Use the Small System Committee budgeted funds to pay for training seminars.
  - a. Brochures
  - b. Brochure mailings
  - c. Webcasting when possible
  - d. Seminar/class room materials
  - e. Meals, occasionally provided by vendor/presenter
  - f. Coffee and rolls, usually provided by the sponsoring community
  - g. Seminar facility, in most cases provided by community
2. Provide Small Water System Annual Report Form to NSAWWA prior to the annual conference.

## **Small Water System Committee**

Committee Standard Operating Procedures

November 25, 2009

### Goals

1. Three workshops in under served areas with typical topics:
  - a. Compliance
  - b. O&M practices
    - i. Wells
    - ii. Distribution systems
    - iii. Storage tanks
  - c. Asset management
  - d. Safety
  - e. Energy efficiency
  - f. Wellhead protection
  - g. Financial
  - h. AWWA webinars
  - i. Tours of facilities
  - j. NSAWWA and National AWWA, NeWARN and websites
  - k. Other topics
2. Nominate two trustee at-large positions
3. Recommendations for 2% SRF grant expenditures
4. Encourage AWWA membership
5. Encourage NeWARN membership

### Timeline/Deadlines

1. February committee action
  - a. Revised membership
  - b. Start planning April workshop
2. March NeRWA Conference meeting in Columbus
3. May committee action
  - a. Start planning July workshop
4. July workshop
5. September committee action
  - a. Start planning December workshop
6. Annual conference
  - a. Budget estimates for next year due at annual conference
  - b. Committee meeting for December workshop
7. December workshop

### Deliverables/Activities

1. April workshop
2. July workshop
3. December workshop

### Budget

1. Expenses – Accounting to Section treasurer must be provided for all expenses
  - a. Brochure printing and postage
  - b. Food
  - c. Webinars
2. Income – Accounting to Section treasurer must be provided for all income outside section allotment
  - a. Allotment – \$600
  - b. Registration— \$10 if vendor not providing lunch

### SOP

1. Free speakers
2. Free venues such as fire stations, civic centers, libraries and utilities, etc

3. Request vendors to provide lunch
4. Have DHHS determine how many CEUs for workshop
5. Ensure all water operator attendees receive credit for workshop
  - a. Obtain grade, license number and name from all attendees
    - i. DHHS may help bar code scan
6. Post workshop survey to determine future training needs and areas of improvement
7. Mail thank-you letters to AWWA attendees
8. Keep SOP current as committee changes

### Materials

1. Brochure template
2. CEU, attendance tracking and billing template
3. NeWARN contract
4. Individual benefit of joining AWWA
5. Utility member benefits of joining AWWA
6. Post workshop survey
7. Post workshop thank-you letter

### **Small Systems Committee Members 2007**

Steve Boeselager  
 City of Chadron  
 308-432-0522  
 FAX 308-432-0503  
[boeselager@panhandle.net](mailto:boeselager@panhandle.net)

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 David City W/WW Utilities Supervisor  
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David Lathrop  
 City of Seward / Water/Sewer Supt.  
 402-643-3433 Office  
 402-643-3746 Fax  
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[david.lathrop@connectseward.org](mailto:david.lathrop@connectseward.org)

# Memorandum

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**To:** Governing Body  
**CC:** File  
**From:** Water/wastewater Utility Staff  
**Date:** 8/10/10  
**Re:** NeWARN Agreement

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## **NeWARN Agreement**

I recommend that [Our Utility] participate in the NeWARN mutual aid program for political subdivisions in Nebraska that operate Water, Wastewater & Storm Water systems assistance during emergencies such as overwhelming system failures, acts of terrorism or natural disasters such as floods, tornadoes, etc.

There are no obligations if [Our Utility] chooses not to respond to another utilities call for assistance.

All manpower, equipment & material will be reimbursed at going FEMA rates.

[Our Utility] will retain ultimate supervisory authority over any of its employees.

The equipment & workers will still be under each Utilities respective insurance.

After signing the agreement, the League of Nebraska Municipalities will compile a database for each utilities resources.

# **NEBRASKA WARN WATER AND WASTEWATER AND STORMWATER MUTUAL AID AGREEMENT**

## **PURPOSE**

The Water and Wastewater and Stormwater Mutual Aid Program is hereby established to provide a method whereby water, wastewater, and stormwater departments sustaining physical damage from natural or man made disasters can obtain emergency assistance, in the form of personnel, equipment, and materials and other associated services necessary, from other water, wastewater, and stormwater departments. The purpose of this Agreement is to formally document such program. The title of this agreement shall be the Nebraska WARN.

## **PARTIES**

This Mutual Aid Agreement (“Agreement”) is entered into by, \_\_\_\_\_ [name of Utility], that by the signatures on duplicate original copies of this Agreement has consented to the terms of this Agreement. Any utility that has signed this Agreement and submitted a copy to the location designated by the Nebraska WARN governance Board is a party to this Agreement. Eligible participants shall be limited to any political subdivision of the State of Nebraska that owns and/or operates a water, wastewater and/or stormwater system.

## **PROCEDURE**

- In the event that a particular utility becomes a damaged utility, the following procedure shall be followed to the best extent possible:
- The Damaged utility may contact the Authorized representative of one or more of the Participating Utilities and provide them with the following information:
  - A general description of the damage sustained;
  - The part of the water/wastewater/stormwater system for which assistance is needed;
  - The amount and type of personnel, equipment, materials and supplies needed and a reasonable length of time they will be needed;
  - The present weather conditions and the forecast for the next twenty-four hours; and
  - A specific time and place for a representative of the damaged utility to meet the personnel and equipment of the assisting utility; and
  - The identification of work conditions and special constraints such as availability of fuel supplies, lodging/meal support, medical facilities, security, communications, etc.
- When contacted by a damaged utility, the authorized representative of a participating utility shall assess his utility’s situation to determine whether it is capable of

providing assistance. No participating utility shall be under any obligation to provide assistance to a damaged utility. If the authorized representative determines that the Assisting utility is capable of and willing to provide assistance, the assisting utility shall so notify the authorized representative of the damaged utility and providing the following information to the best extent possible:

- A complete description of the personnel, equipment and materials to be furnished to the damaged utility;
  - The estimated length of time the personnel, equipment and materials will be available;
  - The work experience and ability of the personnel and the capability of the equipment to be furnished;
  - The name of the person or persons to be designated as supervisory personnel; and
  - The estimated time when the assistance provided will arrive at the location designated by the authorized representative of the damaged utility.
- The personnel and equipment of the assisting utility shall remain, at all times, under the direct supervision and control of the designated supervisory personnel of the assisting utility. In instances where only equipment is provided by the assisting utility, the ownership of said equipment shall remain with the assisting utility and said equipment shall be returned to the assisting utility immediately upon request. Representatives of the damaged utility shall suggest work assignments and schedules for the personnel of the assisting utility; however, the designated supervisory personnel of the assisting utility shall have the exclusive responsibility and authority for assigning work and establishing work schedules for the personnel of the assisting utility. The designated supervisory personnel shall maintain daily personnel time records and a log of equipment hours, be responsible for the operation and maintenance of the equipment furnished by the assisting utility, and report work progress to the damaged utility.
  - Unless otherwise agreed to, the damaged utility must provide food and housing for the personnel of the assisting utility from the time of departure from their regularly scheduled work location until the time of return to their regularly scheduled work location. The food and shelter provided shall be subject to the approval by the Assisting utility's supervisory personnel. If not approved, food and shelter must be provided and paid for as determined by mutual agreement.
  - The damaged utility must provide communications between the personnel of the Assisting utility and the damaged utility.
  - When providing assistance under this Agreement, the damaged utility and assisting utility shall be organized and shall function under the National Incident Management System.

## REIMBURSABLE EXPENSES

To the best extent possible, the terms and conditions governing reimbursement for any assistance provided under this Agreement shall be agreed to prior to the providing of such assistance and shall be in accordance with the following provisions:

- **PERSONNEL** – During the period of assistance, the assisting utility shall continue to pay its employees according to its then prevailing rules and regulations. The damaged utility shall reimburse the Assisting utility for all direct and indirect payroll costs and expenses incurred during the period of assistance, including, but not limited to, employee pensions and benefits.
- **EQUIPMENT** – The assisting utility shall be reimbursed for the use of its equipment during the Period of Assistance according to the Schedule of Equipment Rates established and published by FEMA. If an assisting utility uses an alternate basis of rates for equipment listed on the FEMA Schedule of equipment rates, it shall provide such rates to the damaged utility prior to providing assistance. Rates for equipment not referenced on the FEMA Schedule of Equipment Rates shall be developed based on actual recovery of costs.
- **MATERIALS AND SUPPLIES** – The assisting utility shall be reimbursed for all materials and supplies furnished by it and used or damaged during the period of assistance, unless such damage is caused by negligence of the assisting utility's personnel. The measure of reimbursement shall be the replacement cost of the materials and supplies used or damaged, plus ten percent of such cost. In the alternative, the parties may agree that the damaged utility will replace, with a like kind and quality, as determined by the Assisting utility, the materials and supplies used or damaged.

## PAYMENT

Unless mutually agreed otherwise, the assisting utility shall bill the requesting utility for all expenses not later than 45 days following the period of assistance. Unless mutually agreed otherwise, the requesting utility shall pay the bill in full not later than 90 days following the billing date.

## INSURANCE

Each participating utility shall bear the risk of its own actions, as it does with its day-to-day operations, and determine for itself what kinds of insurance, and in what amounts, it should carry.

## INDEMNIFICATION

The utility requesting assistance shall indemnify, defend and hold harmless any assisting utility against any and all claims, demands and damages or expenses, including attorneys fees, arising out of or resulting from the performance of the contract that results in bodily injury, sickness, disease, death, or to injury to or destruction of tangible property, including the loss of use resulting therefrom and is caused in whole or in part by the assisting utility or anyone for whose acts any of them may be liable. However, this provision will not require the requesting utility to indemnify or hold harmless the assisting utility for any losses, claims, damages, and expenses arising out of or resulting from the gross negligence of the assisting utility.

## GOVERNANCE AND VOTING

The Nebraska WARN shall be governed by a Board of up to 11 persons selected by the participating utilities. One time in a 12 month period, the Board shall send a Board nomination form to all Nebraska WARN participating utilities. Following the submission of nominations, the Board shall send a ballot of Board candidates to all Nebraska WARN participating utilities. Each participating utility shall be entitled to complete one ballot. The persons receiving the most votes on the returned ballots shall be the Nebraska WARN Board. Board members do not have to be staff or elected officials of a participating utility.

## BOARD DUTIES

The Board shall have the authority to govern the general operations of the Nebraska WARN. The Board shall have the authority to appoint one or more Nebraska WARN administrators to assist in the general operations of the Nebraska WARN.

## FUNDING AND PROPERTY OWNERSHIP

The Nebraska WARN shall not collect dues, taxes or any type of revenue from the participating utilities. The Nebraska WARN shall not own property.

## TERM AND DURATION

This Agreement shall become effective as to each party on the date such party executes the Agreement and shall continue in force and remain binding until said party terminates the agreement. Termination of participation in this Agreement by a party shall not affect the continued operation of this Agreement between and among the remaining parties. This agreement shall remain effective until January 31, 2058.



TERMINATION

Any Party may at any time by written resolution or notice given to the administrator to decline to participate in the provision of mutual aid. The party shall give written notice of termination of participation in this Agreement.

**NOW, THEREFORE, in consideration of the covenants and obligations contained herein, the Participating Utility listed here, as a Participating Utility duly executes this Water/ Wastewater/Stormwater Mutual Aid Agreement this \_\_\_\_\_ day of \_\_\_\_\_, 2008.**

\_\_\_\_\_

Name of Utility

\_\_\_\_\_

Authorized Representative

2008

2008

**REGISTRATION FORM**  
**December 10<sup>th</sup> AWWA Workshop**

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

\_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State, Zip \_\_\_\_\_

No Registration Fee!!! Meal Provided

Includes: Workshop, Webcast & Lunch

**NEBRASKA CHAPTER AWWA**

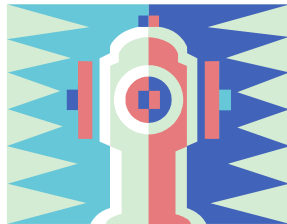
*Return this form or call or email:*

David Lathrop, Seward Water Dept.  
PO Box 38, Seward, NE 68434

**FAX: (402) 643-3746**

Phone: (402) 641-4760

Email: [David.Lathrop@Connectseward.org](mailto:David.Lathrop@Connectseward.org)



**Please Register as Soon as Possible  
to Plan Meal Counts & Handouts  
(Late registration also available at the door)**

David Lathrop  
Water Dept.  
PO Box 38  
Seward, NE 68434



**American Water Works  
Association**

The Authoritative Resource on Safe Water™

Nebraska Section AWWA  
Small System Committee  
Present

**Water Storage  
Tank  
Maintenance,  
Staying on Top of  
Infrastructure  
Needs, Coliform  
Rule Changes, Etc**  
*Info to Stay in Compliance*

Location: Seward Reverse Osmosis Water  
Plant, 1460, 294<sup>th</sup> Rd, Seward, Nebraska

2008

2008

2008

2008

**AWWA Workshop**

**Wednesday, December 10th, 2008**

Moderators Eric Melcher & David Lathrop

DHHS Representative: Bob Byrkit - 402 432 4831; Bob.Byrkit@Nebraska.gov

**8:30 - 9:00 am Registration**

**9:00 - 10:00 am**

*Water is Life Video 17 minutes*  
*CUPS – Check Up Program for Small Systems*  
*(Water & Wastewater infrastructure needs management for small systems.)*

Barney Whatley – Nebraska Rural Water Association; 402 480 4297; barney@nerwa.org

**10:00 - 10:15 am Break**



**10:15 - 10:45 am**

*Well Head Protection – Protecting Source Water from Contamination*

Russ Gierhart – Upper Big Blue NRD  
402 362 6601; rgierhart@upperbigblue.org

**10:45 - 12:00 pm**

*Well & Pump Maintenance*

Dan Freese – Layne Western; 308 234 1914; dlfreese@laynechristensen.com

**12:00 - 1:30 pm WebCast & Lunch**



**AWWA Webcast on Storage Tank Maintenance**

**1:30 pm - 2:30 pm**

*Discussion on Webcast followed by New Total Coliform Rule*

Howard Isaacs – DHHS; 402 471 0930; Howard.Isaacs@Nebraska.gov

**2:30 - 2:45 pm Break**



**2:45 pm - 4 pm**

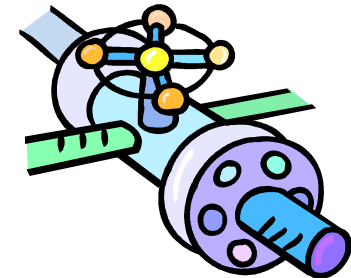
*Tour of Reverse Osmosis Water Plant*  
David Lathrop, Seward Water Department



**CONFERENCE INFORMATION**  
**Who Should Attend?**

This program has been designed to be of benefit to all water operators with emphasis on communities 3300 people or less.

Topics include: Asset management for small water & wastewater systems, source water protection, pump & well maintenance, storage tank maintenance, Total Coliform Rule Changes, tour of reverse osmosis water plant.



**Where?**

Seward, Nebraska, 1460 294<sup>th</sup> Rd  
½ Mile West of Seward off Hwy 34 and about ¼ mile south of Hwy 34 on County 294<sup>th</sup> Rd

**When?**

Wednesday December 10<sup>th</sup>, 2008

**CEU's:** DHHS has approved this workshop for 6 Water contact hours for grades 1-4.

For more information please call  
**Eric Melcher/AWWA Small Systems**  
**402.631.9607; waterdept@cityofaurora.org**

2008

2008



# Member Benefits

	Individual			Service Provider		Utility	
	Active	Operator	Student	Manufacturer / Consultant	Partner Agencies & Institutions	Small Systems	Utility
<b>Networking</b>							
Career Center	●	●	●	●	●	●	●
Peer Networking	■	■	■	■	■	■	■
Local Section Membership (North America Only)	▲	▲	▲	▲	▲	▲	▲
Discussion Forums	●	●	●	●	●	●	●
Sourcebook	■			■	■	■	■
<b>Information and Education</b>							
Journal AWWA*	■		■	■	■	■	■
Opflow*	■	■	■	■	■	■	■
Technical Database Resources	■	■	■	■	■	■	■
The Water Library®	●	●	●	●	●	●	●
Safety Talks						▲	▲
AWWA Standards (full set)**				▲	▲		▲
AWWA Standards (7 preselected)**						▲	
AWWA Education Programs (earn CEUs and PDHs)	■	■	■	■	■	■	■
Small Systems Helpline						▲	
<b>Advocacy</b>							
Only Tap Water Delivers						■	■
Regulatory Alerts and Public Affairs Advisories						▲	▲
Government Affairs Program	▲	▲	▲	▲	▲	▲	▲
Drinking Water Week Assistance					■	■	■
Public Affairs Assistance						▲	▲
<b>Leadership</b>							
Committee, Division, Council Involvement	▲	▲	▲	▲	▲	▲	▲
Section Leadership	▲	▲	▲	▲	▲	▲	▲
Publishing and Presenting Opportunities	▲	▲	▲	▲	▲	▲	▲
Awards Programs	▲	▲	▲	▲	▲	▲	▲
<b>Savings</b>							
Free Listings in Sourcebook				▲			
Discounts on Exhibits				▲	▲		
Discounts on Bookstore purchases and mailing list rental	■	■	■	■	■	■	■
Discounts on registration for conferences, training, and other events	■	■	■	■	■	■	■

\* 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.

\*\* Available to Utilities and Service Providers as part of their customizable benefits, according to their size.

▲ Member benefit   ■ Also available online   ● Only available online

# Membership

*is just the beginning...*

[ START HERE ]



**American Water Works  
Association**

The Authoritative Resource on Safe Water®

Advocacy  
Communications  
Conferences  
Education and Training  
Science and Technology  
Sections

**START HERE**



## Take the first step

With access to information, education, and networking opportunities, membership in the American Water Works Association (AWWA) helps you discover your potential. As an AWWA member, you'll join a community of 60,000 other water professionals committed to protecting public health and water resources for future generations.

### With an AWWA Membership you will:

#### Get Connected

AWWA consists of water professionals, like you, with a wide range of skills, experiences, and perspectives. Tap into this network and broaden your networking opportunities locally, nationally, and internationally.

#### Stay Informed

Knowledge is power. As part of the AWWA community, you receive local, national, and global water industry news, updates, and insights. In addition, you have access to the scientific and technical journals, manuals, and books critical to keeping you current and informed.

#### Be Part of the Community

With over 250 volunteer committees, AWWA provides opportunities to get involved in the association and industry. Present papers at conferences, write articles, and share your views through member-only discussion forums. You can also choose to serve on one of over 250 committees and work alongside some of the most respected people in the industry.

#### Advance Your Career

AWWA is your unsurpassed continuing education and training resource. Earn CEUs (continuing education units) and PDHs (professional development hours) while maintaining the knowledge base you worked so hard to build.

**Take the First Step Today—Join AWWA!**



# The Return on Your Investment

Start enhancing your career with the resources and information AWWA membership provides. The following are some of the benefits of membership:

## Networking

- Your local section provides a place to connect with fellow members and stay informed on water issues in your region.
- Local and national meetings give members the opportunity to present papers, exhibit, write articles, and serve on committees.

## Training, Education, and Conferences

Receive **discounts on registration** for:

- AWWA conferences, workshops, webcasts, and other events
- National seminars and satellite teleconferences
- Online education—AWWA is your resource for earning continuing education units (CEUs) and professional development hours (PDHs)
- Local section conferences and education programs

## awwa.org

The Web site gives 24/7 access to AWWA's online resources to help you make the most of your membership. With awwa.org you'll have access to:

- The Water Library®—Includes abstracts and full-text files of thousands of articles from *Journal AWWA*
- Breaking news that affects water professionals
- Searchable events calendar
- Members-only discussion forums

## Technical Resources

- Choose from more than 500 resources on topics that range from distribution systems and financial management to operator training, including books, videos, and AWWA's technical databases—**all available at member prices.**
- AWWA staff is on hand to personally assist members with **free** custom searches through our WATERNET® library—a database of more than 55,000 article abstracts on every water-related topic imaginable.
- Access The Water Library—online access to 25 years of *Journal AWWA* articles, as well as AWWA Standards, 5 years of proceedings for conferences, *Opflow* articles, AWWA Manuals of Practice, the Water:\Stats™ database, and more.

## Subscriptions

Members receive the following AWWA periodicals\* (online versions of *Opflow* and *Journal AWWA* feature expanded content).

- **Opflow**, with hands-on information about water system materials, construction, management, operations, and maintenance
- **Journal AWWA**, the world's most respected technical publication in the water profession

\*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. Please call 303.794.7711 or e-mail us at [custsvc@awwa.org](mailto:custsvc@awwa.org) if you wish to subscribe to any or all of the above periodicals.

## Regulatory Information

- AWWA's Government Affairs program keeps you up-to-date on legislative and regulatory changes, helping you with compliance issues and putting you in touch with key contacts at the local, state, federal, and provincial levels.
- As a member, you are part of a collective voice that helps shape the development of legislation and regulations that affect the water profession.
- AWWA can help you reach out to your consumers and build relationships with your community.

## Of Special Interest to Young Professionals

- **AWWA Career Center.** The AWWA Web site's Career Center gives you the ability to look at job openings, as well as create and post your resume online.
- **Scholarships.** AWWA offers scholarships to support postgraduate students who have an interest in furthering the science of water.
- **Networking Opportunities.** AWWA hosts numerous networking opportunities for students, employers, and young professionals at both the national and local level. These events provide a relaxed atmosphere in which companies and potential employers can explore employment opportunities with AWWA members.



# Member Benefits

	Individual			Service Provider		Utility	
	Active	Operator	Student	Manufacturer / Consultant	Partner Agencies & Institutions	Small Systems	Utility
<b>Networking</b>							
Career Center	●	●	●	●	●	●	●
Peer Networking	■	■	■	■	■	■	■
Local Section Membership (North America Only)	▲	▲	▲	▲	▲	▲	▲
Discussion Forums	●	●	●	●	●	●	●
Sourcebook	■			■	■	■	■
<b>Information and Education</b>							
Journal AWWA*	■		■	■	■	■	■
Opflow*	■	■	■	■	■	■	■
Technical Database Resources	■	■	■	■	■	■	■
The Water Library®	●	●	●	●	●	●	●
Safety Talks						▲	▲
AWWA Standards (full set)**				▲	▲		▲
AWWA Standards (7 preselected)**						▲	
AWWA Education Programs (earn CEUs and PDHs)	■	■	■	■	■	■	■
Small Systems Helpline						▲	
<b>Advocacy</b>							
Only Tap Water Delivers						■	■
Regulatory Alerts and Public Affairs Advisories						▲	▲
Government Affairs Program	▲	▲	▲	▲	▲	▲	▲
Drinking Water Week Assistance					■	■	■
Public Affairs Assistance						▲	▲
<b>Leadership</b>							
Committee, Division, Council Involvement	▲	▲	▲	▲	▲	▲	▲
Section Leadership	▲	▲	▲	▲	▲	▲	▲
Publishing and Presenting Opportunities	▲	▲	▲	▲	▲	▲	▲
Awards Programs	▲	▲	▲	▲	▲	▲	▲
<b>Savings</b>							
Free Listings in Sourcebook				▲			
Discounts on Exhibits				▲	▲		
Discounts on Bookstore purchases and mailing list rental	■	■	■	■	■	■	■
Discounts on registration for conferences, training, and other events	■	■	■	■	■	■	■

\* 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.

\*\* Available to Utilities and Service Providers as part of their customizable benefits, according to their size.

▲ Member benefit ■ Also available online ● Only available online

# Who's an Individual Member?



## Individual Active Member

An individual, such as a water utility employee, municipal official, public health professional, engineer, scientist, educator, consultant, or other person interested or serving in the field of water supply.

## Operations/Administrative Member

An individual employed in any operating or administrative position by a water utility that has 1,000 or fewer service connections or any employee below the supervisory level in a utility that has more than 1,000 service connections.

*Operations/Administrative members do not receive Journal AWWA.*

## Student Member

A student enrolled in a minimum of nine credit hours (or the equivalent) of accredited classes. AWWA requires proof of student status.

*Student members receive only electronic publications, with the option to purchase printed versions for the cost of shipping.*

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Government Affairs Office  
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Washington, DC 20005  
Phone: 202.628.8303  
Fax: 202.628.2846  
awwa.org

# Membership

*is just the beginning ...*

[ START HERE ]



**American Water Works  
Association**

The Authoritative Resource on Safe Water®

Advocacy  
Communications  
Conferences  
Education and Training  
Science and Technology  
Sections

**START HERE**



## Take the first step

With access to knowledge and expertise, training and certification opportunities, and a voice in the industry, membership in the American Water Works Association (AWWA) helps you to improve your operation, get the best out of your employees, find solutions to problems, and prepare for what's coming.

### Your AWWA Membership will:

#### Protect Public Health

As water professionals, we share responsibility for protecting public health through the provision of safe and sufficient water and the enhancement of water quality. AWWA and its Utility Members are partners in achieving this mission of the highest calling.

#### Improve Performance

Now more than ever, utilities must do more with less. Tight budgets and stringent regulations await at every corner and infrastructures need repair under scarce resources. However, AWWA gives Utility Members the power to take control of their future. By providing utilities with information on the very latest developments in technology and practices, AWWA helps your utility achieve excellence.

#### Engage Your Staff

Staff members get energized when connected to their professional association. Whether lab technicians or operators, customer service representatives or managers, through AWWA they'll become more fully engaged in the water profession and their work. AWWA Utility Membership gives your employees access to education, training, online resources, and most important, a network of other water professionals who face the same challenges.

#### Affect Change

AWWA Utility Membership gives you the power to change things you cannot change alone. Our Washington, D.C., office works directly with legislators and regulators to see that utilities are subject to reasonable regulation. Together with its members, AWWA helps improve public confidence in, and support of, safe water. AWWA also provides your utility with ways to directly affect change through the Water Utility Council and other volunteer units.

➔ **Take the First Step Today—Join AWWA!**



# The Return on Your Investment

Start enhancing your operation with the resources and information AWWA membership provides. The following are some of the benefits of membership:

## Only Tap Water Delivers

A grassroots and media campaign to communicate the value of tap water service.

- Receive a CD/DVD package that includes campaign talking points, print ads (in English and Spanish), PowerPoint presentations, a five-minute video, radio public service announcements (in English and Spanish), consumer handouts, a speech, campaign logos, an editorial briefing guide, and supporting research. AWWA will continue to add to the campaign so it is always fresh for your use.
- Public affairs assistance is available to member utilities to utilize the campaign.

## Regulatory Alerts

Receive immediate information on proposed or final federal regulatory actions that may affect your utility.

Regulatory Alerts also serve as a call to action for utilities to submit individual comments to the appropriate federal agency to help ensure reasonable regulation.

## Public Affairs Advisories

Utility Members receive a “Who, What, Where, When, and Why” summary of national events or news stories that impact utilities.

- Advisories often include suggested language or tactics to assist your utility in responding to inquiries you may receive.

## AWWA Training, Education, and Conferences

All utility employees receive **discounts on registration** for:

- Conferences, workshops, webcasts, and other events
- Local and national seminars and satellite teleconferences
- Online education—AWWA is your staff’s resource for earning continuing education units (CEUs) and professional development hours (PDHs)

## Subscriptions

Members receive the following AWWA publications\* (online versions of *Opflow* and *Journal AWWA* feature expanded content):

- *Opflow*, with hands-on information about water system materials, construction, management, operation and maintenance
- *Journal AWWA*, the world’s most respected technical publication in the water profession

\*All members outside of North America (regardless of grade), student members, and members with APO/EPO addresses will receive e-periodicals only. Print periodicals may be purchased for an additional fee. Please call 303.794.7711 or e-mail us at [custsvc@awwa.org](mailto:custsvc@awwa.org) if you wish to subscribe to any or all of the above periodicals.

## Local Section Membership

- Your Section provides you and your employees a place to connect with fellow members and stay informed on water issues in your own region. AWWA has Sections in Canada, the United States, Puerto Rico, and Mexico.
- Sections host their own annual conferences and education programs and give members the opportunity to present papers, exhibit, write articles, and serve on committees.

## Additional Benefits of Membership

- AWWA staff is on hand to personally assist members with free custom searches through our WATERNET® library—a database of more than 55,000 article abstracts on every water-related topic imaginable.
- Access The Water Library®—online access to 25 years of *Journal AWWA* articles as well as AWWA Standards. The Water Library will also include 5 years of proceedings for conferences, *Opflow* articles, AWWA Manuals of Practice, the Water:\Stats™ database, and more. Online discussion forums allow members to share experiences with peers around the world.
- All your employees will enjoy the ability to purchase materials through the AWWA Bookstore at up to 33% off retail prices.

## Customize your Membership with **Plus+Points**

**Plus+Points** is a unique program that gives your organization the ability to help create your own membership value.

As an AWWA member your utility will be awarded a specific number of **Plus+Points** based on its size, and you’ll “spend” the **Plus+Points** on benefits most valuable to your organization. The total number of points includes both Renewal **Plus+Points**, which you will receive annually for the life of your membership, as well as Bonus **Plus+Points** to spend on one-time benefit selections in your first year as a member.

Below are some of our most popular selections that can be “purchased” with your **Plus+Points**.

### First Year Bonus **Plus+Points**

#### Compilation of ASTM Standards Relating to Wastewater and Stormwater

This compilation includes 94 ASTM International Standards specially selected by AWWA and ASTM International as being most useful for wastewater and stormwater service, bound together into one book.

#### AWWA Bookstore Items

Various items from our Bookstore are available for “purchase” with your Bonus **Plus+Points**. For a complete list, please refer to Section 2 of the enclosed application.

### Renewal **Plus+Points**

#### AWWA Standards Subscription

The industry has recognized our Standards worldwide for over a century as the consensus standards for products and procedures used in the treatment and supply of safe water. AWWA makes an investment in your membership by offering Standards Subscriptions at a reduced price through AWWA **Plus+Points**. A full Standards Subscription gives you a complete set of AWWA Standards (more than 140), as well as approximately 25 Standards updates that will occur in your first year of membership. In each renewal year, your Subscription will include the updates that occur within that year.

#### Additional Active Members

You can assign additional Active Memberships to your employee(s) of choice, providing them with all the benefits of Individual Membership in AWWA. These Memberships belong to the organization and can be reassigned to new employees.

# Member Benefits

	Individual			Service Provider		Utility	
	Active	Operator	Student	Manufacturer / Consultant	Partner Agencies & Institutions	Small Systems	Utility
<b>Networking</b>							
Career Center	●	●	●	●	●	●	●
Peer Networking	■	■	■	■	■	■	■
Local Section Membership (North America Only)	▲	▲	▲	▲	▲	▲	▲
Discussion Forums	●	●	●	●	●	●	●
Sourcebook	■			■	■	■	■
<b>Information and Education</b>							
Journal AWWA*	■		■	■	■	■	■
Opflow*	■	■	■	■	■	■	■
Technical Database Resources	■	■	■	■	■	■	■
The Water Library®	●	●	●	●	●	●	●
Safety Talks						▲	▲
AWWA Standards (full set)**				▲	▲		▲
AWWA Standards (7 preselected)**						▲	
AWWA Education Programs (earn CEUs and PDHs)	■	■	■	■	■	■	■
Small Systems Helpline						▲	
<b>Advocacy</b>							
Only Tap Water Delivers						■	■
Regulatory Alerts and Public Affairs Advisories						▲	▲
Government Affairs Program	▲	▲	▲	▲	▲	▲	▲
Drinking Water Week Assistance					■	■	■
Public Affairs Assistance						▲	▲
<b>Leadership</b>							
Committee, Division, Council Involvement	▲	▲	▲	▲	▲	▲	▲
Section Leadership	▲	▲	▲	▲	▲	▲	▲
Publishing and Presenting Opportunities	▲	▲	▲	▲	▲	▲	▲
Awards Programs	▲	▲	▲	▲	▲	▲	▲
<b>Savings</b>							
Free Listings in Sourcebook				▲			
Discounts on Exhibits				▲	▲		
Discounts on Bookstore purchases and mailing list rental	■	■	■	■	■	■	■
Discounts on registration for conferences, training, and other events	■	■	■	■	■	■	■

\* 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.

\*\* Available to Utilities and Service Providers as part of their customizable benefits, according to their size.

▲ Member benefit ■ Also available online ● Only available online

# Who's a Utility Member?



## **A Utility Member is a Small Water System**

A water system that supplies 5,000 or fewer customer service connections.

## **Water Supplier**

A water supply organization that continuously supplies water to the public, with greater than 5,000 customer service connections.

## **Wastewater System**

A wastewater treatment organization with any number of sewage collection taps.

## **Water Wholesaler**

A water supply organization that provides water to other utilities or organizations at wholesale. Water wholesalers may deduct the water supplied to other AWWA utility members when determining dues.

## **Contract Operations Firm**

An organization contracted to operate and/or maintain a water supply system or water wholesaler. Dues are calculated in the same manner as a water supplier or wholesaler. Contract Operations Firms may also be eligible for Service Provider Membership. Call 1.800.926.7337 to talk with someone about the benefits of Service Provider Membership.

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**( START HERE )**



## Take the first step

With access to the decision makers you want to reach most, 60,000 potential new clients, and the latest in trends and technologies, membership in the American Water Works Association (AWWA) puts you on the path to becoming an industry leader.

### Your AWWA Membership will:

#### Reach New Customers

AWWA connects you with the people you need to reach most – the decision makers. You'll meet them at AWWA events and those held by our local sections. You'll share your knowledge with them in our online discussion forums and gain their trust and respect when you present papers at our conferences.

#### Grow Your Business

AWWA knows that face-to-face contact is essential for you to do business. As a Service Provider Member, you'll conduct business at numerous national and international trade shows and conferences. You'll also share information on your latest product or service directly with potential purchasers through AWWA's new Product Information Forums, held at several of our conferences.

#### Build Company Awareness

Company awareness and brand recognition don't happen overnight. It takes solid planning and the right opportunities. AWWA membership provides the key opportunities to increase your company's visibility through advertising, trade shows, and sponsorships.

#### Hone Your Edge

To get out front, you need to have the latest information on industry developments. AWWA provides you and your entire staff with opportunities to learn about emerging issues, industry trends, and new technologies. Whether it's through participation in educational events or networking on committees and councils, AWWA is where industry leaders come together.

➔ **Take the First Step Today—Join AWWA!**



# The Return on Your Investment

Start enhancing your business with the resources and information AWWA membership provides. The following are some of the benefits of membership:

## AWWA Tradeshow and Conference/Education Discounts

- Receive preferred rates on booth space at all trade shows, as well as those hosted by our local Sections.
- Discounts of up to 50% on sponsorship opportunities for trade shows are also available to Service Provider Members.
- All of your employees are eligible for reduced rates on registration at conferences, workshops, webcasts, and other events, as well as online education.

## AWWA Sourcebook Advertising

- Free listings\* (up to 10) in the water industry's most comprehensive product and service directory, sent in a print version and available in a searchable online format. (Online version is updated frequently to ensure that new members are listed as soon as possible.)

\* Partner Agencies and Institutions do not receive free Sourcebook listings.

## Mailing List Rental

- 20% off AWWA's membership list rental prices.
- The list can be subdivided for geographic or demographic targeting to give you the most qualified prospects possible.

## Subscriptions

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- All your employees will enjoy the ability to purchase materials through the AWWA Bookstore at up to 33% off retail prices.
- Member organizations in good standing may use the AWWA Member Logo to demonstrate their ongoing commitment to the water industry through their AWWA membership.

## Customize your benefits with **Plus+Points**

**Plus+Points** is a unique program that gives your organization the ability to help create your own membership value.

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Peer Networking	■	■	■	■	■	■	■
Local Section Membership (North America Only)	▲	▲	▲	▲	▲	▲	▲
Discussion Forums	●	●	●	●	●	●	●
Sourcebook	■			■	■	■	■
<b>Information and Education</b>							
Journal AWWA*	■		■	■	■	■	■
Opflow*	■	■	■	■	■	■	■
Technical Database Resources	■	■	■	■	■	■	■
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Safety Talks						▲	▲
AWWA Standards (full set)**				▲	▲		▲
AWWA Standards (7 preselected)**						▲	
AWWA Education Programs (earn CEUs and PDHs)	■	■	■	■	■	■	■
Small Systems Helpline						▲	
<b>Advocacy</b>							
Only Tap Water Delivers						■	■
Regulatory Alerts and Public Affairs Advisories						▲	▲
Government Affairs Program	▲	▲	▲	▲	▲	▲	▲
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Public Affairs Assistance						▲	▲
<b>Leadership</b>							
Committee, Division, Council Involvement	▲	▲	▲	▲	▲	▲	▲
Section Leadership	▲	▲	▲	▲	▲	▲	▲
Publishing and Presenting Opportunities	▲	▲	▲	▲	▲	▲	▲
Awards Programs	▲	▲	▲	▲	▲	▲	▲
<b>Savings</b>							
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Discounts on Bookstore purchases and mailing list rental	■	■	■	■	■	■	■
Discounts on registration for conferences, training, and other events	■	■	■	■	■	■	■

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▲ Member Benefit   ■ Also available online   ● Only available online

# Who's a Service Provider?



## AWWA Service Provider Members include the following:

- Companies engaged in the manufacturing, sales, or distribution of products or services to the water industry.
- Companies engaged in the construction of water supply and/or treatment facilities.
- Firms engaged in providing consulting/professional services to the water industry.
- Companies engaged in the contract operation of water utilities. *Contract operations firms may also be eligible for Utility Membership. Call 1.800.926.7337 to talk with someone about the benefits of Utility Membership.*

## Partner Agencies & Institutions

- Libraries, government departments, or other organizations that do not fall into the above membership categories.

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