



Small Systems Committee  
INDIANA SECTION AWWA

AWWA SMALL SYSTEMS  
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# FYI - Small Systems

FYI - Small Systems

December, 2008

FYI

*Happy 2009!!*

The AWWA Small Systems Committee wishes you all a very successful New Year.

We will continue to bring you the FYI-Small Systems newsletter in 2009. Additionally, we are hoping to conduct some workshops this year on Backflow Prevention and Cross Connection Control. The dates and locations have not yet been established, but keep watching your mailboxes and e-mail for details as they become available.

We hope you will attend the upcoming Indiana Section AWWA Annual Conference which will be held February 17 – 19, 2009 at the Marriott in downtown Indianapolis. Our Chair Elect, Don Barnes, has put together a great program.

Please keep in touch and let any of our Small Systems Committee members (listed on the left) know how we can better assist you.

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## FYI FROM THE SECTION CHAIR

It's hard to believe that this is the last FYI newsletter in my term as Chair. I have had a great time traveling around Indiana to all the different meetings associated with being the Section Chair. I've seen parts of Indiana I've never been in before, and all of you have treated me with such great hospitality. I also want to thank the traveling and camping gang for all the good times. I won't mention any names, but you know who you are! Thank YOU!!!

The FYI newsletter is very informative and our hope is it provides you some pointers and reminders that would keep you in compliance with IDEM as well as provide educational opportunities to you! Our Small System Committee has worked hard to provide you with a quality newsletter and I feel they have been very successful! Please share this newsletter with your fellow Operators and Board members! I do so with each edition that comes out!

Our next opportunity for educational sessions and CEU's will be at the February AWWA Conference held at the downtown Marriott Hotel in Indianapolis. Chair Elect Don Barnes has worked hard to provide an excellent program for the conference. The networking and fellowship is worth the trip to Indy. And if you ask is there something there for me, the answer is yes. I guess you'll just have to make the trip to see! So I hope to see you all there!

I want to thank Odetta and the Small Systems Committee for all their hard work and dedication. You've done a Great Job!!!!

Hope to see you in Indy!

Gale

## HIGH BILL COMPLAINTS

Dan E. Hood, President  
M.E. Simpson Company, Inc.

Every water department has received high bill complaints, and probably has developed a procedure for handling them. They generally go something like this. Resident: "I hardly use any water; this bill cannot be right! I never wash my car; water my lawn or allow my children to bathe so there is no way that I could have used that much water!" By the way, I was kidding about the children bathing part. But the customer does everything possible to convince you that they are being treated unfairly and should receive some type of pardon or clemency from the governor or superintendent of the water department. The complaint is usually turned over to a service person who tries to explain to the customer that the bill is correct. Service person: "It is impossible for your displacement meter to over-speed. A displacement meter will slow down with age but will *never ever* speed up." The customer never believes this because they have concrete proof that the service person is lying to them and it is plain to see that the meter does in fact over speed. They have the outrageous bill right there in their hand. At this point the service person will usually offer to test the customer's meter. He will offer to install a new meter and take the questionable meter to the water department for accuracy testing. This makes the customer happy until he/she finds out that they have to make themselves available to let the service man into their home to change the meter. Then

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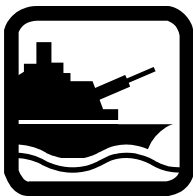
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## ANNOUNCEMENTS

### AWWA 2009 ANNUAL CONFERENCE

Plans for the 2009 conference are proceeding very well. There are 65 presenters on the program this year. We have had to add an additional room to accommodate the increase. We could use 2 or 3 additional standby speakers to be ready in case we need a backup for a presenter that is unable to make their scheduled time slot.

Our speaker at the Keynote Luncheon will be different than anything we have had in the past. James O'Donnell is a survivor of the cruiser USS Indianapolis that was torpedoed late in WW II. The ship sunk quickly and the crew spent 4 days in shark infested water before a patrol plane finally spotted them. His story will be the subject at our Keynote Luncheon.



### AWWA 2009 ANNUAL CONFERENCE

February 17-19, 2009

Indianapolis, Indiana

## HIGH BILL COMPLAINTS (Continued)

(Continued from page 2)

they are not happy about this at all. They believe that their bill should simply be adjusted and they should not be bothered. Once you have established this need to inconvenience the customer, so that you can change the meter as they requested, the fun is just beginning. The service man changes the meter and takes it to the water department and proceeds to test it. Many times the customer follows along to watch this meter test and insure that the service man is really doing his job. The first test is started. For a 5/8" meter this requires flowing 1/4 gpm into a ten gallon calibrated tank. For 40 minutes the customer stands and watches this slow trickle of water fall into the tank (unless you are kind enough to offer them a chair and I'm not!). The test is completed and depending on the age and wear of the meter the results will be somewhere between 0 and 101.5%. The customer usually never believes the results of the test. After all the service man is an employee of the water department and very well may be part of this conspiracy. He could even be the master mind of the entire plot to rip off this poor customer with this defective or sabotaged water meter. At this point the service man offers to send the meter out to be tested by a 3rd party independent tester. However, there is a catch. If the meter is running fast (in the water department's favor) the water department will credit the water bill, pay for the meter test and the customer can keep the new water meter. **But**, if the meter is running accurately or running slow (in the customers favor) the customer pays for the test, pays the water bill and gets to keep the new water meter, because regardless of the old meter's accuracy you are not going to inconvenience the customer again by going into their home and changing the water meter back! This is where we, the meter testing company, come into the picture.

We receive several high bill complaint meters each month. We always test the meter in accordance with AWWA standards. About 70% of the meters that we test for high bill complaints are running slow and fail to test within AWWA accuracy limits. We complete the test. (three flows required), and print off a report stating the meter's accuracy, which in most cases states that the meter was running slow, or in the customer's favor. We enclose a bill for \$25.00 with the report and send it out. So now the poor customer, who still has a high water bill to pay, now has a bill for a meter test to pay. They do, however, get to keep the new accurate water meter that was just installed, at their inconvenience. By the time all of this has taken place the customer has received their next month's bill which is more than likely, just as high. We have some clients who skip the first part of the procedure and send us the high bill complaint meter without bothering to test it themselves. The other day we were given a residential meter to test for a high bill complaint. The meter did indeed run fast! The meter tested with an average accuracy of 200%. No Way you say? Unbelievable you think? I thought so. Then one of our technicians handed me the meter and showed me the test results. I stared at him with a blank look on my face not knowing what he was expecting me to do. "Look at the meter," he said. I looked at it and it was a meter alright. I turned it over in my hand and looked at both sides and the bottom. It looked alright to me. Then I noticed the problem. The meter was a 3/4". It was clearly marked on the casing! The register was clearly marked 1"; Big Problem! We typed up the report showing the meter's accuracy and the reason why it was running fast and sent it off. I was glad that I was on the sending end rather than the receiving end of that report. I never heard how this was explained to the customer, and I was afraid to ask. However, I bet that the customer received an adjusted bill and some type of explanation for how this may have happened. The water department probably blamed it on the meter manufacturer, the meter salesman, or the poor guy driving the delivery truck.

So for those of you who don't know much about water meters, here is a helpful hint. Meters and registers are not all interchangeable. Just because it will fit doesn't mean it will work! Sometimes the meter works fine, but is connected to an AMR device of the wrong size or brand. AMR devices are made and sold for a particular meter, they are not completely interchangeable. I have always said "What's a zero among friends", but if you have a meter with a register that pulses every hundred gallons and you connect it to a remote that is designed to receive a pulse every thousand gallons, your friends are not going to be happy about that extra zero!

So remember when discussing a high bill complaint with a customer that there is a always a slim chance, a very slim chance, that the bill may in fact be too high.

You know, I was just thinking, my water bill seems to be awfully high. I think I will call the Water Department and complain!!

## WINTERIZING TIPS FOR WATER UTILITIES

Before long the cold winter air will be hitting us in the face. The question is: Are you prepared for the bitter cold weather that will come and can cause you so many problems? The purpose of this article is to get you brainstorming what areas you might have in your water system or community that could be potential problems or risk due to the cold weather. Here are a few areas that we need to check in our community and water utility, we call it our winterizing checklist.

- Start working on your winterizing checklist before the cold weather sets in. Set a deadline for when this checklist should be completed. (we use October 31.)
- Check for fire hydrants that do not drain properly. You may have notes on these from your flushing program; if not, it may take awhile to check all of your fire hydrants so start early. Once you have identified the problem hydrants, you need to pump them down at least 3' below ground level. You will want to check these problem hydrants a couple of days after pumping them down to see if water is leaking by the main seat and filling the barrel of the fire hydrant back up.
- Check any areas in which you may use heat tape. You will want to make sure that the heat tapes are working properly. If the heat tape is 3-4 years old you may want to strongly consider replacing that heat tape.
- Does your community have park restrooms or water fountains that need drained or winterized?
- Your water tower is one of your biggest assets and should be a concern during the winter months. You can vary the water level in your tank on a daily basis to keep from having major freezing problems. If your tank overflows on a regular basis, you need to correct the problem before the hard winter gets here. (A water tank can collapse with excess ice build-up.)
- Do you have an auxiliary heat source available in your well house in case power would go off for more than a couple hours?
- Test generators and transfer switches.
- If you have any machinery that stays out in the weather or is in an unheated garage, be sure to check antifreeze strength, it should be down to at least -25 degrees F.
- Winterize mowers and equipment that will sit all winter. Gas stabilizer in October makes things so much easier in April.
- Check insulation and weather-stripping on all facilities in order to reduce the cost of heating those spaces.
- Inspect your facilities for small openings where mice and other small animals could find their way into the facility. In addition to the health concerns from their droppings, mice can cause a lot of damage. Make sure rodent control is maintained.
- On your wells, check drain backs if you have them.
- Utilize heat lamps or other insulation sources for your variable frequency drives.
- On your wells, utilize heat tape on above ground discharge lines or bad insulation.
- Review your Emergency Response Plan with your staff so everyone is informed of procedures and expectations during winter emergencies. Check that all emergency phone numbers and contacts are accurate.

*(Continued on page 5)*

## WINTERIZING TIPS FOR WATER UTILITIES (Continued)

(Continued from page 4)

While conducting winterizing inspections, this would be a good time to check security needs for each site.

- Secure accessways with chains and/or locks
- Clear fences and make sure they are properly maintained
- Close and lock gates
- Make provisions for proper snow removal if access is needed during the winter
- Make sure any security or freeze alarms are all operational
  
- Remind your seasonal customers of some winterizing tips for their home when they call in for their seasonal disconnect. (Draining of water line, *if they don't have hot water heat of course*, turn back thermostat on furnace and hot water heater.)
  
- Find out an approximate return time of your seasonal customer to be verified with a phone call. Just in case of a problem you should see if they will give you a phone number so they can be contacted in case of an emergency.

## MARK YOUR CALENDARS!! (Continued)

(Continued from page 8)

**April 20 – 22, 2009** – Indiana Rural Water Association – 2009 Spring Conference – Holiday Inn; Columbus, Indiana. Contact: Odetta Cadwell at 317-402-7349; MaryJane Miller at 812-988-6631; or visit the IRWA website at [www.indianaruralwater.org](http://www.indianaruralwater.org)

**July 1, 2009** – Stage 2 Disinfection By-Products Rule Deadline – Systems serving 50,000-99,999 people – Submit IDSE Report (for SM or SSS). Contact: Peter Poon at 317-308-3328, [ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at 317-308-3365, [cnavid@idem.in.gov](mailto:cnavid@idem.in.gov) OR Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the DBPR can be obtained from [www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)

**September 2009** – Long Term 2 Enhanced Surface Water Treatment Rule Deadline – Systems serving 50,000-99,999 people – Submit bin classification. Contact: Yasser Elkhatib at 317-308-3303, [yelkhati2@idem.in.gov](mailto:yelkhati2@idem.in.gov) OR Adrian Lugo-Martinez at 317-308-3285, [alugomar@idem.in.gov](mailto:alugomar@idem.in.gov) OR Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the LT2 Rule can be obtained from [www.epa.gov/safewater/disinfection/lt2](http://www.epa.gov/safewater/disinfection/lt2)

**September 30, 2009** – Stage 2 Disinfection By-Products Rule Deadline – Systems serving 10,000-49,999 people – Complete SM or SSS. Contact: Peter Poon at 317-308-3328, [ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at 317-308-3365, [cnavid@idem.in.gov](mailto:cnavid@idem.in.gov) OR Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the DBPR can be obtained from [www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)

**December 1, 2009** – Ground Water Rule Compliance Begin Date. Contact: Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov) OR Al Lao at 317-308-3283, [alao@idem.in.gov](mailto:alao@idem.in.gov). Other information on the Ground Water Rule can be obtained from [www.epa.gov/safewater/disinfection/gwr](http://www.epa.gov/safewater/disinfection/gwr)

**December 7 – 9, 2009** – Indiana Rural Water Association – 2009 Water Institute (Fall Conference) – Holiday Inn; Columbus, Indiana. Contact: Odetta Cadwell at 317-402-7349; MaryJane Miller at 812-988-6631; or visit the IRWA website at [www.indianaruralwater.org](http://www.indianaruralwater.org)













**January 1, 2010** – Long Term 2 Enhanced Surface Water Treatment Rule Deadline – Systems serving less than 10,000 people (monitoring for *Cryptosporidium*) – Submit sample schedule and sample location description. Contact: Yasser Elkhatib at 317-308-3303, [yelkhati2@idem.in.gov](mailto:yelkhati2@idem.in.gov) OR Adrian Lugo-Martinez at 317-308-3285, [alugomar@idem.in.gov](mailto:alugomar@idem.in.gov) OR Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the LT2 Rule can be obtained from [www.epa.gov/safewater/disinfection/lt2](http://www.epa.gov/safewater/disinfection/lt2)

**January 1, 2010** – Stage 2 Disinfection By-Products Rule Deadline – Systems serving 10,000-49,999 people – Submit IDSE Report (for SM or SSS). Contact: Peter Poon at 317-308-3328, [ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at 317-308-3365, [cnavid@idem.in.gov](mailto:cnavid@idem.in.gov) OR Stacy Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the DBPR can be obtained from [www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)



# OWQ Drinking Water Inspection Areas

## Drinking Water Inspectors

-  KEN BROWN
-  CAROLYN CHAPPELL
-  PAUL DICK
-  KARLA GOODMAN
-  KIRK KUROIWA
-  CRAIG LAWSON
-  PAUL MAHONEY
-  BILL MORGAN
-  LAMBDA MORT
-  TAMARA RATLIFF-ROBERTS
-  LUCIO TERNIEDEN
-  SHERRI WINTERS

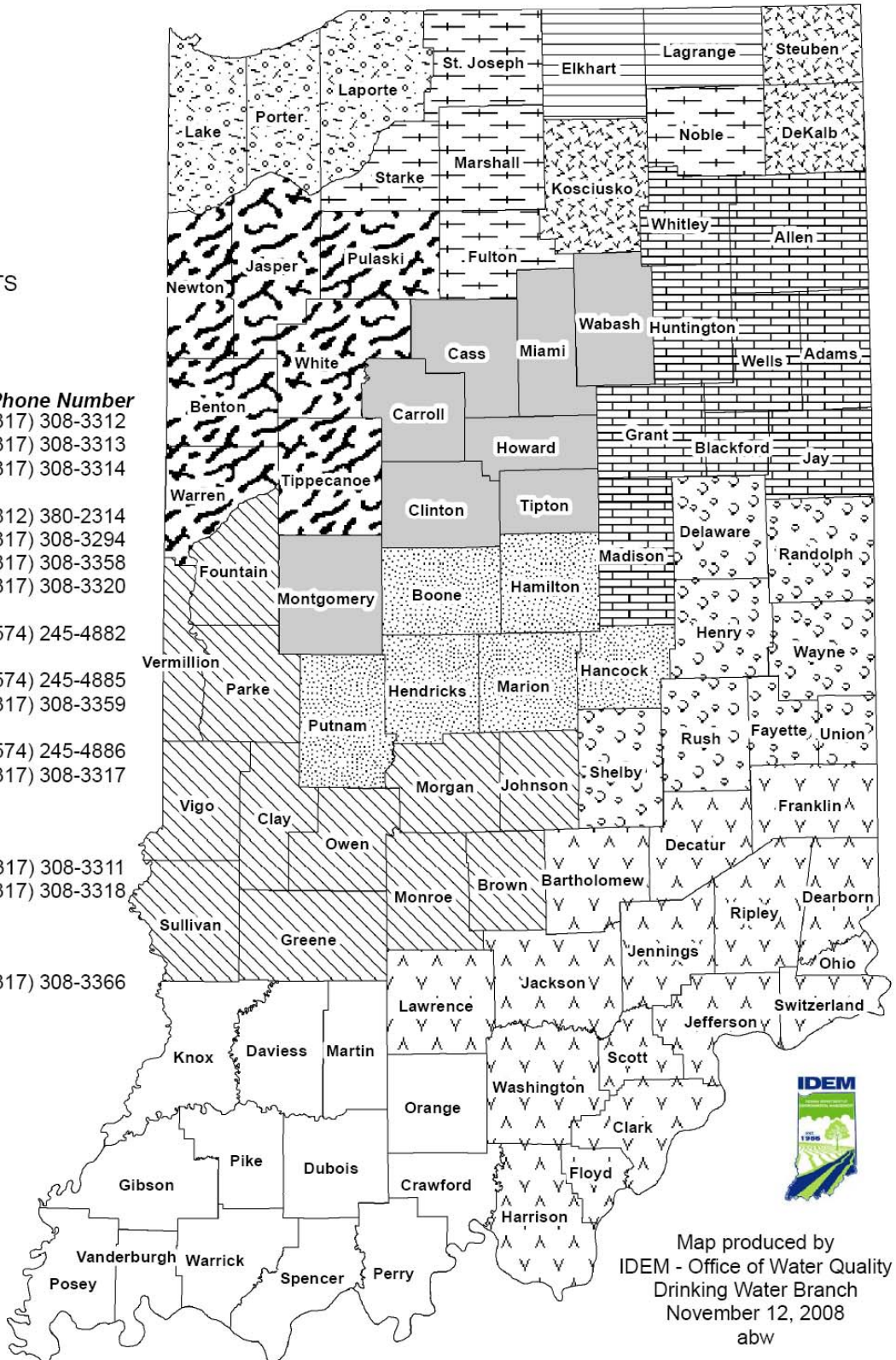
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Carolyn Chappell	(317) 308-3313
Paul Dick	(317) 308-3314
Karla Goodman	
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Kirk Kuroiwa	(317) 308-3294
Craig Lawson	(317) 308-3358
Paul Mahoney	(317) 308-3320
Bill Morgan	
North Office	(574) 245-4882
Lambda Mort	
North Office	(574) 245-4885
Tamara Ratliff-Roberts	(317) 308-3359
Lucio Ternieden	
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Larey Conquergood	(317) 308-3318

<b>Section Chief</b>	
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Map produced by  
 IDEM - Office of Water Quality  
 Drinking Water Branch  
 November 12, 2008  
 abw

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Abby Dion, Secretary	317/308-3139
FAX	317/308-3340

### Total Coliform Rule (TCR)

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Bridget Murphy	317/308-3286
Phil Guntle	317/308-3287

### SOCs, VOCs, Lead and Copper, Waiver Package, Radionuclides, IOCs, Nitrate/Nitrite

Lilia Park	317/308-3297
David Forsee	317/308-3288
Dennis Pace	317/308-3322

### Interim Enhance Surface Water Treatment Rule (IESWTR) Disinfectants & Disinfection By-Products Rule (DBPR) Surface Water Treatment Rule (SWTR), Total Trihalomethanes (TTHMs) Consumer Confidence Report (CCR)

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Peter Poon	317/308-3328
Yasser Elkhatib	317/308-3303
Ceazar Natividad	317/308-3365

### System Inventory and New System Notification

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### VFC (Virtual File Cabinet)

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April Swift	317/308-3290
Sara Pierson	317/308-3298
Vic Albright	317/308-3291

### Other Numbers

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Small Systems Committee  
INDIANA SECTION AWWA

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Works Association:  
[www.awwa.org](http://www.awwa.org)

EPA Drinking  
Water Hotline:  
[www.epa.gov/OGWDW](http://www.epa.gov/OGWDW)



## MARK YOUR CALENDARS!!

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

**January 1, 2009** – Stage 2 Disinfection By-Products Rule  
Deadline – Systems serving 100,000 or more people –  
Submit IDSE Report (for SM or SSS). Contact: Peter Poon at  
317-308-3328, [ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at  
317-308-3365, [cnativid@idem.in.gov](mailto:cnativid@idem.in.gov) OR Stacy Jones at  
317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the  
DBPR can be obtained from  
[www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)

**February 17 – 19, 2009** – Indiana Section AWWA Annual  
Conference – Downtown Indianapolis Marriott.  
Contact 866-213-2796 or [www.inawwa.org](http://www.inawwa.org)

**March 2009** – Long Term 2 Enhanced Surface Water  
Treatment Rule Deadline – Systems serving 100,000 or more  
people – Submit bin classification. Contact: Yasser Elkhatabi at  
317-308-3303, [yelkhati2@idem.in.gov](mailto:yelkhati2@idem.in.gov) OR Adrian Lugo-  
Martinez at 317-308-3285, [alugomar@idem.in.gov](mailto:alugomar@idem.in.gov) OR Stacy  
Jones at 317-308-3292, [sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other  
information on the LT2 Rule can be obtained from  
[www.epa.gov/safewater/disinfection/lt2](http://www.epa.gov/safewater/disinfection/lt2)

**March 31, 2009** – Stage 2 Disinfection By-Products Rule  
Deadline – Systems serving 50,000-99,999 people –  
Complete SM or SSS. Contact: Peter Poon at 317-308-3328,  
[ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at 317-308-3365,  
[cnativid@idem.in.gov](mailto:cnativid@idem.in.gov) OR Stacy Jones at 317-308-3292,  
[sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the DBPR can be  
obtained from [www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)

**April 1, 2009** – Stage 2 Disinfection By-Products Rule  
Deadline – Systems serving fewer than 10,000 people and not  
connected to a system that serves 10,000 or more people –  
Begin SM or SSS Monitoring. Contact: Peter Poon at 317-308-  
3328, [ppoon@idem.in.gov](mailto:ppoon@idem.in.gov) OR Ceazar Natividad at 317-308-  
3365, [cnativid@idem.in.gov](mailto:cnativid@idem.in.gov) OR Stacy Jones at 317-308-3292,  
[sjones@idem.in.gov](mailto:sjones@idem.in.gov). Other information on the DBPR can be  
obtained from [www.epa.gov/safewater/disinfection/stage2](http://www.epa.gov/safewater/disinfection/stage2)

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