



American Water Works Association
Pacific Northwest Section

SUMMER 2016

WATER *matters*

The Official Magazine of the
Pacific Northwest Section – AWWA

Not Her First Rodeo

AWWA President-Elect Brenda Lennox is ready to take the reins

- ▶ 2016 Annual Conference Recap
- ▶ A Volunteer's Journey
- ▶ Historian's Corner

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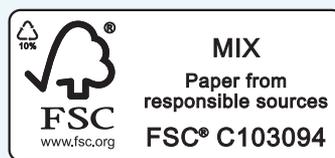
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Setting Goals for the Year Ahead

Another PNWS Annual Conference is in the books! I hope you enjoyed the Boise conference as much as I did. I would like to extend a huge thank you to Camille Cegnar, and the entire Local Arrangements Committee, for all of their hard work ensuring the success of the conference. Our Annual Conference provides a platform for our members to share the challenges they encounter and to discover and discuss the technologies and research available to help them better deal with those challenges. As water professionals, we share the common goal of protecting public health by providing safe, reliable drinking water to our communities. The drinking water industry has had an increasing presence in the news this year in light of the Flint, MI, lead crisis. This tragedy reminds us that our communities rely on our judgment, professionalism, and most importantly our transparency in delivering this essential service. We are first and foremost, stewards of public health. We must never forget this.

As your new Chair, my first goal is centered on the value of membership.

This fall, I will be sending PNWS members a survey focusing on the value of membership. I personally invite each of you to take a few moments and complete the survey. I am looking for constructive member feedback, to help gain insight on the following topics:

- Are we, as leaders of our Section, meeting the needs of our membership?
- Are we effectively communicating with our members?
- Are our members familiar with our strategic goals?
- Are we successfully engaging new members?

- What hinders our members from becoming more involved?
- How can we help you share new ideas and thoughts for our Section?

In addition to the member survey, the PNWS Board will be doing some self-evaluation at the Summer Board Retreat. As we all know, the only thing constant in life is change. It is essential that we as the PNWS leadership ensure that we are meeting the changing needs of our members and the industry we serve. We must remain open to any new ideas or suggestions. We are an organization that runs deep with history, traditions, and processes. It is essential to the health of our Section that we evaluate and understand our traditions to determine if they still make sense for our Section, and that they continue to provide value to the members that we serve today.

My second goal focuses on succession planning.

By the fall and winter Board meetings, I am requesting Section Committees and Subsections to prepare, if not already existing, a succession plan. Our Section currently has 31 committees and 12 subsections with AWWA members that have stepped into leadership roles to ensure the continuing success of what we do. These Officers, Directors, and Chairs put forth a tremendous effort to sustain the momentum of success year after year. Succession planning allows incoming Chairs to participate and “shadow” the existing leadership. It allows them to become familiar with their upcoming roles and responsibilities, and ensure a smooth transition. Succession planning is also vital in maintaining the future of committees and Subsections by continuously bringing in new ideas, skill sets, and vision. It permits those officers

who have served to move into Past-Chair/President roles and pursue other volunteer activities within our Section.

My final goal over the next year is to evaluate how we can better engage our membership, and encourage them to take the next step and begin volunteering.

Our industry is diverse and ranges from folks in the field using equipment to dig a trench, to the Public Officials that determine and implement policy. Just as there is a place for you in our industry, there is a place for you and your unique skill set in our Section. I want you to think back about how you evolved from being an AWWA member to an AWWA volunteer. I imagine that many of you, just like me, became involved at the persistence of a peer, college, or boss. I challenge each of you to reach out and encourage those around you to become actively involved. For me, PNWS is about the people, the community, the networking, the friendships, the professional relationships. It's about growing professionally, and personally. It's about giving back and getting involved.

Finally, I would like to thank each of you for allowing me the opportunity to serve as Chair over the next year. It is an amazing honor to represent our membership and I am so incredibly proud to be part of the Pacific Northwest Section. Thank you for all that you do as members and volunteers. Your enthusiasm, vision, dedication, and hard work continue to drive the success and strength of our Section.

“Volunteers do not necessarily have the time: they have the heart.”

– Elizabeth Andrew 

Lacey Goeres-Priest, Chair

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Boise on my Mind

Anyone know a good real estate agent in Boise? That's the question that I am sure folks have been asking since our 2016 Section Conference wrapped up there on May 6. We had over 1,000 attendees in Boise, 300 more than were in attendance five years ago when it was last held there. The weather was great, the people are some of the nicest you will ever meet, their downtown is rich, vibrant and walkable AND they have the Best Tasting Water in the Section! That's right Suez Idaho is the 2016 winner of the Section's Best Tasting Water contest. As such, they will be representing our Section at ACE16 in Chicago against some of the best tasting water this country has to offer. The first place Suez tapping team will also be attending ACE, along with the Tacoma Water men's tapping team; Chris Hicks from Tacoma Water in Meter Madness, Rivergrove Water District in Top Ops, and Muhanned Al-Murib of Portland State University in the Fresh Ideas Poster Contest.

A conference of this size is not possible without the assistance of a cadre of volunteers which was led by this year's Local Arrangements



Chair, Camille Cegnar. A large shout out to them for all their hard work making this year conference such a success. Additionally, I need to thank someone who went above and beyond to assist me, when I found out some bad news. Two days prior to speaking as our Keynote at our Conference Opening General Session, ESPN's Heather Cox had to cancel. Lynn Stephens from Brown and Caldwell volunteered to step in and speak on the Community

Engineering Corp which she leads for our Section. Lynn was so engaging, speaking on this wonderful new program that AWWA has introduced nationwide, that she left many people wondering how they could get involved.

Some Future Dates to Remember



July 15 – Abstracts are due for the 2017 Section Conference in Kennewick, May 3-5

Complete the abstract submittal form on the Program Committee's webpage on our website.

October 5-7 – The Committee Officer Training and Fall Budget Meeting at the Davenport Hotel in Spokane

If you are a Committee Officer or an active volunteer on a committee you are invited to attend this annual training. You will learn the skills and tools needed to keep your committee engaged and working towards a common goal, get up to speed on new Section and AWWA programs and policies and, of course, network with some amazing water professionals from around the Section. Join us for a half day of training on Wednesday, followed by two days of budget meetings as the Section plans for 2017. Room reservations can be made by calling the Davenport Hotel at 509-455-8888 and mentioning AWWA.

Have a great summer!

Kyle Kihs, Executive Director

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Keep Water Knowledge Flowing

I am thrilled to start my term as your Association Director during a time when so many positive initiatives and events are occurring in the Pacific Northwest Section, and in AWWA. Following Brenda Lennox is such an honor and I am excited to help support her in her role as President-Elect of the American Waterworks Association. Brenda has been a wonderful mentor for me over the years and will lead AWWA with purpose, and a great commitment to the water industry.

AWWA has placed an emphasis on philanthropic efforts that are near and dear to my heart and the PNWS.

The Water Equation is a scholarship campaign initiated by AWWA, with a focus on water operators. AWWA has committed to match scholarships provided by Sections for the Water Equation Scholarship, and this is a great opportunity for us and all Sections of AWWA. PNWS also has an active and successful scholarship program founded many years ago through the Education and Training (E&T) Fund. This is an investment fund that uses interest income to support scholarships each year, and this year with E&T and direct-funded scholarships, we're able to give out \$27,000 to students that are

Please consider the E&T Fund of the PNWS and the Water Equation to keep the water knowledge flowing.

focusing their studies on the water profession. When I was first starting out in this profession, I received two scholarships from the Section that enabled me to complete a Master's degree. This truly helped to launch my career and helped me recognize the critical role that the PNWS plays for water professionals in our Section. Scholarships serve to strengthen our industry by helping to bring committed professionals in to the water profession, and improve their knowledge and expertise. It also fosters an allegiance to our association and profession, and we have found in the PNWS that many of the scholarship recipients and student members stay with AWWA and the PNWS as active volunteers as they grow and develop in their careers. Please consider the E&T Fund of the PNWS and the Water Equation to keep the water knowledge flowing.

June 19 to 22 marks the week of the AWWA ACE Conference and Board meeting. I look forward to attending this year as the PNWS Director and will report back to you in the Fall issue of *Water Matters!*

Enjoy the summer! 🌞

Kari Duncan, Association Director

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Customer Service Committee

The Pacific Northwest Section Customer Service Committee is pleased to sponsor the AWWA Customer Service Certificate Program training for customer service professionals in the water and wastewater industry. The program is designed to offer standardized training for front line office personnel, as well as all other staff of water and wastewater utilities, that currently do not have an in-house Customer Service training curriculum. The courses are also a good introductory class for those entering the water industry as it provides a broad spectrum of information.

There are some exciting changes coming to the AWWA Customer Service Certificate Program that we have been promoting throughout the PNWS for the last six years. Last year the AWWA received a grant to update the program. Because of the successes that the PNWS has had with the three-course program, several people from our committee worked to update it, along with help from others across the US. The new program update is moving along and we are expecting to implement the material later this year. We are currently

working with the existing program and scheduling training as the need arises.

Below are the three courses offered and some basic information about what is presented in each course.

Customer Relationship Building for the Utility Work Force (Course #1)

- Communication Styles
- Globalization and Demographics
- Listening Skills and Teamwork
- Telephone Etiquette
- Assertive Responder Skills (Non-Emergency)

The Business of Customer Service for the Utility Work Force (Course #2)

- Customer Relationships
- Diversity and the Water Utility Service Market
- Technology and Customer Service Effectiveness
- Assertive Responder Skills (Urgent Situations)

Water Industry Operations and the Vital Importance of Teams (Course #3)

- Water Workforce in the 21st Century
- Environmental Quality, Water Treatment and Society
- Conservation, Watersheds and Related Issues
- Increasing Need for Teamwork in Utility Organizations

The success of the program comes from having a local arrangements facilitator and/or the assistance of a Subsection. It is important to have at least three different organizations represented and a 50/50 mix of field and office personnel. Having a diverse group of people working together to solve customer service related issues is very useful and enlightening to some. You can see how the customer relations you have in the field will affect the office staff and the opposite. It also allows for the attendees to learn what other organizations do that works and also what does not work. And it's a great networking tool.

Currently we have training

scheduled for the following locations:

Customer Relationship Building for the Utility Work Force (Course #1)

Wenatchee, WASeptember 29 & 30, 2016

Water Industry Operations and the Vital Importance of Teams (Course #3)

Tacoma, WA ..September 22 & 23, 2016
 Moscow, IDOctober 27 & 28, 2016
 Pullman, WA

2017 Customer Service Training Program schedule

Tacoma, WA Course 1
 Spokane, WA Course 1 & 2
 Boise, ID Course 1 & 2
 Wenatchee, WA Course 2 & 3
 King County, WA Course 3

2018 Customer Service Training Program schedule

Tacoma, WA Course 2 & 3
 Spokane, WA Course 3
 Boise, ID Course 3

For updated schedules, please check out the PNWS Customer Service Committee website at www.pnws-awwa.org/committees.



If you are interested in finding out more about a course or scheduling the Customer Service Series in your area, please call or email Gayle Renzelman, Committee Chair: (208) 883-7106, grenzelman@ci.moscow.id.us.

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Engineering Committee

The Engineering Committee had a great time at the 2016 PNWS-AWWA conference in Boise, and was happy to see such a great turnout at its annual meeting. The Committee elected the following new officers for 2016 – 2017: Jim Konigsfeld (Committee Chair), Nathan Abercrombie (Vice-Chair), and Scott Duren (Secretary). The Committee is grateful for Nick Robertson's service and direction as Chair this past year, and we hope that we can keep the Committee moving forward in all of its initiatives and goals.

During the 2016 Conference, the Engineering Committee hosted a pre-conference session focused primarily on drought-related issues, technical sessions addressing trenchless technologies, and construction-related issues. We are currently working on the 2017 PNWS-AWWA Conference and are looking for some great speakers and abstracts.

Each year the Engineering Committee recognizes outstanding drinking water-related projects

with its Excellence in Engineering Awards. Project selection criteria includes overall cost savings to the water-using community, safety enhancements to the public and/or water resources, extension of asset service life, and integration of cutting-edge technology in design. The 2016 Excellence in Engineering Awards, as announced at the PNWS-AWWA Conference, included the following projects:

- Large Project Category (Construction costs greater than \$10M): The Lake Oswego Tigard Water Partnership's (LOTWP) River Intake Pump Station, designed under the leadership of Black & Veatch Corporation, and constructed by Slayden Construction Group, allowed the LOTWP to economically meet their long term capacity needs by utilizing Lake Oswego's underdeveloped existing water right on the Clackamas River, providing a secure, dependable, and seismically resilient water source.
- Medium Project Category (Construction costs between \$1M and \$10M): The Portland Water

Bureau's Forest Park Low Tank, designed under the leadership of Murray, Smith & Associates, and constructed by Emery & Sons, included a 1.3-million gallon fully buried pre-stressed concrete reservoir as required by agreements with neighboring property owners.

- Small Project Category (Construction costs less than \$1M): The Portland Water Bureau Conduit 3 Hydroelectric Project, designed under the leadership of Murray, Smith & Associates and Lucid Energy, and constructed by SSC Construction, generates low-cost energy using existing infrastructure and drinking water flow.

Congratulations to all the award winners, and a big thanks to all of the companies and agencies that nominated a project for consideration. Past Chair, Nick Robertson will lead the Excellence in Engineering Awards for 2017. Nominations will be due in January/February of 2017. We hope to see your project tabled for consideration. 



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What is Happening with the Oregon Water Utility Council (OWUC)

OWUC was involved in this year's State Legislative Session, which ended on March 3. OWUC continued to be involved in issues that could have impacts on water users across the state, including water rights issues and drought. OWUC also continued to hold its monthly meetings with members across the state.

Thank you to Kim Swan, who in June completed two years of excellent service as Chair of OWUC. OWUC welcomes its new Chair, Suzanne DeLorenzo. Suzanne most recently served as Vice-Chair.

Municipal Extensions Fix

During this year's legislative session, OWUC worked closely with the League of Oregon Cities and the Special Districts Association of Oregon on legislation to fix the municipal water rights extension issue that arose from a 2013 Oregon Supreme Court decision. After unsuccessful attempts to achieve the fix in the 2015 State Legislative Session, this session's SB 1584 would have defined the undeveloped portion of a water rights permit.

The bill, as introduced, proposed to legislatively set the date for municipal extensions at the December 11, 2013 date of the court ruling. An amended version, SB 1584-A, moved

the date to 2010. WaterWatch was intensely opposed to both bills. The bill received a hearing and work session, but ran up against the end of session deadline and failed to advance.

The issue, which affects the already developed water of several municipalities across the state, remains unresolved and will likely show up again in the 2017 session.

Bend Case Amicus Brief

OWUC agreed to support the City of Bend by filing an amicus brief in the Central Oregon Landwatch v. Connaughton (Bend Case) in the Ninth Circuit Court. The case deals with instream water rights issues and could have a significant impact on water users. This is the second amicus brief OWUC has filed on behalf of Bend in the case; the first was filed when the case was in the District Court. The case continues and at this time, all respondent briefs have been filed by all parties. The court has yet to schedule oral arguments but Bend is hoping for a hearing sometime this summer with a ruling soon after – though appeals can take much longer.

Drought Task Force

During the 2016 session, the legislature passed HB 4113, a bill proposed by the Governor that created a Drought Emergency Response Task Force. The Task Force is in response to a challenging 2015 water year in which much of the state experienced drought conditions. The Governor's office convened an informal group of stakeholders in the spring of 2015 to address immediate issues around managing drought, and the 2016 legislation stemmed from needs identified during those efforts. OWUC's current Chair, Suzanne DeLorenzo, represented OWUC on that group. The legislatively created Task Force will have municipal representation, as well as agricultural, conservation, and other interests. The Task Force has not yet been appointed.

Joint Utility Management Workshop with Association of Clean Water Agencies

OWUC partnered with ACWA to put on a workshop in March for utility management called *Rebuilding and Revitalizing American's Water Infrastructure – Starting with Your Utility*. Over 100 people from the water and wastewater sectors attended, with Oregon Congressman Earl Blumenauer delivering the keynote address.

AWWA Fly-In

In April, OWUC sent Kim Swan and Suzanne DeLorenzo to Washington, DC, to attend the AWWA Fly-In. OWUC representatives were able to meet with six out of seven of the Oregon delegates. The main issues emphasized at the fly-in were: the Willamette Basin Storage Study, investment in the nation's water infrastructure through funding the WIFIA program, continued support for SRF drinking water and wastewater funds, and removing the annual volume caps for private activity bonds. Other topics of discussion covered drinking water and lead.

Get involved with the OWUC and keep abreast of legislation that could impact municipal water providers, by contacting Chair Suzanne DeLorenzo at sdelorenzo@crwater.com. 



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ORWARN Committee Report

Annual ORWARN Conference Focuses on Practical Preparedness

In late February 2016, more than 70 water and wastewater utility members attended the ORWARN two-day conference in Newport, OR.

The conference brought together national, regional, state, and local experts to converse about steps employees can take – both at home and on the job – to prepare for a major emergency. The conference also focused on preparing utility members to participate in the multistate Cascadia Rising Exercise in June 2016.

More than 20 speakers were on hand to discuss all aspects of resilience for both people and utilities. Chris Wanner, ORWARN Vice-Chair was the conference organizer and was instrumental in putting the technical program together, which received rave reviews from the attendees.

The conference focused on how emergencies can transcend jurisdictional boundaries and why effective coordination is essential in preserving lives and property. The ORWARN network of member utilities can help to facilitate rapid, short-term deployment of emergency services, in the form of personnel, equipment and materials required to restore critical operations to utilities that have sustained damages from natural or man-made events.

“WARNs became established to provide rapid deployment of mutual aid to a utility to help restore critical operations,” notes Mary Ellen Collentine, ORWARN Chair. “Water and wastewater staff are certified by their states to operate their utility and only similarly skilled staff from other utilities have the training and experience to step in to help. This is why it is so important to participate in mutual aid.”

The last day of the conference included a tabletop exercise sponsored by the Environmental Protection Agency (EPA).

ORWARN and EPA Working Together to Sponsor Two Workshops

IDWARN, WAWARN and ORWARN are working with the EPA to host a workshop dedicated to exploring interstate mutual



EPA Table top Exercise

aid and assistance. This workshop is tentatively scheduled for the fall of 2016 in Spokane, WA.

Also on the horizon for later in 2016 is a workshop where utilities and emergency management representatives will have a chance to meet and better understand mutual joint needs and issues.

More information will follow on both of these workshops.

ORWARN Spring 2017 Conference

ORWARN is beginning to organize its next conference. Watch for more details closer to the end of the year.

For more information, please contact one of the following Officers:

Mary Ellen Collentine, Chair
maryellen.collentine@portlandoregon.gov

Chris Wanner, Vice-Chair
chris.wanner@portlandoregon.gov

Gina Johnson, Secretary
gmjohnson@klamathfalls.city

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2016 Scholarship Awards

The Pacific Northwest Section began providing scholarships in 1971, and has awarded nearly \$490,000 to deserving students since then! The Section Board formally established the Education and Training fund in 1985 to help provide a stable funding base for these scholarships. This year, in addition to E&T proceeds, contributions from Ameron International, Kelman Publishing (our newsletter publisher) and the NW Washington Subsection enabled us to award a total of \$27,000 for eight scholarships. The endowed scholarships awarded honor Section members and friends who embodied generosity of spirit and commitment to drinking water, and to this Section, during their careers. See the Section website for detailed descriptions of all the named scholarships.

A new scholarship endowment in the name of Chris Uber was established last year. We awarded the first scholarship in Chris's name to Zoe Keve, who is pursuing a bachelor's degree in civil engineering at Portland State University.

This year's Cynthia Driscoll, Bob Wubbena, and Legacy scholarships, with contributions from the NW Washington Subsection, were awarded to Sarah Burnet, who is working on her PhD in natural resources at the University of Idaho.

We recognize the increasing participation by Subsections in the scholarship program. The NW Washington Subsection and the Southern Oregon Subsection have both established named scholarships. The NW Washington Subsection Scholarship, with contributions from Kelman Publishing, were awarded to Ben Focht, who is completing a bachelor's degree in civil engineering at Boise State University.

This year's Past Chairs and RH2 Engineering scholarships were awarded to Carl Breidenbach, who will complete his bachelor's degree in geosciences and hydrology at Boise State University.

The Al Alsing scholarship was awarded to Heta Kosonen, who will use the scholarship to pursue a PhD in civil engineering at the University of Washington.

This year the Doane Family, Archie Rice, and Pettie-Stiles Scholarships were awarded to Ashley Martinez, who is completing a bachelor's degree in civil engineering at the University of Portland.

This year's Southern Oregon Subsection and Alan Jones Scholarships were awarded to Jasmine Morris, who is pursuing a bachelor's degree in environmental engineering at Portland State University.

We continue to value Ameron's more than 23 years of contributions and long-standing support for students and the scholarship program. This year's Ameron International Scholarship was awarded to Esther Chang, who is working on her bachelor's degree in civil engineering at the University of Washington.

In addition to the scholarships, applicants who are not already AWWA members also receive a student membership in our association.

Thank you for supporting the future of our organization, our communities and in particular, these outstanding students. If you would like to make a tax-deductible contribution to the Education and Training Endowment Fund, please contact Bob Willis, the E & T Chair at bwillis@rh2.com, or Kyle Kihs, Section Executive Director at kkihs@pnws-awwa.org.

Public Information Committee

Congratulations to the 2016 Excellence in Communications Winners! (Sponsored by the Public Information Committee)

Print Communications	
Large Utility:	City of Hillsboro
Small Utility:	Rainbow Water District
Electronic Communications	
Large Utility:	SUEZ
Small Utility:	Rockwood Water PUD
Best Video	
Large Utility:	City of Bend
Consumer Confidence Report	
Large Utility:	Sammamish Plateau Water & Sewer District
Small Utility:	City of The Dalles

Strategic Communications Plan	
Large Utility:	Lake Oswego – Tigard Water Partnership
Internal Communications	
Large Utility:	Portland Water Bureau
Wild Card	
Large Utility:	Clark Regional Wastewater District
Best in Show	
Large Utility:	City of Hillsboro

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Subsection Advisory Council

Competitions and Camaraderie

Competitions are a significant part of the Pacific Northwest Section (PNWS) events each year, where we celebrate the finest and most inspired within the water industry locally and regionally. Encouraged by the Subsection Advisory Council (SAC), this year the PNWS Spring Conference in Boise was reinvigorated with competitive involvement across the Section. We appreciate the enthusiasm, time, and energy each team, and their respective employers and sponsors, put into supporting and inspiring competition.

Tapping was back with two teams from Suez (ID), and a team each from Tacoma, Spokane, and Covington Water District (WA). The winning time of 1 minute 27.09 seconds posted by Suez Team One, was the work of: Coach - Pat Hoskins, Cranker - Phil Canoy, Copper - Brian Tucker and Setter - Chase Coles. Tacoma Water, with a second-place finish, will be joining them in Chicago to represent the Section. Congratulations to both teams, we hope that you both post great times.



After a one-year hiatus, the mental IQ of three teams was put on display during the Top Ops competition. Representatives from each state were challenged for their general knowledge of water system operation and management. A brave solo effort by Dan Sleeth, from the Highline Water District was bested by the other two teams in the first round. The Suez team of Scott Pierce, Seth Goertz and Lynn Rice pushed the Rivergrove Water District team of DJ Ezell, Rick Ezell and Brain Faist in a tight race, but Rivergrove's team prevailed. They will be further put to the test in Chicago at ACE. We wish you the best.

Not only does Suez have a great tapping team and an astute staff, they also have the Best Tasting Water in the Pacific NW Section. Coming in second and third this year were the Northeast Sammamish Sewer and Water District, and Riviera Lake Josephine respectively. Congratulations to all, and we look forward to a great showing by Suez in Chicago.

Dexterity and efficiency were on display during Meter Madness. Chris Hicks from Tacoma Water smoked the field



with a time of 20.73 seconds, followed by Monte Carstens of Tualatin Valley Water District, and Mario Gonzalez from the City of Anacortes. Both Chris and Monte will be shooting for an improved time in Chicago during the ACE competition and we're rooting for a big PNWS win!



Gimmicks and Gadgets were exhibited by our best and brightest across the PNWS. With the motto of *work smarter not harder*, each entry demonstrated ways to meet environmental regulations, fix broken valve nuts, and address leaky water systems. It was Dan Calkins from Sunrise Water who wowed the judges with his invention, the Drop Nut, taking first place. He was followed by Mike Blake of Central Point with his Quick Stop, and Don Lechner of Walla Walla with his Super Plug. All will receive a 2017 PNWS Spring Conference scholarship. Congratulations!



A big thank you is extended to Mike McClenathan of Central Point, OR, for a great Gimmicks and Gadgets; Gerald Arredondo of Salem, OR, for a compelling Meter Madness; Loren Searl of Spokane, WA, for an exhilarating Tapping competition; Doug Priest of Salem, OR, for a scintillating Top Ops challenge; and Kyle Thompson of MSA for a satisfying Best Tasting Water event.

We so are grateful to all the volunteers who helped manage and judge these events, and hope that all those who participated enjoyed them while at the same time getting to know someone from the Section just a little bit better.

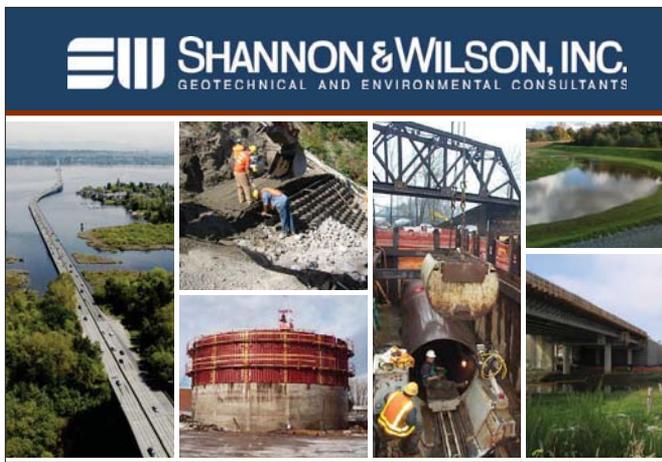
Accolades

Each year the SAC reviews nominations for the Subsection Activities Award. Like great tasting water, one thing was crystal clear from the selection process; our Section is filled with talented and devoted volunteers. With so many well qualified nominations, it was difficult to choose the three award winners. During the PNWS Spring Conference banquet, each award winner was announced. Out of the NW Oregon Subsection, Doug Priest from the City of Salem was honored. He is the Water Distribution Services Supervisor at the City of Salem and for over 10 years has served in all positions of leadership. He helped to promote and was actively involved with Meter Madness and Top Ops, participating at the national level. From the Blue Mountain Subsection, Art Garro from the City of Pullman, WA, was honored as the award winner from Idaho and Eastern Washington. Art is the Maintenance and Operations Supervisor for the Pullman Water Department and was a driving force in Blue Mountain's resurgence. Through his leadership, this Subsection is active and vibrant. Out of the King County Subsection, Laura Keough represented Western Washington; she was honored for her

15-plus years of service, including serving as the treasurer, coordinating training and CEU approvals. Her fine fiscal management has kept the Subsection in the black, and in a position to annually donate thousands of dollars to selected non-profit charitable organizations.

Transitions

At the close of the Spring Conference, we said goodbye to a wonderful leader, Max Woody of Central Point, who has served the SAC well as an Officer over the past four years. With his leadership, Max has helped to prepare Tonya Reiss from the City of Spokane to assume the position of Chair and Doug Schlepp from RH2 Engineering the position of Vice-Chair. Incoming Officers are Dan Sleeth from the Highline Water District as Secretary and Pat Van Duser from Black and Veatch, as the newly created Webmaster. We continue to have the valued regional support of Ed Heidt from the Skagit PUD as the Washington Coordinator. After many years of service, both Judi Ranton from the Portland Water Bureau and Wally Hammons from the City of Caldwell will step down as the Oregon and Idaho Coordinators, respectively. We are indebted to both for attending to the needs of the Subsections during their years of service. We look forward to Max Woody's and Cory Bauns's support as the new Oregon and Idaho Coordinators respectively. If you have any questions or need help with achieving the goals and vision of your Subsection, please reach out to the SAC – we are here for you! 📧



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Utility Management Committee

First and foremost, we wish to thank Dan Kegley for his service as the Committee Liaison for the past years and Dan Sleeth for his service to the committee, most recently as the Chair and in the past as a member and committee activist. We wish D2 the best of luck in their new positions as Section Chair-Elect and SAC member respectively. We also welcome D2 to be involved in our Utility Management Group (UMG) going forward.

The new committee comprises:

- Chris Young, Committee Liaison
- Barry Buchanan Chair
- Mike Prett Chair-Elect
- Diane Pottinger Secretary
- Lara Kammereck Treasurer

This team is committed to building on the ground work set by the former committees in bringing the best available information and training to current and prospective Utility Managers in the PNWS-AWWA.

We are lucky to have two viable subcommittees actively working with the UMG this year, they are:

1. The Asset Management Group led by Tom Keown; and
2. The Women in Leadership, Puget Sound, led by Katy Isaksen and Lara Kammereck.

However, the WIL will likely remain within the Professional Leadership Committee for the next year.

The UMG has several activities planned for the coming year which we encourage and hope you will take full advantage of:

- Bi-monthly electronic meetings;
- A fall management and leadership workshop;
- Monthly bulletin board discussion topics;
- 2017 conference workshop; and
- 2017 technical sessions.

For more information, please visit the Utility Management section of the Committee PNWS-AWWA website (www.pnws-awwa.org) or contact us directly

We look forward to having you involved this year. New members welcome! 🇺🇸

Barry Buchanan for the Utility Management Committee

Water Conservation Committee

The Water Conservation Committee hosted a successful education track at the 2016 PNWS Conference in Boise. Topics included dealing with drought, agricultural water efficiency, building regional and community partnerships, communications, and data management. Each session included outstanding information about some of the latest issues our profession is tackling. Congratulations to the Conference Committee on doing such an outstanding job!

Also at the 2016 Boise PNWS Conference, Mike Buettner (Bend, OR) officially took over as Chair of the Water Conservation Committee. Julie Smitherman (Ashland, OR) will serve as past chair. Amy Geerling (Hillsboro, OR) was elected Vice-Chair, and Mark Taratoot (Corvallis, OR) as Secretary. Julie did a tremendous job as Vice-Chair and Chair of the Committee, and set a very high standard. Thank you for everything you've done, Julie!

The Conservation Committee looks forward to another year of information sharing, collaboration and partnership across the Pacific Northwest Section. The Committee will meet in person on August 25 in Vancouver, WA. Last year's meeting in Bend, OR, included presentations from Jon Luoma (National Product Manager – Ewing Irrigation), Jack Karlin (Program Administrator – Turfgrass Water Conservation Alliance), and field demonstrations from Mike Duarte of Bend Metro Parks and Recreation District.

Web conferences will be held in November 2016 and March 2017, and each will include a Conservation Committee meeting and informative webinar with discussion. Last



year's topics included a product demo from cloud-based irrigation controller manufacturer Rachio, as well as a discussion with Alliance for Water Efficiency's (AWE) Bill Christiansen regarding AWE's efforts to act as third party reviewing of compliance with AWWA's voluntary G480 Water Conservation Program Operation and Management Standard.

The Water Conservation Committee continues to look for new topics, new members and new ways to increase the value of participation in our committee. Please contact a Conservation Committee Officer if you know of someone that could benefit from being included in our regular communications, meetings and annual conferences.

AWWA-PNWS Water Conservation Committee Officers:

Mike Buettner – Chair
mbuettner@bendoregon.gov

Amy Geerling – Vice-Chair

Mark Taratoot – Secretary
mark.taratoot@corvallisoregon.gov 🇺🇸

Water Quality Committee

Summer Committee Activities

The Water Quality Committee will be hosting its semi-annual meeting and tour this year at the City of Anacortes Water Treatment Plant in Mt Vernon, WA. We will have a lunch-time meeting for committee business and then a tour of the water treatment plant. To RSVP, email Jessica Dorsey. The option to call in for the meeting will also be available.

Training

The WQC has begun planning training opportunities for the upcoming year. We are partnering with the Public Information Committee and NWWA Subsection to host our second Strategic Communications for Water Quality Issues on September 14, in Woodinville, WA. You can find more information and registration at the Water Quality Committee's website. We are also partnering with several other committees, including Research to host workshops focused on lead in each of the Section's states. We may also be offering a Basic Water Quality class in Central / Southern Oregon in the fall. Stay tuned for updates as plans come to fruition.

Best Tasting Water Competition

Ten Subsections held Best Tasting Water Competitions this year! That is the highest participation we have had in recent years. Seven of those winners were able to compete at the Section conference in Boise, ID. Lake Josephine Riviera took third place, and NE Sammamish Sewer and Water District came in second. The winners, Suez Water Idaho, received the section scholarship to be able to compete for the national title at ACE in Chicago, IL in June!

Get Involved!

Want to join the Water Quality Committee? By doing so you will receive email updates about upcoming meetings and events. We are currently seeking a volunteer to fill the Secretary position and welcome inquiries. Please contact Committee Chair, Jessica Dorsey (jessica.dorsey@hillsboro-oregon.gov) or Committee Vice-Chair, Kyle Thompson (kyle.thompson@msa-ep.com) for more information. 

Water For People Committee

Thank you to all who supported the Water For People efforts at the Boise conference. Thank you Katie and your committee for making it a great success.

We have raised \$78,000.00 to date for Water For People.

Congratulations to our Kenneth J. Miller Award winner, Cindy Foss, who was recognized for all her hard work and support of Water For People.

We changed leadership roles during the conference.

- Kristin Young, Chair
- Jolene Gibson, Vice-Chair
- Erin Nishikawa, Secretary
- Ronda Farmer, Technology Liaison
- Anh Quach, Technology Liaison
- Camille Cegnar, Idaho Liaison
- Katie Dillon, Auction Lead

We are looking for a Liaison for Oregon and Washington. If interested contact Kristin Young.

Looking for something fun to do while supporting Water For People? Come raise a glass or club with us!

There are many events throughout the Section – one or more near you, we are sure.

- July 22: Northwest Oregon Golf Tournament
- July 28: Cascade to Coast's Wine for Water
- August 12–13: Southern Oregon Golf Tournament
- August 19: Central Washington Golf Tournament
- September 9: Lower Columbia Golf Tournament
- September 9: Northwest Washington Wine for Water
- September 16: Northwest Oregon Wine for Water

- September 16: King County Golf Tournament
- October 22: South Sound Subsection Wheels for Water
- November 10: Southwest Idaho Wine for Water

For more information, times and locations visit the Water For People committee's fundraisers page at: <https://sites.google.com/a/pnws-awwa.org/water-for-people/upcoming-events/fundraiser>

Interested in starting a Water For People event? Please contact one of the following officers:

Kristin Young, Chair
kyoung@rh2.com

Jolene Gibson, Vice Chair – Washington
jgibson2@cityoftacoma.org

Erin Nishikawa, Secretary
enishikawa@aesgeo.com 



water for people

Water Resources Committee

The mission of the PNWS-AWWA Water Resources Committee (WRC) is to develop educational and professional networking opportunities, to share experiences and expertise among water providers and other water stakeholders in the Pacific Northwest.

Boise 2016

The committee developed a full schedule of technical sessions for Boise 2016 on the theme of "Building a Resilient Water Utility." Sessions on the topics of drought and climate change, supply security and adaptive management were well attended. The WRC successfully partnered with the Water Quality Committee to present a joint technical session. We invite other committees to consider partnering with the WRC for future conference program planning.

Tri-Cities 2017

The committee is hard at work developing sessions for Tri-Cities 2017. You are invited to submit abstracts for consideration on the theme of "Building a Resilient Water Utility." Suggested topics include, but are not limited to, conjunctive use planning, source emergency planning, source water protection for small systems, and how to apply the latest research about drought and climate change. Your great idea about water source resiliency is welcome!

Join us for a Summer Field Trip!

WRC is planning a summer field trip tour on the topic of leveraging ecosystem services to enhance water supply resilience. The field trip is scheduled for August 18, 2016, from 10:00 a.m. to 2:00 p.m. in Eugene, OR.

For more information, visit the committee webpage.

Stay tuned for more information about a Lunch-n-Learn webinar scheduled for early November 2016.

WRC Leadership for 2016-2017

- Chair: Jill Hoyenga, Eugene Water & Electric Board, jill.hoyenga@eweb.org
- Vice-Chair: DeEtta Fosbury, GSI Water Solutions, dfosbury@gsiws.com
- Secretary: Lizzi Haas, EA Engineering Science & Technology, ehaas@eaest.com
- Past-Chair: John Lambie, E-PUR, LLC, jlambie@e-purwater.com



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Water Treatment Committee Report

The PNWS-AWWA Water Treatment Committee (WTC) gathers and disseminates information and knowledge regarding the operation and design of water treatment facilities, and the impact of the treatment facility operation on water quality in the distribution system. The committee's focus is to cover two areas: water treatment operations aimed at the operators, and how they can improve their operations; and how engineers design and build treatment facilities.

The WTC has been busy with quarterly meetings, training sessions, and the 2016 Section Conference in Boise. Below are a few highlights from the past year and plans for the upcoming year.

Committee Meetings

- Summer 2015: The 2015 summer meeting was held on August 14 at Skagit PUD's offices. The meeting was followed by a tour of the Anacortes WTP. A big thanks to our tour guide Chad Siedlik at the City of Anacortes and to CH2M for providing lunch!
- Winter 2016: The 2016 winter meeting was February 5 at the City of Kelso's offices and followed by a tour of the Kelso Water Supply Plant. A big thanks to Paul Reeb for the plant tour and to CH2M for providing lunch!
- Spring 2016: The 2016 spring meeting was held on May 6 at the Section Conference in Boise.

Our next committee meeting will be in August 2016 in Bend, OR. Additional details will be available soon on the committee's page of the PNWS-AWWA website.

2016 PNWS AWWA Annual Conference

The WTC had another successful conference in Boise. The committee sponsored three technical sessions, one of which was a water reuse session co-sponsored by the Research committee. The WTC also sponsored a pre-conference session and tour of United Water's Columbia Water Treatment Plant. All sessions were well attended and the pre-conference was a huge success with a full bus for the afternoon tour. The WTC would like to thank the staff at the Columbia Water Treatment Plant, especially Bill Carr and Camille Cegnar, for their help organizing and planning the plant tour. The committee would also like to thank CH2M for sponsoring the bus transportation between the conference center and the plant.

Training

The WTC hosted two training forums in the past year, which was the 15th year of hosting training forums for operators in the PNW. The goal of the forums has been to provide low-cost alternatives for gaining CEUs, training, and the dissemination of treatment-

related information and knowledge to operations staff in Oregon, Washington and Idaho. Forum 15A was held in November 2015 at Skagit PUD and the Anacortes WTP. Forum 15B was held in March 2016 at The Dalles WTP. The committee would like to thank our forum hosts for providing their facilities for the training.

The committee is currently working with the Water Quality, Research, and Distribution committees to host a lead/corrosion control workshop in Fall 2016.

Become a Member or Sponsor a Committee Meeting Lunch!

The WTC is looking to recruit new, energetic members (including manufacturers and equipment vendors) to ensure its continued growth and momentum. The WTC is also open to anyone who would like to volunteer to sponsor lunch for one of our WTC meetings. If you have any questions about the WTC, or are interested in joining the committee, please contact any of our officers:

Michelle Cheek, Chair
michelle.cheek@portlandoregon.gov

Enoch Nicholson, Vice-Chair
enoch.nicholson@CH2M.com

Scott Johnston, Secretary
johnston@skagitpud.org

From Your Friendly Conference Program Committee

So, you submitted an abstract for Kennewick 2017, now what?

The Conference abstract submittal form closes July 15, 2016. From here we will be working diligently to sort through them all. Abstracts will first be sorted by committee solicitation, then by committee relevance as identified by the person who submitted the abstract. Committee

Chairs can expect to receive a sorted abstract spreadsheet in early August. Committees will create desired programs and submit them to the program committee in early September. We will begin drafting the Conference program and look for conflicts that, with committee Chairs' help, we hope to resolve BEFORE we

gather at the fall meeting in Spokane. By the end of the fall meeting, the conference program should be substantially complete.

Thank you all for taking the time to submit your abstracts for Kennewick 2017. We are confident that we will once again have a very full and rich technical program thanks to your help and support! 

Young Professionals Committee

The Pacific Northwest Young Professionals (YPs) are a dedicated group of young professionals and students who are excited to engage with all that AWWA offers. Young professionals participated in the annual conference and organized several fun networking and educational activities. More events will be planned for spring and summer. These events are a great chance to learn powerful skills to enhance your career, and network with other like-minded professionals and students in the water industry. Check out some of the past events and future opportunities coming up for the PNWS YPs!

2016 Boise Conference

Fresh Ideas Poster Competition in Boise, ID

The 2016 Fresh Ideas Poster Competition featured six research posters from universities across the Section. The poster competition is a unique opportunity for all YPs, not just students, to present their water and wastewater research to a diverse audience. Thank you to the many conference attendees that stopped by to see the great research and provide the students invaluable experience. The competition was judged by a field of experts with the winner representing PNWS at the AWWA Annual Conference and Exhibition (ACE) in Chicago. The winners of the 2016 Fresh Ideas Poster Competition were:



- 1st Place: *Water Quality Model of the Tigris River System in Iraq*
Muhanned Al-Murib,
Portland State University
- 2nd Place: *Quantification of Antibiotic Resistance Gene Degradation During Full-Scale Wastewater Disinfection*
Huan He, University of Washington
- 3rd Place: *Formation of Oxyhalides and Chloropicrin During Solar Photolysis of Aqueous Free Chlorine*
Tessora Young,
University of Washington

2016 Young Professionals Scavenger Hunt- Boise, ID Conference

The 12th Annual PNWS-AWWA YP Scavenger Hunt took place in Boise on Thursday, May 5. Nearly 40 YPs from Idaho, Oregon, and Washington kicked off the hunt with a piñata and hit the streets to track down people and places in pursuit of prizes, new connections, and good memories. A special thanks to the students of Wilson



Creek High School for taking the time to make the piñata, and for generously donating it to us. Each of the teams finished very close, and judging was a tough task this year! The Scavenger Hunt Planning Committee would like to thank all of the participants for their enthusiasm, passion, sportsmanship, and participation.

Please contact Kysa Cronrath at kysa.cronrath@hillsboro-oregon.gov and include your name and a mailing address if you participated on a team that did not win an overall prize and have not yet received your gift card.

The Scavenger Hunt Planning Committee would also like to thank our incredible sponsors; your sponsorship dollars are a tangible investment in the future of the water industry in the Pacific Northwest. This year's venue sponsors were MSA and RH2. Partner sponsors included Kennedy/Jenks Consultants, the Southern Oregon Mafia, the Central Oregon Subsection, and Ferguson/Mueller (who also provided our iconic corps stop trophies). Patron sponsors were the Southern Oregon Mafia, Central Washington Subsection, Northwest Oregon Subsection, South Sound Subsection, Lower Columbia Section, Carollo Engineers, HDR, and DN Tanks. Thank you all for helping to make this Scavenger Hunt possible!

PNWS YP Sub-Section Events

At a Career Fair Near You!

Subsections and YPs participate in career fairs throughout the Section. They are a great opportunity to let students in the engineering and science departments know about AWWA. Local members staff the booth and collect student contact information to keep them informed about our events. We hope to continue strengthening our relationship with colleges and universities and grow AWWA's membership.

King County Subsection – Seattle Central College Mentoring Night

Students from Seattle Central College went around talking to various



engineering disciplines to learn about future career opportunities. Michael Norton (Seattle Public Utilities), Steve Lee (Covington Water District), and Lynn (Williams) Stephens (Brown and Caldwell) had a great time talking with students. They shared what their jobs were like, why they got into the water industry in the first place, and fielded questions about which degree programs would help them. Several students were enthused about a career in water! This is the second year that the King County has participated in this event.



If you have an interest in volunteering at future events, please contact Lynn Stephens, lstephens@brwnncald.com.

Northwest Washington Subsection Young Professionals – Diamond Knot Networking

On November 18, approximately 20 YPs and senior professionals (SP), and five students from the University of Washington, gathered at the Diamond Knot Brewpub in Mountlake Terrace for the Northwest WA Subsection's first ever YP networking event. While enjoying quality beverages and great pizza, YPs were encouraged to engage with SPs through the use of raffle tickets that required an SP's signature. During the raffle drawing toward the end of the event, four lucky YPs took home their choice of a gift card. The subsection would also like to thank Whitney Equipment and Beaver Equipment for being event sponsors. Overall, the event was a success and the Northwest Subsection has begun planning several field trips and network events for 2016, so stay tuned!

PNWS Upcoming YP Events Pioneer Award



Julie Smitherman, past YP Chair, received the 2016 Pioneer Award. Each year, the PNWS Young Professionals Committee seeks nominations for the Young Professional Pioneer Award. This award recognizes an outstanding young professional within the Pacific Northwest Section AWWA.

This year's recipient exemplifies community service, leadership and technical expertise in her commitment to the Pacific Northwest Section.

Julie started her career in the water industry seven years ago,

focusing on creating robust water conservation programs for the City of Ashland, OR. She quickly became the City's local expert on water conservation matters and as such took a lead role in the response to its 2014 and 2015 droughts – reducing water use by 30%. She helped develop the strategic drought response plan and provided ongoing professional outreach. She not only has the respect of her supervisor and city council, but she has established herself as a water conservation leader in our region. She is constantly working on planning her next community service event or engaging students in the water industry.

Julie has been actively involved in the Pacific Northwest Section, serving as Chair for the Young Professionals Committee and the Conservation Committee, and she is the incoming President of the Southern Oregon Mafia Subsection. Congratulations Julie!

Follow us on Social Media

The Young Professionals Committee continued a steady presence on social media throughout the year. The Facebook page is updated at least weekly with upcoming events, job openings, and training announcements. Our page has seen a 10% increase in followers in the past year, with each post reaching 70 people on average. Visit our Facebook page: PNWS of AWWA Young Professionals to stay connected with us!

Also, check out our events calendar on the PNWS website for information on upcoming YP and Student events at www.pnws-awwa.org. To submit information on events and/or pictures please contact Kristen Brastad at kristen.brastad@gmail.com.

Participate and Stay Connected!

Want to join the YP Committee in our efforts to connect students and YP's with PNWS-AWWA? There are lots of ways you can help, including: event planning, leadership roles, career fairs, scavenger hunt planning, helping get a student chapter going, and more. Contact YP Committee Chair Dan Reisinger for more information dreisinger@carollo.com. 

Inland Empire Subsection

We are pleased to announce our new Subsection President, Lance Peterson, District Manager for North Spokane Irrigation District #8, in Spokane, Washington. We just wrapped up our May Awards Banquet, with our special guest, Trustee at Large, Jennifer Garbely and our Past President, and Chair Elect, Dan Kegley. They got to congratulate Glenn Talmage of Irvin Water District #6 as this year's recipient of the Muddy Boot's Award. This goes to an outstanding individual in the water industry that goes above and beyond his duties in the Inland Empire. We were able to award him both at the Truck Rodeo, and our May Banquet. Another shout out to Ryan Neal, who won our Truck Rodeo Meter Madness contest, Gimmicks and Gadgets, and brought us the best tasting water from East Spokane Water District #1. We were happy to award Tonya Reiss with our Activity Award this year for her year round involvement as past chair, Truck Rodeo Chair, SAC incoming Chair, Customer Service Committee and Spokane

Regional Cross Connection Control Committee. And we welcomed Bob Cunningham, District Manager of Irvin Water, as our newest incoming director!

There was a threat of rain, but we ended up with a fantastic turn out for our second annual *No Water No Beer* event, May 20 at the Dwindraft Brewing Company in Post Falls. We had great food from Nick's Shameless Sausage food truck, and a silent auction to benefit Water for People.

A shout out to our amazing and generous sponsors: the Truck Rodeo and Best Tasting Water, sponsored by Murray Smith and Associates, Meter Madness, sponsored by Consolidated Supply Company; Gimmicks and Gadgets, sponsored by HD Supply; Marshmallow Mash, sponsored by RH2; Tapping Contest, sponsored by Mueller Company; Best water leak photo contest, sponsored by American Leak Detection; Service Truck Competition, sponsored by Pump Tech; and our lunch sponsors, Ferguson Waterworks! Our best in show truck for this year's Truck Rodeo goes to Irvin Water!



And last honorable mention goes to our City of Spokane Water Tapping Team. They came in third at the Boise Conference Tapping Competition. Thank you, Cole Marchant, Ray Foster, Jeremy Coulter, and Andrew Searl! Jen Garbely warned them at our Awards Banquet that the Women's Board Tapping Team is coming to challenge them! 🏆

Northwest Washington Subsection

2016 Training Schedule

The Northwest Washington Subsection will be sponsoring training for operators, engineers and managers in the summer/fall of 2016. Events scheduled so far include:

Water Quality Communications Workshop

– September 14, 2016, Brightwater Environmental Education Center, Woodinville, WA. 0.6 CEUs. Co-sponsored with the PNWS Water Quality Committee.

Water Treatment Workshop

– October 20, 2016, Alderwood Water & Wastewater District, Lynnwood, WA.

The annual workshop will focus on treatment topics of interest and practical application for treatment plants in the region. Past topics have included filter operations, maintenance, and optimization; start-up of Tacoma's new filter plant; and current and upcoming regulatory issues from DOH. 0.6 CEUs.

Emergency Preparedness

Workshop – Fall, Location TBD. 0.6 CEUs.

Basic Waterworks Workshop

– Fall, Lynden, WA. The workshop will provide an orientation to water utilities

and water quality protection for new employees to the utility including treatment plant staff, distribution crews, office staff, engineers and others. 0.6 CEUs.

Small System Local Training

– Fall, Location TBD. 0.6 CEUs.

For additional information or to sign up for email notification for these or any Northwest Washington Subsection workshops, go to the Subsection webpage on the Section's website (www.pnws-awwa.org) or contact Jeff Lundt: 260-477-5582 or jeff.lundt@kingcounty.gov.

Continued on page 27

Spring 2016 Event Highlights

Best Tasting Water Contest –

Held February 24, 2016 at Skagit River Brewery in Mount Vernon, WA.

Congratulations to the City of Bellingham for taking home the first-place prize! A total of seven water samples were submitted and rated by a volunteer panel of judges. A big thank you to our volunteer judges and to Northwest Corrosion Engineering for sponsoring the event!

Basic Waterworks Workshop –

Held on March 24, 2016 at Anacortes Public Library in Anacortes WA.

The workshop provided an orientation to water utilities and water

quality protection for new employees to the utility including treatment plant staff, distribution crews, office staff, engineers and others. Twenty-six attendees were present (including three students from Bellingham Technical College) and all earned 0.6 Water CEUs

2016 Western Washington Short School & Trade Show – Held on June 14-15, 2016 at Lynnwood Convention Center in Lynnwood, WA.

The two-day conference was jointly sponsored by the Northwest Washington Subsection and the Pacific Northwest Clean Water Association. The short school offered five concurrent sessions

on both days with presentations covering a variety of topics relative to both water and wastewater operators, including water and wastewater treatment, water quality, water storage, operations and maintenance, pumps, odor control, instrumentation, control valves, disinfection, and aeration and mixing. Full-time attendees earned up to 1.2 Water/ Wastewater CEUs.

To sign up for email notification for future Northwest Washington Subsection workshops go to the Subsection webpage on the Section's website (www.pnws-awwa.org) or contact Jeff Lundt: 260-477-5582 or jeff.lundt@kingcounty.gov. 

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MAMMAS, LET YOUR BABIES GROW UP TO BE COWGIRLS

On the ranch, or in the office, AWWA President-Elect Brenda Lennox takes the bull by the horns

By Jeremy Brooks



Cover and feature photography courtesy: Mark Anthony | Anthony Productions

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John L. Jersey is your classic teenager, happy to while away the day in his own little world. He spends most of his time alone on his family's property outside of Warren, OR, and the only person who dares come near him is his mom, Brenda Lennox. She's cool with her 13-year-old's temperament, and picks her battles accordingly, making sure he eats, and, every chance he let's her, swooping in to brush his hair. It's not that *Johnny*, as she likes to call him, is particularly difficult for a teen. He just happens to be a 1,700-lb steer.



"I can get close to him," says Lennox, a hint of maternal pride in her voice. "He loves to be curried. I can start on one side of his nose, go clear around to the other side of his nose, and he won't move a muscle."

Suggesting that Lennox could teach a class in how to build relationships is kind of like saying John Wayne gave us some memorable silver screen quips. She's coddled a bovine that could kill her with a crane of its neck, and she's coached an anxious equine into a champion barrel racer. Her lifetime of experiences with animals has taught her that building connections with colleagues in the professional world requires the same basic ingredients: patience, respect, and trust.

For the past 26 years working for the Tualatin Valley Water District (TVWD), Lennox let those rules of the ranch trickle down into the workplace. Within the organization, the self-described introvert climbed the ranks from administrative assistant up to Manager of Customer and Support services – a portfolio with touch points to all of TVWD's 100-plus employees, and its customer base of 217,000. She did so by patiently learning everything she could about an organization, and an industry, that is traditionally the domain of scientists and engineers. No small feat for someone with a background in HR and finance.

"I feel I prepare three times as hard being from the non-technical side," says the 59-year-old.







The magic of Lennox's approach to management, according to PNWS-AWWA executive director, Kyle Kihs, is her ability to understand process. "[Brenda is always thinking] 'How do we get from point A to point B and who are the players?'" says Kihs. "That is so essential to managing a non-profit organization."

When he was new to the executive director role, Kihs says Lennox mentored him, imparting advice whenever she could, including during their three-hour commutes to board meetings in Tacoma. "Her comment always was, 'I'm not the expert, but I know experts,'" he says.

That management style, rooted in her respect for her colleagues earned Lennox their trust, and a chance to help guide the team at TVWD. Along the way, she had the opportunity to explore a parallel path of leadership: volunteering with the American Water Works Association (AWWA). The competitive barrel racer grabbed opportunity by the reins, and in 2017 she will make history as just the third woman in 137 years to serve as President of the Association.

To lead AWWA, Lennox needed the support of her Section, so her successful bid for the presidency comes with the acclaim of her peers. But for someone

who eschews the spotlight as she does, the accomplishment means so much more than a personal or professional milestone; it's about giving back to a career she truly believes in. It was her early exposure to the AWWA, Lennox says, that revealed the potential, and the importance, of working in water.

"This is a noble profession," she says. "We work hard every day to ensure the water we serve is safe for our communities and families. Water is a life necessity, and the service that colleagues give to this day in and day out is noble."

The passing of the gavel from 2016 AWWA President Jeanne Bennett-Bailey is a year away, but Lennox is already preparing for the transition. Last fall she made a decision to retire from TVWD to prevent a conflict between the demands of her job and her responsibilities with the AWWA.

Not ready for full retirement, Lennox recently decided to join the team at the Bothell, WA-based engineering firm, RH2 Engineering. Kristin Young, who works as a business development manager with RH2 and who has also benefited from Lennox's mentorship through committee involvement with the PNWS-AWWA, says she's delighted about the news.

"I think this is going to be a great fit for Brenda and RH2," says Young, who feels Lennox's background in customer service and her knack for relationship building will provide a nice compliment

to RH2's expertise in engineering, planning and environmental services. Lennox joined RH2 in mid-April as their new Strategic Relations Manager. The part time position will allow for the demands of the AWWA role.

Never one to shy away from a challenge, Lennox nevertheless concedes that heading the AWWA will draw on her strength (one-on-one networking) and force her to address her Achilles' heel (public speaking). Lennox candidly recalled her five-minute speech before the AWWA Board when she was vying for the leadership position.

"I can do a boatload of things," she says. "I can lower my heart rate before I go to run barrels . . . I don't get nervous. [But] giving that speech . . . oh my Gosh!"

Along with a new season, spring also ushered in change on many fronts in Lennox's life, not least of which was saying goodbye to TVWD, a place she called home for the better part of three decades, and all the friends she's made along the way.

"It was emotional," says Lennox. "I loved my staff and thought of them as colleagues, not subordinates. We always operated as a team."

In addition to her new job, there is plenty on the domestic front to keep any notions of retirement at bay. Lennox and husband Jerry are moving to a new ranch just outside of Walla Walla, WA. That means building a barn and a house, selling the Warren property, transporting their animals (nine horses, Patch the border collie, and Johnny), and coordinating the sundry other bits of the move.

On top of all this there's barrel racing, a family affair that traces its roots back to Lennox's childhood.

Lennox was destined to be a cowgirl. The youngest of five children, she grew up enamored with horses, a love she shared with her late father, Pat Healy. With his other kids' interests in steeds anything but steadfast, he may have taken added measures to inspire his youngest daughter's passion, such as buying her a Shetland pony – which

they named Blaze – before she was born. A train conductor by profession, he was a cowboy at heart, and the family lived on an acreage near Orenco, OR. There, they kept horses and grew filberts (hazelnuts). For most of her life, Lennox rode show horses in 4H events, her mom, Jewell, patiently driving her daughter from one event to the next throughout the state. Around age 20, Lennox discovered the adrenaline rush of barrel racing, which jibed with her competitive nature.

"You're in it to win," she quips.

This passion for racing only intensified with the next generation: her daughter Michele Lyons, 28, is a competitive racer whose collegiate career included a second-place finish in national breakaway roping. "She kicks my heinie all the time," admits Lennox.

There is nothing Lennox would like more than to be riding a horse well into her 80s. But that's a sunset she isn't ambling toward any time soon.

"Right now, I have no end in sight," says Lennox. "If I like what I'm doing, I'm a workaholic."

Lennox admits her role with the AWWA in 2017 will be primarily a figurehead position, but she still plans to use her term working on issues close to her heart, including: growing diversity within the AWWA leadership, including greater representation of women; continuing her mentorship of Young Professionals; and helping the AWWA better tell the story of water's importance, and how its 50,000 professional members help safeguard this resource each and every day.

If anyone can make the most of the term, it's Lennox, according to Young. "I think one of her biggest strengths is her integrity. She has definite goals for herself and for her AWWA leadership role. She is not an individual who will get swayed by anything."

When Lennox does eventually wind down her professional career, she plans to hit the gym and get herself back into peak racing form.

Michele, you've been warned.





LIFE ON THE LENNOX'S RANCH —





A BALANCE OF WORK AND PLAY

“She kicks my heinie all the time.”

Brenda, describing her daughter, and fellow competitive barrel racer, Michele.



Parting Thoughts



Mentors

Gene Seibel hired me right out of high school. Then again [when I returned to TVWD] as his administrative assistant. He was a visionary. He was all about the people, the network, doing the right thing for the right reason. That stuck with me.

Young Professionals

What do young professionals want? Not necessarily money. They want work-life balance. They want to give back to their communities. It's not the traditional Baby Boomer career path. I love YPs.

Women in the AWWA

We will be a stronger Association if we embrace diversity, especially women. We are equally important and influential. [The AWWA] needs us too.

Horses

They're my therapy. Horses have taught me many things in life; compassion being one of them. They are very sensitive and very forgiving.

A Perfect Day

My perfect day involves horses, family and being outside.

The Song that Best Describes Me

I really don't have one, but *Cowgirls Don't Cry* always makes me think of my dad.

My Motto

It's not what happens, it's how you react to it.

Overcoming Adversity

My mom died in March of 2012, then I broke my ankle shortly afterwards at a barrel race in May. I came back the following May and ran three horses, placing first and second in the 2D average. *Brenda would have notched third place as well if not for one barrel getting knocked over.* 🙏





MAY THE **SOURCE** BE WITH YOU

2016 PNWS-AWWA CONFERENCE WRAP-UP



“The Force is strong with this one . . .”

With apologies to Darth Vader, the Force was strong in Boise in early May. The Star Wars-themed meeting featured record-breaking attendance, sponsorships and enthusiastic responses from vendors.

An outstanding technical program, Fun Night at the new JUMP facility, and spirited competitions kept attendees informed, entertained and, most importantly, focused on the mission of the PNWS-AWWA: dedication to providing leadership to the drinking water profession in the Pacific Northwest in areas of drinking water quality, water resource policy, customer service, and water-related planning issues.

Wednesday, May 4, saw outstanding weather greet golfers at Quail Hollow Golf Course. More than 90 golfers tested their skills on the challenging Boise Foothills course. The winning team at this year’s tournament was:

Andre Tolme, Nick Belmont, Mark Handzuk, and George Sidhu.

Wednesday’s Pre-Conference seminars tackled emerging issues like drought and climate change, asset management and membrane

water treatment. There was also a tour of SUEZ’s Columbia Water Treatment Plant.

Wednesday night, the social festivities kicked off with the annual Tapping and Meter Madness





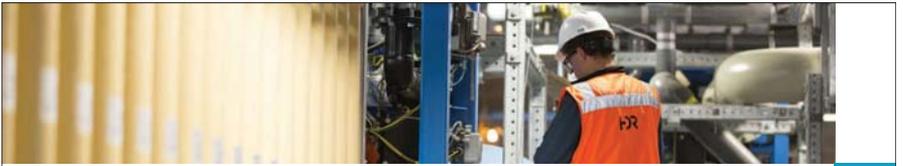
competitions. Five teams competed in tapping, with the SUEZ #1 team claiming its second straight trophy. An outstanding time of 1:27.09 earned the Boise-based utility a repeat trip to represent the Section at ACE16 in Chicago. They will be joined by the team from Tacoma, who posted a time of 1:49.88 to earn their trip to Nationals.

The Meter Madness title went to Chris Hicks from Tacoma Water and he also earned a trip to ACE to represent the Section in the national finals.

Jack's Urban Meeting Place (JUMP), hosted Fun Night. The unique community meeting space in the heart of downtown Boise was the perfect venue for an evening of conversation, good food, *Star Wars* characters mingling with guests and festive dancers performing intergalactic dances.

At Thursday's Opening Ceremony, new Trustees were officially welcomed aboard and Randy Black spoke about his 20/20 Vision. Kevin Boggs gave an overview of the technical program, which included our first-ever day-long waste water session worth 0.6 CEUs. Lynn Williams-Stephens enlightened us about an exciting new Community Engineering Corp program and we were treated to an entertaining speech by our AWWA Visiting Dignitary, Warner Palermo.

A record number of vendors exhibited during the conference, and Thursday morning gave attendees the chance to tour the Vendor Hall and visit



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with the companies that help make the conference a reality. Business cards were swapped, contacts were made, and future partnerships explored.

Throughout the day Thursday, and into Friday, the Water For People silent auction offered conference attendees the opportunity to bid on a diverse selection of items, with all proceeds supporting Water for People. The 2016 silent auction raised over \$9,000.

After Friday's technical sessions, the Best Tasting Water Contest was held. The Southwest Idaho Subsection won the contest and the winning water will be sent to Chicago to compete at ACE. The Friday night banquet provided

a tasty and award-filled wrap-up to a successful conference. Randy Black discussed his tenure as PNWS Chair, and Lacy Goeres-Priest was welcomed in as the 2016–2017 PNWS Chair.

Special thanks goes to the 25 dedicated PNWS-AWWA members who served on the Boise Local Arrangements Committee. Their hard work over the past 18 months made the 2016 Boise Conference a success, and one to remember.

As Yoda said, "Always pass on what you have learned." The experiences from Boise 2016 will serve the water professionals of the Pacific Northwest Section well. 



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Wine for Water

Save the date for the 5th Annual Wine for Water event in support of Water For People. Join us September 9 at

Carpenter Creek Winery in Mount Vernon, WA, for a fun evening of wine tasting, live music, networking, and a silent auction. 



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AWWA announces Partnership for Clean Water

June 14, 2016

Innovative new program helps to optimize wastewater utility performance

DENVER – The American Water Works Association proudly announces the launch of the Partnership for Clean Water, a global optimization and recognition program for wastewater utilities. The program is a voluntary initiative created to help wastewater utilities of all sizes and configurations optimize the operations, performance and efficiency of their treatment facilities. The Partnership for Clean Water will officially launch with a series of events scheduled at AWWA's Annual Conference & Exposition, held in Chicago June 19-22.

Developed by the American Water Works Association in collaboration with other industry organizations, the Partnership for Clean Water is established as a parallel program to the Partnership for Safe Water, which has successfully helped hundreds of drinking water treatment plants and distribution systems optimize performance for more than 20 years. The Partnership for Clean Water program includes completion of a comprehensive self-assessment of wastewater treatment plant operations and performance, according to a proven optimization process and coupled with industry-wide recognition of utility achievements. Participating utilities

focus on optimizing wastewater treatment plant operations to improve effluent water quality and energy efficiency.

"AWWA is proud to add the Partnership for Clean Water to its Total Water Solutions® portfolio," said AWWA Chief Executive Officer David LaFrance. "The Partnership for Clean Water provides wastewater utilities with resources designed to optimize treatment plant performance and process efficiency, allowing utilities to preserve environmental water quality and protect public health in a sustainable manner."

The program launches with several Charter Subscribers, representing proactive wastewater utilities of all sizes across North America. Partnership for Clean Water subscribers are provided the opportunity to apply program tools to evaluate wastewater treatment plant operations, treated effluent quality and energy efficiency to identify areas where facility operations may be enhanced. These proactive utilities make a pledge to continually improve and regularly communicate their Partnership for Clean Water progress and achievements to their communities.

Wastewater utilities are invited to join the Partnership for Clean Water by subscribing online.

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launch of an Water

The Partnership for Clean Water is a voluntary optimization and recognition program for wastewater utilities. With an initial focus on wastewater treatment plant optimization, program subscribers are committed to the Partnership's goals of improving water quality performance and process efficiency through achieving operational excellence in wastewater treatment. Partnership for Clean Water subscribers participate in a rigorous four-phase self-assessment and peer review process, developed by industry experts, and are recognized industry-wide for their commitment to wastewater utility optimization.

Established in 1881, the American Water Works Association is the largest nonprofit, scientific and educational association dedicated to managing and treating water, the world's most important resource. With approximately 50,000 members, AWWA provides solutions to improve public health, protect the environment, strengthen the economy and enhance our quality of life. 



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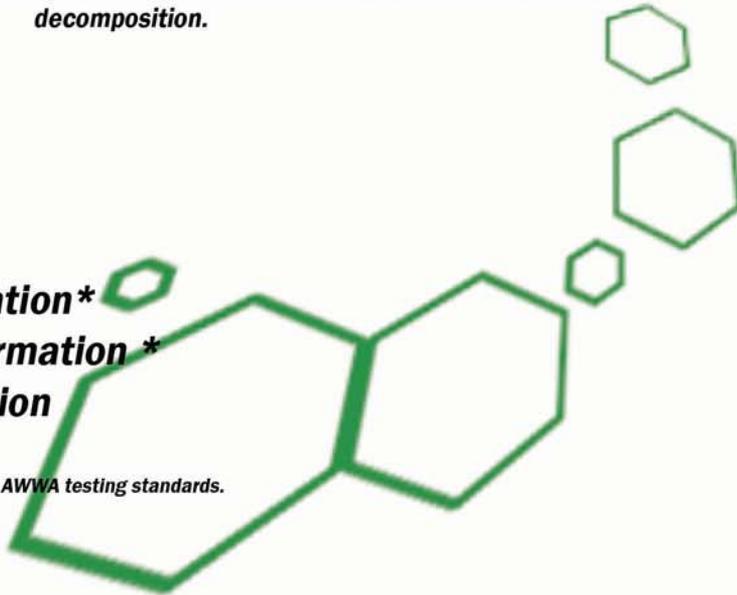
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A Volunteer Adventure...

What Journey Will You Take?

By Martha Segal, Metro Water Services

The following article is from the previous Chair of the National AWWA Diversity and Member Inclusion Committee. Brenda Lennox and Jenn Minton, from the PNWS membership, have served on the committee with Martha and are working on a local initiative to highlight diversity in the Water Matters publication. A first step in this initiative is to highlight the experience of Martha, followed by articles on local members and what diversity has meant to them throughout their career and involvement in AWWA. If you have a story to tell and would like to be featured in future articles contact Jenn Minton at JMinton@carollo.com.

During my three-year term as a Director at Large for AWWA, and this year as a Vice-President, I have learned much about the Association and how it works with the sections. I have had the pleasure of being the AWWA Visiting Officer for the Kansas and Puerto Rico Sections, and also for the Region V Regional Meeting for Section Officers (RMSO) in Banff, Alberta, Canada.

As an AWWA officer, you really get to see how all the components of the organization work together to support our members. The Association and the Sections truly are One AWWA.

Most of you probably know that there are 43 sections and that each section has a Director to represent them with the exception of the Cal/Nevada section which has two due to the number of members they represent. Each director serves a three-year term, and a third of the board is newly elected each year.

There are always four Directors at Large (elected by the board) – three elected to help represent diversity on the board and one elected to represent the Manufacturers/Associates Council (MAC). Any Section or Council may nominate a member for Director at Large.

Some of you know that there are six Councils: International Council, MAC, Public Affairs Council (PAC), Standards Council, Technical & Educational Council (TEC), and the Water Utility Council (WUC). The Council Chairs are also members of the AWWA Board, as is the Chair of the Water Research Foundation Board of Trustees.

There are also eight divisions of the TEC: Distribution and Plant Operations, Engineering and



PRW&EA Reception

Construction, Management and Leadership, Small Systems, Water Conservation, Water Quality and Technology, Water Resources, and Water Science and Research. The eight divisions cooperate on development of technical manuals, reports, specialty conferences and technical sessions at the annual conference.

In addition, there are about 250 committees of the Board & Council that provide opportunities for many AWWA members to find a place to volunteer for the Association. There is not enough room to list them, but vacancies are announced each winter so members can volunteer for these opportunities. If you are interested, please let our Section Executive Director Kay Sanborn and/or our Section Chair Dorothy Rader know.

The Presidential Officer's, or POETS, include the President, the President-Elect, the immediate Past-President, the Treasurer and the AWWA Chief Executive Officer. The President-Elect is voted on by the

board and then serves a three-year term as President-Elect, President and, finally, Immediate Past President. The Treasurer is an elected position with a four-year term.

The Directors at Large and the Vice-Presidents are also elected by the board at the winter board meeting each year. There are six Vice-Presidents. You can run for Vice-President after either your first or second year term as Director, and if elected your Vice-President term runs concurrently with your board term.

The Executive Committee is made up of the POETS and the VPs. We have several meetings during the year and also meet the day before the board meetings during the winter and at ACE.

When I attended the Kansas Section Conference, a joint AWWA and WEA conference like ours, I was asked ahead of time to speak at the Opening Session to represent AWWA. I was also asked to present a technical session, participate as a judge for the Water Taste Test Competition,



Warner Palermo, AWWA VP



Demo in Exhibit Hall



Martha Segal, Opening Session

and present the Fuller Award. In addition, I participated in the Water for People silent auction, providing some Kentucky and Tennessee spirits which were well received.

I was prepared for all of that, but the first day of the conference, I was asked if I would mind speaking at the lunch on the second day. I had to think quickly, but realized that most of the attendees, like most of our members, probably didn't have a full understanding of how the sections and the association work together. I asked Terry Walters, the AWWA Section Services Representative, Hank Boyer, the section Executive Director, the current section Director Mike Orth and the former section Director Tom Schrempp to join me in a panel discussion. We then each shared our role within the organization and how we jointly represent AWWA.

I was also asked to attend their joint conference wrap up meeting, and was glad to be able to share with them some of the technology we use to put on our WPC each year. I also shared information on our mentoring program "The Champions Club" with their board. They are a great group of folks and I enjoyed getting to meet many of their members and my time there.

Next I travelled to Banff and the Region V RMSO (Regional Meeting of Section Officers). I was joined by Mike Mann, Nancy Sullivan and Terry Walters, who are all with Section Services at AWWA. Region V includes Alaska, California-Nevada, Western Canada, British Columbia, Pacific Northwest (Idaho, Oregon and Washington), Montana, and Hawaii. We did good work, got to meet new

folks, and afterward saw some of the most beautiful scenery and wildlife you can imagine.

When I was on the KY/TN board and attended the Region II RMSOs, I always thought that these sessions were the absolute best resource for learning about AWWA. The visiting officer and the Section staff share in presenting Association initiatives and updates, while the Section officers present best practices and highlights from their section to share with others. It's also a great networking opportunity so you can follow-up with other Sections in the future.

After the cold weather in the northwest, I travelled southeast to the gorgeous island of Puerto Rico. My friend Warner Palermo, who is from my class (2016) of Directors, is the Puerto Rico Director, and also a Vice-President, met me at the airport and gave me a quick tour to get a feel for the local sites. I had the pleasure of sharing several fabulous meals and the best coffee I have ever had during my time there.

On the first full day, I was involved with the ribbon cutting at the Exhibit

Hall which opens their joint conference for both water and wastewater professionals. Their opening sessions occur on two days, one day for water and the next for wastewater. It was great to be part of their group, and while I don't speak Spanish, I did my best to start off my talk with "Buenos dias" and conclude with "Gracias."

I had the opportunity to participate in awards and to spend time on their exhibit floor. I was happy to see how well they used this area, by having presentations in the hall and taking the opportunity to show a video of their competitions, which are held at a separate venue and time during the year.

I enjoyed meeting several of the Young Professionals who are active in the Puerto Rico section and in local businesses there. I also attended their conference wrap up meeting where ideas on future meetings/ conferences were discussed.

The hospitality I received and the networking opportunities I experienced will be a highlight of my time as a Vice-President.

During my travels I have a tendency to compare other sections with our



Brenda Lennox PNW Director & Martha Segal



Terry Walters, WUC update



Video setup in PR Section Exhibit Hall



Section Chair Dan DeFore sporting TN Section cap



PRW&EA Conference wrap-up meeting

KY/TN Section. I am happy to report that there are always things I can share with others, to help them make the most of their conference. I feel fortunate to belong to a Section with such a professional and well-run conference, and am happy to pass on some of our best practices.

While there are many variations of how Section conferences work, the goal is always to provide solid technical presentations for members, update them on what is happening in the Section and the Association, and

allow opportunities for networking and having fun. I am not forgetting that we also need to make money for the section to continue to serve our members, but if all the other things are done well, that will happen!

I hope that this information will prompt you to consider taking on volunteer opportunities within both the Section and the Association. I can't think of a better way to give back and positively impact our industry and your career than by taking advantage of the multiple options available to

you. You will achieve so much, both personally and professionally, in return for your investment.

I am looking forward to being the visiting officer this spring for both the Connecticut and the New York sections. I must say I will be sad when my term ends at ACE17 this year in Chicago.

I appreciate all the support from the KY/TN section as well as my employer and coworkers at Metro Water Services in Nashville. I wouldn't have been able to take this journey without all of you! 🙏



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Boise's Water

I did not have the opportunity to hold a history section at the PNWS Conference in Boise, so I thought I would share with you a short history of Boise's unique water system. Not only has it been privately owned from the very beginning, but it delivers both hot and cold water.

Until 1880, water in Boise was supplied by individual wells, springs, irrigation ditches and the Boise River. Several public wells existed in the downtown area and cisterns, supplied by irrigation ditches, were constructed to provide water for fire-fighting. The first piped water system (the Boise Water Works) was installed in 1880 by Hosea and Ben Eastman to provide water for their Overland Hotel. In 1889, the first discussion about installing a public water supply ended when the city granted a franchise to the Eastman brothers to lay pipes on city streets and supply water to the city. However, the franchise was not exclusive and in 1890 a second private water company, the Artesian Water and Land Company,

was also authorized. In 1891, the two companies merged to form the Artesian Hot and Cold Water Company (more on the "Hot" a bit later). But that wasn't the end of the formation of water companies. In 1894, Peter Sonna, then Mayor of Boise, formed a third piped water company to supply water to Fort Boise and several downtown businesses including the Sonna Opera house. The initial water source for all three systems was springs or shallow artesian wells in the foothills.

There were ongoing discussions on whether Boise should become a municipal system, especially because the city owned the newly installed sewer system. These discussions were laid to rest in 1904 when the city placed the issue before citizens and proposed that bonds for \$208,000 be issued to purchase the system. This was overwhelmingly defeated by a vote of 862 to 131. It wasn't until 1964 that the city decided to again investigate the concept of municipal ownership, but no action was taken.

In 1928, Boise Water (as the merged company was called after 1913) was sold to P.C. Dodge and Company of Chicago. The Boise Water Company was officially incorporated in 1928 and was acquired in 1946 by the General Waterworks Corporation. Boise Water continued to grow by purchasing as many as 30 small water systems, many of which were providing poor or inadequate service. The General Waterworks Corporation merged with United Water in 1994. United Water Idaho (now Suez Water

Idaho) is a wholly owned subsidiary of Suez Environment, a Paris-based company. Capitol Water Corporation also serves about 2,875 households in the west bench area of Boise and was incorporated in 1967.

Hot Water

Hot water, from geothermal wells, was discovered in the Boise foothills in 1890 by the Eastman brothers (Boise Water Works) and the two original water companies merged to take advantage of this new source and build the Boise Natatorium hot spa in 1892. That same year, the homes of the Eastman brothers were the first to utilize geothermal heat. The Artesian Hot and Cold Water Company provided heat to many houses and downtown businesses as well as drinking water. In 1913, with the advent of regulation by the Idaho Public Utilities Commission, the hot and cold water divisions of the company were separated. Boise Water provided drinking water while its sister company, Natatorium Water, supplied hot water. Today, this geothermal source for heat is administered by the Boise Public Works Department and the system supplies heat to more than 86 buildings, including the State Capital and the Veterans Administration campus.

A great deal of my research was based on articles written by Bob Kent at Boise State University, in 2005. You can read one of the articles online at:

https://sps.boisestate.edu/idaho/files/2013/05/watersystem_1890-2005.pdf

Catherine Howells, PNWA Historian
Chowells@pdx.edu



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The Kids Are Alright A 'dinosaur' delves into the minds of Millennials



I struggled thinking of a topic that others in our organization would want or even take the time to read. Especially one written by one of the “dinosaurs” of the organization. If you don’t know, the Past-Chairs of the Section are assigned this task by age (oldest to youngest). The good news is there have been a number of articles before this one; the bad news, it’s my turn.

The organization I work for hosted the Young Professionals (YPs) Scavenger Hunt at last month’s Section Conference in Boise. I was intrigued by the energy of the event and decided I would use this article to share some of my thoughts and observations about the event, our membership, and PNWS-AWWA in general.

All volunteer-orientated organizations struggle with knowing how to continue engaging their membership. Some factors might be competition for member’s time, reduced support from employers, changing workforce and work environments, and so on. AWWA is no different than others and these challenges are not new. They have been with us as long as I have been in the organization and likely since its inception.

When it comes to working together, I am sometimes reminded of a quote from *Cool Hand Luke* when the Captain says to Luke, “What we got here is a failure to communicate.”

In an organization such as AWWA, effective communication and being able to engage our membership may well depend on us being able to understand the generational differences between us. As I observed the room at our reception, I noticed a wide variety of ages present (Baby Boomers, Gen Xers, and Millennials). All were actively sharing thoughts, having fun and enjoying themselves (I am sure the alcohol helped). To be successful, organizations will need to gain an understanding of what drives existing and new members to remain active. They will need to know their: work ethic, core values, attributes, communication methods, preferred work environment, etc.

In preparing this article, I did some research on the Internet (yes, I know what it is) and found a generational difference chart. After reviewing the chart, I came away with a different perspective on our age-diverse membership. I thought I would share a few observations. I will focus my comments on the Millennials (1981-2000) since they are the newest members of our organization, and maybe the least understood.

Core Values: achievement, avid consumers, civic duty, confidence, diversity, extremely fun, highly tolerant, extremely tech-savvy, sociability, optimism.

Attributes: Ambitious but not entirely focused, attached to their gadgets, at ease in teams, fiercely independent, loyal to peers, high-speed stimulus junkies, “me first” attitude in work life, open to new ideas, respect given to competency not title, strong sense of entitlement.

Work Ethic: ambitious, what’s next, multitasking, tenacity, entrepreneurial, because of technology they can and want work flexibility any time any place, want long-term relationship with an employer, but on their own terms, work ethic that no longer mandates 10-hour days, mentoring important

Preferred Work Environment: collaborative, achievement-oriented, highly creative, positive, diverse, fun, flexible, want continuous feedback.

After reviewing this, I think I should have been a Millennial. I also don’t expect the Millennials to read this article since their number one communication tool is email, then social media and text. *Water Matters* is a printed publication. Regardless, organizations and employers need to understand the generational difference we face and use that knowledge to foster better communications skills to keep its membership, and employees, engaged to carry out the vision of the organization.

Ed Olson, Past Chair 

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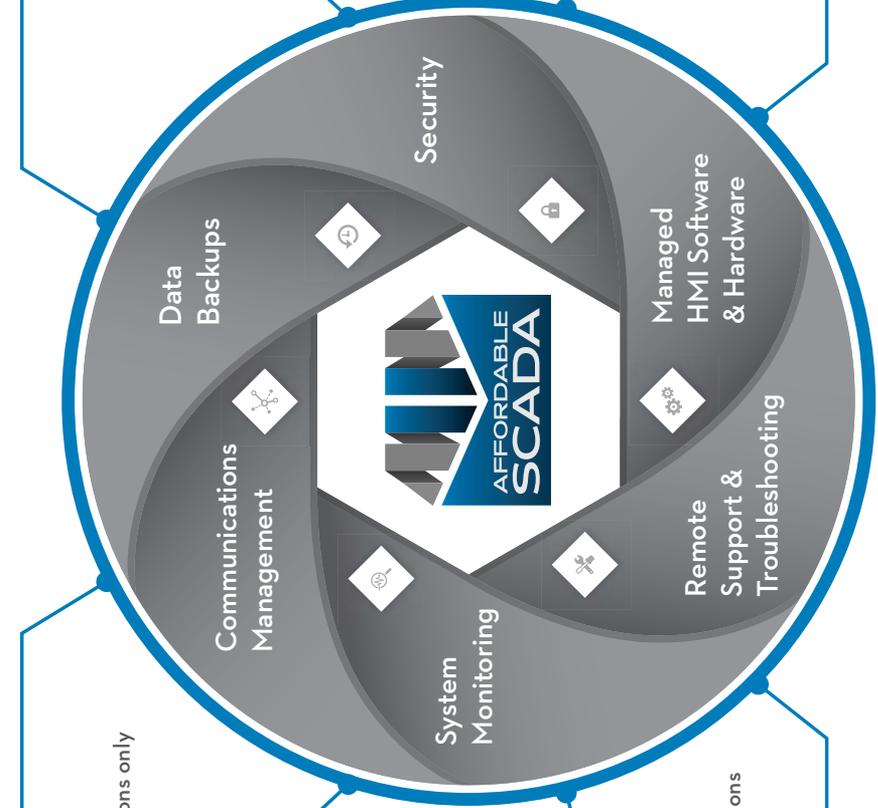
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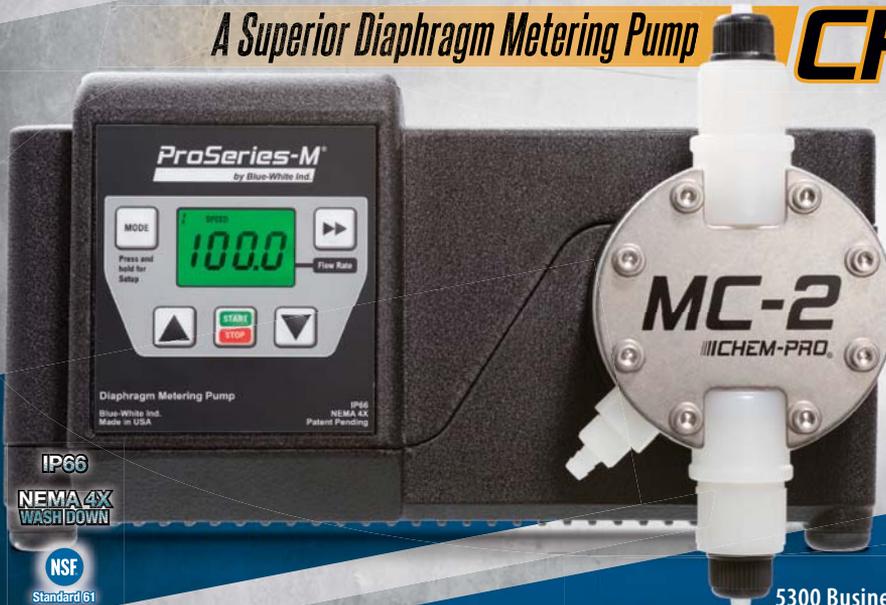
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