

2014 MRWA Board of Directors

We work for YOU!

We are a non-profit association governed by a board of directors.

We are staffed with 16 full-time personnel trained to offer on-site technical assistance and training to water and wastewater system personnel in managerial, financial, operation and maintenance of systems, and source water protection. MRWA is funded through grants, contracts, and memberships to allow us to offer our services at no charge to community water and wastewater systems and rural water districts with populations under 10,000.



2014 MRWA Board of Directors: (shown above, bottom row left to right) Tracy Bergh, Director—North Kittson Rural Water; Steve Burklund, Chairman—City of Milaca; Del Walraven Director—Rock County Rural Water; and Rod Spronk, Secretary-Treasurer—Lincoln Pipestone Rural Water; (top row left to right) Ron Abrahamson, Director—Marshall & Polk Rural Water; Allan Rutter, Director—City of Cyrus; Les Anderson, Vice Chairman and National Director—Red Rock Rural Water; and Tom Dowdle, Director—Kittson Marshall Rural Water.

Minnesota Rural Water Association—Contact Us!

Decisions made today will determine your system's future!



MINNESOTA RURAL WATER ASSOCIATION
217 12TH AVENUE SE
ELBOW LAKE, MN 56531
PHONE: 800-367-6792
FAX: 218-685-5272
E-MAIL: MRWA@MRWA.COM
WEB: WWW.MRWA.COM



**Excellence in Training &
Technical Assistance**

Minnesota Rural Water Association 2014 Annual Report



Excellence in Training and Technical Assistance

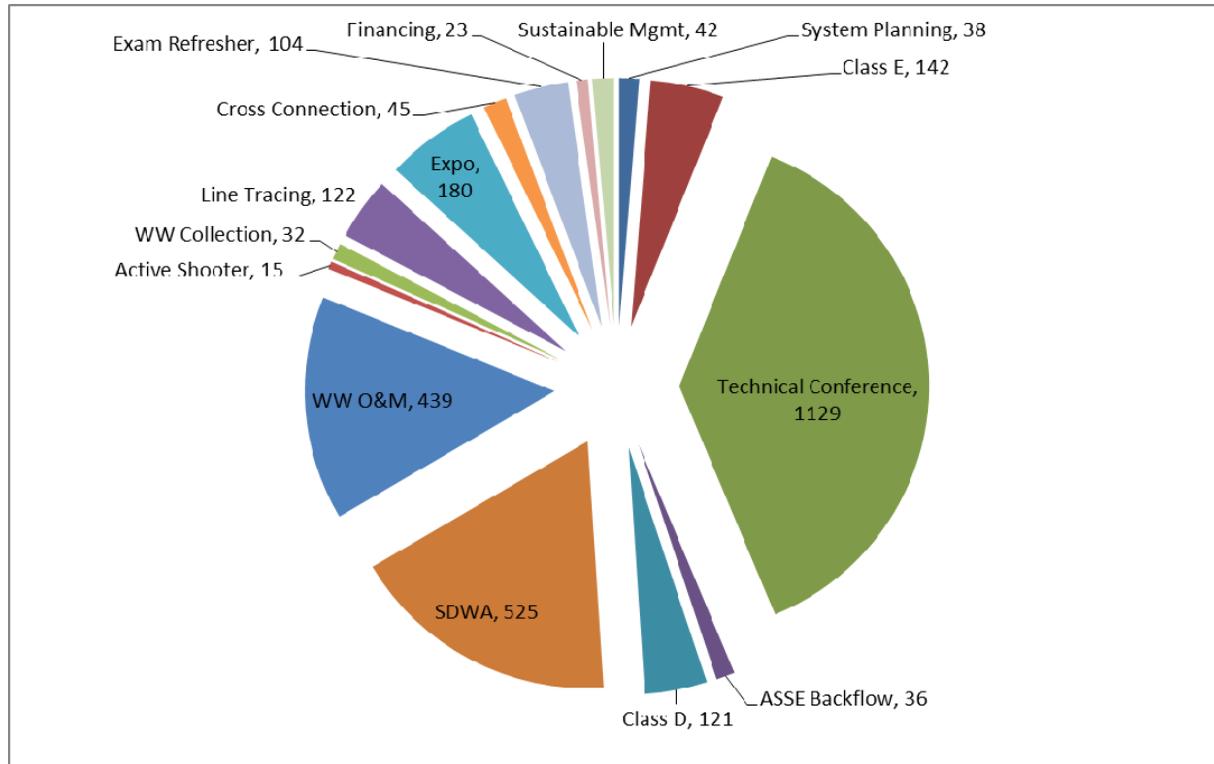


On the Web at: www.MRWA.com

MRWA TRAINING SUMMARY 2014

Training is what we are all about! It is one of the main reasons that we are in existence—to provide classroom and on-site training to water and wastewater systems and governing personnel on the most up-to-date methods of efficient operations and management techniques.

MRWA 2014 Training Sessions With Attendance



Total Number of Certification Hours Earned:
16,842

Total Number of Training Sessions Held:
62

Total of Personnel Trained: **2,993**
 Admin: **33** Decision Makers: **44**
 Government: **102** Operations Specialists: **2,318**
 Others: **496**

2014 Technical Assistance Visits by District

MRWA visits systems in all 8 Congressional Districts with a focus on small rural areas with populations under 10,000. MRWA's technical advisors help systems to assure the most effective use of scarce funding is being utilized, ensures problems are being solved for the least expense, and assists in better communication and cooperation between local officials.

Senators Amy Klobuchar & Al Franken

2,465 technical on-site assistance & 2,993 personnel trained.

District 1—Rep. Tim Walz

281 technical on-site assistance & 397 personnel trained.

District 2—Rep. John Kline

120 technical on-site assistance & 250 personnel trained.

District 3—Rep. Erik Paulsen

36 technical on-site assistance & 166 personnel trained.

District 4—Rep. Betty McCollum

32 technical on-site assistance & 183 personnel trained.

District 5—Rep. Keith Ellison

4 technical on-site assistance & 63 personnel trained.

District 6—Rep. Tom Emmer

442 technical on-site assistance & 511 personnel trained.

District 7—Rep. Collin C. Peterson

938 technical on-site assistance & 866 personnel trained.

District 8—Rep. Rick Nolan

612 technical on-site assistance & 505 personnel trained.



2014 MRWA Membership & Miles

MRWA Mission Statement

“To provide the latest information, education, and technical assistance to protect our public waters and improve the quality of life in Minnesota.”

MRWA would like to thank our members for their strong support and their continued participation in Minnesota Rural Water Association’s activities. *This truly is your Association!*



Minnesota Rural Water Association Membership 2014

Associate Membership	441
Active Membership	270
Industry Membership	244
TOTAL	955

Minnesota Rural Water Association 2014 Miles By Program

Circuit Riders.....	72,761
Wastewater Technicians	64,022
Financial Services Planner	25,403
Training Specialist.....	25,266
FSA Source Water Specialist	16,048
Source Water Specialists	47,652
Nontransient/Nonmunicipal Technical Advisors	63,351
Executive Director	14,234
2014 TOTAL.....	328,737

MRWA TECHNICAL ASSISTANCE 2014

MRWA staff provides on-site technical assistance to operations specialists, managers, and other personnel of water and wastewater utilities geographically across the state of Minnesota.

	<u>On-Site Hours</u>	<u>Total Contacts</u>
Water Program		
Circuit Rider 1—Mike Roers	531.25	430
Circuit Rider 2—Jeff Dale	553.75	411
Wastewater Program		
Wastewater Technician 1—Tim Hagemeyer	465.00	398
Wastewater Technician 2—Frank Stuemke	456.25	394
Financial Services Program		
Financial Services Planner—Teri Osterman	246	<u>Total On-Sites</u> 55
Training Program—EPA & WW		
Training Specialist—Kyle K./Teri Osterman	253.50	177
Source Water Program		
FSA Source Water Specialist—Aaron Meyer	291.50	114
Source Water Specialist—Mike Strodtman	387.25	154
Source Water Specialist—Dave Neiman	239.00	102
Groundwater Specialist—Robyn Hoerr	178.50	126
NM/NTNC Program		
NonMunicipal Advisor—Kyle Kedrowski	316.25	323
NTNC Advisor/Trainer—Jennifer Koenig	162.75	311
GRAND TOTAL	4,081	2,995

2014 Training Specialist Water Program

MRWA provides classroom and on-site training to water systems and governing personnel on the most up-to-date methods of efficient operations and management techniques. MRWA offers management and specialized training to operations specialists, managers, board members, decision makers, councils, government personnel, administrators, and other interested personnel. MRWA hosted **Safe Drinking Water Act** training sessions and **Sustainable Management Workshops** under the EPA Water and EPA Wastewater programs respectively. MRWA's Training Specialist are Kyle Kedrowski & Teri Osterman.

Training Sessions Held: 14

Training Session Attendance: 567

Number of Systems Benefitted by Training Sessions: 265

TOTAL TRAINING HOURS: 105



2014 Letters of Support

*"This past year, technical assistance was provided to us in many ways. Currently, MRWA is helping us with our Wellhead Protection Plan; we also use the training programs and the MRWA web site. With **this type of on-site technical assistance, small communities can save a lot of time and money.**"*

—Pat Kaderlik, Operations Specialist, City of LeCenter

*"Thank you MRWA for your prompt and courteous technical services by addressing the Council on various projects to help make decisions and assisting our maintenance department with technical advice, water leak detection, sewer televising, and other services. MRWA has made tools available for use that a small city cannot afford to purchase. Also, thank you to MRWA for providing schooling and technical sessions throughout the year to keep the maintenance department up to speed on what's going on around us to maintain our water and wastewater licensing. **Also the publications and literature that is sent throughout the year is very informative and useful.** Thank you to our area Circuit Riders: Jeff Dale, Tim Hagemeyer, and Mike Strodman and to all MRWA employees for sharing their time and expertise with us."*

—Steve Bomstad, Head of Maintenance, City of Atwater

"The city of Wolf Lake, population 60, would not be able to keep our wastewater system running without MRWA. We don't have the funds to purchase high-priced equipment that is not used on a daily basis for our system and we have used the services of Frank Stuemke repeatedly throughout the year. Frank has helped our newly licensed wastewater operator numerous times with paperwork, technical questions, and general knowledge. We want you to know that we find your services to our small community invaluable!"

—Lori Laine, City Clerk, City of Wolf Lake

*"MRWA's Mike Strodman has worked with us intensely to get our Wellhead Protection Plan in place. **Without his assistance, we would've struggled to get this done and in compliance.** This was at no cost to the city of Cromwell. Mike also informed us and helped us obtain a grant for special wiring at our well house for hooking up a portable generator in case of emergency. As a new clerk to the city, I have called on Teri Osterman for help with administrative duties. She met with me for training on different aspects of computer software and on monthly and quarterly reports required by the government."*

—LuAnn Freiermuth, Clerk/Treasurer, City of Cromwell

*"With the help of MRWA and the MnWARN agreement, the city of Carlton was able to receive the necessary supplies to save the community. **If their quick response and willingness to go the extra mile had not been available, it's hard to say if the city would have made it through this disastrous flooding event.**"*

—Derek Wolf, Public Works Superintendent, City of Carlton

2014 Financial Services Program

The Financial Services Planner focuses on the financial and managerial aspects pertaining to municipalities. This position focuses on helping systems with rates studies, wellhead protection plans, services for city clerks and administrators in management and financial issues. The Financial Services Planner travels the entire state to provide immediate on-site advice and assistance to systems. *The Financial Services Planner is Teri Osterman.*

This program focuses on:

- ◆ On-site training for new clerks/treasurers,
- ◆ Software training for utility billing,
- ◆ Consulting administrative services for cities,
- ◆ Work with systems on utility improvement needs,
- ◆ Prepare rate studies to ensure adequate revenue,
- ◆ Ordinances, funding options, computer technology and electronic reporting forms,
- ◆ Write Wellhead Protection Plans and assist with WHP Implementation activities,
- ◆ Conduct Potential Contaminant Source Inventories and land use planning,
- ◆ Assist with comprehensive planning activities,
- ◆ AND, a resource for all your municipal management questions.



Specialized Fee-Based Training Classes Offered by MRWA:

MRWA hosts specialized, hands-on training sessions throughout the year bringing a much needed training niche to Minnesota including the **largest water and wastewater technical conference in Minnesota**. MRWA offered line tracing, wastewater collection, Expo, active shooter, cross connections, ASSE backflow, and financing in 2014.

GPS/GIS Services Offered by MRWA:

Through the implementation of GPS & GIS technology, MRWA can effectively produce hard copy and digital maps to be utilized by system personnel for water and/or wastewater facilities in the state. With this service available from MRWA, utilities can obtain new and accurate maps to better manage their infrastructure assets.



2014 Letters of Support

*“MRWA is very important to us as a small city. Our water supervisor attends the water and wastewater technical conference every year and is educated on our compliance with the Safe Drinking Water and Clean Water Acts. If we have a water leak, MRWA sends out a technician to help us find the leak; they have helped us fix hydrants. MRWA has a small localized conference in Lake Benton that Lake Benton sponsors which is a huge success with getting to know our other water supervisors around the area. **Jeff Dale is our main contact and it would be detrimental to our small town if we lost our personalized service that Jeff provides for us.**”*

–Barb Powell, City Clerk, City of Tyler

*“Pine Island is very proud to be a member of Minnesota Rural Water Association. This is a great organization, we have used them for locating water lines when we had no clue where the lines were, that saved us a lot of money and time. **We also use MRWA for training to renew our certification license.** They also have helped up with numerous problems relating to water and wastewater; it’s just nice to know you have someone to fall back on when you are in a real pinch. The staff is well-educated and willing to help with any problems that may come up in your community.”*

–Todd Robertson, Public Works Director, City of Pine Island

*“The city of Gilbert has utilized MRWA for numerous projects within the city and has taken full advantage of their water/wastewater trainings. We are very pleased with all of MRWA services. Their education classes and refresher courses for operators to obtain continuing education hours for license renewal is exceptional and **we will always utilize them wherever possible for future knowledge and projects.**”*

–Terah Trucano Rinerson & Trudy Salo, Operations Specialists, City of Gilbert

*“Thank you for your efforts in presenting the Sustainable Management Program as presented in Taylor’s Falls. I found the material that was presented very pertinent to my position as Chief Operator in International Falls. As a surface water system, you can understand the added responsibilities and requirements placed on us in Operations. This program helps to bring to light some of the less than obvious priorities that need attention, especially in a community like mine with declining usage and revenues. **I learned a lot from the program’s content and from the others that attended.** I was so impressed that I requested MRWA to present this program to my City Council, which recently occurred. I know that this is key to improving our system, because the decision makers are involved from the start.”*

–Bruce A. Wilson, Chief Water Operator, City of International Falls

*“MRWA is a very, very helpful source for our industry and without them our Minnesota cities would be lost. **If we have a major problem, MRWA would be my first call.**”*

–Brian Burkholder, Water Superintendent, City of Chatfield

2014 Wastewater Program

MRWA provides classroom training to wastewater systems and governing personnel for wastewater issues. MRWA's Wastewater Advisors are experienced operators/technicians/teachers that travel the entire state, day-in and day-out to provide immediate on-site, hands-on technical assistance to small systems and USDA Rural Development wastewater system borrowers and/or potential borrowers. Training includes Wastewater Operation & Maintenance and System Planning & Management Sessions. *The Wastewater Technical Advisors and Trainers are Tim Hagemeyer and Frank Stuemke.*

Training Sessions Held: 15

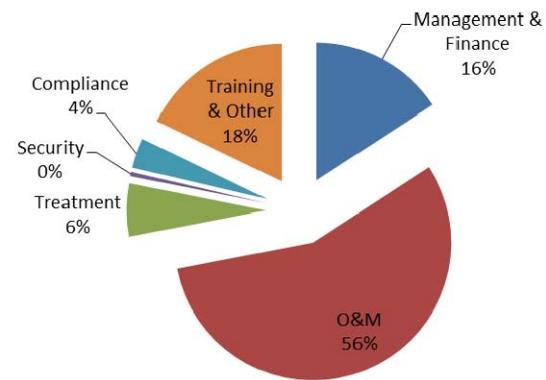
Training Session Attendance: 477

Number of Systems Benefitted by Training Sessions: 227

TOTAL TRAINING HOURS: 89

TOTAL CONTACTS: 792

Systems Benefitted By



2014 NM and NTNC Technical Assistance Programs

Minnesota Rural Water Association offers technical assistance and training to non-municipal and nontransient/noncommunity water suppliers in Minnesota. These systems are required to have licensed water operations specialists and to provide a safe and adequate supply of water under the federal Safe Drinking Water Act. Minnesota Rural Water Association provides free of charge training sessions for the operators of nonmunicipal and non-transient/noncommunity water systems. *The Technical Advisors are Jennifer Koenig and Kyle Kedrowski.*

Training Sessions Held: 15

Number of Attendees: 263

Total NM On-site Contacts: 323

Total NTNC On-site Contacts: 311

TOTAL CONTACTS: 634



2014 Source Water Protection Program

Minnesota Rural Water Association's Groundwater/Source Water Protection Specialist's offer an opportunity for public water suppliers to develop Wellhead Protection Plans to protect the quality of drinking water using local community resources. They also work with implementation of those plans and are available to provide information and training for city councils, boards, utility commissions, other local community leaders, and Source Water Protection Team members. *The Source Water Specialists are Robyn Hoerr, Mike Strodman, and Dave Neiman.*

On-Site Visits: 382

On-Site Hours: 805

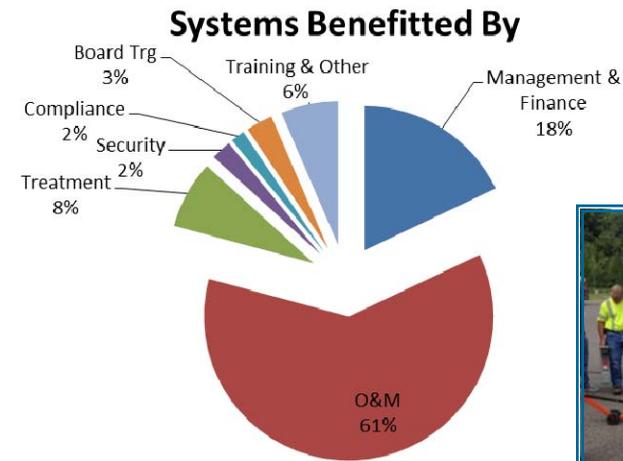
Hours Developing & Implementing Wellhead Protection Plans & Source Water Protection Plans: 1,906.75



2014 Circuit Rider Program

Minnesota Rural Water Association's Circuit Riders are experienced operators/technicians/teachers that travel the entire state, day-in and day-out to provide immediate on-site, hands-on technical assistance to small systems and USDA Rural Development water system borrowers and/or potential borrowers. *The Circuit Riders are Mike Roers and Jeff Dale.*

TOTAL CONTACTS: 841



2014 FSA Source Water Program

The FSA Source Water Protection (SWP) Program works closely with state and federal agencies to identify priority areas where local pollution prevention efforts are needed to protect drinking water supplies. Local teams are created to help guide the creation of SWP plans which are written to promote clean water in the local community. The SWP Specialist helps develop and implement these source water protection plans in an effort to protect drinking water supplies. *The FSA USDA Source Water Specialist is Aaron Meyer.*

- ◆ **Developed** wellhead protection plans for public water suppliers.
- ◆ **Coordinated** an effort with the Natural Resource Conservation Service and the various stakeholders and commodity groups in MN to create a Source Water Protection Environmental Quality Incentive Program Initiative.
- ◆ **Secured** perpetual easements to protect drinking water supplies totaling over a million in funds.
- ◆ **Partnered** with various agencies to provide conservation program materials to all landowners with cropping history located in sensitive groundwater areas.
- ◆ **Implemented** nitrogen best management practices with landowners across the state to reduce nitrate levels within public drinking water supplies.
- ◆ *Currently working with State and local agencies to create additional N BMP programs to further reduce nitrate loading in sensitive areas.*



2014 Letters of Support

*"MRWA is currently giving the technical expertise and guidance to LPRW in developing a comprehensive Wellhead Protection Plan and then assisting with pulling together available funding to purchase the lands within these protection areas to put them into conservation practices to protect valuable drinking water sources from possible contamination. **It was the Minnesota State Regulators that encouraged LPRW to utilize this wonderful resource provided by MRWA.** The Circuit Riders are well known to them and moreover, their quality technical expertise is on-point with what the regulators are trying to accomplish to comply with Federal and State laws and regulations. As CEO of LPRW, I am relieved to have the assistance of a neutral liaison between my utility and the multitude of regulatory agencies should regulatory issues arise."*

—Mark Johnson, CEO, Lincoln Pipestone Rural Water

*"The technical assistance and training offered through MRWA has been very valuable to our small city. **When we have a problem, we KNOW we can pick up the phone and they will be able to help us.** The training sessions offered through MRWA help our maintenance personnel keep up their licenses and the training is offered in our area at little or no cost to us—which helps with our tight budget. MRWA again helped us with our Wellhead Protection Plan. This service enabled us to stay in compliance with the State of Minnesota. In the past, MRWA has helped us with loans for a water/sewer/street project. Thank you again to your AWESOME staff for the assistance."*

—Vicki Tulibaski, City Clerk, City of Argyle

*"MRWA took an active part in the development of our Wellhead Protection Plan and knew our goal was to replace the ailing well. Members of MRWA's staff met with our city engineer and city staff to research areas that would enable the city to best meet the safe water needs of our residents. Last winter when cities were facing frozen water line issues, MRWA provided technical assistance to help our public works supervisor provide the best service for our residents. MRWA offers training that has helped our city staff and council members to better understand issues relating to clean water and funding solutions for our cities. **MRWA is our partner in maintaining a clean, safe water supply for our citizens.**"*

—Andrea Lauer, Mayor, City of Royalton

*"The preparation of a Wellhead Protection Plan Parts I and II is almost impossible for small cities such as Willow River, who usually have only one full-time employee. **Without the help of MRWA professionals like Dave Neiman, we would not have been able to comply with the Minnesota State Law.** In past years, MRWA has helped with identifying I&I, televising mains, smoke testing, and providing assistance for many other items that would have been outside of our expertise and out of our reach financially. They truly are a blessing for small cities! Please continue to fund their programs."*

—Connie Ecklund, City Clerk, City of Willow River