

2012 MRWA Board of Directors

We work for YOU!

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

We are staffed with 17 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.



2012 MRWA Board of Directors: (bottom row left to right) Tracy Bergh, Director—North Kittson Rural Water; Steve Burklund, Chairman—City of Milaca; Les Anderson, Vice Chairman and National Director—Red Rock Rural Water; Rod Spronk, Secretary-Treasurer—Lincoln Pipestone Rural Water; (top row left to right) Ron Abrahamson, Director—Marshall & Polk Rural Water; Scott Flatland, Director—Kittson Marshall Rural Water; Del Walraven Director—Rock County Rural Water (alternate Brent Hoffman pictured); and Allan Rutter, Director—City of Cyrus.

Minnesota Rural Water Association—Contact Us!

Decisions made today will determine your system's future!



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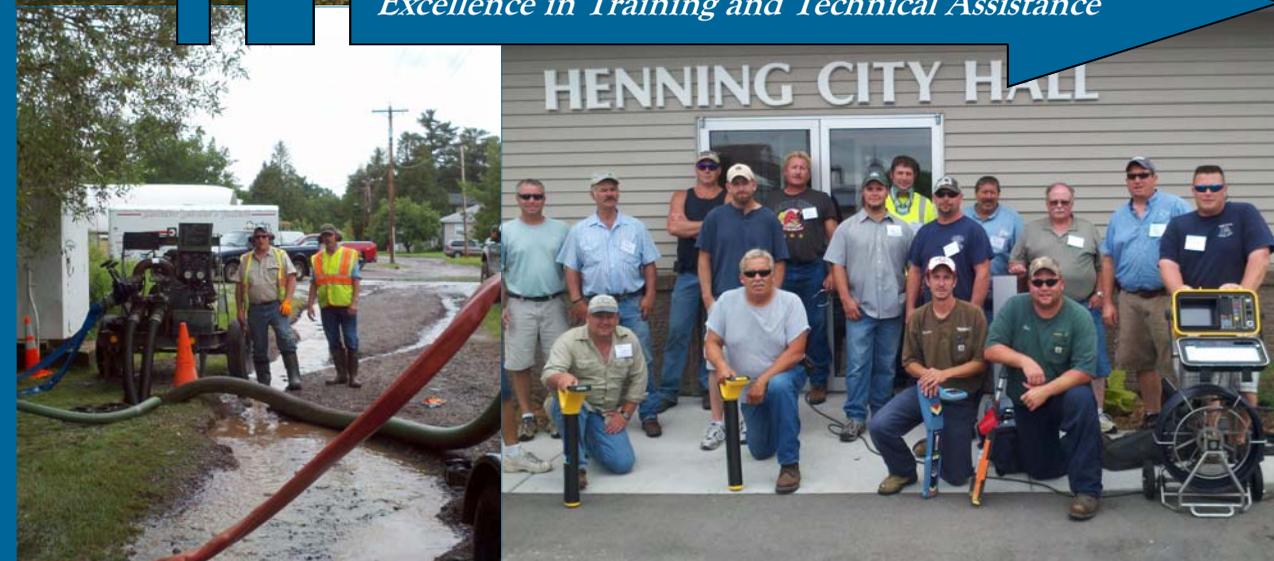


Excellence in Training &
Technical Assistance

Minnesota Rural Water Association 2012 Annual Report



Excellence in Training and Technical Assistance



MRWA TRAINING SUMMARY 2012

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.

Hours	Event	Attendees
16	Annual Technical Conference	1,076
	Management & Finance	55
6	Financing Your Community Projects.....	34
6	Engineering for Non-Engineers.....	21
	Technical	2,042
3	Board Training.....	112
6	Certification Refresher Courses.....	78
4	Class E Small Public Water Systems.....	222
8	Class D Small Public Water Systems.....	132
6	Cross Connection Control.....	101
6	Hands-on Wastewater Treatment.....	30
6	Line Tracing.....	161
8	Operator Equipment Expo.....	229
6	Water Operation & Maintenance.....	483
6	Water/Wastewater Treatment Processes.....	52
6	Wastewater Operation & Maintenance.....	416
6	Winterizing Your Water System.....	26
	Grand Total Attendees:	3,173
	Total Certification Hours Offered:	362

Total Number of Certification Hours Earned:
23,331

Total Number of Training Sessions Held:
66

Total of Personnel Trained:
Admin: 37
Decision Makers: 57
Government: 118
Operators: 2,526
Others: 435
Total: 3,173

2012 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
3,094 technical on-site assistance & 3,173 personnel trained.

District 1—Rep. Tim Walz
614 technical on-site assistance & 474 personnel trained.

District 2—Rep. John Kline
139 technical on-site assistance & 315 personnel trained.

District 3—Rep. Erik Paulsen
29 technical on-site assistance & 192 personnel trained.

District 4—Rep. Betty McCollum
30 technical on-site assistance & 183 personnel trained.

District 5—Rep. Keith Ellison
6 technical on-site assistance & 84 personnel trained.

District 6—Rep. Michele Bachmann
408 technical on-site assistance & 491 personnel trained.

District 7—Rep. Collin C. Peterson
1,135 technical on-site assistance & 869 personnel trained.

District 8—Rep. Rick Nolan
731 technical on-site assistance & 515 personnel trained.



2012 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 2012

Associate Membership	435
Active Membership	257
Industry Membership	256
TOTAL	948

Minnesota Rural Water Association 2012 Miles By Program

Circuit Riders.....	68,859
Wastewater Technicians	65,767
Financial Services Planner	37,881
Training Specialist.....	31,088
FSA Source Water Specialist	16,757
Source Water Specialists	48,325
Nontransient/Nonmunicipal Technical Advisors	69,257
Administrator	17,027
2012 TOTAL.....	354,961

MRWA TECHNICAL ASSISTANCE 2012

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

	On-Site Hours	Total Contacts
Water Program		
Circuit Rider 1—Mike Roers	363	445
Circuit Rider 2—Jeff Dale	521.25	472
Circuit Rider 3—Kyle Kedrowski (9 months)	301.25	350.75
Wastewater Program		
Wastewater Technician 1—Tim Hagemeyer	441.50	458
Wastewater Technician 2—Frank Stuenkel	384	441.25
Financial Services Program		
Financial Services Planner—Teri Osterman	375.5	180
Training Program		
Training Specialist—Kyle Kedrowski (3 months)	58.50	60
Source Water Program		
FSA Source Water Specialist—Aaron Meyer	340	134
Source Water Specialist—Mike Strodtman	296.50	112
Source Water Specialist—Dave Neiman	224	68
Source Water Specialist—Robyn Hoerr	168	107
NM/NTNC Program		
NonMunicipal Advisor—Don Christianson	408.75	334
NTNC Advisor/Trainer—Jennifer Koenig	183.75	338
GRAND TOTAL	4,066	3,468

2012 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 operators, managers, board members, decision makers, councils, government personnel, administrators, and other interested personnel. MRWA lost EPA funding for the Training Specialist program in September 2011 and regained funding in September of 2012. MRWA's Training Specialist is Kyle Kedrowski.

Training Sessions Held: 11

Training Session Attendance: 483

Number of Systems Benefitted by Training Sessions: 275

TOTAL TRAINING HOURS: 82.5



2012 Letters of Support

"MRWA took an active part in the development of our Wellhead Protection Plan and knew our goals. MRWA 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. MRWA offers many wonderful training opportunities for staff and council members. As mayor, I have attended numerous training sessions and *always learn from MRWA staff.*"

—Andrea Lauer, Mayor, City of Royalton

"During the last year, technical assistance has been provided in many ways. We received help in locating our wastewater I&I, analyzing our water and sewer rates, developing a groundwater wellhead protection plan, televising a sewer collection line, training to renew certification, and funding for a project. The largest impact came during June when severe flooding hit our area. *MRWA was instrumental in allowing our community to recover from this disaster.*"

—Guy Wait, Public Works Superintendent, City of Carlton

"Franklin is a very small community with limited resources. MRWA has assisted with technical aid, education, training, and interim financing. *MRWA's knowledge and assistance has proven invaluable and helps to keep small systems like ours in compliance with state and federal regulations.*"

—Wendy Pederson, City Clerk, City of Franklin

"The training and educational opportunities that MRWA offered to our staff over the years has been great. Our water division has also taken advantage of MRWA staff in the area of leak detection. A number of times we have had water main breaks and were unsure of the proper location to dig. It is a nice resource to call and request assistance with the location of the break with no charge to the city or its taxpayers. The MRWA web site is listed in our computer as one of our favorites. *It is a very well thought out web site that is easy to move around in and offer many valuable resources of information and education.*"

—Doug Lien, Water Division Manager, City of Northfield

"Without MRWA's help with educational classes offered over the years, *it would be nearly impossible to keep up-to-date on licenses, let alone increase to another level license.* Thank you Jeff Dale for the help with problem hydrants that we have and Robyn Hoerr for helping us create the wellhead protection plan. Without her, I'm not sure where we would be today. Robyn has also helped us apply for grants to reduce costs to us and the citizens of Chatfield."

—Brian Burkholder, City of Chatfield

"Without MRWA's technical support and expertise, *we would not have been able to afford the cost if we had to hire a private company to help us.* MRWA is always there for questions or concerns that we may have. They have been very professional in our dealings with them."

—Paul Hoff, Mayor, City of Underwood

2012 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.

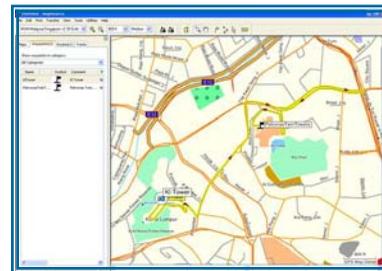


Specialized Fee-Based Training Classes Offered by MRWA:

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 added line tracing sessions, water / wastewater treatment processes, and hands-on specialized wastewater training in 2012.

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.



2012 Letters of Support

“MRWA provides excellent (and affordable) training, technical assistance, and educational opportunities for many small systems that would otherwise lack adequate operation and maintenance programs, requiring additional funding for aging and potentially failing infrastructure. **Our city has directly benefitted from MRWA** by sending our operators to training conferences and equipment expos. Groups such as MRWA and others like them are excellent examples of responsible and efficient governmental funding getting to those who need it at the frontline. We urge continued funding of MRWA to insure ‘Quality on Tap’.”

—Dave Goergen & Brian Olson, Public Works Coordinator & Director, City of Edina

“I want to THANK YOU for the technical support you have given our small city this past year. The educational training sessions you provide that offer certification hours toward our maintenance employee’s licenses are great. **With money tight, we really appreciate your training sessions close to our area at little or no cost.** The assistance you have provided us this year with our Wellhead Protection Plan has been invaluable and the funding you provided through loans helped us complete a huge water/sewer/street project. Thanks again and keep up the good work!”

—Vicki Tulibaski, City Clerk, City of Argyle

“Please let me take a few moments of your time to thank **you for all the things your organization provides for our city.** First, all of the assistance you provided over the years in the initial steps of our groundwater Wellhead Protection Plan and now the updates we are required to do as part of the plan. When we have our SE Operators school in March, you are there to show your support of the operators and to ask if there is anything we need help with. You put on many different one-day schools all across Minnesota with a smorgasbord of topics that are relevant to our profession. Last, you line up and put on a one-day operator equipment expo. Keep the information and assistance flowing.”

—Michael Burgdorf, Public Works Director, City of Plainview

“I wanted to send you a note to let you know how thankful we are for the services you offer our small community each year. The city of Wolf Lake, population 57, would not be able to keep our wastewater system running without you. 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. Mr. Stuemke has helped our newly licensed wastewater operator numerous times with paperwork, technical questions, and general knowledge. **We want you to know we find your services to our small community invaluable.**”

—Lori Laine, City Clerk, City of Wolf Lake

2012 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. *The Wastewater Technical Advisors and Trainers are Tim Hagemeyer and Frank Stuemke.*

Training Sessions Held: 20

Training Session Attendance: 558

Number of Systems Benefitted by Training Sessions: 272

TOTAL TRAINING HOURS: 128

Minnesota Systems Benefitted by Assistance of:

- ◆ Operation/Maintenance Contacts: 320
- ◆ Treatment Contacts: 85
- ◆ Management/Finance Contacts: 202
- ◆ Compliance Contacts: 51
- ◆ Security: 36
- ◆ Telephone Assistance Contacts: 26.25
- ◆ Training & Other Contacts: 179

TOTAL CONTACTS: 899.25



2012 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 operators 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 Don Christianson and Jennifer Koenig.*

Training Sessions Held: 19

Number of Attendees: 354

Total NM On-site Contacts: 334

Total NTNC On-site Contacts: 338

TOTAL CONTACTS: 672



2012 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: 255

On-Site Hours: 688.5

Hours Developing & Implementing Wellhead Protection Plans & Source Water Protection Plans: 1,695.25



2012 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. A third Circuit Rider position for 9 months in 2012 was held by Kyle Kedrowski.*

Minnesota Systems Benefitted by Assistance of:

- ◆ **Operation & Maintenance Contacts: 647**
- ◆ **Management/Finance Contacts: 213**
- ◆ **Loan Assistance Contacts: 42**
- ◆ **Treatment Contacts: 201**
- ◆ **Compliance Contacts: 21**
- ◆ **Security Contacts: 16**
- ◆ **Telephone & Other Contacts: 127.75**

TOTAL CONTACTS: 1,267.75



2012 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.
- ◆ **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.

Public Water Suppliers now have **long term protection** within their Drinking Water Supply Management Area:

- Red Rock Rural Water District (Cottonwood County) – Total population served 8,000 which includes the communities of Butterfield, Delft, Dovray, Dundee, Garvin, Odin, Ormsby, Storden, and Wilder.
- Rock County Rural Water District (Rock County) – Total population served 3,000 including four communities: Hills, Steen, Magnolia, and Beaver Creek.



2012 Letters of Support

*"MRWA has provided our operators with information, education, and hands-on training. The city of Glenwood has used the services of MRWA for licensing operators, locating water lines, setting rates, calibrating lift stations, and helping with wellhead protection. **MRWA either has the answers to our questions or is able to obtain the information we are requesting.**"*

—David Perryman, Public Works Director, City of Glenwood

*"The city of Bird Island would like to take this opportunity to thank you for all your help and dedication to small water/wastewater systems throughout the state. During these difficult economic times, the services provided by MRWA are more important now than ever before. Your expertise, knowledge, and training skills are invaluable. In 2012 we were fortunate to have your assistance in locating a water main break and help with water treatment issues. Your organization goes above and beyond the call of duty to assist small communities such as our own. **We can always count on and trust your organization and excellent staff.**"*

—Deb Lingl, Administrator, City of Bird Island

*"MRWA has been extremely helpful in matters such as our Wellhead Protection Plan and our wastewater treatment system with training programs for our employee's licensure for our water and wastewater system. We feel that **MRWA is vital to compliance of all the environmental mandates** under the Safe Drinking Water Act. We feel that MRWA and all the programs they provide should be fully funded and supported."*

—David A. Lotti, Mayor, City of Marble

*"MRWA helped us complete Part 1 & I of Willow River Wellhead Protection Plan, which included many components. The preparation of a program such as this is almost impossible for small cities such as Willow River, who usually have only one full-time employee. Without the help of MRWA professionals such as Dave Neiman, **we would not have been able to comply with Minnesota State Law.** In past years, MRWA has helped with identifying I&I, televising mains, smoke testing, and providing assistance for many items that would have been outside of our expertise and out of our reach financially. You truly are a blessing for small cities."*

—Connie Ecklund, City Clerk, City of Willow River

*"We are a small city (pop. 602) that does not have a lot of revenue. **MRWA is very important to us.** You have equipment that we simply can't afford to have on hand."*

—The City of Verndale

*"During this past year, technical assistance has been provided to us with added information on new rules and during spring flooding. **The programs and equipment supplied through MRWA have made us more efficient in our operation and compliance.**"*

—Lucas Spaeth, Superintendent, Halstad Municipal Utilities