

# **Online Resources and Support for Water Operators**

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Illinois State Water Survey – University of Illinois

Funding through

**The Midwest Technology  
Assistance Center**



# What am I Here to Talk About?

- [www.SmallWaterSupply.org](http://www.SmallWaterSupply.org) is a free website, built to support water and wastewater operators
- today, we are going to talk about the need for this website, describe what it includes, and talk about how you can use it to find information and get answers
- it compiles information, allows you to ask questions, and more importantly, operators can share their experience with other operators.



# Explosion of Websites and Online Information

- States
  - Applications for certification, grants, etc
  - Calendars of training, certification, events
  - Resources, including rules, regs, BMP's
- TA Providers
  - Training calendars
  - Newsletters
  - Event information, legislative news
  - Online training



# Many Organizations

- Online Training Organizations
  - State Organizations
  - State and Regional Affiliates
  - Private Companies
  - Individual Trainers
  - University Programs
  - Community Colleges
- We have already identified over 750 organizations that either have free online resources, or provide training services. There are hundreds more.



# Resources Available

- Forms, templates, applications, web forms
- Training/event calendars and registration
- Documents (rules, guides, reports, factsheets, videos manuals, programs, presentations, spreadsheets)
- Newsletters, magazines, brochures, blogs
- Online training, semester courses, distance learning
- Forums, networking sites, news feeds
- Equipment sharing, lending libraries
- Job postings and want ads



# What Is SmallWaterSupply.org?

- Clearinghouse of information related to small water supplies
- Legwork has been done so that its easy to find what you are looking for
- Provides an easy to use interface for finding documents and events relevant to operators
- Supports water operators, they can call for info, email us, ask for assistance, request documents



# Major Undertaking

- Hundreds of organizations around the country
  - provide technical assistance
  - have regulatory authority
- 10/5/10, website has over 8,800 documents
- 10/5/10, website has over 12000 events  
(starting Sept 1 2009)
- Over 750 organizations identified to date



# Value Added Information

- Complete details
  - Clear, concise summary with docs
  - List Host/Sponsor and source pages
  - All event info in one location
  
- Logic put into search and database info
  - State specific info listed that way
  - State info beneficial to all is provided to all





## New From Our Blog

Useful info, industry updates, articles from experts, and highlights from around the US

[August 5 - There's No Substitute for Experience](#) - Yesterday was the Illinois NTNC Operators Recertification Class and we were there to learn from a trainer with 30+ years of experience

[August 2 - NRWA Offering WaterPro Conference Attendees A Chance To Come Prepared](#) - NRWA is hosting a free webinar on Aug 18 to help attendees get prepared and "maximize their experience".

[July 29 - Only A Couple of Days Left to Take the WERF Alternative Energy Survey!](#) - WERF is requesting your help in completing a survey about alternative energy ideas to optimize your wastewater system operation.

## Current News - Upcoming Events

Here are a few of the upcoming events listed on our calendar. Check out our event calendar [here](#).

[August 2-4 Water Works Operators Association of Pennsylvania Annual Conference](#) Many workshops will be held on topics such as treatment, source water protection, Pennsylvania's Water Plan and distribution. An operator certification exam will be offered on August 4th.

[August 5-7 Florida Onsite Wastewater Association Annual Conference](#) Earn up to 18 CEU's, there are two tracks related to onsite technologies and new technologies.

[August 10-13 Michigan Water Environment Assoc & Michigan Section AWWA Joint Annual Conference](#) Check out the joint conference at Soaring Eagle Lodge and Casino. Earn up to 1.6 CEC's for attending all of the events.

## WebSite Information

## Newsletter

Enter your name and email address below to sign up for our newsletter. *Place cursor here for more info*

Name

Email

## facebook



## Recent Updates

17 Events  
8/5/2010

### Regional

NBMA  
1 Event  
8/5/2010

### Oklahoma



## Document Search

Instructions: Select one or more filter criteria and then click the 'Retrieve Documents' button.

CATEGORY <input type="button" value="v"/>	TYPE <input type="button" value="v"/>	Select... <input type="button" value="v"/>	Keyword Filter: <input type="text" value="management"/> <i>Searches for an exact match.</i>
Capacity Development Consumer Information Disinfection and Disinfection By-Products Distribution Systems Drinking Water Standards Ground Water Rule Lead and Copper	CD/Program/Spreadsheet Factsheets/Case Studies Forms/Templates Manuals/Handbooks Reports Slides/Presentations Website list		<a href="#">Reset All</a>

[Retrieve Documents](#)

*Remember: If you need us to, we can print out any document and mail it to you at no cost.*

### Filters

CATEGORY = 'Capacity Development'

TYPE = 'Factsheets/Case Studies'

Keyword = 'management'

Total Records:32 - Showing Page: 1 of 4

[First](#)

[Previous Page](#)

[Next Page](#)

[Last](#)

1 )

**Title:** [An Introduction to Water Use Management and Water Efficiency Practices](#)

**Summary:** This 2-page factsheet explains that water is essential to all life on our planet. Surface and ground waters support a variety of human uses including drinking, irrigation of crops and landscape, industrial processes, domestic applications, and recreation. Historically, residents have thought that New Hampshire was water rich and that conservation was something only people in arid states needed to practice. However, that perception must change. As Ben Franklin said, "When the well's dry, you know the worth of water," later paraphrased by Rowland Howard as "You never miss the water 'til the well runs dry." In some parts of the state, wells have indeed gone dry. Water levels in some New Hampshire lakes, ponds, aquifers and streams have dropped, largely due to over-mining of groundwater supplies. When private and public water wells withdraw more water than the aquifer that supplies them can provide, recharge is pulled from surface waters.

**Source:** <http://des.nh.gov/organization/commissioner/pip/factsheets/dwqb/index.htm>

**Host Organization(s):** [New Hampshire Department of Environmental Services](#)

2 )

**Title:** [Assessing the Environmental and Capacity Development Outcomes of Small Water System Board and Management Training](#)

**Summary:** This 2-page fact sheet assesses the outcomes of community water system board and management training (BMT) in enhancing community technical, financial, and managerial capacity and in achieving or protecting environmental quality and public health. The assessment will recognize and compare the diversity of types of board training, and the context in which these trainings are conducted.

**Source:** <http://mtac.isws.illinois.edu/quickfacts.asp>

**Host Organization(s):** [Midwest Technology Assistance Center for Small Public Water Systems](#)



## Document Search

Instructions: Select one or more filter criteria and then click the 'Retrieve Documents' button.

Select... ▼

Keyword Filter:

consolidation

Searches for an exact match.

[Reset All](#)

**Retrieve Documents**

*Remember: If you need us to, we can print out any document and mail it to you at no cost.*

**Filters**

Keyword = 'consolidation'

Total Records: 19 - Showing Page: 1 of 2

[First](#)

[Previous Page](#)

[Next Page](#)

[Last](#)

6 )

**Title:** [Consolidation Efforts: Pros, Cons, Options and Perceptions](#)

**Summary:** This 24-page document discusses the advantages and disadvantages of the consolidation of community water systems. It is intended to help decision-makers when considering consolidation.

**Source:** <http://www.wri.msstate.edu/se-tac/products.htm>

**Host Organization(s):** [Southeastern Regional Small Public Water Systems Technical Assistance Center](#)  
[Mississippi Water Resources Research Institute at Mississippi State University](#)

7 )

**Title:** [Cooperative Services](#)

**Summary:** Cooperatives are the subject of this 2-page document, as the USDA presents information for rural areas on how to receive Federal assistance. This factsheet explains the process and how the USDA can be utilized in your rural community.

**Source:** <http://www.rurdev.usda.gov/rd/pubs/factsheets.htm>

**Host Organization(s):** [USDA Rural Development](#)

8 )

**Title:** [Elements of an Effective State Source Water Protection Plan](#)

**Summary:** This document highlights elements that make up an effective state source water protection program. It presents ideas for states to consider as they develop and implement their programs. As the population grows and the countryside develops, drinking water protection should be integrated into land-use planning and stewardship; road, sewer and water projects; farming, industry and development practices; waste disposal methods; watershed planning, protection and clean-up; and the routine decisions Americans make every day.

**Source:** [http://www.qwpc.org/e-library/e\\_library\\_list.htm](http://www.qwpc.org/e-library/e_library_list.htm)

**Host Organization(s):** [Ground Water Protection Council](#)

9 )

**Title:** [Example of Cooperative Agreement for Joint WWTP Between Two Villages](#)



## Document Search

**Instructions:** Select one or more filter criteria and then click the 'Retrieve Documents' button.

HOST <input type="text" value="HOST"/>	TYPE <input type="text" value="TYPE"/>	Select... <input type="text" value="Select..."/>	Keyword Filter: <input type="text"/> <i>Searches for an exact match.</i>
<ul style="list-style-type: none"><li>Montana Water Center</li><li>Montana Water/Wastewater Ager</li><li>Multi-State Salinity Coalition</li><li>Narragansett Water Pollution Con</li><li>National Council for Science and I</li><li>National Environmental Services</li><li>National Institutes for Water Resc</li></ul>	<ul style="list-style-type: none"><li>CD/Program/Spreadsheet</li><li>Manuals/Handbooks</li><li>Reports</li></ul>		<a href="#">Reset All</a>

**Retrieve Documents**

*Remember: If you need us to, we can print out any document and mail it to you at no cost.*

### Filters

HOST = 'Montana Water Center'

TYPE = 'CD/Program/Spreadsheet'

Total Records: 14 - Showing Page: 1 of 2

[First](#)

[Previous Page](#)

[Next Page](#)

[Last](#)

Host Organization(s): [Montana Water Center](#)

7 )

**Title:** [Sanitary Survey Fundamentals](#)

**Summary:** A course created for public water system operators to learn the basics of system operations.

**Source:** <http://watercenter.montana.edu/training/default.htm>

Host Organization(s): [Montana Water Center](#)

[National Environmental Services Center](#)

8 )

**Title:** [Small Utility Board Training](#)

**Summary:** This course is designed to present a clear understanding of public water system regulation, operation, planning, budgeting, and communication. Its goal is to help aid in decision making for small water utilities. It contains videos, animations, and interactive documents.

**Source:** <http://watercenter.montana.edu/training/default.htm>

Host Organization(s): [Montana Water Center](#)

[National Environmental Services Center](#)

9 )

**Title:** [Source Water Protection Training -- Illinois](#)

**Summary:** This interactive training tool has been created to simplify the process of developing a source water protection plan for small public drinking water systems in Illinois. Its features include activities to test knowledge, flash cards and glossary games, video clips, and resources to help user move beyond the basics.

**Source:** <http://watercenter.montana.edu/training/default.htm>

Host Organization(s): [Montana Water Center](#)

10 )

**Title:** [Source Water Protection Training -- Indiana](#)



# Event Search

**Instructions:** 1) To view events, select one or more filter criteria and/or enter a keyword (press the 'Go' button to apply a keyword filter).  
2) Click on an event to see the details.

STATE ▼	Select... ▼	Keyword: <input type="text"/> <input type="button" value="Go"/>
<ul style="list-style-type: none"> <li>Pennsylvania</li> <li>Quebec, Canada</li> <li>Rhode Island</li> <li>South Carolina</li> <li>South Dakota</li> <li>Tennessee</li> </ul>		<p><b>Filters</b></p> <p>STATE = 'Pennsylvania'</p> <p><input type="button" value="Clear Filters"/> <input type="button" value="View List"/></p>

August 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 <a href="#">VWVOAP Annual Conference</a>	3 <a href="#">PSHETC</a> <a href="#">PSHETC</a> <a href="#">PA-AVWWA</a>	4 <a href="#">PSHETC Nutrient Process Control Part 1: Introduction to Nutrients Workshop</a> <a href="#">MNC S-LLC Chlorine Safety Workshop</a>	5 <a href="#">PSHETC Nutrient Process Control- Part 2 Special Topics: Advance Nutrient Reduction Workshop</a>	6	7
8	9	10 <a href="#">PSHETC</a> <a href="#">PRWA</a> <a href="#">PRWA</a>	11 <a href="#">PSHETC</a> <a href="#">PRWA</a> <a href="#">PRWA</a> <a href="#">PRWA</a>	12 <a href="#">PSHETC</a> <a href="#">PRWA</a> <a href="#">PRWA</a>	13	14
15	16 <a href="#">PSHETC</a> <a href="#">PA-AVWWA</a> <a href="#">PRWA</a>	17 <a href="#">PSHETC</a> <a href="#">PA-AVWWA</a>	18 <a href="#">PSHETC</a> <a href="#">PRWA</a> <a href="#">PRWA</a>	19 <a href="#">PSHETC Certification Academy Drinking Water Session 2: Subclasses for Conventional &amp; Membrane Filtration, and Chemical Feed</a> <a href="#">WEC Water Chemistry</a>	20 <a href="#">PSHETC</a> <a href="#">WEC</a>	21
22	23	24 <a href="#">PSHETC Securing Drinking Water and Wastewater Treatment Facilities Workshop</a> <a href="#">MNC S-LLC Management Series</a>	25 <a href="#">PSHETC Basic Electrical Training Workshop, Day 1</a> <a href="#">PRWA General Update to Chapter 105 Water Supplier Training</a>	26 <a href="#">PSHETC Basic Electrical Training Workshop, Day 2</a>	27	28
29	30 <a href="#">NEVWWA</a> <a href="#">NEVWWA</a> <a href="#">NEVWWA</a> <a href="#">NEVWWA</a> <a href="#">PA-AVWWA</a>	31 <a href="#">PRWA Water Well Rehabilitation: Water Well Problems &amp; Effective Solutions</a>				



# Event Search

**Instructions:** 1) To view events, select one or more filter criteria and/or enter a keyword (press the 'Go' button to apply a keyword filter).  
2) Click on an event to see the details.

STATE Pennsylvania Quebec, Canada Rhode Island South Carolina South Dakota Tennessee	SPONSOR Penn State Harrisburg Environ Pennsylvania Ground Water As Pennsylvania Rural Water Asso Pennsylvania Section - Americ Walters Environmental Consulti Water Works Operators Associa	Select...	Keyword: <input type="text"/> <input type="button" value="Go"/>
			<p><b>Filters</b></p> <p>STATE = 'Pennsylvania'</p> <p>SPONSOR = 'Pennsylvania Rural Water Association'</p> <p><input type="button" value="Clear Filters"/> <input type="button" value="View List"/></p>

August 2010						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10 <a href="#">PRVA Simplified Methods for Nutrient Testing</a> <a href="#">PRVA Protecting Your Drinking Water Sources: A Hands On Course</a>	11 <a href="#">PRVA</a> <a href="#">PRVA</a>	12 <a href="#">PRVA</a> <a href="#">PRVA</a>	13	14
15	16 <a href="#">PRVA Protecting Your Drinking Water Sources: A Hands On Course</a>	17	18 <a href="#">PRVA Revenue Potential in Alternative Renewable Energy</a> <a href="#">PRVA General Update to Chapter 109 Water Supplier Training</a>	19	20	21
22	23	24	25 <a href="#">PRVA General Update to Chapter 109 Water Supplier Training</a>	26	27	28
29	30	31 <a href="#">PRVA Water Well Rehabilitation: Water Well Problems &amp; Effective Solutions</a>				



## Event Details

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### PRWA Simplified Methods for Nutrient Testing

**Start Date:** 8/10/2010

**End Date:** *One Day Event*

**City:** Clarion

**State:** Pennsylvania

**Location:** Holiday Inn

**Start Time:** 8:00 AM

**Event Info:** [http://www.prwa.com/v2/training/pdf/2010/2010-08-10\\_3135\\_SimplifiedMethods.pdf](http://www.prwa.com/v2/training/pdf/2010/2010-08-10_3135_SimplifiedMethods.pdf)

**For More Info:** *Not Specified*

**Details:** This course is designed to identify the regulatory requirements for nutrient controls and the techniques available for sampling and measuring alkalinity, nitrogen, and phosphorus in drinking water and wastewater. This hands-on course will help students to use lab equipment to analyze water samples of known and unknown values.

#### Contact Information

Name: PRWA Office

Phone: (814) 353-9302 Ext. 107

Email: *Not Specified*

**Sponsor(s):** [Pennsylvania Rural Water Association](#)

**Fee:** \$0.00

#### Continuing Education

Event Credit: 6.5 Water & Wastewater Contact Hours

Accepted in: Pennsylvania

Close



## Events List

### Filters

STATE = 'Pennsylvania'

SPONSOR = 'Pennsylvania Rural Water Association'

- |            |  |
|------------|--|
| 08/18/2010 | <b>Title:</b> <a href="#">PRWA Revenue Potential in Alternative Renewable Energy</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association                        |
| 08/18/2010 | <b>Title:</b> <a href="#">PRWA General Update to Chapter 109 Water Supplier Training</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association                    |
| 08/25/2010 | <b>Title:</b> <a href="#">PRWA General Update to Chapter 109 Water Supplier Training</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association                    |
| 08/31/2010 | <b>Title:</b> <a href="#">PRWA Water Well Rehabilitation: Water Well Problems &amp; Effective Solutions</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association |
| 09/01/2010 | <b>Title:</b> <a href="#">PRWA General Update to Chapter 109 Water Supplier Training</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association                    |
| 09/02/2010 | <b>Title:</b> <a href="#">PRWA Water Well Rehabilitation: Water Well Problems &amp; Effective Solutions</a><br><b>Sponsor(s):</b> Pennsylvania Rural Water Association |
| 09/08/2010 | <b>Title:</b> <a href="#">PRWA General Update to Chapter 109 Water Supplier Training</a>   |





# SMALLWATERSUPPLY.ORG



Email us at [info@smallwatersupply.org](mailto:info@smallwatersupply.org)  
or call us at 1-866-522-2681

- Home
- Blog
- Documents
- Calendar

Calendar » Event Search

Sunday, August 08, 2010

**User Name:**

**Password:**

Remember Login

[Register](#)


[Forgot Password ?](#)







## User Forums

[Unanswered](#) | [Not Read](#) | [My Topics](#) | [Active Topics](#)
[Forums](#) | [My Profile](#) | [Search](#)

### General

Forums	Topics	Replies	Last Post
 <a href="#">General</a> General questions and informational topics.	1	3	<a href="#">RE: Please Introduce Your...</a> by <a href="#">darren</a> 08-08-2010 12:02 AM

### Operator and System Sustainability

Forums	Topics	Replies	Last Post
 <a href="#">Training and Certification</a>	1	1	<a href="#">RE: How do you meet your ...</a> by <a href="#">bobh</a> 07-27-2010 09:01 PM
 <a href="#">System Capacity Development</a>	1	1	<a href="#">RE: What are you doing to...</a> by <a href="#">bobh</a> 07-27-2010 09:32 PM
 <a href="#">The Business of Running a System</a>	1	2	<a href="#">RE: What do you know about...</a> by <a href="#">Steve Wilson</a> 08-05-2010 04:02 PM
 <a href="#">Funding Ideas/Questions</a>	0	0	

### Water Systems

Forums	Topics	Replies	Last Post
 <a href="#">Water Treatment</a>	1	1	<a href="#">RE: What kind of system d...</a> by <a href="#">bobh</a> 07-27-2010 10:14 PM





## Please Introduce Yourself



Last Post 08-08-2010 12:02 AM by darren. 3 Replies.

Sort: [Oldest First](#)

[Add Reply](#)

Author	Messages
<a href="#">Steve Wilson</a>  New Member Posts:9	07-20-2010 03:36 AM <a href="#">Quote</a> <a href="#">Reply</a> <a href="#">Alert</a> <p>Welcome to the SmallWaterSupply.org forums. The hope here is that operators will share their experiences, and help each other with issues that might come up. I'll bet that every operator has a unique set of experiences they have dealt with in running their system, and in many cases, something you've learned could save another operator alot of time and headache, just by sharing how you dealt with that particular issue. My hope is that this is a friendly, helpful place where operators can talk, share, ask questions, and get answers.</p> <p>To start things off, if you are willing, please share a little bit about your system, your personal experience as an operator, and the community you serve.</p>
<a href="#">bobh</a>  New Member Posts:7	07-27-2010 05:54 PM <a href="#">Quote</a> <a href="#">Reply</a> <a href="#">Alert</a> <p>My name is Bob Hastings. I manage a small ground water system (70 taps) on the high plains 30 miles east of Denver. I have been managing this system for approximately 10 years. I have a Class C Water Treatment license and a Class 1 Distribution lices. In Colorado Treatment licences go from a low of Class D to a high of Class A. Distrubution goes from a low of Class 1 to the highest Class IV.</p>
<a href="#">bobh</a>  New Member Posts:7	07-27-2010 06:09 PM <a href="#">Quote</a> <a href="#">Reply</a> <a href="#">Alert</a> <p>I should add that I became an operater as a result of being elected to the Board of our Homeowners Association. I had no prior water experience. The State Health Dept. recommended that I contact Colorado Rural Water. Rural Water provided me with the training to pass my first test. They have, through their Circuit Rider program, guided me through most of the problems that I have encountered over the years.</p>
<a href="#">darren</a>  New Member Posts:1	08-08-2010 12:02 AM <a href="#">Quote</a> <a href="#">Reply</a> <a href="#">Alert</a> <p>My name is Darren I live in Buckner, IL. We purchase water from rend lake. We supply water to aproximately 500 people. We installed a new sewer system in2000.The Village has one city worker in charge of water sewer streets, and maintance.He has been our operator for 20 years.He has his hands full. Iam on the Village Board but I have help out with the system for 5 years and just recieved my</p>



# Where We Are Going

- Adding functionality
- Additional sections:
  - An Operator careers page
  - Online training information
  - Semester and year long class training
  - Tribal water system resources
  - NTNC information and support
- Will be offering a few laptops to operators



# Questions?

- Review the website, give us feedback, suggestions, comments, ideas
- Ask your TA providers to work with us
- Tell us what's missing, what you need most online

