The training resource for water professionals of all kinds!
operators | lab personnel | engineers | managers | manufacturers | consultants

Illinois Section
American Water Works Association

TRAINING SCHEDULE
July - December 2011

41 ONLINE COURSES
29 IN-PERSON SEMINARS
14 PROGRAMS FOR NEW OR POTENTIAL OPERATORS
11 LIVE WEBINARS
4 HOME-STUDY PROGRAMS
2 NIGHT CLASSES

47 VIDEO’s/DVD’s
Did you know that Illinois Section AWWA is offering FREE WEBINARS TO ISAWWA MEMBERS NOW THROUGH DECEMBER 31, 2011!
Not sure if you are a member? Call 866-521-3595 ext.3

sign up on page 6
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWWA Individual Membership Application</td>
<td>04</td>
</tr>
<tr>
<td>Illinois Section AWWA General Information</td>
<td>05</td>
</tr>
<tr>
<td>Seminar/Webinar Registration Form</td>
<td>06</td>
</tr>
<tr>
<td>Online Course Registration Form</td>
<td>07</td>
</tr>
<tr>
<td>Video/DVD Library Rental Registration Form</td>
<td>08</td>
</tr>
<tr>
<td>Want to Become A Water Operator in Illinois?</td>
<td>09</td>
</tr>
<tr>
<td>Seminars &amp; Webinars Listed By Topic</td>
<td>10</td>
</tr>
<tr>
<td>Seminars Listed By Location</td>
<td>11</td>
</tr>
<tr>
<td>Webinars Listed By Date</td>
<td>11</td>
</tr>
<tr>
<td><strong>SEMINARS</strong></td>
<td></td>
</tr>
<tr>
<td>Small Water System Operation &amp; Maintenance 8 WEEK NIGHT CLASS</td>
<td>12</td>
</tr>
<tr>
<td>Water Distribution System Operation &amp; Maintenance 8 WEEK NIGHT CLASS</td>
<td>13</td>
</tr>
<tr>
<td>Effective Backflow Programs</td>
<td>14</td>
</tr>
<tr>
<td>Basic Math for Water Works Operators Class C &amp; D</td>
<td>14</td>
</tr>
<tr>
<td>Challenges of Information Security For Critical Infrastructures</td>
<td>15</td>
</tr>
<tr>
<td>Your System From Pipe To Meter</td>
<td>15</td>
</tr>
<tr>
<td>Basic Water Quality Testing Hands-On Seminar</td>
<td>16</td>
</tr>
<tr>
<td>Pumps and Pump Maintenance</td>
<td>16</td>
</tr>
<tr>
<td>Chemical Properties, Safety &amp; Security</td>
<td>16</td>
</tr>
<tr>
<td>Theory &amp; Technique for Successful Water Main Service Line &amp; Street Light Location</td>
<td>17</td>
</tr>
<tr>
<td>Selection, Installation, and Maintenance of Instrumentation for Water &amp; Wastewater Plants</td>
<td>17</td>
</tr>
<tr>
<td>Annual Regulatory Update</td>
<td>18</td>
</tr>
<tr>
<td>Managing The Investment of Standby or Emergency Well Pumping Equipment</td>
<td>18</td>
</tr>
<tr>
<td>Tour of Champaign County Water Treatment Facility</td>
<td>19</td>
</tr>
<tr>
<td>Preventing, Detecting &amp; Responding to Drinking Water Contamination Events</td>
<td>20</td>
</tr>
<tr>
<td>Water Storage Tanks: Exterior Maintenance, Coating Inspections &amp; Antenna Installation</td>
<td>21</td>
</tr>
<tr>
<td>Water and Energy Efficiency: Funding Capital Improvements Through Increased Efficiencies</td>
<td>22</td>
</tr>
<tr>
<td>Construction &amp; Development of a High Capacity Potable Water Supply Well in Central Illinois</td>
<td>22</td>
</tr>
<tr>
<td>Proper Sampling Techniques &amp; Regulatory Update</td>
<td>23</td>
</tr>
<tr>
<td>Potable Well Systems, Managing The Investment</td>
<td>23</td>
</tr>
<tr>
<td>Basic Math for Water Works Operators</td>
<td>24</td>
</tr>
<tr>
<td>Disaster Management for Water &amp; Wastewater Utilities</td>
<td>24</td>
</tr>
<tr>
<td><strong>WEBINARS</strong></td>
<td></td>
</tr>
<tr>
<td>Overview &amp; Implementation of The Radium Treatment Residual Regulations</td>
<td>25</td>
</tr>
<tr>
<td>Effective &amp; Powerful Presentations</td>
<td>25</td>
</tr>
<tr>
<td>Aw Crap! Now What? Communications in A Crisis</td>
<td>26</td>
</tr>
<tr>
<td>Trenchless Water Main Rehabilitation - A Sustainable Alternative to Open Cut Replacement</td>
<td>26</td>
</tr>
<tr>
<td>Best Practices in Leadership</td>
<td>27</td>
</tr>
<tr>
<td>Strategies for Improving The Water Quality in Potable Water Storage Tanks</td>
<td>27</td>
</tr>
<tr>
<td>Lead Us To Water: Building Private-Public Partnerships Prior To A Disaster</td>
<td>28</td>
</tr>
<tr>
<td>Emerging Constituents in Water Supply</td>
<td>29</td>
</tr>
<tr>
<td>Ensuring Sustainable Water Systems Through Innovative, Full Cost Water Pricing</td>
<td>29</td>
</tr>
<tr>
<td>Utility Metering &amp; Automatic Meter Reading</td>
<td>30</td>
</tr>
<tr>
<td>Mechanical Seal &amp; Pump Reliability</td>
<td>30</td>
</tr>
<tr>
<td><strong>HOME-STUDY</strong></td>
<td></td>
</tr>
<tr>
<td>Water Treatment Plant Operations: Volume 1</td>
<td>31</td>
</tr>
<tr>
<td>Water Treatment Plant Operations: Volume 2</td>
<td>32</td>
</tr>
<tr>
<td>Water Distribution System Operation &amp; Maintenance</td>
<td>33</td>
</tr>
<tr>
<td>Small Water System Operation &amp; Maintenance</td>
<td>34</td>
</tr>
<tr>
<td><strong>VIDEO SERIES</strong></td>
<td></td>
</tr>
<tr>
<td>Water System Operation &amp; Maintenance</td>
<td>35</td>
</tr>
<tr>
<td>Small Water System Operation &amp; Maintenance</td>
<td>36</td>
</tr>
<tr>
<td>Online Course Library</td>
<td>37</td>
</tr>
<tr>
<td>Save The Date: Midwest Water &amp; Wastewater Technology Conference</td>
<td>44</td>
</tr>
<tr>
<td>Exclusive ISAWWA Member Benefit: Online Learning Package</td>
<td>45</td>
</tr>
<tr>
<td>Do You Want To Receive Contact Hours Free?</td>
<td>46</td>
</tr>
<tr>
<td>Water For People Fundraiser: BoDeans @ Ravinia</td>
<td>47</td>
</tr>
</tbody>
</table>
American Water Works Association

2011 North American Individual Membership Application

Section 1: Member Information

Name ________________________________

Title ________________________________

Company or Organization ________________________________

Mailing Address ________________________________

City __________________________ State/Province ____________

ZIP/Postal Code ___________ Country ______

Work Phone __________ Fax __________

Home Phone __________ E-mail ________________________________

Method of Payment (Please check your payment option below.)

ANNUAL DUES $ __________

SECTION ASSESSMENT __________

MULTI-SECTION OPTION? __________

TOTAL DUE $ __________

Make check payable to AWWA. (US currency only, drawn from a US bank)

☐ American Express ☐ Discover ☐ MasterCard ☐ VISA

Card No. __________________________ Exp. Date __________

No action can be taken on this application until payment is received.

Were you referred by an AWWA member? ☐ Yes ☐ No

Referring Member __________________________ Member # (if known) __________________________

Applicant's Signature __________________________ Date __________

Section 2: AWWA Dues and Assessments—Prices are stated in US currency

ANNUAL DUES: Individual—$165 (02)

Young Professional—$99 (YP2011)

Operations/Administrative—$88 (06)

Student—$28* (14)

Section 3: New Member Profile

What one business activity best describes your company? (Please check only one)

☐ Public Water Supply Utility—Municipally Owned
☐ Public Water Supply Utility—Incorporated
☐ Government/Federal, State, Local
☐ Consulting Firm
☐ Contractor
☐ Private Industrial System or Water Wholesaler
☐ Manufacturer of Equipment & Supplies (Indirect suppliers)
☐ Distributor of Equipment & Supplies (Indirect suppliers)
☐ Educational Institutions (faculty and students), Libraries and other related organizations
☐ Fully Retired
☐ Research Lab
☐ Other, listed to the field (Please specify) __________________________

What one category best describes your job title? (Please check only one)

☐ Executive (General Manager, Commissioner, Board Member, City Manager, Municipal Staff, Mayor, President, Vice President, Owner, Partner, Director, etc.)
☐ Management/Non-Engineering (Division Head, Section Head, Manager, Chief Engineer, Director, Management, etc.)
☐ Design and Engineering (Both managerial and non-managerial) (Architect, Engineer, Civil Engineer, Mechanical Engineer, Electrical Engineer, Environmental Engineer, Planning Manager, Field Engineer, Systems Designer, etc.)
☐ Scientific/Non-managerial (Chemist, Biologist, Biophysicist, Researcher, Analyst, etc.)
☐ Purchasing (Purchasing Agent, Procurement Specialist, Buyer, etc.)
☐ Operations (Pest Control, Operator, Maintenance Supervisor, Service Representative, etc.)
☐ Marketing & Sales/Non-managerial (Market Analyst, Marketing Representative, Salesperson, Sales Representative, etc.)
☐ Professor (Educator, Teacher, etc.)
☐ Other (Please specify) __________________________

All applicants must complete this section.

Section 4: Areas of Interest

Asset Management (AM) Desalination (DESA)
Backflow (BACK) Design (DES) Membrane Treatment (MT)
Conservation (CE) Distribution (DS) Operations (OPER)
Customer Service (CS) Ground Water (GW)
Management/Membership (MANA) Public Info/Relations (PIR)
Membrane Treatment (MT) SCADA/GIS (SG)
Operations (OPER) Regulatory/Legislative (RL)
Public Info/Relations (PIR) Security (SECU)
Public Info/Relations (PIR) Young Professional (YP)
Resources Management/Planning (WRMFP)
Water Reuse (WR)
Multi-Section Membership Option is in addition to your own section membership, you may also check other AWWA sections. This allows you to receive information on events and activities from other local sections. If this list of interest to you, call 800-926-7337 for multi-section information and fees.

Dues and section assessment rates paid through Dec. 31, 2011. Dues are not deductible as charitable contributions for income tax purposes. The following is for USP periodical mailing requirements only. In some AWWA sections, a portion of the section assessment equal to 50% or more of the domestic subscription rate charged for the section periodical will be allocated toward a subscription to that periodical. Allocation for each publication recipient authorized—Journal AWWA = $50; Optima = $16.

NOTE: Member's phone numbers, fax numbers, and e-mail addresses are protected under AWWA's Privacy Policy.
Illinois Section AWWA General Information

ISAWWA is the resource for seminars, workshops, webinars, video rental library and teleconferences. We may add or make changes from time to time, so be sure to check the website at www.isawwa.org

RENEWAL TRAINING CREDIT HOURS (RTC)
All of the courses listed in this book are approved for renewal training credits (RTC) unless noted otherwise. For in-person seminars, the credit is based upon actual classroom time. If the seminar goes over or under the estimated time, or if you leave early, your credit hours will be adjusted on your certificate. For video rentals and webinars, a simple test will accompany your video or webinar. After you complete and return the test to the Illinois Section AWWA office, you will receive an email with instructions to print your certificate online, which reflects the renewal training credit hours earned. Webinar tests are completed online and certificates can be printed after successful completion of the online course. The amount earned will be equal to the length of the video(s)/webinar(s) that you have viewed. It shall be the responsibility of the licensee to submit their ISAWWA issued training certificate directly to IEPA in order to receive renewal training credit hours.

PROFESSIONAL DEVELOPMENT HOURS (PDH)
Classes that apply to your area of study should qualify for Professional Development Hours. It shall be the responsibility of the licensee to maintain a record of PDH’s for 6 years that includes, but is not limited to, the following:

The name and address of the sponsor or provider; the number of hours attended in each program; the date and place of the program and a certificate of attendance; or log of activities that includes the date and number of hours claimed as PDH’s; a brief statement of the subject matter, printed program schedules, registration receipts or other proof of participation. Instructions on how to print your certificate online will be emailed confirming participation and time spent in the classroom. It is up to the licensee to maintain their own records and submit any required paperwork to validate training.

METHOD OF DELIVERY
There are numerous choices for you to earn your renewal training credits. The Illinois Section AWWA offers the following opportunities: classroom, teleconferences, webinars, video library for individual viewing, or group study.

REGISTRATION
Register by fax at 866-521-3591 with your purchase order number, Mastercard, AMEX or Visa. Register on-line at the ISAWWA website at www.isawwa.org, register by phone 866-521-3595 ext. 2, or register via US mail by sending your registration form and payment of check, Mastercard, Visa, AMEX or purchase order to:

ISAWWA, 545 South Randall Road, St. Charles, IL 60174

Questions can be directed by phone to Lisa at 866-521-3595 extension 2 or email at lisa@isawwa.org

CERTIFICATES
Certificates will be emailed after the completion of the seminar/webinar to the email address provided by the attendee upon registration. Paper certificates will be mailed by special request. To have your certificates mailed to you, call 866-521-3595 ext. 3 for Sandi. You can track your training provided by the Illinois Section AWWA by logging onto the training portal at www.isawwa.org with your login and password (call 866-521-3595 ext.3 if you do not know your login and password). There, you can print duplicate certificates and verify seminars that you have registered for that have not yet occurred.

REFUNDS
In order to be eligible for a refund, cancellations must be received 2 business days prior to seminar. Substitutions are allowed and refunds without prior notice will be granted for emergency situations when requested in writing.

ONSITE REGISTRATIONS
Onsite registration is possible and attendees will be charged the onsite rate. There are occasions where onsite registration is not allowed. See seminar details for more information.

VISIT www.isawwa.org FOR MORE SEMINAR INFORMATION
More detailed seminar information can be found on the ISAWWA website www.isawwa.org
<table>
<thead>
<tr>
<th>DATE</th>
<th>PAGE</th>
<th>SEMINAR TITLE</th>
<th>LOCATION</th>
<th>RENEWAL TRAINING CREDIT HOURS (for water operators)</th>
<th>MEMBER/ NON MEM./ONSITE</th>
</tr>
</thead>
<tbody>
<tr>
<td>26-Jul</td>
<td>25</td>
<td>Radium Treatment Residual Regulations ..................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>28-Jul</td>
<td>25</td>
<td>Effective &amp; Powerful Presentations ..................................................................</td>
<td>WEBINAR</td>
<td>00.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>2-Aug - 20-Sep</td>
<td>12</td>
<td>Small Water System O&amp;M - 8 WEEK NIGHT CLASS ...........................................</td>
<td>Rend Lake</td>
<td>16.00</td>
<td>$200/$258</td>
</tr>
<tr>
<td>4-Aug</td>
<td>14</td>
<td>Effective Backflow Programs ...........................................................................</td>
<td>Mundelein</td>
<td>05.00</td>
<td>$40/$60/$70</td>
</tr>
<tr>
<td>9-Aug</td>
<td>14</td>
<td>Basic Math for Water Works Class C &amp; D .....................................................</td>
<td>St. Charles</td>
<td>06.00</td>
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</tr>
<tr>
<td>11-Aug</td>
<td>26</td>
<td>Aw CRAP! Now what? Communications in a Crisis ............................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>16-Aug</td>
<td>15</td>
<td>Information Security for Critical Infrastructures .......................................</td>
<td>Elmhurst</td>
<td>03.00</td>
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</tr>
<tr>
<td>17-Aug</td>
<td>26</td>
<td>Trenchless Water Main Rehabilitation ................................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
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</tr>
<tr>
<td>18-Aug</td>
<td>15</td>
<td>Your System From Pipe To Meter .....................................................................</td>
<td>Moline</td>
<td>04.00</td>
<td>$35/$45/$55</td>
</tr>
<tr>
<td>23-Aug</td>
<td>16</td>
<td>Hands On Basic Water Quality Testing ..........................................................</td>
<td>Belleville</td>
<td>03.00</td>
<td>$25/$35/$45</td>
</tr>
<tr>
<td>25-Aug</td>
<td>16</td>
<td>Pumps and Pump Maintenance ...........................................................................</td>
<td>East Peoria</td>
<td>04.00</td>
<td>$35/$45/$55</td>
</tr>
<tr>
<td>25-Aug</td>
<td>27</td>
<td>Best Practices in Leadership .........................................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>30-Aug</td>
<td>16</td>
<td>Chemical Properties, Safety &amp; Security .......................................................</td>
<td>Springfield</td>
<td>05.00</td>
<td>$40/$60/$70</td>
</tr>
<tr>
<td>31-Aug</td>
<td>17</td>
<td>Water Main Service Line &amp; Street Light Location ...........................................</td>
<td>Rochelle</td>
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</tr>
<tr>
<td>1-Sep</td>
<td>27</td>
<td>Improving Water Quality in Water Storage Tanks ..........................................</td>
<td>WEBINAR</td>
<td>01.00</td>
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</tr>
<tr>
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<td>15</td>
<td>Your System From Pipe To Meter .....................................................................</td>
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</tr>
<tr>
<td>8-Sep</td>
<td>28</td>
<td>Building Private-Public Partnerships ................................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>20-Sep</td>
<td>17</td>
<td>Instrumentation for Water and Wastewater Plants .........................................</td>
<td>Moline</td>
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</tr>
<tr>
<td>21-Sep</td>
<td>18</td>
<td>Annual Regulatory Update ...............................................................................</td>
<td>Countryside</td>
<td>05.00</td>
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</tr>
<tr>
<td>23-Sep</td>
<td>19</td>
<td>Tour of Champaign County Water Treatment Facility .......... ............................</td>
<td>Champaign</td>
<td>02.00</td>
<td>$10/$15</td>
</tr>
<tr>
<td>27-Sep</td>
<td>17</td>
<td>Instrumentation for Water and Wastewater Plants .........................................</td>
<td>West Chicago</td>
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</tr>
<tr>
<td>28-Sep - 16-Nov</td>
<td>13</td>
<td>Water Distribution Syst. O&amp;M - 8 WEEK NIGHT CLASS .....................................</td>
<td>Girard</td>
<td>16.00</td>
<td>$200/$258</td>
</tr>
<tr>
<td>5-Oct &amp; 6-Oct</td>
<td>20</td>
<td>Drinking Water Contamination Events ...........................................................</td>
<td>Chicago</td>
<td>08.00</td>
<td>FREE</td>
</tr>
<tr>
<td>11-Oct</td>
<td>29</td>
<td>Emerging Constituents In Water Supply ..........................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>13-Oct</td>
<td>14</td>
<td>Effective Backflow Programs .........................................................................</td>
<td>Belleville</td>
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<td>20-Oct</td>
<td>18</td>
<td>Standby or Emergency Well Pumping Equipment ..............................................</td>
<td>Wheeling</td>
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</tr>
<tr>
<td>27-Oct</td>
<td>21</td>
<td>Water Storage Tanks .....................................................................................</td>
<td>Morris</td>
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</tr>
<tr>
<td>1-Nov</td>
<td>22</td>
<td>Capital Improvements Through Increased Efficiencies ....................................</td>
<td>Westmont</td>
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</tr>
<tr>
<td>2-Nov</td>
<td>22</td>
<td>Potable Water Supply Well in Central Illinois ..............................................</td>
<td>Champaign</td>
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</tr>
<tr>
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<td>23</td>
<td>Potable Well Systems, Managing the investment ..............................................</td>
<td>O'Fallon</td>
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</tr>
<tr>
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<td>29</td>
<td>Ensuring Sustainable Water Systems ..................................................................</td>
<td>WEBINAR</td>
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</tr>
<tr>
<td>10-Nov</td>
<td>21</td>
<td>Water Storage Tanks .....................................................................................</td>
<td>Mattoon</td>
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</tr>
<tr>
<td>15-Nov</td>
<td>30</td>
<td>Utility Metering and Automatic Meter Reading ..............................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>16-Nov</td>
<td>23</td>
<td>Sampling Techniques &amp; Regulatory Update .....................................................</td>
<td>Galesburg</td>
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<td>22</td>
<td>Capital Improvements Through Increased Efficiencies ....................................</td>
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<tr>
<td>30-Nov</td>
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<td>Chemical Properties, Safety &amp; Security .....................................................</td>
<td>Dixon</td>
<td>05.00</td>
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<tr>
<td>1-Dec</td>
<td>30</td>
<td>Mechanical Seal and Pump Reliability ..........................................................</td>
<td>WEBINAR</td>
<td>01.00</td>
<td>FREE/$25</td>
</tr>
<tr>
<td>6-Dec</td>
<td>24</td>
<td>Basic Math for Water Works Operators .......................................................</td>
<td>O'Fallon</td>
<td>04.00</td>
<td>$35/$45/$55</td>
</tr>
<tr>
<td>8-Dec</td>
<td>14</td>
<td>Effective Backflow Programs .........................................................................</td>
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</tr>
<tr>
<td>13-Dec &amp; 14-Dec</td>
<td>24</td>
<td>Disaster Management for Water &amp; WW Utilities ................................................</td>
<td>Romeoville</td>
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</tr>
</tbody>
</table>

Name(s): ____________________________  
Company/Utility: ____________________________  
Address: ____________________________  
City/State/Zip: ____________________________  
AWWA Member # (if applicable): ____________________________  
Phone: ____________________________  Fax: ____________________________  
Email to send certificate/handouts: ____________________________  
Email to send invoice/sales receipt: ____________________________  

PAYMENT INFORMATION  
□ Purchase Order Number: ____________________________  
□ Check Enclosed or Sending Check  
□ Invoice Me  
□ Credit Card (Mastercard, Visa or American Express)  
Name on Card: ____________________________  
Card #: ____________________________  
Expiration Date: ____________________________  
Signed: ____________________________
<table>
<thead>
<tr>
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Company/Utility: ______________________________________
Address: _____________________________________________
City/State/Zip: _________________________________________
AWWA Member # (if applicable): _________________________
Phone: ___________________ Fax: ___________________
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□ Purchase Order Number: _____________________________
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□ Credit Card (Mastercard, Visa or American Express)
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AAWWA Member # (if applicable): __________________________ Fax: __________
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WANT TO BECOME A WATER OPERATOR IN ILLINOIS?

Illinois section AWWA offers courses which QUALIFY FOR A REDUCTION IN THE IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME!

In Illinois, the drinking water operator certification levels and eligibility are as follows:
Class A & B: Requires graduation from high school or equivalent & three years of responsible experience in water supply operation
Class C: Requires graduation from high school or equivalent & one year responsible experience in water supply operation
Class D: Requires graduation from high school or equivalent & six months responsible experience in water supply operation

Illinois Environment Protection Agency (IEPA) will award a reduction in the underlined time noted above by taking any of the following courses offered by Illinois Section AWWA.

Upon completion of one of these ISAWWA courses, IEPA will award new operators:
Class A & B: a 6 month reduction off the 3 year total requirement (can earn up to 12 months total, by taking additional qualifying courses.)
Class C: 6 month reduction off the 1 year requirement
Class D: 3 month reduction off the 6 month requirement

For more information and details on what course is best fit for you, contact ISAWWA:
Illinois Section AWWA, 545 South Randall Road, St. Charles, IL 60174
Phone: 866-521-3595 ext. 2
Email: lisa@isawwa.org
Fax: 866-521-3591
Web: www.isawwa.org

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Fax to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174. Register over the phone by dialing: 866-521-3595 ext. 3

Name(s): ____________________________________________________________
Company/Utility: ______________________________________________________
Address: ____________________________________________________________
City/State/Zip: _______________________________________________________
AWWA Member # (if applicable): ________________________________________
Phone: ______________________________ Fax: ____________________________
Email to send certificate/handouts: _________________________________
Email to send invoice/sales receipt: _________________________________

PAYMENT INFORMATION
□ Purchase Order Number: __________________
□ Check Enclosed or Sending Check
□ Invoice Me
□ Credit Card (Mastercard, Visa or American Express)
Name on Card: __________________________
Card #: ________________________________
Expiration Date: ________________________
Signed: _________________________________
### SEMINARS & WEBINARS LISTED BY TOPIC

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<th>DATE</th>
<th>LOCATION</th>
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<td>Wednesday, September 21, 2011</td>
<td>Countryside</td>
<td>18</td>
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<tr>
<td>Aw CRAP! Now what? Communications in a Crisis</td>
<td>Thursday, August 11, 2011</td>
<td>WEBINAR</td>
<td>26</td>
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<td>Basic Math for Water Works Class C &amp; D</td>
<td>Tuesday, August 09, 2011</td>
<td>St. Charles</td>
<td>14</td>
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<td>Basic Math for Water Works Operators</td>
<td>Tuesday, December 06, 2011</td>
<td>O’Fallon</td>
<td>24</td>
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<td>Best Practices in Leadership</td>
<td>Thursday, August 25, 2011</td>
<td>WEBINAR</td>
<td>27</td>
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<td>Building Private-Public Partnerships</td>
<td>Thursday, September 08, 2011</td>
<td>WEBINAR</td>
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<td>Tuesday, November 01, 2011</td>
<td>Westmont</td>
<td>22</td>
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<td>Tuesday, October 11, 2011</td>
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<td>29</td>
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<td>16</td>
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<td>WEBINAR</td>
<td>27</td>
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<td>Tuesday, August 16, 2011</td>
<td>Elmhurst</td>
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<td>Moline</td>
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<td>Potable Well Systems, Managing the investment</td>
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<td>Pumps and Pump Maintenance</td>
<td>Thursday, November 03, 2011</td>
<td>O’Fallon</td>
<td>23</td>
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<td>Thursday, August 25, 2011</td>
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<td>Tuesday, August 02, 2011</td>
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<td>Thursday, October 20, 2011</td>
<td>Wheeling</td>
<td>18</td>
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<td>Wednesday, November 16, 2011</td>
<td>Galesburg</td>
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<td>Wednesday, August 31, 2011</td>
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<td>Water Storage Tanks</td>
<td>Thursday, October 27, 2011</td>
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<td>Your System From Pipe To Meter</td>
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SEMINARS LISTED BY LOCATION

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WEBINARS LISTED BY DATE

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<td>1:00-2:00pm</td>
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### OBJECTIVE

This course is designed to train operators to operate and to maintain small water systems and treatment plants safely and effectively.

### SCOPE

This course is designed to train operators in the practical aspects of operating and maintaining small drinking water supply systems and treatment plants, with emphasis on safe practices and procedures. Topics covered include roles and duties of small system operators, water sources, and treatment processes. Detailed descriptions of the components of a drinking water well are presented, and operators will learn how to set up a wellhead protection program; operate, maintain, and rehabilitate wells; disinfect wells and pumps; and troubleshoot operating problems. Other major topics in this program include operation and maintenance procedures for small water treatment plants, disinfection, safety, laboratory procedures, setting water rates, and how to solve water treatment plant arithmetic problems.

### CONTENTS

1. The Small Water System Operator
2. Water Sources and Treatment
3. Wells
4. Small Water Treatment Plants
5. Disinfection
6. Safety
7. Laboratory Procedures

### TEXTBOOK


### PRESENTER

Leonard Killman, Rend Lake Conservancy District, lkillman@rendlake.org

### REGISTRATION & HOURS

Registration begins at 6:00pm. The training will start at 6:30pm and will conclude by 8:30pm. Earn up to 16 PDH's or RTC hours.

### COST

- $200 for AWWA members (includes textbook)
- $285 for non AWWA members (includes class, textbook and 1 year AWWA membership at the operator level)
- $150 for AWWA member (includes class only)
- $235 for non AWWA members (includes class and 1 year AWWA membership at the operator level)

### THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME

By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA.

Upon completion of this course, IEPA will award new operators:

- **Class A & B** – a 6 month reduction off the 3 year requirement (can earn up to 12 months total, by taking additional qualifying courses.)
- **Class C** – 6 month reduction off the 1 year requirement
- **Class D** – 3 month reduction off the 6 month requirement

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<tr>
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<th>LOCATION &amp; DISTRICT</th>
<th>FACILITY ADDRESS &amp; PHONE</th>
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<tr>
<td>6:30pm - 8:30pm</td>
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<tr>
<td>TUESDAY NIGHTS ONLY</td>
<td>Rend Lake</td>
<td>12476 Golf Course Rd., Rend Lake (Whittington), IL 62897</td>
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<tr>
<td>August 2 - September 20, 2011</td>
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<td>618-629-2454</td>
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WATER DISTRIBUTION SYSTEM OPERATION AND MAINTENANCE 8 WEEK NIGHT CLASS

NEW OPERATORS: This class qualifies for a reduction in Public Water Supply Operator Experience Time!

**DATE** | **LOCATION & DISTRICT** | **FACILITY ADDRESS & PHONE**
--- | --- | ---
6:30pm - 8:30pm | Girard | Otter Lake Water Commission, Maintenance Facility
WEDNESDAY NIGHTS ONLY | 13812 Emmerson Airline Road, Girard, IL 62640 | Facility Phone: 217-965-1566
September 28 - November 16, 2011

**OBJECTIVE** This course is designed to train operators to safely and effectively operate and maintain water distribution systems.

**SCOPE** This course is designed to train operators in the practical aspects of operating and maintaining water distribution systems, emphasizing safe practices and procedures. Topics include the role and duties of water distribution system operators, procedures for operating and maintaining clear wells and storage tanks, components and characteristics of distribution system facilities, operating and maintaining distribution systems, maintaining water quality in the system, disinfecting new and repaired facilities as well as water delivered to consumers, and techniques for recognizing hazards and developing safe procedures and programs. Operators learn to analyze and solve problems when they occur and perform mathematical calculations commonly associated with operating a distribution system.

**CONTENTS**
1. The Water Distribution System Operator
2. Storage Facilities
3. Distribution System Facilities
4. Water Quality Considerations in Distribution Systems
5. Distribution System Operation and Maintenance
6. Disinfection
7. Safety
8. Distribution System Administration

**TEXTBOOK** Water Distribution System Operation and Maintenance, A Field Study Training Program; 5th Edition

**PRESENTER** Ray Weller, City of Litchfield, Water Superintendent, litchwat@consolidated.net

**REGISTRATION & HOURS** Registration begins at 6:00pm. The training will start at 6:30pm and will conclude by 8:30pm. Earn up to 16 PDH’s or RTC hours.

**COST**
- $200 for AWWA members (includes textbook)
- $285 for non AWWA members (includes class, textbook and 1 year AWWA membership at the operator level)
- $150 for AWWA member (includes class only)
- $235 for non AWWA members (includes class and 1 year AWWA membership at the operator level)

**THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME**
By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA.

Upon completion of this course, IEPA will award new operators:
- **Class A & B** – a 6 month reduction off the 3 year requirement (can earn up to 12 months total, by taking additional qualifying courses.)
- **Class C** – 6 month reduction off the 1 year requirement
- **Class D** – 3 month reduction off the 6 month requirement
EFFECTIVE BACKFLOW PROGRAMS SEMINAR
Sponsored by the ISAWWA Backflow Committee

<table>
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<td>Thursday, August 04, 2011</td>
<td>Mundelein</td>
<td>Mundelein Fire Station 1&lt;br&gt;1000 N. Midlothian Rd., Mundelein IL. 60060&lt;br&gt;Ph: 847-949-3260</td>
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<td>Thursday, October 13, 2011</td>
<td>Belleville</td>
<td>Illinois American Water Company&lt;br&gt;100 N. Water Works Dr. Belleville, IL 62223&lt;br&gt;Ph: 618-239-3257</td>
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<td>Thursday, December 08, 2011</td>
<td>St. Charles</td>
<td>Illinois Section AWWA (University of Illinois Extension Building)&lt;br&gt;535 South Randall Road, St. Charles, IL 60174&lt;br&gt;Ph: 866-521-3595 Ext. 2</td>
</tr>
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</table>

**TOPIC** Effective Backflow Programs, IEPA Title 35 - What it says in plain English - Learn how to effectively develop, implement, and enforce an effective cross-connection control program that meets all of the Illinois EPA requirements. Cross-Connection inspections, surveys and record keeping are the three key elements of all effective backflow prevention programs, how does each element relate to the others and how do you move forward from where you are.

**PRESENTER** Mike Eisenhauer, Backflow Solutions, Inc., meisenhauer@backflow.com

**REGISTRATION & HOURS** Registration begins at 8:30am. The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDH’s or RTC hours. Continental breakfast and lunch will be included.

**COST** $40.00 for AWWA members • $60.00 for non AWWA members • $70.00 for on-site registration

BASIC MATH FOR WATER WORKS OPERATORS CLASS C & D SEMINAR

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<td>Tuesday, August 09, 2011</td>
<td>St. Charles</td>
<td>Illinois Section AWWA (University of Illinois Extension Building)&lt;br&gt;535 South Randall Road, St. Charles, IL 60174&lt;br&gt;Ph: 866-521-3595 Ext. 2</td>
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**TOPIC** This class is a “quick refresher” basic math course and will include topics such as: Basic mathematical operations; Calculation of areas and volume detention times; Hydraulic mathematics; Chemical mathematics.

Participants should bring pencil, paper and a basic calculator.

**PRESENTER** Warren Green, Lockwood, Andrews & Newnam, jwgreen@lan-inc.com

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 3:00pm. Earn up to 6 PDH’s or RTC hours. Continental breakfast and lunch will be included.

**COST** $50.00 for AWWA members • $75.00 for non AWWA members • $90.00 for on-site registration
### CHALLENGES OF INFORMATION SECURITY FOR CRITICAL INFRASTRUCTURES SEMINAR

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<th>DATE</th>
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| Tuesday, August 16, 2011 | Elmhurst             | DuPage Water Commission  
                                  600 East Butterfield Rd., Elmhurst, IL 60126  
                                  Ph: 630-834-0100 |

**TOPIC** This seminar will explore the intersection of physical and cyber security. We will not get “lost in the weeds” of technical detail, but will cover general issues at the level appropriate for the business owner or IT manager. Topics will include: advantages versus disadvantages of external connectivity; unexpected places you may find external connectivity; social engineering and other low-tech attacks; the importance of building relationships before you have an incident; review of the 2011 Verizon-USSS Data Breach Report and other studies of current trends in security incidents; and other issues.

**PRESENTER** SA Robert Yalden, United States Secret Service Chicago Electronic Task Force, Robert.Yalden@usss.dhs.gov

**REGISTRATION & HOURS** Registration will begin at 8:30am. The training will begin at 9:00am and will conclude by 12:00pm. Earn up to 3 PDH’s or RTC hours. Continental breakfast will be included.

**COST** $25.00 for AWWA members • $35.00 for non AWWA members • $45.00 for on-site registration

### YOUR SYSTEM FROM PIPE TO METER SEMINAR

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<th>DATE</th>
<th>LOCATION &amp; DISTRICT</th>
<th>FACILITY ADDRESS &amp; PHONE</th>
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| Thursday, August 18, 2011 | Moline              | Moline Water Treatment Plant  
                                  30 18th St., Moline, IL 61265  
                                  Ph: 309-524-2301 |
| Wednesday, September 07, 2011 | St. Charles        | Illinois Section AWWA (University of Illinois Extension Building)  
                                  535 South Randall Road, St. Charles, IL 60174  
                                  Ph: 866-521-3595 Ext. 2 |

**TOPICS**

- **Hydrant Maintenance & Installation Training**
  Proper procedure for disassembling a fire hydrant, lubricating and repairing a fire hydrant, opening and closing a fire hydrant, replacing, cleaning and lubricating nozzles, repairing and replacing the lower valve assembly, checking and inspection of fire hydrants and installing fire hydrants.

- **Anatomy of a Service Lateral from Pipe to Meter**
  Details on water service products from pipe to meter including design, applications, installation, recognition, and damage control.

- **Unaccounted For Water in Residential Meters**
  Details about unaccounted for water in residential meters, including information on leaks, water loss, and technology to capture and register unaccounted for water at 1/4 gallon per minute and below.

- **No-Lead Brass and Legislation**
  Information about the Safe Drinking Water Act, No-Lead Brass and Conversion, and the affect of this legislation on distributors, municipalities, and end-users.

**PRESENTERS** George Gilson, A.Y. McDonald Mfg. Co., ggilson@aymcdonald.com  
Tom Rodebaugh, American Flow Control, trodebaugh@acipco.com

**REGISTRATION & HOURS** Registration begins at 7:30am. The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

**COST** $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration
### Basic Water Quality Testing Hands On Seminar

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<th>Date</th>
<th>Location &amp; District</th>
<th>Facility Address &amp; Phone</th>
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<tr>
<td>Tuesday, August 23, 2011</td>
<td>Belleville</td>
<td>American Water Central Laboratory</td>
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<tr>
<td></td>
<td></td>
<td>1115 South Illinois St., Belleville, IL 62220</td>
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<td>Ph: 618-235-3600</td>
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**Topic**: If you have little or no experience in a laboratory or would like to learn how to run chlorine, phosphate, pH, turbidity, hardness, alkalinity, fluoride, iron, and conductivity then this class is for you. Join us for a short lecture and then lots of hands-on lab experience.

**Presenters**: Cody Cruse, cody.cruse@amwater.com & Linda Henry, linda.henry@amwater.com with American Water Central Laboratory

**Registration & Hours**: Registration begins at 8:30am. The training will start at 9:00am and will conclude by 12:00pm. Earn up to 3 PDH’s or RTC hours. Continental breakfast will be included. Following the training, American Water Central Laboratory will offer an optional tour of the lab. TRAINING AND TOUR IS LIMITED TO 20 REGISTRANTS.

**Cost**: $25.00 for AWWA members • $35.00 for non AWWA members • $45.00 for on-site registration

### Pumps and Pump Maintenance Seminar

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<th>Date</th>
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<tr>
<td>Thursday, August 25, 2011</td>
<td>East Peoria</td>
<td>Festival Building</td>
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<tr>
<td></td>
<td></td>
<td>2200 E. Washington Street, East Peoria, IL 61611</td>
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<tr>
<td></td>
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<td>Ph: 309-698-4716</td>
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**Topic**: Pumps are a critical component in all water or waste water systems, so it’s a good idea to know what makes them run and how to prevent their breakdown. Basic pump maintenance and repair techniques are the primary goal of this course so water professionals can keep their facilities and equipment running smoothly. Proper maintenance of pumps will also result in pump operation cost reductions and increased pump life. Water professionals who want to refresh their skills on pump and pump system troubleshooting and repair are candidates for this class.

**Presenter**: Todd Thomas, todd@bwp-inc.com & Jake Freeman, jake@bwp-inc.com with Brotcke Well & Pump

**Registration & Hours**: Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

**Cost**: $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration

### Chemical Properties, Safety & Security Seminar

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<th>Date</th>
<th>Location &amp; District</th>
<th>Facility Address &amp; Phone</th>
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<tr>
<td>Tuesday, August 30, 2011</td>
<td>Springfield</td>
<td>City Water Light &amp; Power (CWLP)</td>
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<tr>
<td></td>
<td></td>
<td>200 East Lake Shore Drive, Springfield, IL 62712</td>
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<tr>
<td></td>
<td></td>
<td>Ph: 217-757-8630</td>
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<tr>
<td>Wednesday, November 30, 2011</td>
<td>Dixon</td>
<td>City of Dixon Public Safety Building</td>
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<tr>
<td></td>
<td></td>
<td>220 South Hennepin Ave., Dixon, IL 61021</td>
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<td>Ph: 815-288-4411</td>
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**Topic**: The program will discuss properties, safety, equipment, PPE, security and some regulatory issues relating to liquid chlorine, sodium hypochlorite, fluoridation chemicals, and others related to water treatment.

**Presenter**: Geza Ehrentreu, Viking Chemical, geza@vikingchemical.com

**Registration & Hours**: Registration begins at 8:30am. The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDH’s or RTC hours. Continental breakfast and lunch will be included.

**Cost**: $40.00 for AWWA members • $60.00 for non AWWA members • $70.00 for on-site registration
THEORY & TECHNIQUE FOR SUCCESSFUL WATER MAIN SERVICE LINE & STREET LIGHT LOCATION HANDS ON SEMINAR

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<th>LOCATION &amp; DISTRICT</th>
<th>FACILITY ADDRESS &amp; PHONE</th>
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<tr>
<td>Wednesday, August 31, 2011</td>
<td>Rochelle</td>
<td>RMU Technology Center</td>
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<tr>
<td></td>
<td></td>
<td>910 Technology Parkway, Rochelle, IL 61068</td>
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<td></td>
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<td>Ph: 815-562-4155</td>
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**TOPIC** As today’s underground infrastructure becomes increasingly congested and the use of no dig technology becomes more prevalent, the skills of utility locating technicians and their equipment are under increased pressure to provide accurate results and reduce the risk of damage to utility lines. A basic understanding of pipe location history, theory, type of signals used and application methods of signals to designated utility networks will be discussed. A hands-on field training session will follow where theory and signal application techniques will be put into practice with ample time for Q & A to follow field training.

Attendees are encouraged to bring their own locating devices.

**PRESENTER** Paul J. Gross, Associated Technical Services Ltd.

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

**COST** $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration

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SELECTION, INSTALLATION, AND MAINTENANCE OF INSTRUMENTATION FOR WATER AND WASTEWATER PLANTS SEMINAR

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<th>FACILITY ADDRESS &amp; PHONE</th>
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<tr>
<td>Tuesday, September 20, 2011</td>
<td>Moline</td>
<td>Moline Water Treatment Plant</td>
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<tr>
<td></td>
<td></td>
<td>30 18th St., Moline, IL 61265</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ph: 309-524-2303</td>
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<tr>
<td>Tuesday, September 27, 2011</td>
<td>West Chicago</td>
<td>City of West Chicago Training Room</td>
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<td></td>
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<td>1400 Hawthorne Lane, West Chicago, IL 60185</td>
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<td>Ph: 630-293-2255</td>
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**TOPIC** Process instrumentation is some of the most important equipment in a water or wastewater treatment plant, yet it is often the least understood. This course is intended to go into the details of instrumentation including why it is important, the technologies that are available for sensing different process measurement parameters, the importance of paying attention to how the instrument is installed, and the necessity of regular maintenance/calibration.

**PRESENTER** Brent Studnicka, Strand Associates, Inc., brent.studnicka@strand.com

**REGISTRATION & HOURS** Registration begins at 7:30am. The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

**COST** $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration
### Annual Regulatory Update Seminar

**Topic:** This seminar will cover current and upcoming regulations. A discussion forum will wrap up the day allowing you time to ask your specific questions. Illinois and US EPA representatives will be available to answer questions.

**Presenters:**
- Mary Reed, Illinois EPA, mary.f.reed@illinois.gov
- Andrea Rhodes, Illinois EPA, andrea.rhodes@illinois.gov
- Miquel A. Del Toral, USEPA Region 5, deltoral.miguel@epamail.epa.gov

**Registration & Hours:** Registration begins at 8:30am. The training will start at 9:00am and will conclude by 3:00pm. Earn up to 5 PDH’s or RTC hours. Continental breakfast and lunch will be included.

**Cost:**
- $40.00 for AWWA members
- $60.00 for non AWWA members
- $70.00 for on-site registration

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### Managing the Investment of Standby or Emergency Well Pumping Equipment Seminar

**Topic:** This seminar will focus on municipal wells and pumping equipment that are currently utilized on an emergency or standby basis. Due to the limited operation that standby pumping equipment experiences and the importance of its functionality, it is imperative to maintain this equipment and protect these assets.

The seminar will provide a discussion on typical well construction in the area, types of pumping equipment utilized, preventative maintenance testing of this equipment, and the detailed process of a pump repair project. The goal of this seminar is to provide those operating standby wells and pumping equipment with a better understanding of their assets. Detailed case studies will be presented which depict recent area projects.

**Presenter:** Nicholas J. Winkelmann, P.E., nwinkelmann@laynechristensen.com & Chris Peschang, cgpeschang@laynechristensen.com with Layne Christensen Company

**Registration & Hours:** Registration will begin at 8:30am. The training will begin at 9:00am and will conclude by 3:00pm. Earn up to 5 PDH’s or RTC hours. Continental breakfast and lunch will be included.

**Cost:**
- $40.00 for AWWA members
- $60.00 for non AWWA members
- $70.00 for on-site registration
TOUR OF CHAMPAIGN COUNTY WATER TREATMENT FACILITY SEMINAR

DATE | LOCATION & DISTRICT | FACILITY ADDRESS & PHONE
--- | --- | ---
Friday, September 23, 2011 | Champaign | Champaign Water Treatment Facility 560 County Road 1700 N, Bradley Ave., Extended Champaign, IL 61822 Ph: 217-373-3222

TOPIC The Champaign County Water Treatment Facility, owned and operated by Illinois American Water Co, was recently LEED certified by the U.S. Green Building Council. The new facility was needed to support Champaign County’s steadily-expanding consumer base and to improve water system reliability. Integrating sustainable features into plant design was also a chief objective of the project. Constructed on 7.5 miles outside of downtown Champaign on a “greenfield” site (a piece of previously undeveloped land), the CCWTF is a model of sustainability, incorporating energy-efficient technology and demonstrating close regard for the environment.

SCHEDULE:
11:30 am - 12:00 pm Meet and Greet, Lunch
12:00 pm - 12:30 pm Overview of Treatment Process/LEED Cert.
12:30 pm - 2:00 pm Technical Tour

SPONSORED BY:
Illinois Section AWWA Young Professionals Committee

SECURITY:
For security purposes, please provide your name, title, and company for which you work when registering. A photo ID is required upon entry. No cameras, open-toed/high-heeled shoes, or skirts are allowed.

TRANSPORTATION:
Carpooling is encouraged, as parking is limited.

DIRECTIONS:
The Water Plant is about 1.75 miles west of the intersection of Bradley Avenue and Staley Road in northwest Champaign.

Use I-72 to route 47 (Exit 176), go south to route 10, turn east toward Bondville/Champaign. In Bondville turn north on CR 500 go over interstate 72. Turn east on CR 1700. Plant will be on the north side of the road.

Traveling west from Champaign on Bradley Avenue once you cross Staley Road it becomes 1700 North. Continue traveling west 2.5 miles the plant will be on your right side.

Traveling from the west on Interstate 72 use exit 176 (State Route 47) travel north on route 47 to County Road 1700 turn right (east) and travel 2.5 miles to the plant on your left side.

COST: $10.00 for AWWA members and students • $15 for non AWWA members

PRESENTERS
Elizabeth Doellman, elizabeth.doellman@amwater.com & Walter Voegel, walter.voegel@amwater.com with Illinois American Water

REGISTRATION & HOURS Registration will begin at 11:00am. The training will begin at 11:30am and will conclude by 2:00pm. Earn up to 2 PDH’s or RTC hours. Lunch be included. This tour is limited to 30 people
### Background for Workshop:
Under the U.S. Environmental Protection Agency’s (EPA's) Water Security Initiative (WSi), the Agency is developing guidance and tools to assist utilities with preventing, detecting, and responding to drinking water contamination through the use of a contamination warning system. These efforts are designed to benefit both utilities that have very limited contamination detection and response capabilities and utilities that have deployed advanced monitoring and surveillance equipment.

### Workshop Objectives:
- Provide an understanding of current approaches for preventing, detecting, and responding to drinking water contamination;
- Discuss findings and lessons learned from WSi pilot utilities (e.g., Cincinnati, Dallas, New York, San Francisco and Philadelphia); and
- Describe guidance, tools, and other resources to assist utilities; and provide an opportunity for information exchange across utilities.

### Workshop Topics:
Some or all of the following topics may be covered in this workshop:
- Contamination Warning System Overview - architecture (threat assessment, contaminants of concern, components of an effective and sustainable contamination warning system) and design basics (gap analysis, identifying enhancements, design and deployment process, partners);
- Contamination Warning System Components - water quality monitors (component overview, lessons learned, available tools and resources, customer complaint surveillance, enhanced physical security, sampling and analysis, public health surveillance;
- Standard Operating Procedures - elements of an operational strategy, development of an operational strategy, validating contamination warning system triggers; and Contamination Warning System Training Strategy.

The workshop will also conduct one or more tabletop exercises such as mock contamination scenarios to demonstrate the use of standard operating procedures and checklists in the investigation of alarms and/or to exercise response actions for possible, credible, and confirmed contamination (e.g., site characterization, operational responses, and public notification) as well as remediation and recovery.

Please visit the following website: [http://www.horsleywitten.com/WSi/](http://www.horsleywitten.com/WSi/) for registration information and to participate in a questionnaire that will help EPA to tailor the workshop agenda to emphasize areas of greatest interest between all of the above topics. We will use input from the questionnaires received by Friday, August 19, 2011. The registration deadline is Wednesday, September 21, 2011.

### Cost:
This workshop is offered FREE of charge.

### Registration & Hours
Day 1: Registration will begin at 9:30am. The training will begin at 10:00am and will conclude by 4:00pm. Day 2: the training will begin at 10:00am and conclude by 4:00pm. Earn up to 8 PDH’s or RTC hours. Lunch will be included. This seminar is in conjunction with USEPA.

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**This course is in conjunction with USEPA**
WATER STORAGE TANKS:
EXTERIOR MAINTENANCE, COATING INSPECTIONS & ANTENNA INSTALLATION SEMINAR

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<tr>
<td>Thursday, October 27, 2011</td>
<td>Morris</td>
<td>Morris Municipal Service Building</td>
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<tr>
<td></td>
<td></td>
<td>700 North Division St., Morris, IL 60450</td>
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<td>Ph: 815-942-2205</td>
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<tr>
<td>Thursday, November 10, 2011</td>
<td>Mattoon</td>
<td>City of Mattoon Water Treatment Plant</td>
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<tr>
<td></td>
<td></td>
<td>2941 Lake Rd., Mattoon, IL 61938</td>
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<td>Ph: 217-234-2454</td>
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TOPICS
Water Tank Exterior Maintenance
• Type of Tanks legal name
• Protective Coating
• Are you getting a Quality Paint Job?
• What we see when washing tanks
• Tanks that condensate
• Cleaning Tanks the Right Way

Coating Inspection Basics: This presentation will touch on how to verify you are getting the paint job you paid for.
What the inspector needs to inspect:
• Proper materials & equipment for the project
• Proper ambient and steel temperatures
• Abrasive blast cleaning surface preparations
• High pressure water cleaning preparations
• Paint dry film thickness readings
• Holiday testing
• Proper field inspection documentation

Antenna Installation considerations: This presentation will discuss the advantages & disadvantages of tower antennas, including:
• Leasing Revenue
• Safety hazards & OSHA violations
• Interference with tank operation
• Structural & coating damage
• Aesthetics

PARKING AT MORRIS MUNICIPAL SERVICE BUILDING: Please park in the lot across the street, or the far west lot.

PRESENTERS
Tony Szabo, Midwest Mobile Washers, midwestmobilewashers@frontiernet.net
Brad Schotanus, Dixon Engineering, brad.schotanus@dixonengineering.net

REGISTRATION & HOURS Registration begins at 7:30am. The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

COST $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration
Water and Energy Efficiency: Funding Capital Improvements Through Increased Efficiencies Seminar

** Topic**
Water utilities have pressing capital needs and deferred maintenance. At the same time, economic pressures on government operations are unrelenting, allowing little room for strategic changes.

Illinois Local Government Energy Conservation Act (50 ILCS 515), Performance Contracting, is a little used procurement process that enables municipalities to fund capital improvements with compounded savings derived from installations of more efficient equipment. Qualified contractors guarantee energy, operational and/or water savings over time that pay for the improvements.

- Performance Contracting legislation: process, procurement and benefits, Q&A.
- Municipal Case Study: A case study of a municipality that benefited from the procurement process. Discuss state of the infrastructure before the project, motives and reasons to embrace the project, project implementation challenges, post installation results, Q&A.
- AWWA water audit and interactive dialog with the participants. Have a live demonstration using an example of one or more volunteers in the audience on how the tool can be useful to determine if further investigation and in what direction is needed.
- Specific project improvements: Meter typing and sizing; Leak detection; AMI benefits vs manual read
- Funding Mechanism: Discuss bonding and municipal lease and how the project can be self funded or close to it.

** Presenter**
Chuck Gray, Superintendent with Mount Vernon, Indiana

** Registration & Hours**
Registration begins at 7:30am. The training will start at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

** Cost**
$35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration

Construction and Development of a High Capacity Potable Water Supply Well in Central Illinois Seminar

** Topic**
This seminar will cover the design, construction, and development of a high capacity potable water supply well in Central Illinois. The importance of obtaining and analyzing data to understand the current efficiency and operational effectiveness of the well and pumping assembly will also be discussed and reviewed. Various types of well rehabilitation and the importance of utilizing the correct technique for the application when rehabilitating a well in Central Illinois will be discussed. A case study regarding the recent Illinois American’s well construction project in Champaign, IL will be presented.

** Presenter**
Nicholas J. Winkelmann, P.E., nwinkelmann@laynechristensen.com &
Thomas P. Healy, P.E., thealy@laynechristensen.com with Layne Christensen Company

** Registration & Hours**
Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

** Cost**
$35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration
PROPER SAMPLING TECHNIQUES & REGULATORY UPDATE SEMINAR

DATE       LOCATION & DISTRICT       FACILITY ADDRESS & PHONE
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Wednesday, November 16, 2011       Galesburg        Galesburg City Hall, Lower Level
                                      55 West Tompkins St., Galesburg, IL 61401
                                      Ph: 309-345-3623

TOPICS

Proper Sampling Techniques and Bacteria Testing: Start to Finish
This presentation will include sampling locations, importance of paperwork, avoiding contamination, proper bottle types and preservations and method hold times for Drinking Water testing. It will also include coliform methods used for new constructions, boil orders and routine testing.

Fluoride Variability in Methods
Lab fluoride methods versus field fluoride methods and why there is variability in results. How to eliminate some of these variables.

Navigating IEPA Drinking Water Watch Website
How to navigate the IEPA Drinking Water Watch Website. Demo on how to look up historical data, monitoring schedules, generate CCR’s, and find sampling locations.

EPA Regulatory Update

PRESENTER Julie Rada, jrada@pdclab.com & Kurt Stepping, kstepping@pdclab.com with PDC Laboratories, Inc., Mary Reed, mary.f.reed@illinois.gov & Andrea Rhodes, andrea.rhodes@illinois.gov with IEPA Compliance Section

REGISTRATION & HOURS Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 3.5 PDH’s or RTC hours. Continental breakfast will be included.

COST $25.00 for AWWA members • $35.00 for non AWWA members • $45.00 for on-site registration

POTABLE WELL SYSTEMS, MANAGING THE INVESTMENT SEMINAR

DATE       LOCATION & DISTRICT       FACILITY ADDRESS & PHONE
---------------------------------   ----------------------------------------
Thursday, November 03, 2011        O’Fallon         Fire Department Headquarters
                                      200 South Lincoln Ave., O’Fallon, IL 62269
                                      Ph: 618-624-4500 x3

TOPIC
Subjects covered would be:
• Well design with up front consideration given to operations and maintenance.
• Well maintenance (preventative maintenance and repairs) planned to extend the life of wells.
• Well rehabilitation. How to get new life out of a well versus drilling a new one.
• Types and nature of well fouling
• Methods to identify problems
• Review of Illinois case studies.

PRESENTER Todd Thomas, todd@bwp-inc.com & Jake Freeman, jake@bwp-inc.com with Brotcke Well & Pump

REGISTRATION & HOURS Registration will begin at 8:30am. The training will begin at 9:00am and will conclude by 3:00pm. Earn up to 5 PDH’s or RTC hours. Continental breakfast and lunch will be included.

COST $40.00 for AWWA members • $60.00 for non AWWA members • $70.00 for on-site registration
**BASIC MATH FOR WATER WORKS OPERATORS SEMINAR**

**TOPIC** A review of basic math computations performed by water operators of all classes, including area and volume calculations, unit conversions, distribution system math, chemical feed calculations, and basic water treatment calculations.

Participants should bring pencil, paper and a basic calculator.

**PRESENTER** Brian Buchheit, HMG Engineers, bbuchheit@hmgengineers.com

**REGISTRATION & HOURS** Registration will begin at 7:30am. The training will begin at 8:00am and will conclude by 12:00pm. Earn up to 4 PDH’s or RTC hours. Continental breakfast will be included.

**COST** $35.00 for AWWA members • $45.00 for non AWWA members • $55.00 for on-site registration

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**DISASTER MANAGEMENT FOR WATER AND WASTEWATER UTILITIES (MGT-343) 2-DAY SEMINAR**

**TOPIC** This course is designed to provide training to water and wastewater professionals on issues concerning preparing for, responding to, and recovering from incidents affecting water and/or wastewater facilities. The course introduces the various natural and man-made (accidental or intentional) hazards to which water and wastewater systems may be vulnerable and the potential effects the hazards may induce. Legislation that serves to aid in the planning and response to a natural or man-made incident is discussed along with measures that can mitigate threats to the water and wastewater systems. Participants are guided through portions of the Environmental Protection Agencies Response Protocol Toolbox to identify steps in the response and recovery processes.

**TOPICS TO BE COVERED:**
- Threats to Water and Wastewater Facilities and Systems
- Major Legislative Requirements
- Mitigating Threats to Water and Wastewater Facilities and Systems
- Responding to Threats Against Water and Wastewater Facilities and Systems
- Recovery from Disasters

**YOU SHOULD ATTEND IF YOU ARE:**
- Water and Wastewater Utility Personnel, Directors, Dept. Heads
- Supervisors/Supervisors, Operators, Field Personnel
- Customer Service, Lab Personnel, Inspectors, Engineers
- State/Local Regulatory Personnel
- Environmental/Local Regulatory Personnel, Tribal Councils
- City/County Elected Officials, City/County Managers
- Senior Emergency Response Personnel & Utility Board Members

**REGISTRATION & HOURS** Registration begins at 7:30am. The training will start at 8:00am and will conclude by 5:00pm. The training will continue from where it left off on day one at 8:00am and will conclude by 5:00pm. Earn up to 16 PDH’s or RTC hours. Breakfast and lunch will NOT be provided.

**THIS CLASS IS FREE OF CHARGE; CAPACITY IS LIMITED; REGISTRATION CLOSES 2 WEEKS PRIOR TO SEMINAR DATE**

This course is in conjunction with the Department of Homeland Security and Texas Engineering Extension Service, Texas A&M University System.
OVERVIEW & IMPLEMENTATION OF THE RADION TREATMENT RESIDUAL REGULATIONS WEBINAR

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<th>TIME</th>
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<tr>
<td>Tuesday, July 26, 2011</td>
<td>Your Computer</td>
<td>12:00-1:00pm</td>
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**TOPIC** The US Environmental Protection Agency finalized the drinking water standards for radionuclide removal in 2000. In December 2003, the regulations became effective and communities were mandated to meet the 5 picoCurie per liter (pCi/L) combined radium limit. As radium is removed from the raw water, and manifests itself either in the drinking water treatment media, or at a wastewater treatment facility, the management of these treatment residuals is the subject of new regulations promulgated by the Illinois Emergency Management Agency. This presentation seeks to provided a brief background to the genesis of the rulemaking, the main provisions of 32 Illinois Administrative Code 330.40(d), and how the Illinois Emergency Management Agency is seeking to implement this rule in a practical and efficient manner while providing adequate oversight for the disposal of radium. The presentation will discuss treatment technologies seen to concentrate radium as well as case studies of concentrations observed, requirements for landfilling, land application, field sampling, and annual reporting.

**PRESENTER** Gary Forsee, Illinois Emergency Management Agency, gary.forsee@illinois.gov

**REGISTRATION & HOURS** This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members

EFFECTIVE & POWERFUL PRESENTATIONS WEBINAR

Sponsored by APWA & ISAWWA

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<thead>
<tr>
<th>DATE</th>
<th>LOCATION</th>
<th>TIME</th>
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<tbody>
<tr>
<td>Thursday, July 28, 2011</td>
<td>Your Computer</td>
<td>11:30am - 1:15pm</td>
</tr>
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**TOPIC** This webinar will provide you with useful tools to prepare an effective presentation suitable for educating attendees at seminars and conferences.

Topics covered will include:
• Goals/objectives of your speech
• Organizing your speech
• Presentation Skills
• Powerful slides/presentation aides

**PRESENTER** Laura McGovern, Alfred Benesch & Company, lmcgovern@benesch.com

**REGISTRATION & HOURS** This training webinar will begin at 11:30am and conclude by 1:15pm. Earn up to 1.75 PDH’s. This webinar does NOT qualify for renewal training credit hours (RTC’s) for water operators. After registering, attendees will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15.00 for APWA Members • $25.00 for non Illinois AWWA & non APWA members

Illinois Section AWWA Training Calendar July - December 2011
AW CRAP! NOW WHAT? COMMUNICATIONS IN A CRISIS WEBINAR

**DATE** Thursday, August 11, 2011

**LOCATION** Your Computer

**TIME** 10:30-11:30am

**TOPIC** We’ve all been there – whether it’s a watermain break, a boil water advisory, or concern over ‘wonky’ test results. Bad things happen to good companies. Bad things happen to the water utility sector each and every day.

How do you react when you have the Mayor on line one, and the TV station on line two? You have two choices – run and hide, or embrace this opportunity to build trust, display credibility, and restore confidence in not just the water system – but yourself as a manager.

There is a single emotional factor that will go further towards building trust than honesty, competence or dedication. Learn what that trait is – and how to incorporate it into your communications.

How do non-verbal communications make a difference?

This is a lively, spirited presentation using examples specifically tailored for the water utility sector.

**PRESENTER** Jeff Chatterton, Checkmate Public Affairs, chatterton@checkmatepublicaffairs.com

**REGISTRATION & HOURS** This training webinar will begin at 10:30pm and conclude by 11:30am. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members

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TRENCHLESS WATER MAIN REHABILITATION - A SUSTAINABLE ALTERNATIVE TO OPEN CUT REPLACEMENT WEBINAR

**DATE** Wednesday, August 17, 2011

**LOCATION** Your Computer

**TIME** 1:30-2:30pm

**TOPIC** Broken, leaky, and undersized water mains are a common problem experienced in many Illinois communities. This problem is often compounded with decreasing water capital funds, placing an even greater burden on today’s public works directors and water operators. The typical solution has been water main replacement using open cut methods with the new main located in the pavement because of minimal space available outside of the pavement. These projects are very costly and a major disturbance to the public. This presentation will discuss the many reasons why trenchless water main rehabilitation should be seriously considered when assessing alternate construction methods. Several IEPA approved technologies will be presented along with a number of local example projects.

**PRESENTER** Sean O’Dell, P.E., Baxter and Woodman, sodell@baxterwoodman.com

**REGISTRATION & HOURS** This training webinar will begin at 1:30pm and conclude by 2:30pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members
STRATEGIES FOR IMPROVING THE WATER QUALITY IN POTABLE WATER STORAGE TANKS WEBINAR

**DATE** Thursday, September 01, 2011  
**LOCATION** Your Computer  
**TIME** 12:00 - 1:00pm

**TOPIC** Both chlorine and chloramine systems will be discussed. Topics will include the benefits of actively mixing the tank, methods for chlorine boosting, in-tank trihalomethane (THM) and haloacetic acid (HAA) removal strategies, and properly sizing the mixing system based on tank hydraulics and the problems to be solved in the tank.

**PRESENTER** Joel Bleth, Solarbee, Inc, joel@solarbee.com

**REGISTRATION & HOURS** This training webinar will begin at 10:00am and conclude by 11:00am. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members

**BEST PRACTICES IN LEADERSHIP WEBINAR**
Sponsored by the ISAWWA Young Professionals Committee

**DATE** Thursday, August 25, 2011  
**LOCATION** Your Computer  
**TIME** 1:00 - 2:00pm

**TOPIC** Being a supervisor and a leader in an organization is a very complex and challenging. This session will provide an overview of a variety of important topics to include what it means to be a supervisor; civility in the workplace, understanding today’s employee; employee engagement; motivating employees; the challenges of being a Leader vs. Manager; and much more.

**PRESENTER** Kyla Jacobsen, City of Elgin, jacobsen_K@cityofelgin.org

**REGISTRATION & HOURS** This training webinar will begin at 1:00pm and conclude by 2:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members
LEAD US TO WATER: BUILDING PRIVATE-PUBLIC PARTNERHIPS PRIOR TO A DISASTER WEBINAR

DATE LOCATION TIME

Thursday, September 08, 2011 Your Computer 12:00-1:00pm

TOPIC Government statistics cite the private sector controlling over 85% of the nation’s infrastructure. As public safety leaders, it is essential to develop a communal understanding of the integral roles and responsibilities the private sector community has in Illinois homeland security/emergency management efforts and establish mutually beneficial collaborations prior to the occurrence of disasters/incidents. These collective capabilities will greatly enhance the preparedness and response/recovery activities for Illinois communities and beyond.

The Private Sector Alliance Project (PSAP) – “An Enterprise beyond the Resources of Any One Member” - was conceived in 2007 to meet strategic business objectives for homeland security in Illinois through actively engaging private-public sector information sharing, preparedness, response and partnerships to build a foundation for mutual exchange of information and assistance. These collaborative efforts are needed for overall protection of infrastructure and business assets as well as joint, successful recovery activities. Two programs of interest are: (1) Infrastructure Security Awareness (ISA) and (2) Mutual Aid Response and Resource Network (MAR2N). The ISA program is through the Statewide Terrorism and Intelligence Center (ST&IC), to share vital, For Official Use Only (FOUO) information and ensure timely dissemination of critical infrastructure protection guidance and intelligence with private sector representatives with a “responsibility to inform”. The MAR2N program is through the State Emergency Operations Center (SEOC) to act as a force multiplier between the private and public sectors through coordinated resource response to mitigate the impact of critical incidents. Private sector liaisons are represented at the Center during times of activation to coordinate private sector assistance and assets to communities in need alongside their public sector liaisons.

Water is designated by the Department of Homeland Security (DHS) as one of the top 18 Critical Infrastructures/Key Resources (CIKR) in this country. It is also a top asset for the public, especially in preparation for and during/after a disaster. Now is an opportune time to build on these developing private-public partnerships and establish joint initiatives with the water sector. Prior awareness of this sector and its dependencies, interdependencies, supply chain concerns and cascading events can lead to effective, collaborative response/recovery activities. Through this webinar discussion, it will be productive to not only share opportunities to participate in state initiatives, but also hear from water sector representatives participating in the webinar regarding what is currently successful (and how to build on those successes); and what are the areas of concern for targeted partnership-building.

PRESENTER Edie Casella, Illinois Emergency Management Agency (IEMA)/Illinois Terrorism Task Force, edie.casella@illinois.gov

REGISTRATION & HOURS This training webinar will begin at 12:00pm and conclude by 1:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

COST Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members
EMERGING CONSTITUENTS IN WATER SUPPLY WEBINAR

DATE          LOCATION          TIME
Tuesday, October 11, 2011  Your Computer  10:00 - 11:00am

TOPIC Water supply operators face the ever increasing challenge of protecting public health and understanding their product - drinking water. Environmental working groups and independent agencies attempt to sharpen public awareness of water quality issues, as recent data regarding hexavalent chromium and radionuclides become ‘viral’ issues in today’s electronic newsfront. While a concern, the focus of USEPA is to scientifically evaluate emerging water quality constituents, their potential public health impact, and regulatory limits and goals. In sufficient concentration, there is also a need to further identify treatment and removal technologies to remove contaminants to acceptable levels in drinking water. This webinar will focus on emerging water quality constituents for both surface and groundwater sources, current issues, and potential solutions.

PRESENTERS Bill Soucie, Central Lake County Joint Action Water Agency (CLCJAWA), soucie@clcjawa.com
Brian Hackman, Strand Associates, Inc., brian.hackman@strand.com

REGISTRATION & HOURS This training webinar will begin at 10:00am and conclude by 11:00am. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

COST Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members

ENSURING SUSTAINABLE WATER SYSTEMS THROUGH INNOVATIVE, FULL COST WATER PRICING WEBINAR
Sponsored by Wisconsin AWWA & Illinois Section AWWA

DATE          LOCATION          TIME
Tuesday, November 08, 2011  Your Computer  1:00 - 2:30pm

TOPIC This webinar will provide water utility managers, financial directors, and local elected officials with an overview of how careful planning for conservation can recover costs, ensure adequate revenues to replace and maintain critical infrastructure, and enhance water conservation efforts by promoting environmentally sound decisions by customers. The webinar will provide perspectives from three national experts on full-cost water pricing, cost of service rate making, and low-cost or revenue-positive conservation strategies that can be implemented even in tough financial times.

PRESENTERS Drema Gross, Austin Water Utility, drema.gross@ci.austin.tx.us
Margaret Schneemann, Chicago Metropolitan Agency for Planning/Illinois-Indiana Sea Grant Program, MSchneemann@cmap.illinois.gov
Jan Beecher, Institute of Public Utilities, Michigan State University, beecher@msu.edu

REGISTRATION & HOURS This training webinar will begin at 1:00pm and conclude by 2:30pm. Earn up to 1.5 PDH or RTC hour. This webinar is NOT eligible for RTC (renewal training credit) hours in Wisconsin. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

COST Free for Illinois AWWA & Wisconsin AWWA Members • $15.00 for AWWA Members • $25.00 for non AWWA members
UTILITY METERING AND AUTOMATIC METER READING WEBINAR

**DATE** Tuesday, November 15, 2011  
**LOCATION** Your Computer  
**TIME** 11:00 - 12:00pm

**TOPIC** Improved resource management, operational efficiencies, and decision making, through advancements in water metering, data collection, and information technologies

Today’s utilities face an ever increasing demand to improve operational efficiencies and the stewardship of financial and natural resources. To help achieve these goals, advancements in residential and commercial water metering technology, automatic meter reading systems, and advanced data reporting software have emerged to assist utilities with these - and future – information and reporting requirements. Accurate measurement of water consumption, the efficient collection and clear interpretation of metering system data, and its timely dissemination to internal and external stakeholders, are critical to sound utility management practices.

This webinar will provide an overview of current metering and meter reading technologies with a focus on a number of newer and emerging technologies including “Static Metering”, “Fixed Network Meter Reading”, “Data Analytics”, and other tools that are available to assist the utility in effectively recording, collecting, analyzing, and communicating metering and water distribution system data.

**PRESENTERS** Steve Dauster, Midwest Meter, Inc., sdauster@midwest-meter.com

**REGISTRATION & HOURS** This training webinar will begin at 11:00am and conclude by 12:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members

MECHANICAL SEAL AND PUMP RELIABILITY WEBINAR

**DATE** Thursday, December 01, 2011  
**LOCATION** Your Computer  
**TIME** 1:00 - 2:00pm

**TOPIC** The single most frequent work order required for sealed pumps is to change the mechanical seal, even though they are designed to run 30,000 hours before wearing out. The second most common cause of work orders is bad bearings on your pump. Mechanical packing is still in use on many pumps, leading to some of the bearing problems.

Addressing the causes and concerns creating shortened seal life will instantly increase the service life and reduce your operating budget dramatically. This webinar is focused on the causes of seal failure and what you can easily do to upgrade your “Bad Actors” to more reliable service. This is not an infomercial about any seal or packing vendor, but a general information transfer regarding best practices and simple fixes of some of your most costly system repairs.

**PRESENTER** William Burke, A.W. Chesterton, BurkeW@chesterton.com

**REGISTRATION & HOURS** This training webinar will begin at 1:00pm and conclude by 2:00pm. Earn up to 1 PDH or RTC hour. After registering with ISAWWA, attendee will be furnished via email with all materials and links needed to participate in the webinar. Questions? Call 866-521-3595 Ext. 2

**COST** Free for Illinois AWWA Members • $15 for AWWA Members • $25.00 for non AWWA members
WATER TREATMENT PLANT OPERATIONS: VOLUME 1 HOME-STUDY COURSE

NEW OPERATORS: This class qualifies for a reduction in Public Water Supply Operator Experience Time!

<table>
<thead>
<tr>
<th>RENEWAL TRAINING CREDIT HOURS</th>
<th>TIME TO COMPLETE</th>
<th>COST</th>
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<tbody>
<tr>
<td>90 Hours</td>
<td>6 Months</td>
<td>$100.00</td>
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SCOPE: This course is designed to train operators in the practical aspects of operating and maintaining water treatment plants, emphasizing safe practices and procedures. Information is presented on the importance and responsibilities of a water treatment plant operator, sources of water, reservoir management, and intake structures. Operators will learn how to safely operate and maintain coagulation, flocculation, sedimentation, filtration, and disinfection processes. They will also learn to control tastes and odors in drinking water, control corrosion to meet the requirements of the Lead and Copper Rule, perform basic water laboratory procedures, and solve arithmetic problems commonly associated with water treatment plant operations. An important segment of the course provides operators information on overall plant operation and covers topics such as daily operating procedures, regulation of flows, chemical use and handling, records and reports, plant maintenance, safety and security, emergency conditions and procedures, handling complaints, and energy conservation.

CONTENTS:
1. The Water Treatment Plant Operator
2. Water Sources and Treatment
3. Reservoir Management and Intake Structures
4. Coagulation and Flocculation
5. Sedimentation
6. Filtration
7. Disinfection
8. Corrosion Control
9. Taste and Odor Control
10. Plant Operation
11. Laboratory Procedures


ABOUT HOME-STUDY COURSES:
Each lesson is arranged for you to read a short section, write the answers to the questions at the end of the section, check your answers against suggested answers. At the end of each chapter, you must submit your answers to Illinois Section AWWA for grading. You may fax, email, or mail your answers. Answer sheets will not be returned.

After you have completed the last chapter, you will find a final examination. In order to receive a certificate of completion, you must contact Illinois Section AWWA to set up a proctored exam at a local utility or nearby facility. After you have completed and submitted the final examination, Illinois Section AWWA will grade your exam. If the student passes the exam, Illinois Section AWWA will issue a certificate of completion.

ANSWER SHEET SUBMISSION: Answer sheets can be submitted by any of the following methods:
Mailing address: Illinois Section AWWA, 545 South Randall Road, St. Charles, IL 60174
Fax: 866-521-3591
Email: lisa@isawwa.org
Phone: 866-521-3595 ext. 2

THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME
By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:
CLASS A & B – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement
SCOPE: This course is designed to train operators in the practical aspects of operating and maintaining water treatment plants, emphasizing safe practices and procedures. Information is presented on drinking water regulations (including the Safe Drinking Water Act), iron and manganese control, fluoridation, softening, trihalomethanes, demineralization, handling and disposal of process wastes, maintenance, instrumentation, and advanced laboratory procedures. Administrative procedures for dealing with budgeting, setting rates, recordkeeping, personnel administration, public relations, and emergency planning are also covered in this course.

CONTENTS:
1. Iron and Manganese Control
2. Fluoridation
3. Softening
4. Specialized Treatment Processes (Trihalomethanes and Arsenic Removal)
5. Membrane Treatment Processes (Membrane Filtration and Demineralization)
6. Handling and Disposal of Process Wastes
7. Maintenance
8. Instrumentation and Control Systems
9. Safety
10. Advanced Laboratory Procedures
11. Drinking Water Regulations
12. Administration


ABOUT HOME-STUDY COURSES:
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- CLASS C – 6 month reduction off the 1 year requirement
- CLASS D – 3 month reduction off the 6 month requirement
**WATER DISTRIBUTION SYSTEM OPERATION & MAINTENANCE HOME-STUDY COURSE**

**NEW OPERATORS:** This class qualifies for a reduction in Public Water Supply Operator Experience Time!

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<thead>
<tr>
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<tbody>
<tr>
<td>90 Hours</td>
<td>6 Months</td>
<td>$100.00</td>
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**SCOPE:** This course is designed to train operators in the practical aspects of operating and maintaining water distribution systems, emphasizing safe practices and procedures. Topics include the role and duties of water distribution system operators, procedures for operating and maintaining clear wells and storage tanks, components and characteristics of distribution system facilities, operating and maintaining distribution systems, maintaining water quality in the system, disinfecting new and repaired facilities as well as water delivered to consumers, and techniques for recognizing hazards and developing safe procedures and programs. Operators learn to analyze and solve problems when they occur and perform mathematical calculations commonly associated with operating a distribution system.

**CONTENTS:**

1. The Water Distribution System Operator
2. Storage Facilities
3. Distribution System Facilities
4. Water Quality Considerations in Distribution Systems
5. Distribution System Operation and Maintenance
6. Disinfection
7. Safety
8. Distribution System Administration

**TEXTBOOK:** Water Distribution System Operation & Maintenance; 5th Edition, 2005

**ABOUT HOME-STUDY COURSES:**

Each lesson is arranged for you to read a short section, write the answers to the questions at the end of the section, check your answers against suggested answers. **At the end of each chapter, you must submit your answers to Illinois Section AWWA for grading.** You may fax, email, or mail your answers. Answer sheets will not be returned.

After you have completed the last chapter, you will find a final examination. **In order to receive a certificate of completion, you must contact Illinois Section AWWA to set up a proctored exam at a local utility or nearby facility. After you have completed and submitted the final examination, Illinois Section AWWA will grade your exam. If the student passes the exam, Illinois Section AWWA will issue a certificate of completion.**

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- **Fax:** 866-521-3591
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- **Phone:** 866-521-3595 ext. 2

**THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME**

By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:

- **CLASS A & B** – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
- **CLASS C** – 6 month reduction off the 1 year requirement
- **CLASS D** – 3 month reduction off the 6 month requirement
**SCOPE:** This course is designed to train operators in the practical aspects of operating and maintaining small drinking water supply systems and treatment plants, with emphasis on safe practices and procedures. Topics covered include roles and duties of small system operators, water sources, and treatment processes. Detailed descriptions of the components of a drinking water well are presented, and operators will learn how to set up a wellhead protection program; operate, maintain, and rehabilitate wells; disinfect wells and pumps; and troubleshoot operating problems. Other major topics in this program include operation and maintenance procedures for small water treatment plants, disinfection, safety, laboratory procedures, setting water rates, and how to solve water treatment plant arithmetic problems.

**CONTENTS:**
1. The Small Water System Operator
2. Water Sources and Treatment
3. Wells
4. Small Water Treatment Plants
5. Disinfection
6. Safety
7. Laboratory Procedures

**TEXTBOOK:** Small Water System Operation & Maintenance; 5th Edition, 2009

**ABOUT HOME-STUDY COURSES:**
Each lesson is arranged for you to read a short section, write the answers to the questions at the end of the section, check your answers against suggested answers. At the end of each chapter, you must submit your answers to Illinois Section AWWA for grading. You may fax, email, or mail your answers. Answer sheets will not be returned.

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- **CLASS A & B** – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
- **CLASS C** – 6 month reduction off the 1 year requirement
- **CLASS D** – 3 month reduction off the 6 month requirement
OBJECTIVE: The purpose of the video series is to prepare water system operators to safely and cost-effectively operate and maintain drinking water systems. The objective of the course is to provide operators with knowledge, skills, abilities, and judgment in seven separate, critical areas of water treatment and distribution.

SCOPE: This series of videos provides needed training for operators of public water systems. Operators have the responsibility of ensuring that safe and pleasant drinking water is delivered to everyone’s tap. The information provided in these videos focuses on seven critical areas and will help operators do their jobs with greater knowledge and efficiency.

VIDEO TITLES
1. Wellhead Protection
2. Hypochlorination
3. Water Storage Tanks
4. Sampling and Testing
5. Inspecting a Pump Station
6. Distribution Systems
7. Approaches to Compliance with Standards

ABOUT VIDEO TRAINING SERIES COURSES:
The study material is contained in seven videos. Each video/reading lesson is arranged for you to watch a video, read a short section, write the answers to the questions at the end of the section, and check your answers against suggested answers. At the end of each chapter, you must submit your answers to Illinois Section AWWA for grading. You may fax, email, or mail your answers. Answer sheets will not be returned. After you have completed and submitted all answer sheets, Illinois Section AWWA will issue a certificate of completion.

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CLASS A & B – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement
OBJECTIVE: Small systems need to deliver safe drinking water to their consumers and to do it in a cost-effective manner. The objective of this video series is to provide operators and managers with the knowledge, skills, abilities, and judgment essential to safely operate and maintain their facilities as well as manage their facilities using appropriate financial strategies.

SCOPE: This video series provides needed training for various operators and managers of small public water systems. Operators have the responsibility of ensuring that safe and pleasant drinking water is delivered to everyone’s tap. The information provided in these videos will help operators do their jobs with greater knowledge and efficiency. Managers must see that maintenance, recordkeeping, reporting, public complaints, and budgeting are properly handled. The information provided in these videos will increase background knowledge regarding the system and provide specific training regarding administrative tasks. Owners and governing bodies must understand the needs and provide operators and managers with the resources to perform their jobs.

CONTENTS:
1. Roles and Responsibilities of Operators, Managers, Owners, and Elected Board Members
2. Surface Water Treatment, Part 1
3. Surface Water Treatment, Part 2
4. Groundwater Treatment, Part 1
5. Groundwater Treatment, Part 2
6. Storage and Distribution
7. Monitoring
8. Managerial Responsibilities
9. Financial Considerations
10. Emergency Preparedness

ABOUT VIDEO TRAINING SERIES COURSES:
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Phone: 866-521-3595 ext. 2

THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME
By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:
CLASS A & B – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement
Water Treatment Plant – Level 1 is designed to train students to safely and effectively operate and maintain drinking water treatment plants. This course covers information on the importance and responsibilities of a water treatment plant operator, sources of water, reservoir management, and intake structures.

Students will learn how to safely operate and maintain coagulation, flocculation, sedimentation, filtration, and disinfection processes. They will also learn to control tastes and odors in drinking water, control corrosion to meet the requirements of the Lead and Copper Rule, and perform basic water laboratory procedures.

An important part of the course provides students information on overall plant operation and covers topics such as daily operating procedures, regulation of flows, chemical use and handling, records and reports, plant maintenance, safety and security, emergency conditions and procedures, handling complaints, and energy conservation.

Water Treatment Plant – Level 2, a continuation of Level 1, is designed to train students in the practical aspects of operating and maintaining water treatment plants, emphasizing safe practices and procedures. Information is presented on drinking water regulations (including the Safe Drinking Water Act), iron and manganese control, fluoridation, softening, trihalomethanes, demineralization, handling and disposal of process wastes, maintenance, instrumentation, and advanced laboratory procedures.

Administrative procedures for dealing with budgeting, setting rates, recordkeeping, personnel administration, public relations, and emergency planning are also covered in this course.

THE WATER TREATMENT PLANT OPERATION PROGRAM INCLUDES 2 COURSES:

1. Water Treatment Plant – Level 1 Outline
   - Iron, Manganese, Fluoridation & Softening
   - Specialized & Membrane Treatment Processes
   - Maintenance of a Water Treatment Plant
   - Corrosion, Taste and Odor Control
   - Plant Operation & Laboratory Procedures

2. Water Treatment Plant – Level 2 Outline
   - Water Treatment & Water Sources
   - Coagulation, Flocculation & Sedimentation
   - Filtration & Disinfection
   - Instrumentation, Control Systems & Safety
   - Drinking Water Regulations & Administration

MATERIALS INCLUDED: Water Treatment Plant Operation Volume 1 & Volume 2 by CSUS

THIS COURSE QUALIFIES FOR A REDUCTION IN IEPA REQUIRED PUBLIC WATER SUPPLY OPERATOR EXPERIENCE TIME

By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:

CLASS A & B – 12 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement
Water Treatment Plant – Level 1 is designed to train students to safely and effectively operate and maintain drinking water treatment plants. This course covers information on the importance and responsibilities of a water treatment plant operator, sources of water, reservoir management, and intake structures.

Students will learn how to safely operate and maintain coagulation, flocculation, sedimentation, filtration, and disinfection processes. They will also learn to control tastes and odors in drinking water, control corrosion to meet the requirements of the Lead and Copper Rule, and perform basic water laboratory procedures.

An important part of the course provides students information on overall plant operation and covers topics such as daily operating procedures, regulation of flows, chemical use and handling, records and reports, plant maintenance, safety and security, emergency conditions and procedures, handling complaints, and energy conservation.

OUTLINE:
- Water Treatment & Water Sources
- Coagulation, Flocculation & Sedimentation
- Filtration & Disinfection
- Corrosion, Taste and Odor Control
- Plant Operation & Laboratory Procedures

MATERIALS INCLUDED: Water Treatment Plant Operation Volume 1 by CSUS

This course qualifies for a reduction in IEPA required Public Water Supply Operator Experience Time. By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:

CLASS A & B – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement

Water Treatment Plant Operations: Standard Online Course

New Operators: This class qualifies for a reduction in Public Water Supply Operator Experience Time!

<table>
<thead>
<tr>
<th>RENEWAL TRAINING CREDIT HOURS</th>
<th>TIME TO COMPLETE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>180 Hours</td>
<td>12 Months</td>
<td>$800.00</td>
</tr>
</tbody>
</table>

Water Treatment Plant – Level 2, a continuation of Level 1, is designed to train students in the practical aspects of operating and maintaining water treatment plants, emphasizing safe practices and procedures. Information is presented on drinking water regulations (including the Safe Drinking Water Act), iron and manganese control, fluoridation, softening, trihalomethanes, demineralization, handling and disposal of process wastes, maintenance, instrumentation, and advanced laboratory procedures.

Administrative procedures for dealing with budgeting, setting rates, recordkeeping, personnel administration, public relations, and emergency planning are also covered in this course.

Prerequisite: Water Treatment Plant – Level 1

OUTLINE:
- Iron, Manganese, Fluoridation & Softening
- Specialized & Membrane Treatment Processes
- Maintenance of a Water Treatment Plant
- Instrumentation, Control Systems & Safety
- Drinking Water Regulations & Administration

MATERIALS INCLUDED: Water Treatment Plant Operation Volume 2 by CSUS

This course qualifies for a reduction in IEPA required Public Water Supply Operator Experience Time. By completing this course, new operators will qualify for a reduction in the public water supply operator experience time required by IEPA. Upon completion of this course, IEPA will award new operators:

CLASS A & B – 6 month reduction off the 3 year requirement (up to 12 months total with additional qualifying courses.)
CLASS C – 6 month reduction off the 1 year requirement
CLASS D – 3 month reduction off the 6 month requirement
WASTEWATER TREATMENT PLANT OPERATION: COMPLETE ONLINE COURSE

<table>
<thead>
<tr>
<th>HOURS</th>
<th>TIME TO COMPLETE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>360 Hours (does not quality for RTC’s)</td>
<td>12 Months</td>
<td>$1,850.00</td>
</tr>
</tbody>
</table>

Wastewater Treatment Plant – Level 1 is designed to train students to safely and effectively operate and maintain wastewater treatment plants. This course is designed to train students in the practical aspects of operating and maintaining wastewater treatment plants, emphasizing the use of safe practices and procedures.

The information from this course includes the role and responsibilities of a treatment plant operator, an explanation of why wastes must be treated, and detailed descriptions of the equipment and processes used in a wastewater treatment plant.

Students will learn to operate and maintain racks, screens, comminutors, sedimentation tanks, trickling filters, rotating biological contactors, package activated sludge plants, oxidation ditches, ponds, and chlorination facilities.

Wastewater Treatment Plant – Level 2 is designed to train students in the practical aspects of operating and maintaining wastewater treatment plants, emphasizing safe practices and procedures. Topics covered in this course include conventional activated sludge processes, sludge digestion and solids handling, effluent disposal, plant safety and good housekeeping, plant and equipment maintenance, laboratory procedures and chemistry, use of computers for plant operation and maintenance, analysis and presentation of data, and records and report writing.

The Wastewater Treatment Plant Operation program includes 2 courses:

1. Wastewater Treatment Plant – Level 1 Outline
   • Water Treatment Operators & Facilities
   • Sedimentation, Flotation & Trickling Filters
   • Activated Sludge & Wastewater Stabilization Ponds
   • Disinfection Processes

2. Wastewater Treatment Plant – Level 2 Outline
   • Activated Sludge Plants
   • Sludge Digestion, Effluent Discharge, Reclamation, & Reuse
   • Plant Safety & Maintenance
   • Laboratory Procedures & Computer Use
   • Analysis, Records, Reporting & Administration

MATERIALS INCLUDED:
• Operation of Wastewater Treatment Plants Volume 1 by CSUS
• Operation of Wastewater Treatment Plants Volume 2 by CSUS
WASTEWATER TREATMENT PLANT OPERATION: STANDARD ONLINE COURSE

<table>
<thead>
<tr>
<th>HOURS</th>
<th>TIME TO COMPLETE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>140 Hours (does not quality for RTC’s)</td>
<td>12 Months</td>
<td>$1,000.00</td>
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</tbody>
</table>

Wastewater Treatment Plant – Level 1 is designed to train students to safely and effectively operate and maintain wastewater treatment plants. This course is designed to train students in the practical aspects of operating and maintaining wastewater treatment plants, emphasizing the use of safe practices and procedures.

The information from this course includes the role and responsibilities of a treatment plant operator, an explanation of why wastes must be treated, and detailed descriptions of the equipment and processes used in a wastewater treatment plant.

Students will learn to operate and maintain racks, screens, comminutors, sedimentation tanks, trickling filters, rotating biological contactors, package activated sludge plants, oxidation ditches, ponds, and chlorination facilities.

OUTLINE:
- Water Treatment Operators & Facilities
- Sedimentation, Flotation & Trickling Filters
- Activated Sludge & Wastewater Stabilization Ponds
- Disinfection Processes

MATERIALS INCLUDED:
- Operation of Wastewater Treatment Plants Volume 1 by CSUS

WASTEWATER TREATMENT PLANT OPERATION: ADVANCED ONLINE COURSE

<table>
<thead>
<tr>
<th>HOURS</th>
<th>TIME TO COMPLETE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>220 Hours (does not quality for RTC’s)</td>
<td>12 Months</td>
<td>$1,000.00</td>
</tr>
</tbody>
</table>

Wastewater Treatment Plant – Level 2 is designed to train students in the practical aspects of operating and maintaining wastewater treatment plants, emphasizing safe practices and procedures. Topics covered in this course include conventional activated sludge processes, sludge digestion and solids handling, effluent disposal, plant safety and good housekeeping, plant and equipment maintenance, laboratory procedures and chemistry, use of computers for plant operation and maintenance, analysis and presentation of data, and records and report writing.

PREREQUISITE: Wastewater Treatment Plant – Level 1

OUTLINE:
- Activated Sludge Plants
- Sludge Digestion, Effluent Discharge, Reclamation, & Reuse
- Plant Safety & Maintenance
- Laboratory Procedures & Computer Use
- Analysis, Records, Reporting & Administration

MATERIALS INCLUDED:
- Operation of Wastewater Treatment Plants Volume 1 by CSUS
## ADDITIONAL ONLINE COURSE LIBRARY

REGISTRATION FORM ON PAGE 7

### 64 HOUR WATER COURSES

*Indicates class qualifies for a reduction of IEPA required Public Water Supply Operator Experience for New operators*

#### WATER ANALYSIS 64 PDH/RTC hours | 12 months | $245.00
Using the Internet, students will be introduced to basic laboratory safety and gravimetric, spectrophotometric, electrochemical, titrimetric and microbiological methods. The units include instruction on the procedures for regulatory sampling and safety, and specific analytical procedures for total residue, fluoride, pH, ammonia, acidity, alkalinity, calcium, chloride, hardness, and coliform analysis.

#### WATER DISTRIBUTION SYSTEMS 64 PDH/RTC hours | 12 months | $245.00
Qualifies for reduction of IEPA Required Public Water Supply Operator Experience!
Using the Internet, students will obtain a working knowledge of potable water distribution systems. The topics of this course include water storage facilities, operation and maintenance of water mains, water quality issues, disinfection, and safety.

#### WATER TREATMENT I 64 PDH/RTC hours | 12 months | $245.00
Qualifies for reduction of IEPA Required Public Water Supply Operator Experience!
Using the Internet, students will explore the rudiments of water treatment. The topics of this course include regulatory monitoring, iron and manganese removal, filtration, coagulation, flocculation, fluoridation, and disinfection. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links.

#### WATER TREATMENT II 64 PDH/RTC hours | 12 months | $245.00
Qualifies for reduction of IEPA Required Public Water Supply Operator Experience!
Using the Internet, students will focus on issues of concern to surface water treatment facilities. The topics of this course include reservoir management, taste and odor control, corrosion management, softening, demineralization, and trihalomethanes. Instrumentation and sludge handling and disposal issues are also addressed. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

### 48 HOUR WATER COURSES

#### WATER - PERMITS & ADMINISTRATION 48 PDH/RTC hours | 12 months | $245.00
Using the Internet students will be able to improve their people skills, operations management, become more familiar with safety issues and responsibilities and the permitting and certification process.

#### WATER - PUMPS, MAINTENANCE & SAFETY 48 PDH/RTC hours | 12 months | $245.00
Using the Internet, students will cover a very broad range of topics including, centrifugal pumps, selection and replacement of packing, seals, hydraulics, operating conditions, preventative maintenance, motors, plans and specifications, hazard types, plant equipment and procedures, lab safety and fire prevention, and hazard communications.

### 10 HOUR WATER COURSES

#### WATER - COAGULATION & FLOCCULATION 10 PDH/RTC hours | 2 months | $145.00
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with coagulation and flocculation. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

#### WATER - FILTRATION 10 PDH/RTC hours | 2 months | $145.00
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with the filtration processes. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

#### WATER - FLUORIDATION 10 PDH/RTC hours | 2 months | $145.00
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with the fluoridation processes. Along with reading assignments from the text, the course is...
enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**WATER - IRON & MANGANESE 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with iron and manganese levels. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**WATER - SEDIMENTATION 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with sedimentation basins. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**WATER DISTRIBUTION: VALVES, MAINS, METERS OPERATION AND MAINTENANCE 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will obtain a working knowledge of potable water distribution systems. The specific topics of this course are that of proper maintenance and operations of the values, mains, and meters found in water distribution systems. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and final.

**WATER DISTRIBUTION: WATER MAINS 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will obtain a working knowledge of potable water distribution systems. The specific topic of this course is that of water mains for distribution systems. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and final.

**WATER TREATMENT - DISINFECTION 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when dealing with a verity of disinfection processes. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**WATER TREATMENT: SOURCES AND TREATMENT 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will explore the rudiments of water treatment. The topics of this course include an overview of water treatment and reservoir management. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**WATER TREATMENT QUALITY 10 PDH/RTC hours | 2 months | $145.00**
Using the Internet students will explore the rudiments of water treatment. The topics of this course include general issues operators face when insuring the quality of the water. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

**2 - 2.5 HOUR WATER COURSES: OSHA TRAINING**

**OSHA: CRANES 2.5 PDH/RTC hours | 2 months | $45.00**
In this class, you will learn about OSHA standards with regard to cranes and derricks. There are many safety guidelines which must be followed in the operation of this equipment, especially with regard to fall protection and prevention of electrocution.

**OSHA: DEMOLITION 2.5 PDH/RTC hours | 2 months | $45.00**
In this class you will learn about OSHA standards applying to Demolition: preparation, the handling of debris, mechanical demolition, and the use of explosives.

**OSHA: EXCAVATIONS 2.5 PDH/RTC hours | 2 months | $45.00**
In this class you will learn about various excavation requirements, such as shoring and other protective systems. In addition, you will learn about soil classification.

**OSHA: WELDING 2 PDH/RTC hours | 2 months | $45.00**
There are many safety precautions which must be taken when performing arc and gas welding. In this presentation you will learn about those safety precautions, as well as OSHA violations with regard to welding.
LABORATORY TRAINING: FILTERING, MIXING AND SAMPLING  1.5 PDH/RTC hours | 2 months | $45.00
Filtering is a way of separating solids from a liquid. You will learn various methods and equipment used to filter. In addition, various problems that are experienced while mixing and sampling are discussed.

LABORATORY TRAINING: GLASSWARE AND PIPETTING  1.5 PDH/RTC hours | 2 months | $45.00
In this class, typical laboratory glassware, such as beakers, Erlenmeyer flasks, and pipettes are discussed. The student will learn about specific types of pipettes and proper procedure in using them.

LABORATORY TRAINING: SAFETY PRACTICES  1 PDH/RTC hours | 2 months | $45.00
Lab technicians not only have to learn about safety, they have to LIVE it. This class discusses personal protective equipment, such as safety glasses and proper footwear. Also discussed is the subject of safety equipment that can be found in a lab, such as lab hoods and safety showers.

WASTEWATER ANALYSIS  64 hours | 12 months | $245.00
Using the Internet, students will be introduced to basic laboratory safety and gravimetric, spectrophotometric, electrochemical, titrimetric, and microbiological methods. The units include instruction on the laboratory procedures for microscopic, coliform, BOD5, COD, ammonia, grease and oil, chlorine and solids analysis. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, interactive exercises, and online links.

WASTEWATER COLLECTION SYSTEMS  64 hours | 12 months | $245.00
Using the Internet, students will gain a working knowledge of wastewater collection systems safety procedures, sewer inspection and testing, pipeline cleaning and maintenance, underground repair, lift stations, equipment maintenance, and sewer rehabilitation. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, audio, interactive exercises, and links.

WASTEWATER TREATMENT - INDUSTRIAL  64 hours | 12 months | $245.00
Using the Internet, students will focus on issues of concern to industrial wastewater treatment facilities. The topics of this course include regulatory requirements; flow measurement; preliminary, physical and chemical treatment; filtration; and treatment of metal streams. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

WASTEWATER TREATMENT I  64 hours | 12 months | $245.00
Using the Internet, students will explore the rudiments of wastewater treatment. This introductory course includes instruction in water pollution control, preliminary and primary treatment, fixed film processes, and suspended growth systems. Along with reading assignments from the text, the course is enhanced with up-to-date photographs, audio, interactive exercises, and online links.

WASTEWATER TREATMENT II  64 hours | 12 months | $245.00
Using the Internet, students will focus on issues of concern to wastewater treatment facilities. The topics of this course include activated sludge process control, sludge digestion and solids handling, nitrogen and phosphorous removal, and odor control. Along with reading assignments from the text, the course is augmented with audio, photographs, interactive exercises, and online links.

WASTEWATER - DISINFECTION & CHLORINATION  10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues operators face when disinfecting wastewater. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

WASTEWATER: FIXED FILM PROCESSES  10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding the trickling filter process when treating wastewater. Along with reading assignments from the text, the course is enhanced with audio, up-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.
WASTEWATER WATER - POLLUTION CONTROL 10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding what is meant by the term water pollution, the steps needed to treat it and the math used. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

WASTEWATER: POND SYSTEMS 10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding use of wastewater ponds as a treatment method. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

WASTEWATER: PRELIMINARY TREATMENT 10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding the steps in preliminary treatment of wastewater. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

WASTEWATER: PRIMARY TREATMENT 10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding the steps in primary treatment of wastewater. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

WASTEWATER: SUSPENDED GROWTH SYSTEMS 10 hours | 2 months | $145.00
Using the Internet students will explore the rudiments of wastewater treatment. The topics of this course include general issues regarding suspended growth systems. Along with reading assignments from the text, the course is enhanced with audio, up-to-date photographs, interactive exercises, and online links. Assessments: This course contains self-tests, lesson quizzes, and a final.

SAVE THE DATE
Midwest Water & Wastewater Technology Conference
MAY 2012 AT MCHENRY COLLEGE...

Public Works Apps - iPhone, iPad
GPS Data Collection in the Field
SCADA Network Security: The Dangers of Ethernet
Advanced GIS Principles
AMI/AMR
Introduction Wireless Transmitters
Implementation of Wireless Transmitters
Cathodic Protection
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Order 10 online courses for $85.00. Courses do not need to be the same and do not need to be for the same person.

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Learners gain access to courses through the use of an easyLearning card. Each card includes a 20-character activation code, which can be redeemed for a course of the learner’s choice. Upon activation, the learner has unlimited access to this course for a three-month period. Once the course is successfully completed, the student is awarded a certificate of achievement with potential credit value for a university or college.

Please indicate the 10 courses you wish to purchase for a total cost of $85.00:

1. ____________________________________________
2. ____________________________________________
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4. ____________________________________________
5. ____________________________________________
6. ____________________________________________
7. ____________________________________________
8. ____________________________________________
9. ____________________________________________
10. ____________________________________________

Fax this form to 866-521-3591 or Mail to ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

Name(s): ____________________________________________
Company/Utility: ______________________________________
Address: ______________________________________________
City/State/Zip: __________________________________________
AWWA Member # (if applicable): ___________________________
Phone: ______________________ Fax: ______________________
Email to send certificate/handouts: _______________________
Email to send invoice/sales receipt: _______________________

PAYMENT INFORMATION
☐ Purchase Order Number: ____________________________
☐ Check Enclosed or Sending Check
☐ Invoice Me
☐ Credit Card (Mastercard, Visa or American Express)

Name on Card: ____________________________
Card #: ________________________________
Expiration Date: _______________________
Signed: ________________________________

POPULAR COURSES INCLUDE:
Microsoft Office: Excel, PowerPoint, Access
Adobe Photoshop
Time Management Fundamentals
Customer Service
AND MANY MORE!
DO YOU WANT TO RECEIVE CONTACT HOURS FREE?

HOST a seminar in your town’s training room
Does your town have a training room that fits as little as 12 people, or as many as 50? Big or small, ISAWWA would love to work with you to coordinate a seminar right in your place of work!

MONITOR a seminar
Onsite monitors receive free attendance, obtain contact hours, and even free breakfast and/or lunch!
Responsibilities may include coordinating donuts and coffee.

TO VOLUNTEER as a host or monitor, simply fill out the form below or contact Lisa by phone, 866-521-3595 Ext. 2 or email, lisa@isawwa.org

Volunteer Form
Fax this form to 866-521-3591 or Mail to 545 S. Randall Rd., St. Charles, IL 60174

☐ I am interested in HOSTING a seminar
☐ I am interested in MONITORING a seminar
☐ I am interested in TEACHING on _____________________________________________

Name: ______________________________________________________________________
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Address: ______________________________________________________________________
City, State, Zip: ______________________________________________________________________
Phone: ______________________________________________________________________
Fax: ______________________________________________________________________
Email: ______________________________________________________________________
WATER FOR PEOPLE FUNDRAISER
BoDeans @ Ravinia

FRIDAY, JULY 29TH, 7:30PM
(GATES OPEN AT 5PM)

SPONSORED BY:
Illinois Section AWWA Water for People &
Young Professionals Committee

RAVINIA LOCATION:
200 Ravinia Park Road, Highland Park, IL
Metra (Union Pacific North Line) stops right at the front gate of Ravinia!

COST & DETAILS:
$35.00 per ticket. Ticket includes reserved lawn seating. Bring chairs or blankets and as big a spread of food &
drink (BYOB) as you want for a picnic!

DON’T DELAY!! ORDER YOUR TICKETS BEFORE THEY SELL OUT!!
Tickets subject to availability.
Reserve your ticket by filling out this form and fax/mail to the information below.

You can also register online at: http://tinyurl.com/WFP-Ravinia11

REGISTRATION FORM:
fax this form to ISAWWA, 866-521-3591 or Mail to: ISAWWA, 545 S. Randall Rd., St. Charles, IL 60174

Name(s): ___________________________ Company/Utility: ___________________________
Billing Address: ___________________________
City, State, Zip: ___________________________
Phone: ___________________________ Fax: ___________________________
Email to send invoice/sales receipt: ___________________________

SELECT PAYMENT OPTION: □ Invoice Me □ Sending Check □ Purchase Order □ Credit Card

Name on Credit Card: ___________________________ Card #: ___________________________
Card Expiration Date: ___________________________ PO #: ___________________________

FOR MORE INFORMATION Visit www.isawwa.org | 866-521-3595 ext. 2 | lisa@isawwa.org
As part of our “Green Initiative”, we try to eliminate duplicate or incorrectly addressed mailing pieces. If the information listed on this mailing panel is incorrect, please call us at 866-521-3595 ext 3.