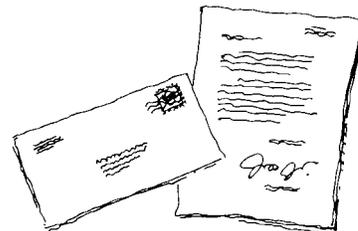


Letters



The city of Clifton would like to take this opportunity to thank the staff at KRWA for their outstanding support given to our fair city. Clifton has had some learning opportunities recently. KRWA staff has not only given excellent guidance and information, but also provided some hands on labor that was needed as well. KRWA is a true example of what this type of association should be – a strong partner that can guide, assist and teach – the ultimate mentor. For that, a hearty thank you.

Just to give a few of the many examples; Greg Metz assisted with a difficult fire hydrant replacement this fall. His willingness and expertise is always appreciated (and he's not afraid to get his hands dirty!). Bert Zerr has been instrumental in educating our current Operator-In-Training. And Charlie Schwindamann was on site and shared his wastewater expertise in a couple situations recently.

I have had encounters with other staff members and all of you are professional and knowledgeable with an essence of simplicity that puts everyone at ease. Such a rare find.

Elmer, KRWA has a quality organization that reflects its intended purpose. Your ability to bring together the right people is applauded. All this

makes our jobs out here in the smaller communities so much easier.

In closing, it is just so good to know we all have a true friend in KRWA.

*Rhonda Meyerhoff
City Clerk
City of Clifton*

The Kansas Department of Agriculture Division of Water Resources wants to thank all the KRWA folks, especially Greg Metz, for all the hard work they put in on helping our customers with issues. As we all well know, 2011 and then 2012, have been particularly challenging years due to drought, budgetary issues, and lack of enough hands to get the work done. We sincerely appreciate all the work you guys do that help our customers get into compliance and maintain compliance with their water rights, particularly regarding their meters. We can't tell you how much we appreciate our partnership!

Greg Metz has done an excellent job in familiarizing himself with the DWR metering regulations. In many cases, Greg has identified problems and helped PWS to get them resolved in a way that meets DWR requirements. He communicates directly with us, or has the PWS operator communicate with us, in a way that starts a good

relationship that leads to a positive resolution of problems. Greg has also facilitated communication and helped PWS to resolve existing or long-term problems.

Greg and others regularly perform comparison tests on meters to determine if their accuracy meets DWR regulatory criteria. This assists DWR in us not having to perform the work and allows the KRWA folks to more personally work with the operator on that and other items as they visit.

Also, Doug Helmke has assisted several PWS in drafting acceptable new or change applications under their water right files to obtain more water, resolve overpumping, make changes to their existing water rights, and to solve a variety of problems. This work directly helps the PWS, since the forms required to accomplish these items are fairly complicated and can be daunting to complete without assistance.

It is good to know that we have good partners in Kansas that work together to provide good customer service, since our customers are the same, and our goals are too. We really appreciate all your work and appreciate every one of you.

*Katherine A. Tietsort
Water Commissioner
Topeka Field Office*

I am writing this letter to thank and compliment two members of KRWA's staff, Doug Helmke and Greg Metz. Doug Helmke assisted me with the district's water right perfection for one of our battery of wells. He spent a lot of time researching the district's water rights along with preparing a letter of extension to Kansas Division of Water Resources and an overview to present to the board of directors. His knowledge and experience were very impressive.

Greg Metz assisted me with a boil advisory that took place on our North System on October 21, 2013. Greg contacted Marsha Fleming, at KDHE in



Graphic by Linda Windler

Salina, explained procedures, met with me to assure I had sampling bottles and reviewed the district map to make sure all adequate flushes were being used. He was available after hours for phone calls to assist me, also.

In my opinion, Greg Metz and Doug Helmke went above and beyond what was expected in helping our district. I sincerely appreciate all the help they provided; such a commitment is to be commended. Their hard work and dedication are sincerely appreciated.

*Adrienne Feeney
Office Manager
Dickinson RWD 1*

This letter is to say thank you to

Lonnie Boller. On Friday, January 31st, the city of Yates Center Water Dept. was in need of some Regal chlorinator injector parts. At 7:15 a.m., I called Lonnie to see if he could offer some help. I sent him pictures of what we had and what we needed; he said he had the parts and told me to meet him half way between his home and Yates Center.

Not only was Lonnie very willing to help us get the parts that were needed, and meet us with the parts, but had to do it on some very slick roads.

A very big thank you to Lonnie and KRWA; it is very much appreciated.

*Eric Boone
Water/ Wastewater Superintendent
City Of Yates Center*

I am sending this letter to express

my appreciation of your organization and the help of your consultant. Specifically, Jeff Lamfers helped me with a letter of explanation on the Lead and Copper testing from earlier this year. I had requested a letter from KDHE after receiving the test results in order to pass the information on to my customers, only to find out that they did not supply those kinds of letters any more, just test results. I was looking for some sort of form letter to send a report to my customers stating that the City was in compliance with State requirements. I realize people should take the City operator's word that we are in compliance but the backing from KDHE or KRWA adds a bit of

confidence to our reports. These letters of support should be added back into the system so the general public will understand the importance of what we do.

I did receive a letter of reference from KDHE Public Water Supply Division after several requests and it would have sufficed for what I was asking for. However, the letter from Jeff Lamfers was very in depth and the explanation was suitable for all levels of customers. This definitely adds to the credibility of our City crews when we have the backing of an organization like KRWA or KDHE.

The city of Cherryvale is proud to be a member of the Kansas Rural Water Association and would like to see more training in southeast and central Kansas. The future operators coming on board need the type of training KRWA has offered for lots of years. I realize with declining budgets that training seems to be the first thing cut throughout the State, but KDHE must realize that the future of the water and wastewater industry is at stake. Our young people, the future of this industry, deserve the same training that the retiring operator

were privileged to receive from KRWA and KDHE. Future funding of training should be a top priority.

KRWA was on hand when I came on board with the city of Cherryvale as an Operator in Training. Trying to become a certified water and wastewater operator within the first year on the job was an undertaking all by itself but with the help of your consultants and your training programs I am in my 8th year with the city of Cherryvale as a Certified Water and Wastewater operator. Thank You!

*Wade E. Webber
Public Works Director
City of Cherryvale*

On behalf of myself and the city of

Washington, I would like to express our appreciation and gratitude to KRWA and its very knowledgeable and competent staff. Any time I have requested, KRWA has come thru with exceptional help and experience to address any issue or at least a reference to acquire the information to address the issue needing attention.

This time, the assistance provided by KRWA comes associated with my

**KRWA
Officers &
Directors**

*Dennis Schwartz, President, Shawnee RWD 8, Tecumseh
Sam Atherton, Vice-President, Public Wholesale 4, Cherryvale
Bill Shroyer, Secretary, City of Sabetha
Allan Soetaert, Treasurer, Johnson Co. RWD 7, Gardner
Paul Froelich, Director, City of Enterprise
Sharon Dwyer, Director, Douglas Co. RWD 5, Lawrence
Patricia Shaffer, Director, Butler Co. RWD 5, Benton*

**KRWA
Staff**

*Elmer Ronnebaum, General Manager
Greg Duryea, Assistant General Manager
Laurie Strathman, Administrative Assistant
Lonnie Boller, Technical Assistant
Rita Clary, Technical Assistant
Doug Guenther, Technical Assistant
Doug Helmke, Water Rights/Source Water Specialist
Tony Kimmi, Technical Assistant
Pete Koenig, GPS/GIS Mapping Coordinator
Jeff Lamfers, Consultant
Pat McCool, Consultant
Greg Metz, Technical Assistant
Charlie Schwindamann, Wastewater Tech
Jon Steele, Technical Assistant
Mark Thomas, GPS/GIS Mapping Tech
Monica Wurtz, Technical Assistant
Delbert "Bert" Zerr, Consultant*

transition to a different job as city Administrator with the city of Washington, Kansas. Assistance came on several occasions. Greg Metz assisted locating a water leak which did not surface, but had made its way into the sewer system. Greg also assisted with a chlorinator overhaul and water valve replacement suggestions. (Greg's former employment with the city is invaluable.)

Jeff Lamfers assisted with advice on a set of plans concerning a commercial building being built over a city sewer main. Charlie Schwindamann performed smoke test(ing) on a sewer main which the city has concerns on and made recommendations. Mark Thomas assisted with the GIS mapping for the city and a special thank you to all of the office staff.

I will say thank you to everyone at KRWA for the assistance you provide and have available to all municipalities and water districts, as I know just the ones I mentioned does not cover what each and every one of you do every day. I felt compelled to write this to KRWA as this is the assistance I have utilized in just the past five months and I believe that KRWA deserves recognition for the services they provide and have available. Thank you again.

*Carl D. Chalfant
City Administrator
City of Washington*

A big "Thank You" to KRWA from Pottawatomie County RWD #4 and the city of Belvue.

Around the 1st of January in 2013, LeRoy Brunkow, Belvue City Mayor, and I began discussing the possibility of Pott. Co. RWD #4 supplying the city with potable water. The city owned and operated a 1960's-era water treatment facility capable of producing about 50,000 gpd from two wells. Harsh source water and 50-plus years had taken its toll on the plant and major repairs were in order. After many meetings with City Commissioners, KRWA representatives, the engineer and attorneys. an agreement was made

that Pottawatomie Co. Rural Water District #4 would supply the city's water needs.

On June 1st, 2013 Pott #4 began supplementing the city of Belvue's water supply system through an existing 2-inch line and 2000 feet of new 4-inch line in an attempt to keep the city supplied with water until funding could be procured to make a permanent 4-inch mainline connection to an existing 10-inch main two miles north of Belvue.

Sounds like a simple little project until, well let's just say that without the help of Lonnie Boller helping with plans that were acceptable, and Rita Clary working on the temporary financing, the project might still be in the planning rather than supply phase.

I would also like to thank Doug Helmke for all his work with the required "Change in Point of Use" permits.

This project is far from done. I'm positive that before it's completed LeRoy and I will be in contact with KRWA with more questions and requests for help.

I'm sure you've heard it before, but we "Literally" couldn't have done it without KRWA assistance.

Thank You!

*LeRoy Brunkow, Mayor
City of Belvue
Dan Hoobler, Manager
Pottawatomie RWD 4*

The KRWA handbooks arrived today and I am overwhelmed. Thanks so much for sending them. It is a comprehensive collection and I am looking forward to reading them... I have already spent some time looking at The Water Board Bible. It alone provides a wealth of information.

*Roger Badeker
Former director
Wabaunsee RWD 2*

The city of Bazine would like to thank KRWA staff Jon Steele and Doug Guenther. After some concerns we had with one of our well meters, we decided to have all of our other meters

tested. We ended up replacing one meter and found out the rest of our meters were accurate in all tests performed.

We would like to express our appreciation for all the help and the training we have received from KRWA over the years.

On behalf of the city of Bazine,
Thank You!

*Bob Black
City Superintendent
City of Bazine*

City of Osawatomie would like to thank Tony Kimmi for his assistance in helping us locate a water break. We had a water break that was getting into our sewer system. We had a difficult decision on where to dig. The water and sewer line both are located in a asphalt street. The leak was discovered by a customer walking by and hearing water running in a manhole. The manhole is located at the bottom of a hill and there was no water visible on the road.

I called Tony and told him of our situation. He said he could come the next day if I needed him. We chatted about holding off until we drilled some holes in the street to try to find water. Tony called the next morning checking on us and I told him I would let him know. Very nice of him to check and we thank him.

After we drilled several holes we still weren't sure of where the leak was so I called Tony and he came right down. He marked a "x" where the leak was and I told him that I didn't think there was a water line there but we are in Osawatomie where everything is possible. So we dug up the x mark, and sure enough the leak was there on a 4-inch cast line with a hole the size of a golf ball on the bottom of the pipe about 6 feet or so from the manhole.

His expert advise and work saved us a lot of money in road repairs and saved me a lot of time searching. I would like to personally thank him and the KRWA for their help.

*Bruce Hurt
City Of Osawatomie*