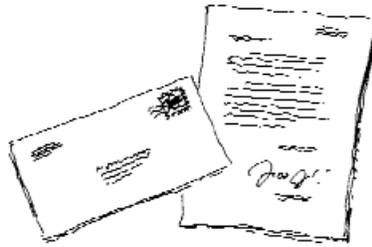


# Letters



**O**n behalf of the Administration of the Utilities Division of Public Works Dept., I would like to express my heartfelt gratitude to you (Pat McCool) and Lonnie Boller. We appreciate your valuable assistance to the city of Manhattan during the conversion project at the city's Water Treatment Plant from free chlorine disinfection process to a method which uses chloramines. The presentation titled, "The Use of Combined Chlorine in Water Treatment," that you gave to our staff on Wednesday, April 6, 2005, was very informative and helped to alleviate the concerns of some of our staff prior to the conversion process. Your tour of the Water Treatment Plant and the follow up discussions and comments about the Water Treatment Plant operations were very useful.

As requested, enclosed you will find copies of some of the brochures that were distributed to our customers as part of our public notification strategy.

*Abdu Durar, Assistant Director  
City of Manhattan  
Public Works*

**I wanted to write you a quick** letter (Elmer) to commend and praise Lonnie Boller for all of his help and hard work with various issues our district has been facing and continues to face here at Jackson County RWD 3, in Holton, Kan.

I have been the manager here since October 17, 2005 and I can speak from personal experience that Lonnie has been helpful on many items that I have

encountered and he has helped assist my staff, Operator Doug Sauvage, Repairs and Maintenance Technician Jerry Bowser and Meter Reader Greg Drinovsky, on numerous occasions via either phone or personal visits to our work sites.

Lonnie has always approached his work with us in a positive and cheerful manner and we greatly appreciate his insight, input and positive disposition even with problems that seemed dismal or problematic to say the least.

I also find Lonnie to conduct himself professionally and in a good customer service oriented manner with my staff and customers as he has been in our office when we have had customers come in and he has waited patiently while I worked with customers on problem issues or resolved their questions.

Anyway, I just wanted to commend Lonnie on his hard work and extra efforts when it comes to me (as I continue to learn a lot these past five months) and also when he has worked with my staff members, who are also still learning a lot!

Thank you for your time and attention to this.

*Brenda Adkins, Manager  
Jackson RWD 3*

**It was such a pleasure to be** recognized by KRWA as *City Clerk of the Year* for 2005 at the annual conference a few weeks ago. I would like to thank all of those involved in the selection process and also to Bob Kirby for the part he played in making it such a surprise! Thank you all so much.

KRWA has been a real asset to our community and me over the years and is always willing to help us out. Everyone in the organization is just great to work with. KRWA does a superb job in providing useful training programs and the annual conference is one of the best I've ever attended. The training is so beneficial and much of it can be applied not only to water and wastewater issues, but to other issues we deal with on a regular basis as well. Again, thank you!

*Cheri Peine, City Clerk  
City of Oswego*

**I just wanted to drop you a** note to tell you how informative and enjoyable I found the Annexation Forum with the panel of attorneys at the recent conference. They did an excellent job. Our client and I met with Gary that following week at his office and discussed issues facing the district. The operator for the district also attended this session and was impressed as well.

Thanks to all for a great seminar.

*Steven A. May  
Reiss and Goodness  
Engineers*

**Back in 1997, we were all so** new in the "water business" that we found ourselves officers and board members of. Rather than sinking in the murky muck of operating a small rural water company, we attached ourselves to your lifeboat known as KRWA. Knowing we didn't have the answers ourselves we at least knew that in order to survive we needed to have professionals guide us ... in our book there is no finer organization than KRWA.

Your assistance in the form of education and training, the vast assortment of publications made available, management procedures, leads to other professionals that specialize in our needs plus assistance relative to financing for new projects has enabled us to be where we are today. With all this help Elmer, you and your crew have seen us go from a tiny private water company, to becoming a full fledged water district that has overcome typical bumps in the road plus an F-5 tornado that wiped out a third of our community. Our community is blessed to have the caliber of volunteers who have worked tirelessly for the past three years since the tornado to bring about all the improvements our town has managed to make. We aren't finished yet and we see a great future for Franklin, Kan. which will result in many more water customers and with your continued help they will be customers confident in the quality and compliance of their Crawford County RWD 7.

This letter started out to be a "thank you" for the *Most Improved System Award* at this year's conference but we are thanking you for the over nine years of our taking advantage of your skills, knowledge, teamwork, humor and accommodating us whenever we give you a call. We are glad you are there!

*Officers, Board Members,  
District Manager, Meter  
Readers and Bookkeeper  
Crawford RWD 7  
Franklin, Kansas*

**Please accept this belated** thanks to you (Elmer) for taking the time to meet with the board recently. We appreciated the information and advice you provided in our discussion of a possible expansion of the district and also concerning possible

alternative water sources. We look forward to further consultation as we move forward with these projects.

*Clint Foley, Chairman  
Kingman RWD 1*

**I want to thank you (Elmer)** and the staff of Kansas Rural Water Association for the *Rural Water Bookkeeper Award* for the year 2005 at the 39<sup>th</sup> Annual Conference in Wichita. That was such a surprise and a great honor for me to receive that Award. I am unable to put in words how much that really meant to me.

We have been attending the Annual Water Conference for 20 years and we have always enjoyed the sessions and viewing the exhibits and also the entertainment. Thanks for the many years of service.

I would also like to thank Jim Jackson, Gary Armentrout, Pat McCool, Lonnie Boller and the rest of KRWA staff for all the

support and help that they have given to Franklin RWD 6.

Again, thanks for the Bookkeeper Award.

*Janice Kern  
Franklin RWD 6*

**I wanted to quickly** congratulate KRWA for their recent conference held in Wichita. It appeared that the conference was well attended again in 2006. It also was apparent that employees and board members of rural water districts and cities alike, benefited from the sessions presented by qualified professionals in all aspects of our work. I specifically wanted to express gratitude to KRWA and Gary Hanson for orchestrating the three sessions that addressed annexations of rural water districts in Kansas. The follow up sessions allowing "perspectives" from a forum styled group was an excellent idea. The panel of "experts" that were available was

**2005 KRWA  
Officers &  
Directors**

*Dennis Schwartz, President, Shawnee Co. RWD 8, Tecumseh, Kan.  
Patricia Shaffer, Vice-President, Butler Co. RWD 5, Benton, Kan.  
Sam Atherton, Director, PWWSD 4, Cherryvale, Kan.  
Sharon Dwyer, Treasurer, Douglas Co. RWD 5, Lawrence, Kan.  
Mike Mayberry, Secretary, City of Kiowa, Kiowa, Kan.  
Larry Remmenga, Director, City of Concordia, Concordia, Kan.  
Darrell Schlabach, Director, Washington Co. RWD 1, Hanover, Kan.*

**KRWA  
Staff**

*Elmer Ronnebaum, General Manager  
Laurie Strathman, Administrative Assistant  
Gary Armentrout, Training Director  
Lonnie Boller, Surface Water Tech  
Greg Duryea, Technical Assistant  
Mike Fisher, KAN STEP Tech (part time)  
Doug Guenther, Technical Assistant  
Doug Helmke, Water Rights/Source Water Tech  
Shane Holthaus, KAN STEP Tech  
Jim Jackson, Source Water Tech  
Bob Kirby, Technical Assistant  
Jesse Knight, GPS/GIS Mapping Tech  
Dan Knupp, Communications Coordinator  
Pete Koenig, KAN STEP, GIS Mapping Tech  
Pat McCool, Consultant  
Charlie Schwindamann, Wastewater Tech  
Jon Steele, Technical Assistant  
Delbert "Bert" Zerr, Consultant*

simply outstanding. In my opinion, the session's focus was long overdue (for cities and RWDs alike) and I would offer that KRWA hit a "homerun" with that session.

Personally, I can offer that a fellow colleague of mine was in attendance from a neighboring city. He offered to me that in the 26 years of his employment with this city, this was the first KRWA conference he attended. When I questioned him as to why he attended now – he responded by saying that the "annexation" sessions were what finally lured him to the conference. I realize this topic can be sensitive to all parties, but as all presenters and panel members agreed – education is the best tool for all involved. I was encouraged to see KRWA "step-up" to the challenge.

I realize that this type of session, with its expert panel and guests, are not typical for a conference session. However, I would offer that as a member of KRWA, the Board of Directors are focusing on the diverse needs of certain rural water districts in Kansas, and I as one appreciate this.

I would ask that you share this with your Board of Directors and Mr. Hanson as well. I look forward to similar types of sessions in the future from KRWA.

*Allan Soetaert, Manager  
Johnson RWD 7*

**I would like to thank you** (Charlie) for visiting with our council members, Dave Ratzlaff, and myself. It was extremely informative.

I would like to also thank you for connecting us with Eudora. Dave installed the air injection pumps last week and has them running now. Of course time will tell whether they help with the sewage smell. The cost saving was tremendous and we are extremely grateful for your help.

Dave is working on the other recommendations you made for our sewer plant. The new pumps have been ordered, and he is checking into changing the location of the sewage entering the ponds.

*Mark A. Tabb, Mayor  
City of Plains*

**Just a note to tell you (Elmer)** that I appreciated Gary's (Hanson's) sessions on annexation and RWDs. The experienced attorney's who participated provided considerable insight on both the federal and state statutes. Though I was a minor participant in the panel discussion, I gained new understandings from their presentations, comments, and answers to questions. I've heard only good things from others attending.

This type of "premium" session makes the conference very worthwhile and I urge you to include them in the future. Since these types of sessions are undoubtedly more expensive, I believe an additional charge for those attending "premium sessions" would be appropriate.

Thanks.

*Mark Crumbacher  
Johnson Cons. RWD 6*

**We really appreciated your help** (Jon Steele) in installing the water service at Pleasant View Home this past week. You went the extra mile in obtaining the supplies we needed to do this. The city of Inman appreciates the interest you show, and your willingness to help us with various situations that come up.

It is great to be able to have such a valuable resource. We thank you for your help.

*Bill Maurer, Superintendent  
City of Inman*

**On behalf of the City of Cedar Vale** employees, city council, and myself I want to thank you for all your group has

done to help solve our water shortage problems. A special thanks goes to Lonnie Boller who came to our rescue again.

It is a plus for small system like ours to have a group with your knowledge, support, and equipment to call upon when we have problems.

Thank you again; we truly appreciate your help.

*Dwight O. Mattocks, Mayor  
City of Cedar Vale*

**On behalf of the Lyndon** City Council and city staff members, we would like to take this opportunity to express our deep appreciation for Jim Jackson's assistance in preparing our Vulnerability Assessment/Emergency Response Plan.

The VA/ERP is now mandated by USDA Rural Development for entities under 3300, for projects that are financed with RD loan/grant funding. However, at this time, RD has no model or prototype plans, and could offer no assistance in completing the documents, other than suggesting contact with KDHE, KRWA, or MAP.

Your office staff put us in touch with Jim Jackson, who was well aware of this requirement, and quickly put our minds at ease when he explained the process and set up a time to come to Lyndon to gather information. He later put the data into his computer, printed the plans and the certificate for us to send to the Rural Development office, all in a very timely manner.

Again, a huge THANK YOU to you and your staff.

*Jim R. Stout, Mayor  
City of Lyndon*

**On Thursday, April 27, 2006,** Charlie Schwindamann conducted an inspection of our lagoon facility that serves the city of Weir. Don Harris and I, Dan Smith, were present at the time. I would like to thank Charlie for the

help he gave us in unplugging the blockage between cells one and two. His courtesy and expertise and the equipment he had with him solved our problem. His help was greatly appreciated. Thanks again.

*Dan Smith, Operator  
City of Weir*

**Elmer, thank you for attending** our Annual Application and Recertification Conference on May 3-4, 2006, held at the Salina Holiday Inn. The information you provided will be invaluable to various organizations. We appreciate the effort you spent in preparing your presentations.

Again, on behalf of the CDBG program, thank you for your dedication of time and talent to make out application workshop a success.

*Debbie M. Beck  
Technical Assistance Specialist  
Kansas Commerce*

**This is to thank KRWA for** all the help KRWA staff has willingly given me. When I call, the tech usually knows that is an easy problem. But when I they don't hear from me they know I am having a more difficult problem. They have come to help no matter whether the RWD is a member or not. On behalf of Wilson RWD 11 & 13, we thank you.

*Arnold Thomas  
Wilson RWDs 11 and 13*

**Just wanted to drop a note** and update on the progress of the Cherokee County RWD 1, located in Crestline, Kan. As you can see we have reduced our water loss significantly since March 2005, when the current Board of Directors first called on the KRWA and Bob Kirby to assist us. The prior manager had resigned and KDHE was made aware that we had been without a Certified Operator for a significant period of time.

Bob Kirby stepped up and assisted us with the daily operation of the District and told us what was required to obtain a contract operator. With the assistance of Bob, three of the directors were taught to take daily chlorine readings, check waterlines in the district for leaks and a master meter reporting was set up. Bob also worked side by side with Mr. Carney Morgan in setting up a bacteria site sampling plan, and checked out the booster plant and Standpipe, letting us know what we needed to do to get them in use. After we contracted an operator, Bob continued to check in with us and help us set up the Cross Connection Ordinance and is currently helping us with our Emergency Water Supply Plan.

When the directors were given the KRWA membership renewal information it was a unanimous vote to renew, Carney Morgan stated, "Each visit we have had from Mr. Kirby was worth much more than the membership fee."

Truly our most grateful time came when Bob and Carney found a 4-inch water line break. After three weeks of running out of water daily our consumers were really upset and the contract operator had not found the problem.

Carney called in Bob and they started walking the water line and found the break, which the landowner stated, "I thought there was a stream on this land because water was always there!" This reduction alone took our daily readings from over 100,000 gallons-per-day to less than 50,000 gallons-per-day!

Currently Bob is working with Carney on getting the booster plant and standpipe back in working condition after the contractor we hired made the repairs he said were needed but was not able to get the equipment back up in operation. Bob is also

working with Carney and a contracted pump and motor company to install master meters on the wellhead sites in both water plants.

As directors we all feel that Bob Kirby has always had the best interest of the benefit unit consumers in mind on all water quality and quantity matters. It has taken us almost a year but under his guidance and assistance we feel that the water district has been able to get back on the right track. Back to where we can start replacing water lines instead of just putting band aids on the leaks!

We wish we could do more for Bob Kirby that just sat "ATTA BOY" but our heart filled THANKS is sincere!

If there is anything we can do to assist KRWA or if you have questions for us feel free to call as needed.

*Sandi Friend  
Secretary/Treasurer  
Cherokee RWD 1*

**We want to say "Thanks"** to the Kansas Rural Water Association for sending help when we needed a couple extra pair of hands. It was on a Friday before a three-day weekend.

A number of our customers in one section of the district were experiencing very low water pressure. It indicated that we must have had a major break somewhere in the area. Lonnie Boller and Greg Duryea from KRWA did not hesitate to give us their assistance. The problem was in a PRV that apparently was partially obstructed. When the valve was bypassed, the water pressure was returned to all in time for a great holiday weekend.

Thanks, again, to Kansas Rural Water and all your willing and capable people.

*Peggy Hawkins, Manager  
Pottawatomie RWD 4*

**I would like to take this** opportunity to tell you how helpful KRWA's training sessions have been for me. I'm an Operator In Training in a water district with 390 meters. My district is small and could not afford to pay for the training I've received from Kansas Rural Water Association. It has been very helpful to me in getting enough information to learn how to operate and manage our facility. Your organization is invaluable to small water districts.

I've been in the military and government service and I know when I've received top notch training. Gary Armentrout is an excellent instructor and has been able to have some bright and talented people put on some impressive training sessions. I know I'm not the only one who feels this way about the good things you do because I've heard other operators express the same opinion.

In addition to the excellent training, KRWA has some talented and experienced field agents. Most of my contact has been with Bob Kirby. It's one thing for a guy to tell you how to do something. It's quite another for a guy to jump down in a hole and show you how to do the job. He's a man with a "can do" attitude that has given me the confidence to know that if I can't figure out how to do something, Bob will show up to make sure I'm able to make repairs in a safe and secure manner.

Elmer, I would also like to thank you for the consideration and information you've given me. I've sent e-mails to you at some pretty strange hours and gotten a response much quicker than I would ever have expected. You've been very helpful in assisting me with on-line registration for training. It's always done smoothly and without a hitch. I also appreciate the quick follow-up with a certificate of training

hours received after the session is completed.

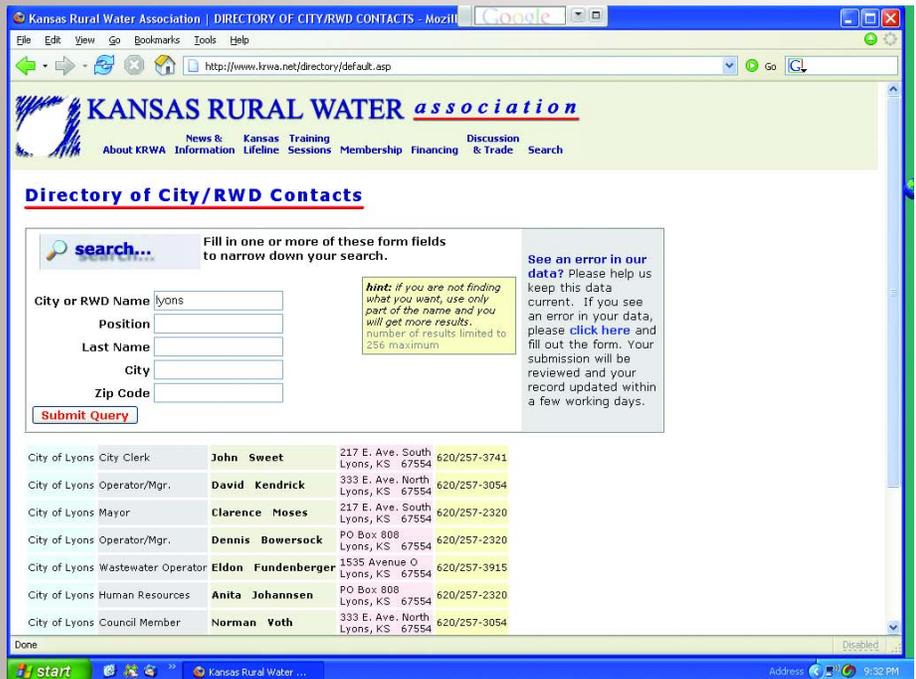
In closing, I can't thank you and Kansas Rural Water Association enough for the good

work and excellent support for rural water districts such as ours.

*JW Stephenson  
Operator/Manager  
Cherokee RWD 2  
Riverton, Kan.*

## KRWA.net Adds Online Directory of City/RWD Contacts

*The "Directory of City/RWD Contacts" as seen on the KRWA Web site under "News & Information" may also be found with a link on the left side of the Association homepage at [www.krwa.net](http://www.krwa.net).*



## KRWA Board of Directors 2006



**Standing from left:** Sam Atherton, Director, PWWSD 4, Cherryvale, Kan.; Mike Mayberry, Secretary, City of Kiowa, Kiowa, Kan.; Larry Remmenga, Director, City of Concordia, Concordia, Kan.; Sharon Dwyer, Treasurer, Douglas RWD 5, Lawrence, Kan.; Darrell Schlabach, Director, Washington RWD 1, Hanover, Kan. **Seated:** Pat Shaffer, Vice-President, Butler RWD 5, Benton, Kan.; and Dennis Schwartz, President, Shawnee RWD 8, Tecumseh, Kan.

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