



Monday, February 19th, 2024

7:30 AM

Registration Opens

8:30 – 9:30 AM

Opening Session/Breakfast Buffet – Ballroom B
*****\$500 Cash Giveaway*****

Rod Glosser, IRWA Board President
Kyle Terlouw, Guest Speaker

9:30 – 10:30 AM

Ammonia, Chlorine and Disinfection (WT, WD)
Room 302/303

This is the full ammonia and disinfection workshop including sessions on chlorine and nitrogen chemistry, nitrification and biological removal, testing and indicators, impact on other treatment and case studies and system specific examples.

Tom Atkinson and Julie Sievers, ISG

AMI Beyond the Meter Reading (WD)
Room 312-313

Session attendees will learn about the benefits of AMI Beyond the meter reading. Topics will include water loss, pressure monitoring, zone monitoring and remote disconnect.

Paul Hurley, Sensus Metering Systems

UV Disinfection in Wastewater Treatment (WW)

Ballroom A

Presentation will cover the evolution of UV technologies for wastewater treatment, current options, considerations for sizing, a case study on bench-scale testing to reduce equipment sizing, and case studies of operating facilities.

Laurie Twitchell, Strand Associates, Inc.

Rural Water PFAS Litigation and Settlements for Your Utility (WT, WD, WW)

Room 311

This session will provide the background of PFAS, what utilities must do to access the current settlement funds and provide an overview of future litigation to include wastewater. There are strict time limits and specific action that needs to be taken to lessen the financial burden on the ratepayers. Water utilities must act whether they have detections or not to insure access to these funds.

Hank Naughton and Sam Wade, Napoli Shkolnik PLLC

Respecting & Appreciating Generational Differences in the Workplace

Room 301

Gen X, Millennials, Baby Boomers, Radio Babies, and Gen Z...that's five generations of colleagues, working side by side each day! This fun, interactive program is designed to increase understanding of, and respect for, the different perspectives that each generation might bring to the workplace, based upon their shared life experiences. Brenda will start by defining the age ranges of each generation, then she will share what current research has to say about each generation...including the flattering and not-so-flattering characteristics! Please join us for this engaging program and leave with insights to enhance mutual respect and maximize your multigenerational team's potential.

Brenda Clark-Hamilton

10:30 – 11:30 AM Ammonia - cont'd (WT, WD)

Room 302/303

Julie Sievers, ISG

Why We Lubricate: Properties and Compositions of Lubricants (WT, WD, WW)

Room 312/313

This session explains why and what happens when lubricants are used. Also covering what base oils and additives are used in the properties and compositions of lubricants.

John Powell, Hydrotex

Monoform Plus Manhole Rehabilitation (WW)

Ballroom A

HK's Monoform Plus is our Monoform process with the added benefit of AGRU corrosion-resistant HDPE plastic. HDPE manhole lining offers high corrosion resistance and long-term durability when compared to traditional concrete manhole structures. Monoform Plus is a polyethylene manhole solution perfect for applications where standing water and high hydrogen sulfide concentrations rapidly deteriorate concrete manholes and structures.

Mike Ingham, H K Solutions Group

Iowa One Call Excavation Safety Awareness: Understanding the Requirements (WT, WD, WW)

Room 311

An overview of the Iowa One Call system/process, including the requirements mandated in Iowa Code chapter 480, and the established call center notification process, including system features and tools.

Ben Booth, Iowa One Call

The Magic of Work/Life Balance

Room 301

Times have clearly changed, along with employees' expectations of maintaining some level of work/life balance. As well, with the current low unemployment rate, attracting and retaining quality employees is even more challenging. Employers are finding it essential to provide a high-quality, supportive work environment, that allows some flexibility in regards to the balance of work and home responsibilities. This engaging, interactive session is all about strategies for attracting and retaining great employees, including what type of leadership behaviors increase retention; what workplace factors increase retention; and different strategies companies are trying in an effort to keep quality employees on board.

Brenda Clark-Hamilton

11:30 – 12:15 PM

Monday Lunch – Ballroom B

12:15 – 1:15 PM

Ammonia – cont'd (WT, WD)

Room 302/303

Julie Sievers, ISG

Taking the Mystery Out of Control Valves (WT, WD, WW)

Room 312/313

Throughout most water systems there are lots of valves. Some are simple on/off, manually operated, which seem quite simple to understand and get your head around. And then there are those valves that control levels or pressures or flows, and they are covered in a spaghetti of tubing with little valves and these valves operate automatically and seem difficult to understand.

This talk is all about removing some of the mystery or magic that surrounds these automatic control valves. We will look at how they operate in a simple on off scenario, how we use the pressure in the system

to operate the valves and how we know they will close when we want them to.

We will then introduce you to a very simple pilot system and explain exactly how these things really work and lead you into some simple operations like pressure reducing and pressure relief.

We will close our discussion by showing what else these valves can do and how they can now truly fit into a Smart network and what some of the benefits are to you.

Robb White, ESI

Utilizing GIS to Maintain Collection Systems (WW)

Ballroom A

Utilizing GIS to aid in capital project development, annual collection system maintenance, CIP Planning and funding applications.

Matt Ferrier, Bolton & Menk

Josh Wuebker, City of Perry

Safety (WT, WD, WW)

Room 311

Kyle Broesder, Marsh McLennan

Latest Trends in Insurance: What Employers Need to Know

Room 301

Jim Ericson, Group Benefits

1:15 – 2:15 PM

Ammonia – Cont'd (WT, WD)

Room 302/303

Julie Sievers, ISG

Financial Planning (WT, WD, WW)

Room 312/313

Heidi Kuhl, Northland Securities

Wastewater Flowmeters (WW)

Ballroom A

Isaiah Collins, GPM

Finance Session

Room 311

Julia McCusker, CoBank

Theresa Enright, IDNR SRF

Kate Sand, USDA

Interactions with Difficult Customers: Do's and Don'ts

Room 301

Kerri Patton, Luna Mental Health

2:15 – 2:30 PM

Break

2:30 – 3:30 PM

Ammonia – Cont'd (WT, WD)

Room 302/303

Julie Sievers, ISG

**One Call – The Iowa Utilities Board Role (WT, WD, WW)
Room 312/313**

The presentation will cover Who the Iowa Utilities Board (IUB) is and what we do. The overall primary focus of the presentation is covering Iowa Code, Chapter 480 "Underground Facilities Information" (Also referred to as Iowa's One Call Law), the role of the IUB in Iowa One Call and relationship with the Attorney General's Office, and how to submit a complaint and what information is requested to better help the investigatory process and timely resolution of the complaint. The IUB's Investigation Process will be covered to allow participants to know what happens once a complaint is received.

Ryan Marten, Iowa Utilities Board

**Collection 101 (WW)
Ballroom A**

This session will review the importance of collection system maintenance and rehabilitation. Training will cover I & I reduction strategies and trenchless rehabilitation options.

Shane Jacobson, CIT Sewer Solutions

**Board/Management Roundtable Discussion
Room 311**

Rod Glosser, Rathbun Regional Water Association

**Top 5 Marketing Tools to Enhance Your Brand, Foster Goodwill, and Earn the Trust of Your Valued Customers
Room 301**

Are you juggling multiple roles within your association, including marketing? Join us for a presentation that will alleviate the stress by pinpointing the top 5 marketing tools you should be utilizing now to connect with your customers. We won't just list these tools; we'll guide you on how to employ them efficiently. By the end of this session, you'll walk away with a deeper understanding of how to create a meaningful impact on the communities and customers your association serves.

Kris Winter

3:30 – 5:30 PM Welcome Reception in Exhibit Hall

Tuesday, February 20th, 2024

7:00 – 8:30 AM Registration/Continental Breakfast and Exhibit Hall Open

7:00 – 10:00 AM City of Grimes Plant Tour - Must be pre-registered (WT)
Grimes is a fast-growing community who has experienced significant increases in raw and finished water demands. To meet these demands and support the continued growth of the community, the city has undertaken significant investments in the city's source, treatment, storage and distribution assets. Participants will learn about the planning, design, construction, operations and management of the City of Grimes water

system that have been undertaken to provide high quality potable water service to its water utility customers. Tour is good for 2 CEUs in Water Treatment.

Gather in the Veterans Memorial Lobby. Bus will load & drop-off from the steps on 5th street.

Tour sponsored by McClure

8:00 – 8:30 AM Daily Announcement Session

**8:30 – 9:30 AM Surface Water for Ground Water Guys (WT)
Room 302/303**

This is an introductory class for groundwater operators who need to know about surface water for their certification exams. This class will introduce basic terms, treatment types, turbidity and disinfection requirements and provide a foundation for understanding surface water treatment.

Julie Sievers, ISG

**Distribution System Pressure Management (WD)
Room 312/313**

Pressure Management in a distribution system is important for system maintenance and water quality. Changes in the distribution system or adding a new service area can impact system pressure. This presentation will introduce pressure management in a distribution system and discuss that establishing a new pressure zone can be beneficial. Case studies of Iowa distribution systems will be presented to illustrate pressure management and the use of pressure zones.

Jenny Rudd, Strand Associates

**Foundation of Safety (WT, WD, WW)
Ballroom A**

Organizational culture is no longer a “nice to have”; it’s the core of risk management! How strong are the relationships between middle-management and frontline staff? Now, more than ever, it’s time to engage employees!

We often promote the most technically proficient employees from the work floor or the job site and expect them to be leaders in the workplace automatically. When first-time skilled supervisors are suddenly thrust into positions of responsibility, we don’t always give them a new set of tools to help engage crewmembers on a human level. By not doing that, we limit both themselves and their crews. It doesn’t happen on purpose, but it does happen. The inexperienced supervisor, who doesn’t know how to motivate and develop individuals on the job, ultimately has a more challenging time getting the job done. If there is no continuous strategy to improve employees, there’s little chance of improving the organization as a whole, including safety.

The Foundations for Safety Leadership (FSL) is designed to meet the unique safety issues found in the workplace. FSL is a highly interactive training program that teaches foremen, supervisors, and other frontline

leaders on job sites about the costs of ineffective safety leadership and the benefits of effective safety leadership, such as improved safety climate and reduced adverse safety outcomes. Most importantly, it includes information on critical leadership skills to use on the job site. It presents students with different safety scenarios, which they review and decide which leadership skills would help address the specific worksite hazard. Some basic foundational principles here can make your new supervisors strong safety leaders with their crews on the journey from “buddy” to “boss.” However, when it comes to safety, everyone is a leader.

Kyle Broesder, Marsh McLennan

Round Table Discussion

Room 311

Rod Glosser, Rathbun Regional Water Association

RSAS Round Table Discussion

Room 301

Carma Craig, Poweshiek Water Association

9:30 – 10:00 AM

Break/Exhibit Hall Open

10:00 – 12:00 PM

IRWA Annual Membership Meeting – Room 311

10:00 – 11:00 AM

Different Sources of Drinking Water in the State of Iowa and the Challenges They Pose from a Source Water Protection Perspective (WT, WD)

Room 302/303

There are numerous sources of drinking water in the state of Iowa. This talk will discuss those different sources and the challenges each one poses for public water supplies.

Matt Dvorak, IDNR

Line Tapping and Insertion Valves (WD)

Room 312/313

Valve insertion technology uses line tapping methods to help prevent major shutdowns and disruptions especially in critical infrastructure areas that include hospitals, retirement homes, schools, businesses, and factories. Traditional methods of maintaining water systems, such as shutdowns, cause unforeseen problems down the line, including boil orders and future breaks. These efficient processes allow utilities to make repairs or additions without the disruption of service to their customers.

Ryan Fugler, Hydra-Stop

Foundation of Safety - cont'd (WT, WD, WW)

Ballroom A

Kyle Broesder, Marsh McLennan

RSAS Round Table Discussion

Room 301

Carma Craig, Poweshiek Water Association

- 11:00 – 12:00 PM** **Active Shooter/Self Defense (WT, WD, WW)**
Room 302/303
Steve Russell
- Valve Exercising 101: A Key Practice for Water Utilities (WD)**
Room 312/313
Water system infrastructures are aging and becoming less reliable, leading to increased costs, risks, and reduced customer satisfaction. Due to these challenges, it is imperative that that water system owners understand their ability to control their system with their valve network to reduce consequence failure.
Deryck Freudeman, Xylem - Wachs
- Improving the Longevity and Health of the Wastewater System (WW)**
Ballroom A
Topic will cover improving the health of Wastewater Lagoon Systems utilizing the microbial approach to remove organic sludge while increasing the longevity. Discussion will be the multiple uses of bacteria and how loading the system will reduce sludge and possibly improve compliance numbers.
Doug McKinney, Advanced Microbial Solutions
- RSAS Roundtable Discussion**
Room 301
Carma Craig, Poweshiek Water Association
- 12:00 – 1:30 PM** **Women in Water Luncheon–**
Guest Speaker – Must be pre-registered
Located in Linear Room at Hilton Des Moines Downtown
Sponsored by CoBank, Garden & Associates, Maguire Iron, Marsh & McLennan, J. R. Stelzer Co.
- 12:00 - 1:00 PM** **Tuesday Lunch – Ballroom B**
- 1:00 – 1:30 PM** **Exhibit Hall Open/Dessert Served**
- 1:30 – 2:30 PM** **Increasing Your Water Systems Resilience to Cyber Threats (WT, WD, WW)**
Room 302/303
The United States Environmental Protection Agency’s Water Infrastructure and Cyber Resilience Division, located in the Office of Water, offers free resources for water and wastewater utilities to prepare for, respond to, and recover from water-related emergencies. To assist water systems, EPA will highlight several tools and technical assistance resources available to help systems assess their cybersecurity and improve their cybersecurity posture. This session will focus on some of the recently released resources and funding available to support water system resilience.
Katie Garvey, US EPA (represented by GDIT)

Ask the Mentor (WT, WD)

Room 312/313

Rich Sudteltge, City of LeMars

Zeb McFarland, Iowa Rural Water Association

Panel Discussion

Typical Lift Stations vs Seld Cleaning Trench Wet Well Lift Stations (WW)

Ballroom A

This presentation will include a general overview of lift stations with different wet well configurations and pump types, screening, and odor control options. The second half of the presentation will focus on the benefits of trench style wet wells in comparison to more typical wet wells.

Jonathan Contag, WHKS & Co

Public Relations and Customer Engagement

Room 311

Jennifer Bame, South Dakota Association of Rural Water Systems

2:30 – 3:30 PM

Setting and Maintaining User Rates (WT, WD)

Room 302/303

Utility rate increases can be contentious but are sometimes necessary for the health of the enterprise. In this session, we will discuss how to evaluate, set, and maintain equitable user rates, and how to approach the dreaded increase when it becomes necessary.

Nate Summers, UMB Bank

Lining Water Main vs Replacement (WD)

Room 312/313

Anthony Harrison, USG Water Solutions

More Than Just Alarming: Modern Monitoring Solutions (WW)

Ballroom A

This presentation introduces state of the art monitoring solutions that can be adopted by small utilities in a cost-effective manner. Utility leaders will learn about the capabilities of modern monitoring solutions; the value of data related to advanced analytics; the positive impact of AI; and preventive maintenance. We will cover key technologies including flow estimations, pump health monitoring, real-time data, and alarms. The presentation also provides a platform for an exchange between participants to improve their understanding about existing challenges and opportunities.

Kevin Stock, Steametric

Nutrient Reduction Round Table (WW)

Room 301

Round table discussion on Nutrient and Phosphorus removal for SBR and activated sludge plants also solutions recommended after the Great Wastewater Tour across Iowa the past 2 years.

Shane Metz, IRWA

Focus on the Future

Room 311

Dr. Withers will encourage the group on the benefits and importance of a strategic plan.

Dr. Bill Withers

3:30 – 5:30 PM Awards and Raffle Drawings Reception—Ballroom B

Wednesday, February 21st, 2024

*****NO EXHIBIT HALL on Wednesday*****

**7:15 – 8:30 AM Registration
Full Hot Breakfast Served – Room 306-309**

**8:00 – 9:00 AM Meter Reading: Where Have We Been, Where Are We Now, and Where Are We Going? (WD)
Room 302-305**
Many utilities have moved to mobile or fixed network meter reading technology. Mobile and Fixed Network meter reading reduces reading time, freeing up manpower for tasks related to water quality, water supply and public health protection. Additionally, there are new Advanced Metering Analytics (AMA) providing the utility with email/text notification of customized water flow exceptions, such as reverse flows and the availability of web based/smart phone application communication with end customers. This presentation explains the technological differences, introduces new technology, and discusses considerations for making the right technology decision for your utility.
Dan Van Overbeke, Mueller

Lagoon Microbiology – Biological Processes in Lagoons (WW)

Room 312/313

Patrick will review the biological processes that occur in lagoons, microbiology, biological treatment calculations, treatment kinetics, and the effects of the Critical 5 factors in lagoon treatment.

Patrick Ingle, Triplepoint Environmental

9:00 – 10:00 AM Non-Revenue Water (WD)

Room 302-305

Non-Revenue water and leakage are global issues. We will discuss NRW principles and identify the different types of NRW. We will utilize Allan Lambert's case studies into the effects of pressure management on leakage to show NRW reduction globally. Pressure management tools that could help reduce the volume of leakage will be presented. Utilizing a NRW calculator, we will show the monetary value of "plugging the leaks".

Ryan Carroll, Kodru-Mooney

Industrial Pretreatment Agreements (WW)

Room 312/313

Tom Atkinson, ISG

10:00 – 10:15 AM Break

10:15 – 11:15 AM What's In Your Water (WT, WD, WW)

Room 302-305

This session will cover the critical role of managing and maintaining the consistent supply of clean water.

Adam Ardolino, LinoH2o

Vendor Meeting

Room 311

Cathy Law, Iowa Rural Water Association

11:15 – 12:00 PM Vendor Appreciation Luncheon

12:00 – 1:00 PM Municipal Uses for Ozone (WT, WD, WW)

Room 302-305

Jim Baker, Primozone Inc

1:00 – 2:00 PM IDNR Water and Wastewater Updates (WT, WD, WW)

Room 302-305

IDNR

2:00 PM - CEUs/Adjourn

* Topics subject to change.