

"Training Tomorrow's Water
Professionals Today."

Year In Review 2011





A Message from the President

First and foremost, I want to thank all of our NCWOA volunteers who have been involved in putting together the *NCWOA Year In Review*. As always, you are very dedicated and do a very good job. Thanks to our staff, Angela Huntley and Cindy Gall who work behind the scenes to ensure that we have a high quality publication designed and delivered to our members.

As I look back at 2011, I realize that this was one of the busiest years that I can remember for the Association. Below are just a few of the major milestones and accomplishments for the year:

- **Angela Huntley (Public Relations Specialist)** was hired as a part-time contractor to assist the Membership, and Public Image committees and to assist with section meeting registrations. She was instrumental in developing a Facebook page, redesign of the website

and all of the publications you receive as a member.

- **Incorporated Technical and Human Interest Stories** in 'Go with the Flow' quarterly publication.
- **Our Strategic Plan was reviewed** and adjusted to reflect our current mission, vision, and goals. This included identifying our values, strengths, weaknesses, and our opportunities.
- **Joint Partnership with NC AWWA-WEA and NCRWA** to develop an education campaign to promote the value of water to the consumer.
- **Development of Blackboard** for students attending NCWOA Well & Surface Certification schools. The goal is to help identify student strengths & weaknesses by doing a pre and post knowledge assessment.
- **Ease of Registration** and purchasing by making use of credit cards an option for members.

- **Growth of Membership** to over 3000 members.
- Volunteer members has grown to over 100.
- **Corporate Sponsorship** from our local vendors helped to offset costs and allowed students at the certification schools and Advanced Days the opportunity to see new products and technologies.
- **NCWOA trained 494** water professionals at its two certification schools and two Advanced Days, 113 at Small Groundwater Seminars, 169 at Collection & Distribution Seminars, 222 at 4 additional seminars and over 600 professionals at Section meetings throughout the state.

Randy Hawkins
NCWOA President
City of Charlotte

A Message from the Editor

It's hard to believe, but another year has come and gone. Over the course of this past year, many changes have taken place. At the Annual Business Meeting, Banquet and Awards Dinner on September 27, 2011, it was my honor to be nominated as the NCWOA Public Relations Chair, which includes being the editor of the Annual Directory & the Year in Review. I give kudos to Julius Patrick for his many years of dedication and hard work while serving in this capacity in the association. I only hope I will be able to continue to serve as well as Julius has.

I am excited to have this opportunity to share the ways the NCWOA has grown to better benefit you, its mem-

bers. This year's Year In Review 2011 is reflective of the many accomplishments made by the association towards the enhancement of educational and professional opportunities for waterworks professionals throughout North Carolina.

The North Carolina Waterworks Association has provided years of dedicated service to the waterworks community. The Association itself serves as a collective atmosphere for the many people who, by their personal dedication and innovative strength, guide the future of the waterworks industry.

I challenge each of you to make every effort to become more involved in the association's work. Only then can



the NCWOA continue to expand into those areas which ultimately hold the key to our future development and success.

Kenneth Loflin
NCWOA Year In Review Editor
OWASA

2011 NCWOA Annual Awards



Outstanding Operator of the Year Award Ken Loflin, Orange Water and Sewer Authority

tion program. In May 2011, the plant received the Partnership's Excellence in Water Treatment award. This was the ninth water treatment plant in the country and the first in North Carolina to receive this recognition. He works with the plant team to write and update SOPs and he updates the operation maintenance manual as procedures are improved or facilities change. He is a member of his company's Leadership Management Team, Business Intelligence Team and Senior Safety Committee. He is an Incident Commander for the Spill Response Team. Under his leadership the plant received the Walter J Cournion Safety Award from NC AWWA-WEA in 2010. He is respected by his peers, consultants, contractors, and the water community. In 2010, he won the ultimate award by winning the NCWOA Slogan contest with his entry "Training Tomorrow's Water Professionals Today".

Ken is a 21-year water industry professional that began his career as an operator in 1990. He currently holds an A-Surface, C-Well and Grade I Physical Chemical Certification. He has chaired the NCWOA Board of Examiners and is a past Chair, Vice Chair and Secretary-Treasurer of the North Piedmont Section of NCWOA. He serves as an instructor at Annual schools and is a speaker for NCWOA seminars. He is always looking for opportunities to improve operations of the WTP. He led his Plant team through the multi-phased partnership for safe water surface water treatment plant optimization program.



Terry Goldman A-Well Cape Hatteras

Terry is an outstanding well water system operator/Superintendent who has worked in this industry for 22 years. He currently holds an A-Well Certification and a Grade I WW Biological Certificate.

He took surface water treatment techniques and adopted them to treat well water and later to membrane treatment. He is described as one of the best water treatment professionals in our state and he is currently working on a nanofiltration pilot study with the county water system he operates.

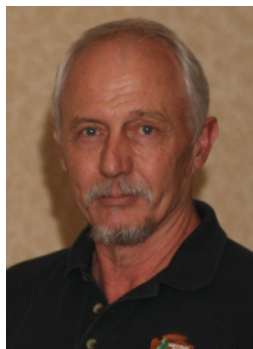
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Lamar Williams B-Well Town of Bryson

Lamar has been a surface and well operator for 20+ years. He holds a Grade B Surface license and a Grade B Well license. He owns and operates a private water and wastewater service company and acts as the ORC for 3 community groundwater systems, the Town of Santetlah, Tobacco Branch and Tapoca Lodge water systems, all located in the far reaches of our state in Graham County. He also works as the Superintendent of the Bryson City water and wastewater treatment facilities. Nominated by NC DENR representatives, he is described as an operator who, "always wants to assist others and is a true mentor to other operators in the region" and "a conscientious operator".

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Dave Lyvers C-Well National Park Services

Dave works for the National Park Service in the Great Smoky Mountains operating 6 public water systems to include: the Collins Creek Picnic Area, Bukam Mountain Campground, Newfound Gap, Purchase Knob, Big Creek and Cataloochie water systems. He has worked for the NPS for 7 years and is a US Air Force veteran. Prior to entering military service, he attended and graduated from Hayesville High School in Clay County, NC.

He is described by his nominator with the NC PWSS as someone who is very deserving of this recognition because of his, "outstanding and professional" ability as a water operator.

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Wayne Barton D-Well Blue Star Camps, Hendersonville

Wayne is the maintenance supervisor and operator for this small non-community (Boy's Camp) water system, located in Henderson County, NC. He is described by the DENR nominator as being someone who is, "very serious about providing safe and reliable water service to the 800+ campers and staff at this mountain camping facility". He is also described as someone who is very professional and is dedicated to operating and maintaining the water system in excellent condition at all times. He was recently very instrumental in leading the rehabilitation of the water system to include: the well and treatment facilities as well as the water storage tanks.

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2011 NCWOA Annual Awards *continued...*



Russell Ball
A-Surface
Town of Bryson City

Russell has worked as a water treatment plant operator for 11 years and as an ORC for the last 5 years for a me-

diuim size public water surface system. He has a Grade A-Surface license, a B-Well and B-Distribution license. He is a U.S. Army veteran and a Gulf War veteran, with awards of the Army Commendation and Southeast Asia Service Medals awarded. In 2008, he received the "Outstanding Small System Operator" award from the NC Rural Water Association.

He was nominated for this award by field staff members of the RWA and endorsed by the NC DENR. He has been described as an "Ambassador for his Town" and has been instrumental in the recovery of 33% of loss water over the last year.



Kevin Yates
B-Surface
Town of Madison

Kevin has worked as a surface water treatment plant operator for 10 years as a Lead Operator for a small cen-

tral Piedmont town. He currently holds a Grade B-Surface water license and is working towards getting his A-Surface very soon. He has been nominated by the NC DENR/PWSS staff of the Winston Salem office and described as a "true water professional" by the regional water treatment plant consultant.

As the lead operator, he has been instrumental in working to reduce disinfection by product levels at this water system and has been described as being a "tenacious" operator who responds promptly to any and all customers.



Beth Andrews
C-Surface
City of Asheville

Beth works at the beautiful water treatment plant lying in the mountain region just off of the Blue Ridge National

Parkway. She has been described by her supervisor as an "excellent operator" who has, since beginning employment, been someone who performs way above what is expected of her. She constantly seeks advice from fellow operators and management in order to make the water plant where she works a better place.

Her supervisor touts her as "an example of what management would like operators to be", and says that she consistently arrives each day at work with, "a smile on her face and with a positive attitude".



J.D. Monroe
Educator of the Year

J.D. has spent countless years training and mentoring operators throughout North Carolina. He is a

retiree and veteran of the U.S. Army. He is a former Water Treatment Plant Consultant with the NC PWSS of DENR and he retired from the State in 2010. Some of the accomplishments include: being Co-Chair and organizer of the NCWOA Western Spring School in Morganton, working diligently with NCWOA section chairs in meeting planning and training for regional meeting. He has taught numerous seminars and has been a guest speaker at many training events throughout the state. He has been an institution at the annual schools in Raleigh and Morganton where he often taught more classes than any other volunteer instructor. He is commonly known as "Mr. Fluoride" or "Mr. Math Lab".



Gina Kimble
Lab Analyst of the Year
City of Charlotte

This awardee has been a member of NCWOA since 2000 and an

employee of the City of Charlotte for more than 10 years, where she serves as a lead Laboratory Analyst in the Microbiology Section. While working for CMU, she has achieved a Master's Degree from UNCC and is currently working towards her PhD. She has been instrumental in helping Charlotte to obtain certification for the testing of Cryptosporidium and Giardia and is currently working in a CDC study for the analysis of E.coli. She is analyzing on the DNA genotyping methods for other various micro contaminants. She serves on the Laboratory Analyst Committee for NCWOA and has presented at the NC Lab Tech Day. She also presented at the national WQCTC conference in Savannah, Ga., in 2010 and has served on various national AWWA committees.



2011 Life Member Inductees

Life Membership is awarded to any active member who has maintained an uninterrupted membership in the Association for a period of 25 years, is in good standing with the Association, and elected by a two-thirds majority. Present to receive their awards were **Ray Hardee** (left) and **Mickey Alston** (right). Other inductees not present are: **Kevin Burns, Ralph Diggs, Jeffrey Hayes, Kasey Monroe, Darrell Padgett, Jonathan Powell, Lisa Richardson, Randy Robertson, and Jerry Townsend.**

72nd Annual Awards Banquet and Business

September 27, 2011, 6:00 PM

Raleigh, NC

President Leslie Carreiro called the meeting to order and welcomed everyone to the 72nd Annual Business Meeting.

President Carreiro called upon Victor Quick to give the opening prayer.

President Carreiro called upon Heather Adams to read the minutes from the 2010 Annual Business Meeting. Buddy Edmisten made a motion to approve the minutes as read and Julius Patrick made the second. Motion Passed.

President Carreiro called upon Buddy Edmisten, in the absence of Kasey Monroe, to read the Treasurer's Report for the last fiscal year.

Treasurer's Report:

Beginning Balance
\$ 664,336.00

Revenue
\$ 309,780.00

Expenses
\$ 283,555.00

Interest Income
\$ 4,221.00

Total Net Assets of June 30, 2011
\$ 694,782.00

Buddy Edmisten also reported that the Finance Committee had met and went over the Auditor's Report and all was in order. Buddy Edmisten thanked, NCWOA Administrator, Cindy Gall and Treasurer, Kasey Monroe for all their hard work.

JD Monroe made a motion to approve the Treasurer's report as read and Victor Quick made the second. Motion Passed.

President Carreiro called upon each Section for their Annual Reports.

Western Section: Report by Ron Reid on File.

North Piedmont Section: Report by Dusty Martin on File

South Piedmont Section: Report by Danny Williamson on File

Southeast Section: Report by Roy Lowder on File

Northeast Section: Report by Mike Bell on File

President Carreiro called upon each Committee for their Annual Report.

Board of Examiners-Report by Ken Loflin on File

Public Relations-Pam Gibson reported that NCWOA hired a Public Relations Specialist, Angela Huntley and she welcomed Angela to the team. NCWOA has revamped the NCWOA website and added Facebook to connect with the members. Pam Gibson also reported that the Public Relations Committee worked with the Membership Committee to create a Corporate Sponsorship package.

Seminar's Committee-Dave Parker reported that the Committee credited operators with 2,796 contact hours, an increase of approximately 15% from last year. The 10 seminars presented in 2010-2011 were as follows: "Wholesale Water Issues and Corrosion Control" in Morganton and Fayetteville; "The Very Small Groundwater Systems" in Burlington, Hickory, & Wilmington; "Completing the Cycle-Water Distribution and Wastewater Collections" in Gastonia; (2) "Filter Assessment Workshops" in Fayetteville; "Man vs. Machine" in Cary and "2011 Remote Lab Tech Day" which was a new endeavor of the Lab Analyst Committee. The Financial Report for the Committee is as follows:

Income \$ 16,995.00

Expenses \$ 6,635.00

Profit \$ 10,360.00

Lab Analyst Committee: Jeff Isley reported that Lab Tech day was held on



**Julius Patrick
Special Merit
Awardee**

Julius has been an integral part of our Public Relations Committee; initially serving as the editor for the yearbook. He began work-

ing closely with his company's Public Information co-worker to create the first NCWOA Year in Review and newly formatted directory. He has ensured that these new publications are professional, contain interesting information and kept others on schedule to ensure publications were ready for membership at the appropriate times. He has continued to obtain and increased advertising that supports the Associations publications. He worked hand in hand with the Membership Committee to create the Associations First Corporate Sponsorship Program.



**Kasey Monroe
Special Merit
Awardee**

Kasey has organized training schools, written grants, worked with state regulators, assisted in the

restructuring of the Association, taken hundreds of meeting minutes, secured assistance from vendors, operators and managers to promote the Associations through exhibits, advertising, seminars and schools. She has served on many committees over the years such as: schools, logistics, finance and Strategic Planning (2006, 2008 & 2011). She has continually taken care of the behind the scene activities, arranged hotels, meals, breaks, evening activities, banquets, gifts for students, instructors, and registration.

Kasey has given our Association over 25 years of service while also assisting other State and National water associations.

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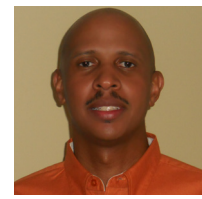
2011-2012 Executive Committee



President
Randy Hawkins
 City of Charlotte-
 Franklin WTP
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 rhawkins@ci.charlotte.nc.us



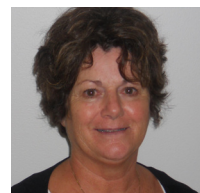
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2nd Vice-President
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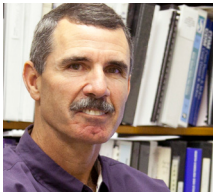
Past President
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 City of Asheville-
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 Retired
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 Angela@ncwoa.com

Business Meeting continued...

May 10th, 2011, in Raleigh. There were 120 drinking water attendees and 132 wastewater attendees. This year the Lab Analyst Committee held the 1st "Remote Lab Tech Day" in Charlotte. There were a total of 38 attendees.

Membership Committee: Dusty Martin reported that the NCWOA Membership consists of 2,946 Members and 8 Corporate Sponsors.

President Carreiro took a moment of silence to remember those members who has passed since the last meeting.

At this time, the President asked Dusty Martin to come forward to recognize the new Life Members with 25 Years of consecutive membership. They were as follows: Mickey Alston, Kevin Burns, Ralph Diggs, Ray Hardee, Jeffrey Hayes, Kasey Monroe, Darrell Padgett, Jonathan Powell, Lisa Richardson, Randy Robertson, and Jerry Townsend.

President Carreiro then presented Julius Patrick and Kasey Monroe with the "Award of Merit" for outstanding contributions to NCWOA and the membership.

Ray McCall came forward to present the Certified Operator of Year Awards. The recipients were:

A-Surface- Russell Ball, Town of Bryson City

B-Surface-Kevin Yates, Town of Madison

C-Surface-Beth Andrews, City of Asheville

A-Well-Terry Goldman, Cape Hatteras

B-Well- Lamar Williams, Town of Bryson City

C-Well-Dave Lyvers, National Park Services

D-Well-Wayne Barton, Blue Star Camps, Hendersonville

Ray McCall called upon Jeff Isley to present the Lab Analyst Award. The recipient was Gina Kimble of Charlotte-Mecklenburg Utilities.

Randy Hawkins came forward to present the Educator of the Year Award. The recipient was JD Monroe.

Dana Hill presented the Nominating Committee's proposed slate of Officers for 2011-2012 as follows:

Randy Hawkins-President, Charlotte Mecklenburg Utilities

Leslie Carreiro-Past President, City of Asheville

Chris Hollifield-Distribution Officer, City of Durham

Kasey Monroe-Treasurer

Heather Adams-Secretary, Old North Utility Services, Inc.

Chris Smith-1st Vice President, Fayetteville PWC

Julius Patrick-2nd Vice President, Greenville Utilities

Ken Loflin-Public Image Officer, OWASA

Ricky Langley-Board of Examiners Chair, Greenville Utilities

Dana Hill asked if there were other nominations from the floor. Victor Quick made a motion to accept the Nominating Committee's proposed slate of Officers and Roy Lowder made the second. Motion Passed. The Nominating Committee Chair was nominated from the floor. Dana Hill nominated Adam Waters. Buddy Edmisten made a motion to elect Adam Waters as the Nominating Committee Chair and Julius Patrick made the second. Motion Passed.

Immediate Past President Carreiro recognized the incoming and outgoing Board Members and Committee Members and thanked them for their service to the organization. Past President Carreiro then turned the meeting over to President Randy Hawkins. President Hawkins presented Leslie Carreiro with a plaque in appreciation for her service to the Organization and the Members.

Motion to adjourn made by Victor Quick and the second was made by Buddy Edmisten -Motion Passed

Respectfully Submitted By:

Heather Adams

CONGRATULATIONS to all the Area Wide Optimization Program Awards Winners for 2010!

Town of Weaverville

City of Morganton

City of Lenoir

City of Newton

Town of Andrews

Gastonia, Two Rivers Utilities

Town of Robbsville (both plants):
Tallulah and Rock Creek

Town of Waynesville

Town of Canton

Maggie Valley Sanitary District

City of Lincolnton

City of Marion

Town of Norwood

Town of Wilkesboro

Davie County Water System, Sparks
Road Plant, WP2

Town of Louisburg

City of Asheboro

City of Eden

Henderson-Kerr Lake Regional Water

Fayetteville Public Works-Hoffer
Plant, P01

Harnett County Dept of Public
Utilities

City of Sanford

Town of Cary

Orange Water and Sewer
Authority

2011 Committee Reports

Board of Examiners by Ken Loflin

2011 continued to be a busy time for the Board of Examiners. The committee convened a total of four times in addition to having committee members present at each exam site on all four exam dates in 2011.

During the four meetings the committee reviewed the 684 well & surface exams that were administered to operators. In addition, each exam was reviewed prior to the exam date to assure that the questions were relevant to each grade and that references for each question were accurate according to the study material and information being covered at the schools. Exams were also reviewed after being taken to insure that questions were properly worded and that all high percentage missed questions were relevant.

In September, Ricky Langley was nominated to serve as the Chairman for the Board of Examiner through the next term. We look forward to working with Ricky to continue to serve the Association's membership.

Committee Members:

Ken Loflin (Chair) Adam Waters, Julius Patrick, Victor Quick, Rick Langley, Gary Huntley, Heather Adams, Chris Smith, Jay Van Hoose, Rani Holland, Tommy Overby, Randy Hawkins, Jeff Carlisle, Carlton Smith

Membership by Dusty Martin

The Membership Committee met on March 8, 2011 in a joint meeting with Public Relations Committee. We discussed Membership Drive, the Membership brochure, the Newsletter, Event Marketing and the website. The Associations Membership is 2946 and we have 8 Corporate Sponsors.

Committee Members:

Dusty Martin (Chair) Mike Bell, Paul Hamrick, Kathy Gatlin, Kay Willis, Angela Huntley

Public Relations by Pam Gibbons

The Public Relation Committee met

twice and had several conference calls in order to save on time and resources. We have worked hard to deliver some really great products this year. The committee has worked to:

- Revamp the NCWOA website
- Redesign Marketing material
- Get all the Directory ads in color and recognize sponsors more
- Added four pages to Go With the Flow for additional stories and information
- Worked to enhance the Corporate Sponsorship package
- Redesign membership brochure
- Encouraged the sale of NCWOA ball caps, sweat shirts, t-shirts and other items.

Committee Members:

Roy Lowder (Co-Chair) Pam Gibbons (Co-Chair) Frank Efird, Betty Jones, Rick Langley, Julius Patrick, Chris Holifield, Kristin Lee, Angela Huntley

Annual Schools by Sandra Bradshaw

The Annual Schools Committee met twice to coordinate the spring school in Morganton and the Annual School in Raleigh.

The Morganton School had a total attendance of 183 with an Advance Day attendance of 56.

The Annual School in Raleigh had a total attendance of 192 with 63 attending Advanced Day.

The committee continues the creation and development of an on-line review for all school attendees.

Committee Members:

Sandra Bradshaw (Co-Chair), Vernon Madrid (Co-Chair) Mark Hahn, Lee Kiser, Blair Murray, Chris Smith

Lab Analyst Committee Report

Over the past year, the Lab Analyst Committee has continued its agenda of training and educating personnel in the analysis of drinking water.

On May 10th, 2011, Lab Technology Day was held at the McKimmon Center in Raleigh. There were 120 drinking water attendees and 132 wastewater attendees. These numbers represent a slight increase in drinking water attendees and a slight decrease in wastewater attendees, over the previous year.

This year also marked the start of a new seminar, titled "Remote Lab Tech Day". This seminar differs from the normal Lab Tech Day, in that it will be held at a different laboratory facility each year and will feature some hands-on lectures. This year, the seminar was held at the Charlotte-Mecklenburg Utilities Environmental Services Facility, on August 23rd. There were 25 paid attendees and 38 total attendees.

The Process Control Chemistry and Bacteriology schools continue to do well. Over the past year, 57 people have participated in one of the classes.

Finally, the Lab Analyst Committee members continue to attend sectional NCWOA meetings as often as possible and to offer assistance in training as needed.

Lab Analyst Committee Members:

Cindy Price (Co-Chair), Jeff Isley (Co-Chair), Sandra Bradshaw, Rick Bordeaux, Jesse Chadwick, Cindy Gall, Chris Goforth, Dustin Guyer, Gina Kimble, Patricia Quinichett, Steve Beale

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2011 Operator Spotlight Review



Mike Bell began his career in the water industry in the 60's. He is very active in NCWOA, teaching in the schools and continues to serve as Secretary/Treasurer for the Northeast Section. Mike won the J.M. Jarrett Award, one of the Public Health Industry's highest achievements. He has retired from DENR where he was a regional engineer for the Greenville Regional Office, the Eastern Regional Office and the Washington Regional Office.

Pam Gibbons works for the City of Dunn and serves as Co-Chair of the NCWOA Public Relations Committee. Her commitment to working to provide clean and safe drinking water, along with her passion for helping people, led her to Haiti to help with the relief efforts after the 2010 earthquake. Pam was grateful for her experience and the opportunity to help in Haiti. She recommends others to get involved in missions around the world.



Mike Richardson is the only one man that has the distinct honor of being President of all three of the major water associations in the state, NCWOA, NC AWWA-WEA and NCRWA. His long career in the water industry began in 1975. He is the Drinking Water Superintendent for Cape Fear Public Utility Authority. In the past, Mike has been honored by NCWOA with the Tom Flowers Award and the Outstanding Operator of the Year Award.

Mack Edmisten (Buddy) retired from The City of Lenoir after 43 years of service. The highlight of his retirement was North Carolina Department of Environmental and Natural Resources Secretary, Dee Freeman, presenting him with The Order of the Long Leaf Pine Award authorized by North Carolina Governor, Beverly Perdue. It is the highest honor given to civilians for service to the community and certifies him as an Ambassador for the state. Buddy continues to be very active in NCWOA.



2011 Committee Reports *continued...*

Seminars Committee by Dave Parker & Pam Moss

The NCWOA Seminars Committee presented 11 seminars in 2011. 688 operators were trained with a total of 4,128 contacts issued. The seminars were as follows:

February 22 & 23 in Fayetteville- Filter Assessment

March 10 in Cary- Man Versus Machine

April 6 in Morganton- Advanced Day

April 28 in Gastonia- Collection/Distribution

June 16 in Longview- Very Small Systems

August 17 in Wilmington- Very Small Systems

August 23 in Charlotte- Remote Lab Tech Day

September 28 in Raleigh- Advanced Day

October 18 in Forest City- Filter Assessment

November 3 in Wilson- Collection/Distribution

December 15 in Statesville- Man Versus Machine

The "Remote Lab Tech Day" was a new endeavor of the Lab Analyst Committee (Jeff Isley & Gina Kimble) and was well received. The committee will carry this seminar to the East in 2012. Thanks to the coordinators and the speakers for their efforts in this new initiative.

The committee has 11 seminars planned for 2012. The themes will include: Basics 2012, Collection/Distribution, Advanced Day (Alkalinity & pH), Small Systems, Remote Lab Tech Day, and Change Management. Check out the "Go With The Flow" and the NCWOA website at www.ncwoa.com for more information.

Thank you to all the committee members and to all the utilities who hosted

seminars. Thank you for your dedication and commitment to the continuing education of our water professionals in North Carolina!

Seminar Committee Members:

Dave Parker, Co-Chair

Pam Moss, Co-Chair

Dyk Luben, Collection/Distribution Sub-committee Chair

Carlton Smith, Small Systems Sub-committee Chair

Diane Williams

Tim Bishop

Gary Visser

Renee Lawrence

Jim Adams

Vance Brooks

Tony Mencome

Allan O'Briant

Ricky Langley

Chris Hollifield

Julia Cavalier

Jeff Isley, Lab Committee rep

Gina Kimble, Lab Committee rep

In Memoriam



Ronald Flynn, City of Asheville

He was a very dedicated employee that cared about the quality of his work and how well he did his job. Ronald greatly cared about everyone and was always a good friend and listener. He loved sharing amazing stories about unusual items caught in a pump, an interesting customer or tales from his coaching and hunting experiences. Ronald loved his wife and children dearly and always smiled when he spoke of them.



"Captain Ron" Long, Cape Fear Public Utility Authority

"It was our own personal joke...Ron could tear someone's yard to pieces making a repair and I would make the customer feel good about it. Sadly, Captain Ron was taken from us too early and left a void that will never be filled."

- Jim Tayson, Water Distribution Supervisor



Lee S. Dukes, Jr., City of Charlotte

Lee made a tremendous impact on the water industry and helped to establish the training standards for wastewater. He was a recipient of the Fuller, Jarrett, and Bedell Awards and was a 5S member. Because of his important contributions in the industry, the Lee S. Dukes Jr. Water Treatment Plant in Huntersville, North Carolina was named in his honor.

John Lambert, City of Statesville

In 2005, John accepted the senior operator position at the water treatment plant where he oversaw the laboratory and was the backup for the ORC of the facility. John operated the City of Statesville Water Treatment Facility until 2010, but because of health issues, retired after 10 years of service.

Morris Talton, Heyward, Inc.

Morris Talton was well-known in the industry for his expertise in wastewater treatment. He was the recipient of the Bedell, Hatfield and Fuller awards. He was also a 5S member who wore his gold shovel proudly.

2011 Membership Survey

NCWOA is always looking for ways to improve its service to you, the Association's valuable member. To ensure the Association is meeting the needs of its members, we would like you to take a few minutes to fill out this voluntary survey and mail it to **Victor Quick at City of Graham, P.O. Drawer 357, Graham, NC 27253** or complete the survey online at **www.NCWOA.com**.



Are you a member?

- ☐ Yes
- ☐ No

1) How long have you been a member of the Association?

- ☐ 1 year
- ☐ 1-5 years
- ☐ 6-10 years
- ☐ 11-15 years
- ☐ 16 years or more

2) How long have you been working in the water industry?

- ☐ 1-3 years
- ☐ 3-10 years
- ☐ 10-15 years
- ☐ 15-20 years
- ☐ 25 years or more

3) What NCWOA section meeting do you attend?

- ☐ Western
- ☐ Northeastern
- ☐ Southeastern
- ☐ South Piedmont
- ☐ North Piedmont

4) What license do you currently hold?

- ☐ Surface
- ☐ Well
- ☐ Distribution
- ☐ Cross-Connection

5) Are you a male or female?

- ☐ Male
- ☐ Female

6) What is your age?

- ☐ 18-25
- ☐ 26-30
- ☐ 31-40
- ☐ 41-50
- ☐ 51-60
- ☐ 61 or over

7) What is your ethnicity?

- ☐ White
- ☐ African-American
- ☐ Hispanic
- ☐ Native American
- ☐ Asian
- ☐ Other

8) What is the highest level of education you have completed?

- ☐ High School/GED
- ☐ Some College
- ☐ 2-Year College
- ☐ 4-Year College
- ☐ Master's Degree

9) Which of the following Association events have you attended in the last 2 years?

- ☐ Operator's School
- ☐ Section Meeting
- ☐ Seminar
- ☐ Lab tech Day
- ☐ Advanced Day

continued on back

10) Please rank the value of the following NCWOA member benefits with 1 being least important and 4 being most important.

Training	1	2	3	4
Association Discounts	1	2	3	4
Newsletter/Publication	1	2	3	4
Networking	1	2	3	4
Training Location	1	2	3	4

11) What do you feel the Association could do to better serve its membership?

12) What do you feel is the most important benefit you receive from a member of NCWOA?

13) Which methods of communication are helpful to you in your water industry job?

- ☐ Mailing
- ☐ E-mail
- ☐ Website
- ☐ Facebook

14) How far are you willing to travel for training seminars?

- ☐ 0-50
- ☐ 50-100
- ☐ 100-200

15) Are there any topics or subjects that you are interested in? (Specific training or ceu needs)

16) Check which organization you prefer to meet your training needs.

- ☐ NCWOA seminars/section meetings/Annual Schools
- ☐ NC AWWA
- ☐ NCRWA
- ☐ _____ List others

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