



# YEAR IN REVIEW - 2013

*Photo: Campbell's Creek - Maggie Valley*



# 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 Cindy Gall and Ray McCall who worked behind the scenes to ensure that we have a high quality publication, designed and delivered to our members.

Looking back, 2013 was an exciting year for the organization.

- Well written technical and human interest stories were added as a regular feature to the *Go With The Flow* quarterly publication
- Specific Strategic Plan tasks were reviewed. We are "on-track" with our mission, vision and goals
- Joint Partnership opportunities with NC AWWA-WEA and NCRWA continued by further developing its education campaign to promote the value of water.
- Registration for schools, classes, and purchasing of merchandise with credit cards became an option for members.
- There was continued growth in membership and volunteerism

- A new slate of enthusiastic officers were selected to serve on the board
- An opportunity to receive *Go With The Flow* and section meeting notices via e-mail was made an option
- Corporate Sponsorships increased, which helped to offset costs and allowed students at the annual school the opportunity to see new products and technologies
- An exhibit hall of vendors showing latest products is being added to the Morganton School
- A paid position was added to assist with the Public Image and Seminars & Schools committees

The executive board members and committees are dedicated, proactive, and creative at keeping costs as low as possible for our members, and our volunteers continue to develop our high quality seminars, advanced days and schools.

We hope you enjoy the Year in Review for 2013.

*Randy Hawkins*

2011-13 NCWOA President  
City of Charlotte - Franklin WTP

# FROM THE EDITOR...



It is truly amazing how quickly time passes. I have thoroughly enjoyed serving the NCWOA as its Public Image Chair and being the Editor for the NCWOA Directory and Year In Review. I wish Kathy Gatlin continued

success with this position as we celebrate the 75th year of the NCWOA in 2014.

We are excited to have this opportunity to share the ways the NCWOA has grown to better benefit you, its members. This year's Year In Review 2013 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 many years of dedicated service to the waterworks community. The Association itself serves

as the collective atmosphere for the many people, who by their personal dedication and innovative strength, guide the future of the waterworks industry.

I challenge each member 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 its future development and success. Please keep this in mind and join the NCWOA team in making this a reality.

I wish to express my sincere appreciation to the many committee members and staff who have contributed so generously of their time in preparation of material of this year's publication.

*Kenneth Loflin*

NCWOA Past Year In Review Editor  
OWASA

# NCWOA 2013 ANNUAL AWARDS...

## OUTSTANDING OPERATOR OF THE YEAR AWARD

### Mark Townsend, City of Lenoir

Mark recently retired from the City of Lenoir with over 35 years of service. He began his water service career with Lenoir in 1978 and worked his way up to Superintendent.

Mark has always been a steward of safe drinking water, from the beginning as an operator through his days as a laboratory supervisor for Lenoir and certainly as its Superintendent of Water Treatment. He is a graduate of Lenoir Rhyne University with a degree in business administration and was certified as a Grade A Licensed Operator in 1982.

He has always been a supporter and member of NCWOA and became a Life Member in 2011. He also served as the Western Section Chair during the last term and did an outstanding job of planning and conducting the business for NCWOA. He brought a sense of calmness and formality that was greatly respected by the members of the Western Section and planned many outstanding meetings during his tenure as chair.

Mark has always been recognized as a staunch citizen and an asset to his Caldwell County community in which he lives. He has served for over 20 years with the Sawmills Volunteer Fire Department and has served for many years as a deacon for the Dry Ponds Baptist Church. He and his wife Corrine have a daughter, Sara, who is a graduate of UNC-Chapel Hill and a son Luke, who is a graduate student at Vanderbilt University working on a doctorate in divinity.

Congratulations Mark on being the 2013 recipient of the Outstanding Operator of the Year and for your fine service to NCWOA and the citizens of North Carolina.

## EDUCATOR OF THE YEAR

### Victor Quick, City of Graham

Victor Quick has given a great amount of service to NCWOA and especially to the water operators since beginning his career in water treatment in 1987. Among being President of the Association in 2006-2007 and having served on just about every committee,



Victor has also been a dedicated educator to the water operators across this state.

Quick has taught many subjects over the years: math, pumps, water operations, and many others. It is not just his desire to teach that has made him successful, but also his "radio voice" and his "can do attitude," coupled with his command of the subject matter that has made him an outstanding educator.

Victor is currently the Utilities Director for the City of Graham and became a Life Member of NCWOA in 2012. No one more deserves to be named the 2013 Educator of the Year than Mr. Victor Quick.

## LAB ANALYST OF THE YEAR

### Jeff Isley, of City of Concord

Active in many areas of not only lab work but NCWOA, Mr. Jeff Isley, Laboratory Supervisor for the City of Concord, is known for his dedication and work in laboratory science and the promotion of laboratory operators throughout North Carolina. Jeff has been the co-chair of the NCWOA Laboratory Analyst Committee for many years and has helped to set up and lead numerous laboratory workshops and training events. He was instrumental in the development of the Remote Lab Tech Day, an annual training event held around the state at different water treatment plant laboratories, which focuses on the latest technology and techniques in the industry.

He is not only a laboratory supervisor, but also holds operator certifications for A-Surface, B-Well, and his Physical/Chemical licenses as well. His co-workers speak of how dedicated he is to his profession and how he is always looking to make improvements in laboratory operational procedures and techniques.

After 17 years of service to our water industry, Jeff has become a leader, mentor, and champion for the Laboratory Operators of North Carolina. That alone made him the prime candidate and recipient of the 2013 Laboratory Analyst of the Year.



## PRESIDENT'S AWARD OF MERIT

### Sandra Bradshaw, OWASA

Sandra has been a NCWOA volunteer for many, many years working with the Lab Analyst and Annual Schools committees. She has co-chaired the Annual Schools Committee since 2009. Her career in water treatment and as a laboratory analyst spans over 24 years, and she holds licenses as a Class II wastewater analyst, a Grade III wastewater operator and Grade C surface water operator. She also holds a B.S. Degree in Biology.

No one has been more dedicated and helpful to Cindy Gall in working to see that our annual schools function at a superb level. Cindy describes Sandra as, "A great leader and someone who always has a positive attitude with a strong motivation to get the job done on time and correctly."

All of these traits and the dedication given to NCWOA made Sandra an excellent candidate and recipient of the President's Special Award of Merit for 2013.

## A WELL

### Yama Jones, Currituck County

With 24 years of service to the drinking water industry, Mr. Yama Jones is known for his sense of humor. He never meets a stranger and with a firm handshake, you soon see why he is so well thought of by those who work with him and the citizens of Currituck County. As Water Plant Supervisor, Mr. Jones is driven in maintaining the highest level of cleanliness in the plant he and his staff are responsible for, and makes no apologies for doing so. He knows it's what his county expects from him.

With a list of certifications which include, A-Well, A-Distribution and several other relative certifications, he places employee knowledge high on his list of responsibilities and works hard in preparing his staff to continue their training and increase their own levels of certification. Safety is also a high priority to Mr. Jones and he leads his staff with monthly safety meetings and training events.

Those who know him describe him as a



# NCWOA 2013 ANNUAL AWARDS

man of solid character. I'm sure if you meet Yama you'll soon agree, he is very deserving of our A-Well Operator of the Year for 2013.

## B WELL

### **Kevin Brickhouse, Town of Chocowinity**



Mr. Kevin Brickhouse, Public Works Director for the Town of Chocowinity, has a reputation for being proactive rather than reactive with an eye towards the future. Mr. Brickhouse has been instrumental in helping make his department a more efficient and easier to maintain facility. One method of getting more from less is by increasing the usage of digital technology. It has been said Mr. Brickhouse not only takes care of the here and now, but looks at long-term in improving his facility and system.

In the 17 years he has been in the water industry, he has held a host of certifications, including A Distribution, B Well, Grade 1 Physical/Chemical water pollution control system operator, and many others. Training and safety are paramount to Mr. Brickhouse and he insures that his employees not only know, but follow established safety protocols and use of all safety devices and equipment.

A very approachable and friendly man, Kevin always conducts himself in a positive, professional manner. The citizens of his town, as well as his employees and managers, all have great respect for him and his easy-going manner and are very proud that he is one of theirs.

## C WELL

### **Ronald M. Mains, Smithfield Packing-Tar Heel Plant**



New challenges and opportunities do not scare Mr. Ronald Mains. During his 10 years in the water industry with Smithfield Packing Company at the Tar Heel NC location, Mr. Mains has earned the respect of his supervisor and fellow employees due to his constant professionalism and efforts to improve safety for all plant employees and visitors. Working as a reuse and well system operator, this C-Well Operator of the Year is gaining experience most operators in the industry never get a chance to see due to the unique type of facility where he works.

A self-motivated person, Mr. Mains does not back down from an opportunity to increase his knowledge and understanding of all aspects of water treatment. However, it's not all about improving himself, but others and the plant as well. He's quick to offer suggestions and was instrumental in a recent improvement with the chlorine feed system at his plant. Having a product that is consistent and reliable for the processing plant is a great source of pride for Mr. Mains.

Not content with resting on past successes and due to a unique opportunity his employer is able to offer, Ron has volunteered to work at an adjacent surface water plant so he can, as the US Army logo use to be, "be all he can be." He is a great asset to his supervisor, his employer, and his co-workers. Ron is sure to only become an even greater asset to the water industry.

## C- SURFACE

### **Don Elliott, Town of Waynesville**



Described as the first to lend a helping hand, Mr. Don Elliott, Operator with the Town of Waynesville, is looking forward to the future and is constantly seeking improvement on his skill level and training. Working in the industry for almost 10 years, Mr. Elliott has no problem getting dirty; be it packing a pump, cleaning a basin, mowing the grass, taking samples, or putting in the hours of study necessary to reach his goal of becoming a B-Surface operator.

One of the keys to learning is being able to instruct others. Mr. Elliott is noted for his ability to train other operators within the system in areas they may not be as experienced in as he. His willingness to volunteer to work night shifts or when other operators are sick or on vacation, speaks volumes of the value placed on him by his town and supervisor.

Those who know him best in this industry, know of his pride in the quality of work his system produces. Noted for being loyal to the Town of Waynesville and genuinely concerned about providing clean drinking water to his family, friends and the citizens of Waynesville, Don is well deserving to be our 2013 C-Surface Operator of the Year. We know we'll see much more of him in the future.

## A-SURFACE

### **Kristy Maddy, Western Carolina University**



Mrs. Kristy Maddy, the WTP Supervisor for Western Carolina University since 2007, can be described as what the entire water treatment industry should strive to be; a person of high integrity and someone who is always devoted to doing the best job possible. Her 12 years working for WCU have kept her busy with many projects at the water plant. She is a graduate of WCU and enjoyed her time there so much as a student, she decided to stick around and make WCU a career. After earning her degree in environmental health, she has since earned her A-Surface and a license to work as a wastewater treatment operator.

During her tenure with the University, some of the improvements made to WCU's 1.0MGD plant have been the completion of the rebuild project, rehabilitation of its main water storage facility, and a reorganization of the system's monitoring and reporting system. Key to her success has been good inter-personal skills, as well as, excellent organizations skills.

She continues to improve her knowledge at all times through classes and self-study, as well as, encourage and mentor the less experienced employees within the water system. One key to this learning is she is not hesitant to ask questions, seek assistance, and put the time and effort necessary to produce the best quality water supply to her consumers. With all the hard work she has done so far, we know we will continue to see many more years of dedicated service from Kristy.



# 2013 OPERATOR SPOTLIGHT REVIEW

## FEBRUARY: MYRON NEVILLE



In 1981, Myron was fresh out of ECU with a degree in biochemistry and unsure what path he wanted to take. Robeson County was building a new water plant, and the superintendent knew Myron, so he offered him a job. With the exception of a short period of time with the City of Lumberton, Myron has spent his career

at Robeson County where he is currently the water treatment superintendent.

Myron's activity with the NCWOA has taken him across the state, and he seems to know someone where ever he goes. Fellow employees depend on Myron and know he will accomplish any task he is given and solve any problem that arises. He is also recognized as being easy to work with.

Myron is a Life Member of the NCWOA, has served on the Board of Examiners, and held the positions of Chair of the Board of Examiners and Yearbook Editor. He was appointed to the Certification Board by Governor Jim Hunt (2000 - 2009). He received the A Operator of the Year Award in 1987-1988 and the Operator of the Year Award in 1999.

## MAY: VICTOR QUICK



Like many people in the water profession, Victor Quick didn't start his career with the vision of becoming a water operator, the opportunity just found him. After he started at Campbell University as a voice major, Victor turned towards philosophy and religion with the plan to work in juvenile

probation, until Rodney Carr offered him a job with Harnett County Public Utilities. Victor's path then led him from Harnett County to the City of Dunn, to the City of Graham in 2000, and then to become the Public Utilities Director for the City of Dunn in 2004.

Victor is truly an asset to the City of Graham and described as easy to work with and someone that encourages team effort.

Victor is a Life Member of the NCWOA, as well as, a member of NC AWWA-WEA and NCRWA. He has served the NCWOA as president of the southeastern section, a member of the Board of Examiners, and Membership Chair.

## AUGUST: STEVE GRAVES



Unsure of his next move after determining his original career path wouldn't work, Steve Graves started his career in water at the suggestion of his brother, a water operator in Seattle, WA. Steve started with Orange Water & Sewer Authority as a meter reader in 1985, worked there for 12 years, and then returned to OWASA in

1999 as a treatment plant operator trainee. Steve has worked the night shift for 6 years and enjoys it because there is no one around and he can get a lot done.

He loves his job and takes pride in improving on things and making good, quality water.

## NOVEMBER: JD MONROE



After retiring from the Army in 1975 with the rank of Chief Warrant Officer W3, JD Monroe was in need of a job, and his friend, who was a town superintendent, was looking for a water operator. This was the beginning of JD's 22 year-long career. He retired from his position as a water plant consultant for the state of North Carolina in 2008.

JD has always considered education important and is known for his ability to teach any operator; no matter what their skill level or certification. He was instrumental in organizing NCWOA's spring school in Morganton.

## 2013 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.

*Pictured: Vernon Madrid, Shelton Stuckey, Thomas Muse, and Glen T. Credle*



Joe H Arrington  
Russell E Bateman  
Lawrence G Battaile  
Warren W Burris  
Jeffery L Carlisle

Joel M Clarke  
Glen T Credle  
M.J. Bob Doyle  
Danny E Ellis  
Scott W Fleenor

Connie M Gross  
Rebecca H Guggenheim  
Ricky L Holden  
Richard A Jenkins

Vernon L Madrid  
Steven Massengale  
Tony L McCabe  
W Thomas Muse  
Dennis P Newbern

Merrill T Perry  
Katie L Radford  
Shelton R Stuckey

# 2013 - 2014 EXECUTIVE COMMITTEE

## PRESIDENT



**Chris Smith**

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## CHAIR – BOARD OF EXAMINERS



**Carlton Smith**

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## CHAIR – SOUTHEAST SECTION



**Roy Lowder**

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## FIRST VICE-PRESIDENT



**Julius Patrick**

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## CHAIR - PUBLIC IMAGE



**Kathy Gatlin**

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## CHAIR – NORTHEAST SECTION



**Pat Irwin**

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## SECOND VICE-PRESIDENT



**Jeff Isley**

City of Concord

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## CHAIR – NOMINATION COMMITTEE



**Leslie Carreiro**

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## DISTRIBUTION OFFICER



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## SECRETARY



**Michelle Clements**

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## CHAIR – WESTERN SECTION



**Sam Molinas**

Broad River Water Authority

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## NCWOA ADMINISTRATOR



**Cindy Gall**

NCWOA

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## TREASURER



**Ken Loflin**

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## CHAIR – NORTH PIEDMONT SECTION



**Dusty Martin**

Orange Water & Sewer Authority

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## NCWOA ADMINISTRATIVE SUPPORT AGENT



**Ray McCall**

NCWOA

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## PAST PRESIDENT



**Randy Hawkins**

City of Charlotte – Franklin WTP

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rhawkins@ci.charlotte.nc.us

## CHAIR – SOUTH PIEDMONT SECTION



**Paul Judge**

PWS - MRO

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**SEND YOUR  
FAVORITE  
HISTORICAL  
PICTURE OF YOUR  
WATER PLANT TO  
RAY McCALL  
ray@ncwoa.com**

# 2013 ANNUAL BUSINESS MEETING...

## 74<sup>th</sup> Annual Business Meeting September 24, 2013, 6:00 PM Raleigh, NC

President Randy Hawkins called the meeting to order and welcomed everyone to the 74th Annual Business Meeting.

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

President Hawkins called upon Heather Adams to read the minutes from the 2012 Annual Business Meeting. Marty Wilson made a motion to approve the minutes as read and Don Williams made the second. Motion Passed.

In the absence of Kasey Monroe, President Hawkins called upon Buddy Edmisten to read the Treasure's Report for the last fiscal year (July 1 2012-June 30, 2013).

### Financial Report

Beginning Balance: \$740,197.00  
Revenue: \$251,145.00  
Expenses: \$260,336.00  
Interest Income: \$ 6,702.00  
Total Net Assets of June 30, 2013:  
\$737,708.00

Chris Smith made a motion to approve the Treasure's report as read and Roy Lowder made the second. Motion Passed

Buddy Edmisten reported that the Finance Committee had met and went over the Auditor's Report and all was in order and there were no recommended changes. Buddy Edmisten thanked NCWOA Administrator, Cindy Gall, for all of her hard work.

### President Hawkins called upon each Section for their Annual Reports.

Western Section: Report by Mark

Townsend on File

North Piedmont Section: Report by Dusty Martin on File

South Piedmont Section: Report by Paul Judge on File

Southeast Section: Report by Roy Lowder on File

Northeast Section: Report by Mike Bell on File

### President Hawkins introduced and welcomed Ray McCall our new Support Agent.

President Hawkins called upon each Committee for their Annual Report.

### Seminars Committee

Pam Moss reported that the Association credited operators with 3240 hours which was a 15% increase from last the fiscal year. There were 10 seminars presented in 2012-2013. The financial report for the Committee is as follows:

Gross Revenue: 28, 850.00  
Expenses: \$9,993.00  
Profit: \$18,917.00

### Annual School Committee:

Raleigh 2012 School Attendees

A Well - 12  
B Well - 29  
C Well - 61  
A Surface - 35  
B Surface - 42  
C Surface - 55  
Total - 234  
Advanced Day - 83  
Total - 317

Morganton 2013 School Attendees

B Well - 11  
C Well - 46

A Surface - 36  
B Surface - 36  
C Surface - 40  
Total - 169  
Advanced Day - 86  
Total - 255

### Lab Analyst Committee

Jeff Isley reported that Lab Tech Day was held on May 7th, 2013, in Raleigh. There were 94 drinking water attendees and 151 wastewater attendees. There were also 59 Exhibitors with 36 Booths, which was a sell-out. This year the Lab Analyst Committee held the 3rd Annual "Remote Lab Tech Day" in Black Mountain, NC. There were a total of 40 attendees, which was a sell-out. Two Process Control Chemistry classes and two Bacteriology classes were held this year. There will be one more Bacteriological class in the fall, which is currently full.

### Board of Examiners

Ricky Langley reported that 619 people took the exams and 316 passed the exams which is a 51% passing rate overall.

A-Surface: of 92 exams taken, 57 passed  
B-Surface: of 100 exams taken, 44 passed  
C-Surface: of 123 exams taken, 76 passed  
A-Well: of 13 exams taken, 8 passed  
B-Well: of 67 exams taken, 27 passed  
C-Well: of 224 exams taken, 104 passed

### Membership Committee

Victor reported that the NCWOA Membership consists of 3050 Members.

### Public Relations

Roy Lowder reported that Committee had conference calls to discuss various items such as the "Go with the Flow", Directory, and Year End Review.



2013 - 2014 Board



# 2013 ANNUAL BUSINESS MEETING

## Rules Committee

Roy Lowder made a motion for Scott Christiansen to present an amendment to the Constitution to the voting Membership present at the Annual Business Meeting and Victor Quick made the second. Currently, the last sentence of Article 9, Section 5-Duties of Officers states, "The term of office shall be a minimum of, but not limited to, a two year term." The Committee is proposing the following: "The Term of Office of Treasurer shall be a minimum of two years with a maximum of two consecutive terms for a total of four years." The Membership that was present voted. The ayes carried and there were none opposed.

**President Hawkins observed a moment of silence to remember those Members who have passed since the last meeting.** Jack Mason, Maylon Weeks, Bill Harvey, John Robert Beard III, Randy Buck, and Tim Odey.

**President Hawkins recognized the Corporate Sponsors:** Tri-Lite, CMT, Advanced Enterprise Systems, Charles R, Underwood Inc., Kemp Inc., Fortech, Pearson Pumps, Univar, McGill & Associates, HDR, Brown and Caldwell, Brenntag. President Hawkins also recognized any Exhibitors that were present.

**President asked Victor Quick to come forward to recognize 22 new Life Members with 25 Years of consecutive membership.** They were as follows: Joe Arrington, Russell Bateman, Lawrence Battaile, Warren Burris, Jeffery Carlisle, Joel Clarke, Glen Credle, M.J. Bob Doyle, Danny Ellis, Scott Fleenor, Connie Gross,

Rebecca Guggenheim, Ricky Holden, Richard Jenkins, Vernon Madrid, Steven Massengale, Tony McCabe, W. Thomas Muse, Dennis P. Newbern, Merrill T. Perry, Katie Radford, Shelton R. Stuckey.

**President Hawkins stated that there were 49 AWOP Awards given out by Public Water Supply for the year 2012.**

**President Hawkins recognized the Special Award of Merit** and the 2013 recipient was Sandra Bradshaw of OWASA.

**Carlton Smith came forward to present the Certified Operator of Year Awards.** The recipients were:

A-Surface- Christy Maddy, Western Carolina University

C-Surface-Don Elliot, Town of Waynesville

A-Well-Yama Jones, Currituck County

B-Well- Kevin Brickhouse, Town of Chocowinity

C-Well-Ronald Maines, Smithfield Packing of Tarheel

Lab Analyst Award-Jeff Isley, City of Concord

Educator of the Year Award-Victor Quick, City of Graham.

**Leslie Carreiro presented the Outstanding Operator of the Year** - Mark Townsend, City of Lenoir.

**Dusty Martin presented the Nominating Committee's proposed slate of Officers for 2013-2014 as follows:**

Randy Hawkins - Past President, Charlotte

Mecklenburg Utilities

Chris Smith - President, Fayetteville PWC

Julius Patrick - 1st Vice President, GUC

Jeff Isley - 2nd Vice President, City of Concord

Michelle Clements - Secretary, The East Group

Ken Loflin - Treasurer, OWASA

Carlton Smith - Board of Examiners Chair, NCDENR

Kathy Gatlin - Public Image Chair, UNIVAR

Kyle Smith - Distribution Officer, NRWASA

Dusty Martin asked if there were other nominations from the floor. Roy Lowder made a motion to accept the Nominating Committee's proposed slate of Officers and Marty Wilson made the second. Motion Passed.

President Hawkins asked for nominations from the floor for a Nominating Committee Chair. Dusty Martin made a motion to elect Leslie Carreiro as the Nominating Committee Chair and Chris Smith made the second. Motion Passed.

President Hawkins turned the meeting over to Chris Smith, the newly elected NCWOA President. Chris presented Randy with a plaque for his dedicated service to the Association.

Motion to adjourn was made by Roy Lowder and the second was made by Buddy Edmisten -Motion Passed.

Respectfully Submitted By:  
Heather Adams

## 2012 AREA WIDE OPTIMIZATION PROGRAM AWARD WINNERS

Appalachian State University  
Broad River Water Authority  
CFPUA-Wilmington  
Charlotte-Mecklenburg-Franklin WTP  
Charlotte-Mecklenburg-Lee Duke WTP  
Charlotte-Mecklenburg-Vest WTP  
City of Asheville-North Fork WTP  
City of Asheville-W. DeBruhl WTP  
City of Belmont  
City of Cherryville  
City of Eden  
City of Hendersonville  
City of Hickory  
City of Lenoir  
City of Lincolnton  
City of Marion

City of Monroe  
City of Mount Airy-F.G. Doggett WTP  
City of Mount Airy-S.L. Spencer WTP  
City of Mount Holly  
City of Newton  
City of Sanford  
City of Statesville  
Fayetteville Public Works Commission  
Hamlet Water System  
Harnett Co. Department of Pub. Utilities  
Henderson-Kerr Lake Regional Water  
Lincoln County WTP  
Maggie Valley Sanitary District  
Orange Water and Sewer Authority  
Salisbury-Rowan  
Town of Andrews

Town of Boone  
Town of Burnsville  
Town of Canton  
Town of Louisburg  
Town of Mayodan  
Town of Mooresville  
Town of Pilot Mountain  
Town of Pittsboro  
Town of Robbinsville-Rock Creek WTP  
Town of Robbinsville-Talullah WTP  
Town of Waynesville  
Town of Weaverville  
Town of Wilkesboro  
Two Rivers Utility  
Western Carolina University  
Woodfin Sanitary Water and Sewer District



# 2013 COMMITTEE REPORTS...

## SEMINARS COMMITTEE

Respectfully Submitted,  
Pamela L. Moss  
Chair, NCWOA Seminars Committee

The Seminars Committee credited operators with 3240 contact hours in the Fall 2012 – Fall 2013 seminars program. This was an increase of almost 15% from the same time frame last year. Considering all the budget cuts in our industry, showing an increase in attendance is a great sign of the quality of the seminars that NCWOA has become known for. The seminars presented in Fall 2012 thru Fall 2013 are listed in the minutes from the NCWOA Annual meeting under the Seminars Committee Annual Report.

We will round out the remainder of 2013 with the following seminars: “Completing the Cycle – Water Distribution & WW Collections” in Shelby, “How Do You Manage Construction & Still Make Water” in Welcome, “Colorimetric Analysis of Chlorine & Chloramination Workshops – Hach” in Kinston & Sanford, and “What’s Your Preventive Maintenance Program” in Kinston.

The Seminars Committee is currently hard at work organizing the 2014 schedule. We want to continue to offer high quality seminars on a variety of topics that are important to the professional development of our water operators. We plan to continue our very successful “Very Small Systems” seminars and the “Collection / Distribution - Completing the Cycle” seminars. We will again conduct the “Remote Lab Tech Day” in the summer and also partner with Hach Company for more analytical instrumentation training. We are also working on seminars for Lead & Copper and for Maintenance. Watch out for more information in the *Go With The Flow* as well as on our website, [www.ncwoa.com](http://www.ncwoa.com).

The Seminars Committee is also responsible for the Advanced Day programs at the Spring & Fall Water Schools in Morganton & Raleigh. We are currently working on the programs for 2014 and the topics will cover issues surrounding Disinfection By-Products.

We have continued to work diligently to keep the cost of these programs to the operator as low as possible and still generate revenue to assist the Association with our mission and operations. Thank you to all the utilities that supported the seminars program with free or low cost meeting rooms. Your partnership is very important to the success of our seminars program!

Thank you to all the volunteers of the Seminars Committee, to all the speakers, and to Cindy Gall, NCWOA Administrator, for your dedication and commitment to the professional development of all

the water system operators in North Carolina. We also welcome Ray McCall, NCWOA Support Agent, to our committee and look forward to his expertise in the development of our future programs. We all look forward to another successful year in 2014!

## MEMBERSHIP COMMITTEE

The 2013 Annual Business Meeting marked the end of the Membership Committee as a stand-alone committee. During the last several years, the Membership and Public Relations committees have worked together to promote both membership and the Association; often times duplicating efforts. NCWOA has developed and adopted a long range strategic plan to insure the continued success of the Association. This plan provided the opportunity and vision to combine these committees into a larger, more effective committee that is now known as the Public Image Committee. This newly formed committee consists of Member Services and Operator of the Year Award. If you are a member of NCWOA, we encourage you to both promote and become involved in your Association. If you are employed in the drinking water industry and not a member, the Membership Committee questions, Why Not? NCWOA is the premier organization for educating certified operators and providing training to water treatment professionals as required by NCDENR certification regulations. Membership provides the opportunity to network with other professionals in the industry and proves to be an invaluable resource for career development in the treatment and distribution of drinking water.

The Membership Committee was honored to present the Lifetime Membership Awards at the Annual School in Raleigh to twenty-three of its members. Lifetime Membership is awarded to members with 25 years of service to the Association. NCWOA currently has a total of 3074 members of which, 377 are lifetime members. The Association realized a net increase of 25 new members during the past year. Approximately 750 of its members hold a Distribution or Backflow/Cross-Connection certification. The Membership Committee wishes to thank all of its members for making NCWOA the outstanding Association it is today.

### Committee Members:

Victor Quick – Chair  
Mike Bell  
Michael Mull  
Paul Hamrick  
Kathy Gatlin  
Kay Willis



2013 - 2014 Board & Committee Chairs

# IN MEMORIAM

## BOB BEARD



Bob Beard died at the age of 63 and had over 40 years of experience in the water treatment field. Bob was hired by CMUD in 1972 as a TPO and promoted

to Water Supply Technician (later named Water Quality Technician I) in 1978. His promotions continued, to Treatment Plant Mechanic I in 1986, Treatment Plant Mechanic II in 1992, and then transferring to the Lee S. Dukes plant in 1999. Prior to working for CMUD, Bob served in the United States Coast Guard. He was a member of NCWOA since 1999.

## KENNETH BELLO



Kenneth Gerard Bello died peacefully at home while engaged in one of his favorite pastimes, watching sports on television. He was born July 8, 1951, and was named

for the Duke basketball coach Gerry Gerard.

He attended Davidson College, graduating in 1973, and then enlisted in the Peace Corps where he was in the group held hostage in Uganda by Idi Amin. He went on to serve in Zaire. Returning to Raleigh, he earned his Master's at NC State. Following graduation, he worked for the State of North Carolina in the Health Department. He then took time off and traveled throughout the United States, visiting many of our national parks.

Returning to North Carolina, he decided to focus on wastewater management, working in Durham, Wilmington, Monroe, and Henderson. He developed lymphoma, continuing to work full-time in Henderson despite his medical treatments. He retired in 2012 and shared his love of life with his family and friends. He was a member of NCWOA since 1984.

## RANDY BUCK



Randy, a native of the Black Jack community of Pitt County, was a graduate of J. H. Rose High School and attended East Carolina University. He was employed

at Greenville Utilities Water Treatment Plant for 20 years until his retirement in 2003. He held both A-Surface and A-Well certifications. In addition to being a

dedicated operator, Randy had excellent computer skills. He was instrumental in setting up operator log sheets in which a few are still in existence today. He was a member of Faith Assembly of God. A lifelong musician, Randy had played keyboard and sung with the Band of Oz, the Melody Makers, and the Southern Revival. He is survived by his wife, Beth, and four children: Bailly, Jackson, Melinda, and Ryan. He was a member of NCWOA since 1996.

## ROGER GIBSON

Mr. Roger Gibson passed away October 31, 2013. He was hired as a Water Treatment Plant Operator August 28, 1972 and retired April 1, 1997 with 24.58 years of service with the City of Albemarle Public Utilities Department in the Plants Division.

## BILL HARVEY

City of Eden  
Member of NCWOA since 1985.

## JACK MASON

Hyde County  
Member of NCWOA since 1975.

## THOMAS GWYN MCRARY



Thomas Gwyn McRary, 58 of Hudson, passed away Wednesday, December 11, 2013 at Wake Forest Baptist Medical Center, Winston-Salem, NC.

Mr. McRary was a very active member of Center Grove Baptist Church where he served as Deacon, Sunday school teacher, and choir member. He was a Mason with Watauga County Lodge. During his career, he was employed by the Town of Blowing Rock and the Town of Granite Falls. Tom was employed by the Town of Blowing Rock since October 1979 and was the Director of Plant Operations for the water/wastewater plant. He was a member of NCWOA since 1973.

## JOHN THOMAS RYAN



John Thomas Ryan, 57, of Kill Devil Hills, NC died on Friday, December 27, 2013 at his residence. He was born in Morgantown, WV. Mr. Ryan was employed with the

Town of Nags Head for 13 years and was a certified water treatment operator. He was an avid Pittsburgh Steelers and WVU

Mountaineers fan. He was a member of NCWOA since 2012.

## GLEN F. SNADER



Glen F. Snader, 59, died on Monday, January 1, 2014. Very active within his community, Glen was a member of Tabernacle Baptist Church, where he

served as a teacher and head of men's ministry. He was the co-founder of Philippians 4:13 Ministry where he was able to provide love, food, and labor for his community. A native 'Washingtonian' Glen grew up finding his passion for boats, cars, music, and serving at a very young age. Glen's heart was always with his family, church, and the ones he served through his men's ministry.

Glen wore many hats. He was a loving husband to his sweetheart, Joyce, devoted father and grandfather, biscuit maker extraordinaire, BBQ Pitt-Master, Guinness World Record participant, woodworker, fixer and builder of all things, boater and fisherman. As the proud business owner of SRS Systems with his wife, he loved and valued all his customers.

He was active in NCWOA from 1982 to 2000.

## KEITH SPANGLER

Forest City  
Member since 1999

## MAYLON MCKINLEY WEEKS



Maylon McKinley Weeks was employed with the Town of Mt. Olive for 52 years. He served in numerous capacities, including being the first paid fireman, public works

supervisor, interim town manager, and most recently special projects director. He was not only a source of knowledge for the town, but a friend as well. He was born on September 14, 1936 and passed on July 13, 2013. He was a member of NCWOA since 1978.

## ALBERT WHITAKER

Albert passed away November 23. He was 85 and had 45 years service with Greensboro Water Resources. He was a kind soul and a helpful friend. Member since 1977.





*Morganton School - C Surface*



*Raleigh School - C Surface*



*Morganton School - B Surface*



*Raleigh School - B Surface*



*Morganton School - A Surface*



*Raleigh School - A Surface*



*Morganton School - C Well*



*Raleigh School - B Well*



*Morganton School - B Well*



*Raleigh School - A Well*

Cindy Gall, Administrator  
N.C. Waterworks Operators Association  
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### NCWOA 2013 - BY THE NUMBERS

3,074 = TOTAL MEMBERS

NE SECTION = 622, SE SECTION = 795, SP SECTION = 466, NP SECTION = 604, WESTERN SECTION = 587

2,796 + HOURS OF CREDIT ISSUED THROUGH 9 SEMINARS

255 STUDENTS AT THE SPRING SCHOOL IN MORGANTON: B-WELL = 11, C WELL = 46, A-SURFACE = 36,  
B-SURFACE = 36, C-SURFACE = 40, ADVANCED DAY = 86

294 STUDENTS AT THE ANNUAL SCHOOL IN RALEIGH: A-WELL = 13, B-WELL = 25, C WELL = 50, A-SURFACE = 32,  
B-SURFACE = 39, C-SURFACE = 57, ADVANCED DAY = 78

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