

# TEXAS WATER UTILITIES JOURNAL

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NUMBER 7

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# MID

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# AW

*Energy*





## 100 Years Strong Texas Water Utilities Association Regional Training – 2019

Date	Event	Contact
July 22nd - 24th 2019	Southwest Texas Regional School - McAllen	Lynn Short - 361-212-8243
July 30th - August 1st 2019	Permian Basin Regional School - Odessa	Norma Clark - 432-528-1608
August 26th - 29th 2019	East Texas Regional School - Tyler	Mike Norris - 903-939-8278
October 22nd - 24th 2019	Far West Texas Region - Ft. Stockton	Norma Clark - 432-528-1608
November 4th - 7th 2019	West Texas Regional School - Lubbock	Paul Kite - (806) 774-1205





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I wish to thank the boards of the regional events that I have attended so far. Each region may have a little different twist, but the focus is to assist those attending and hoping to advance a license or renew. Thank you for your time and efforts and keep up the good work.

1 Corinthians 13 – When I was a child, I spoke as a child, I understood as a child, I reasoned as a child; but when I became a man, I put away childish things. I wanted to share this verse with you, and hopefully, it will make more sense as you read.

One area of TWUA that surprisingly needs to be addressed is talking and disruptions at TWUA functions during presentations. Please allow me to share my thoughts and experiences on this matter. We have a new generation of worker, so perhaps there needs to be a discussion related to behavior and respect at lunch in the regional setting as well as the monthly district meetings. Noisy audiences create problems for all speakers.

My attempt in bringing this topic up is not to alienate anyone, but I may step on some toes. Talking during the business portion of lunch or a district meeting, is just disrespectful. When adults and professionals need to be told to “hold it down” or repeatedly asked for their attention while presenters are attempting to share information or board members are attempting to conduct business over those who find their discussion more interesting, is annoying.

Up until the time, the business portion of the lunch or gathering convenes, chatting, or sharing information among the attendees is a good thing. Once the meeting starts, whatever is being discussed can and should wait.

At a recent regional school in which lunch was provided, the presentations could barely be heard over the roar of the audience. There are important items presented by TCEQ and representatives of TWUA, and it is intimidating enough to stand before 300 + people, but try it when 250 of those are carrying on conversations (loudly) and are oblivious to announcements or messages attempting to be delivered. Now, place yourself in the shoes of a vendor or product representative at district meetings, and this same disrespect is happening.

I try not to present a problem without at least one solution, so what about this – when it appears announcements are beginning or speakers approach the podium, if you are not interested in the presentation, stop talking or respectfully clean your area, and leave. It is far more considerate to walk out and not contribute to the noise, than to be part of the roar. If it is a district meeting, you obviously will not get your continuing education hours. What if you leave a regional school luncheon? You miss out on information and any door prizes, but no one forces you to participate in the lunch. When you eat someone's food, it is customary to listen attentively to their message.

Point of this discussion, we are professionals we want to be treated and compensated like professionals – we should all strive to act more professional and more respectful, particularly at TWUA functions where the audience could be looking to TWUA members to step up and be the example.

John W. Krause

President, TWUA

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by Russell Hamilton, TWUA Executive Director



Father, we acknowledge you as the creator of all. We need you, and we welcome you. We come into your presence seeking your grace, your mercy, your guidance, and forgiveness. Father, continue to bless us as only you can. We pray for your favor and ask that 2019 will be a great year. We ask that you protect, watch over, lead, guide, and bless TWUA. Amen

As of June 1, 2019 – In West Texas, Lake Ivie is sitting at 68.5 % (+10.5 %). Lake Spence is sitting at 28.8 % (+1.4 %). White River is sitting at 24.2 % (+ 6.9 %). Panhandle - Lake Meredith is sitting at 40.7 % (+ 1.9 %) and Greenbelt is at 22.3 % (+ 1.0 %). If you want to get a complete look at lake levels, go to [www.waterdatafortexas.org](http://www.waterdatafortexas.org).

**July 23<sup>rd</sup> – 25<sup>th</sup>** – Southwest Texas Regional School in McAllen will be offering operator training. Steve and the board welcome those in this region of the state to take advantage of this operator training. If you are looking to advance a license or continuing education for license renewal give the TWUA McAllen School a try. Please keep in mind that for TCEQ Testing, **Electronic Applications are due 30-days prior.**

**July 30<sup>th</sup> – August 1<sup>st</sup>** – Permian Basin Regional School in Odessa will be offering operator training. Tom and Norma welcome those in this region of the state to take advantage of this operator training. If you are looking to advance a license or continuing education for license renewal give the TWUA Odessa School a try. Please keep in mind that for TCEQ Testing, **Electronic Applications are due 30-days prior.**

**August 26<sup>th</sup> – 29<sup>th</sup>** – East Texas Regional School in Tyler will be offering operator training. Mike and the board welcome those in this region of the state to take advantage of this operator training. If you are looking to advance a license or continuing education for license renewal, give the TWUA Tyler School a try. Please keep in mind that for TCEQ Testing, **Electronic Applications are due 30-days prior.**

**New Mailing Address** – You may have heard, TWUA Central Office has moved locations. We now office in Hutto. I want to ask you to notify your accounting department and ask that they **update our information**. Our new address is 210 E. Hwy. 79, Suite 101, Hutto, Texas, 78634. Phones will remain the same. Numbers, extensions, direct dial, and 800 numbers will not change.

**Legislative Action** - They walk among us and profess to have our best interest at heart, but turn around and do something like . . . abolish the State Plumbing Board and all requirements for plumbing licenses. Apparently, when you irritate and challenge the Sunset Review Board, you are shown what real authority is – but at what expense?

Rep. Chris Paddle, from Marshall, thinks he solved the plumbing concerns this past legislative session by abolishing the Plumbing Board effective September 1, 2019, along with and all requirements of the Plumbing License Law (PLL).

What does this mean for plumbers? Plumbers will no longer be able to or need to, renew, apply, or test for a license in the State of Texas after August 31st, 2019. Licenses will no longer be necessary for a person to perform plumbing work or run a plumbing business in Texas. What does this mean for the consumer? September 1, 2019, do your homework and don't assume all who advertise plumbing services are (were) licensed and experienced plumbers. And be careful who you allow in your home.

There was talk about the Texas Department of Licensing and Regulation, (*the same agency that licenses cosmetologist and tow trucks among other things*) would then administer the plumbing exam and issue the license. I am sure the TDLR is good at paperwork, but doubt they know anything about plumbing. What happened to the concern for, and protection of, Public Health and Safety? What happened to vetting people that are allowed in the homes to perform plumbing related tasks?

The misguided concept of every kid deserves a trophy comes back to haunt us. If a person does not have actual hands-on experience or finds it too difficult to come to Austin and challenge the exam/licensing process, you don't play by the rules; you simply whine and change the rules. Consider this – 60,000+ current licensed plumbers have for years operated under the licensing rules that are in place today. But somehow there is a plumber shortage, and the current rules and license requirements are outdated and cumbersome.

All local governing boards should be meeting with your attorney and take a HARD LOOK at Plumbing Ordinances and Building Codes and take steps to protect those in your service area. *"It's possible cities and counties could instead oversee plumbing, lawmakers said."*

Through Board Actions, a local entity can enact limitations that are more restrictive than the state, but they cannot be less. Basically, as a governing entity responsible for the health and safety of your customers, or citizens, you can regulate and restrict

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who is recognized to perform plumbing activities in your service area. I would encourage you to visit with your attorney regarding adding specific language to protect your system and the users thereof. Just because I own a pipe wrench and watch how-to videos on YouTube, does not make me or anyone else a plumber.

### *The Story Goes Something Like This –*

An up and coming young business executive was well on his way up the cooperate ladder. He had recently presented a proposal that was going to save his employer millions of dollars. As a sign of gratitude, the employer gave the young executive a sizable bonus.

One of the first things the young executive did was buy a new car. Not just any car, but the car of his dreams. A 1963 Split Window Corvette Coupe. This car was black and had a lot of chrome, which the young man polished and kept pristine. This car was impressive and just driving down the street, people would point and stare.

One day while driving down through a neighborhood, the man noticed a little boy in between several parked cars. He slowed down a little, and out of the corner of his eye, he saw the boy throw a brick, and it smashed into the car's door. Anger boiled, and the man immediately slammed on the brakes and backed up to confront the kid.

Furious, the man jumped out of his prized Corvette, and grabbed the kid shouting, "What were you thinking and why would you throw a brick at my car?" The young boy was scared but very polite and apologetic. "I'm very sorry, sir. I didn't know what else to do." "You see no one else would stop and help." With tears rolling down his cheeks, the young boy pointed in between the parked cars and said – "it's my brother, we were attempting to cross the street when a car struck my brothers wheelchair, and I think he is hurt, but as much as I tried, I cannot lift him back into the chair. No one would stop and help."

"Would you please help me get my brother back in his chair?" The young executive was moved beyond words, and he was desperately trying to swallow the lump in his throat. He hurriedly ran over and lifted the kid from the street and put him back in his wheelchair. He then ran to his car and took out a first aid kit to help with the cuts and bruises. He wanted to call an ambulance, but the boys said nothing appeared broken and the wheelchair did not appear that damaged. "Allow me to call the police and at least make a report." The boys seemed to ignore the offer.

The boy who threw the brick apologized again and said he

would mow the executive's yard or do odd jobs to make up for the damage. "Honestly, sir, I was not meaning to damage your beautiful car, but my brother needed help."

The executive reassured the boy that the car could be repaired and not to worry about payment. He also said he was sorry for his actions and shouting at the boys.

When everything seemed to be resolved, and he thought the boys would be ok, he went back to his car. He watched the little boy push the bigger brother down the sidewalk. It was a long and slow ride home for the man. Plenty of time to think about priorities.

He went into the house without checking out the damage. After several hours, the man came out and looked at the dented car door. The damage was very noticeable, and the beautiful sports car was no longer pristine, but he had this strange feeling that somehow, the incident had changed him.

The next day he went to work and parked in his usual spot. As his coworkers came in and noticed his car, they could not wait to find out what happened.

The young executive recounted the details of the incident and the look on both the boys' faces. He also said that he would probably not get the car repaired as a reminder that one should not go through life so fast and so focused that someone has to throw a brick to get your attention.

Moral – Life whispers in our souls and speaks to our hearts. Sometimes when we do not listen to it, it throws a brick at us. It is our choice, listen to the whisper or wait for the brick.

**Remember – we do not need all the operators in Texas to be a member of TWUA – JUST YOU!!!!**



## Why an Underwater Camera Should be a Part of Your Next Water Tank Inspection

By Ron Perrin

An underwater camera can be a big asset to a water utility. Cameras with lighting systems are available online or at most big bass fishing stores. These cameras can allow you to see inside your water storage tank or tower while the system continues to run and tanks remain full of water.

The underwater camera can allow you to have a good look at the interior roof, a key inspection point. It will also allow you to see if you have corrosion above or below the waterline. Perhaps most important, it will allow you to see how much sediment build-up you have on the floor of your tank.

Texas Administrative Rule 290.46 specifically requires an annual inspection for all potable water storage tanks by a utility worker or a contracted inspection service. As a result, utility managers get inspections funded every year. When it comes to cleaning the tanks, there is no specific rule that says how often it must be done. I see it over and over, my customers (utility managers) can get the funds for tank inspections but they get turned down for tank cleaning. Many City Administrators see it as unnecessary and costly preventative maintenance when it only takes continued small increases in chlorine to remain in compliance.

While the debate goes on in city hall, some tanks have a toxic soup of contaminants that continue to grow undetected under the protection of the sediment on the floor of the tank. On a hot day in late summer, it may finally get to the point where the biological contaminants bloom and overtake the disinfectants completely, causing another local health crisis.

The EPA cites bacteria, viruses, protozoa, invertebrates, algae and algal toxins, and other microbes as pathogens that can use the sediment on the floor of a water storage tank as a habitat and food source. The sediment enhances the ability of microbes to thrive during storage. These findings were published on June 17, 2002, by the EPA Office of Water. The document was a white paper titled, "Health Risk from Microbial Growth and Biofilms in Drinking Water Systems". The 50 page document goes into great detail stating that a wide range of primary and

opportunistic pathogens have demonstrated the ability to survive, and that "significant microbial activity may occur, in accumulated sediment".

The Revised Total Coliform Rule (RTCR) requires assessment and corrective action when there are indications of coliform contamination in water supplies. Under the RTCR, there is no longer a monthly maximum contaminant level (MCL) violation for multiple total coliform detections. New revisions require systems that have indicators of coliform contamination in the distribution system to assess the problem and take corrective action.

Appropriate corrective actions may reduce cases of illnesses and deaths due to potential fecal contamination and exposure to waterborne pathogens such as viruses, bacteria, protozoa and multi-cellular parasites. The rule refers to "The Distribution System" as the responsible party for assessment and corrective action. Of course, that means the Water Utility Manager or the System Operator is now required to conduct effective assessments of the water supply, and to take appropriate corrective action when there are indications of coliform contamination.

Now that you have read this article, finding the "appropriate corrective actions" may be much easier to think about. Start off with a complete inspection of your facility looking for any breach in your system. Water storage tanks should be in a yard by themselves, (we have seen trash dumpsters placed next to tanks) with the grass mowed, and plants & trees kept away from your storage tanks. This will help to reduce insect populations near your storage facilities. The most common problems are holes around the top roof seams of tanks; broken, corroded, or missing vent screens; and the most common of all: sediment covering the interior floor.

Basic maintenance and housekeeping, like removing sediment from the interior floor of your tank, may be the quickest way back into compliance, or the best way to stay in compliance in the first place.

The importance of proper tank inspections gets more and more critical as our infrastructure ages. The Environmental Training Institute at UT Arlington has displayed an understanding of this need by developing and offering a 16 hour training course, “WTR 308 Potable Water Storage Inspection Techniques”. This course is being offered for the fourth year, and it covers the safety concerns of tank inspections, including proper fall protection and confined space entry. The class also address proper documentation using digital cameras and high-tech procedures that utilize underwater cameras. There are currently class dates planned for Arlington, San Antonio and Camp Shelby, MS.

About the Author: Ron Perrin is a member of TWUA, an Instructor for The Environmental Training Institute (ETI) at UT Arlington, and an Authorized OSHA Outreach Trainer. He holds both Certified Safety and Health Official (CSHO) and Safety and Health Environmental Professional (SHEP) Certifications from the OSHA Training Institute at UT Arlington. Ron is also the owner of Ron Perrin Water Technologies in Fort Worth, Texas. Since 1997, his company has inspected over ten thousand water storage tanks and towers in 14 states. Ron may be contacted through his web site at: [www.rpwt.us](http://www.rpwt.us)



*Professional Underwater Camera and lighting System*  
© Ron Perrin 2010-2019



*Sediment Being Removed from Potable Water Storage Tower.* © Ron Perrin 2017-2019



*Dive Supervisor Joe Riley*  
© Ron Perrin 2019



*Diver dressed to enter Potable Water Storage tank.*  
© Ron Perrin 2019



*Diver entering Potable Water Storage tank.*  
© Ron Perrin 2019



*Diver entering Potable Water Storage tank.*  
© Ron Perrin 2015-2019

## Providing Quality Safety Training for Spanish-speaking Employees

By Sierra Morris



Among an employer's most important responsibilities is compliance with OSHA's General Duty Clause, which states that employers must provide a safe and healthful workplace for their employees. This is far more difficult than it sounds, especially given potential language barriers for those workplaces with Spanish-speaking employees. It is essential that messages about safe work practices, policies, and procedures are communicated to and understood by every single employee. How can we establish a safe and healthful workplace if those important details aren't effectively communicated?

With the continued diversification of America's workforce, it is more important than ever that we tailor our messages to those who need to hear and understand them. [OSHA has specifically addressed this](#) as well, stating that "an employer must instruct its employees using both a language and vocabulary that the employees can understand" (OSHA). So, what are employers responsible for exactly?

### The Prevalence of Spanish Speakers in U.S. Workplaces

Hispanic and Latino workers have been and continue to be a significant chunk of our workforce. According to the Bureau of Labor Statistics, Hispanic and Latino workers will comprise 20% of the labor force by the year 2024. But of course, this doesn't mean that a full fifth of the average workforce will need training materials in Spanish rather than English.

Of the 57.5 million Hispanics in the United States (as of July 2016), 40 million speak Spanish at home; of those 40 million, more than half claim they speak English "very well" (Census Bureau). However, roughly 10 million Hispanics and Latinos claimed they speak English "not well" or "not at all" (Census

Bureau). While these numbers may not sound significant when distributed across the United States and its many workplaces, even one Hispanic or Latino employee who speaks English "not well" or "not at all" necessitates proper and sufficient Spanish training. In addition to this, some research groups outside the Department of Commerce believe there may be a discrepancy in self-reported fluency levels and actual fluency levels.

The Center for Immigration Studies warns that there may be a gap between immigrant self-assessment and reality; according to the CIS, "41 percent of immigrants score at or below the lowest level of English literacy — a level variously described as 'below basic' or 'functional illiteracy'" (Richwine). Even long-time U.S. residents struggle with fluency in English; those who arrived in the United States more than a decade and a half ago score at the 20<sup>th</sup> percentile while 43% are 'below basic' (Richwine). Even with these confusing and seemingly contradictory statistics, one thing is clear: multilingual training in today's diverse workplace will almost certainly be necessary at some point.

It will ultimately be up to the individual employer to determine where communication barriers exist, and for whom multilingual training materials will be necessary. Keep in mind that some individuals are reluctant to admit they do not speak or read English, for fear of being reprimanded or fired. It's dangerous and potentially offensive to assume an employee's language preference either way, but in the case of safety training and protecting employees, it's best to offer training in all languages relevant to your workforce.

### Quality Spanish Safety Training Matters

Just like with English training, Spanish training must be relevant

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and comprehensible. If an employee sits down to engage in a training exercise but can't make sense of the language, the entire effort has been a waste. This is where things get dangerous.

Some smaller companies choose to address their multilingual workplace by throwing training materials through Google Translate, or by paying poorly qualified “bilingual” employees to translate. It is of absolute importance that a high-quality translator or reliable company provides training materials in other languages.

### Effective Options to Train Spanish-speaking Employees

*Note: Links to [Atlantic Training](#) are affiliate links. Any purchases through our link will earn us a small commission at no cost to you which allows us to continue to create free content here on the site!*

There are several different options to successfully train Spanish-speaking employees. Two options are [online training courses](#) or hiring an instructor who speaks Spanish and has the necessary credentials to instruct the course(s) you need completed.

There are plenty of companies that sell online safety training courses that are offered in Spanish. Our recommended provider of online safety training is Atlantic Training. [A quick search of their product library for the term “Spanish” will return 67 pages of results.](#) Almost every single one of their products is offered in both English as well as Spanish making their products a great choice. Atlantic also guarantees OSHA compliance for all of their training DVDs.

Another option is to hire a Spanish-speaking instructor to come to your workplace. There are many companies that offer in-person safety training services in Spanish. A quick search on Google will often return several options for your area. You could also ask for recommendations from other employers who utilize third party safety training companies in your area. Just remember to research potential training companies and ensure they have instructors with the proper credentials to train your employees.

### Why is it Important to Provide These Options to Spanish-speaking Employees?

As the data has made clear, it is difficult to know for certain our workforce's competencies in the English language. This is only

important because those competencies determine how our messages concerning health and safety policies should be delivered. It is frankly unethical to fail to accommodate employees who don't have a proven proficiency in the English language; without these accommodations, those critical life-saving messages can't be effectively delivered.

Aside from the ethical values, failing to provide audiovisual or multilingual training for affected employees could cost your company millions. In the event of a serious accident or injury warranting an audit by OSHA, OSHA representatives will ask employees, right off the bat, “did you understand your training?” You want that answer to be yes. The options are out there; make sure you take advantage of them and properly equip your employees – no matter their language proficiency – for the dangers that are out there.

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# Texas Water Utilities Association

## 64<sup>TH</sup> Annual East Texas Regional School

**Classes Start August 27<sup>th</sup> thru 29<sup>th</sup>, 2019 (24 hour Class Starts on August 26<sup>th</sup>)**

Harvey Convention Center, 2000 W. Front St., Tyler, Texas

### COURSE OFFERINGS

WATER	WASTEWATER	Water and Wastewater
Basic Water	Basic Wastewater	Utilities Safety
* Surface Water Production I (24hr)	Wastewater Treatment	Utilities Management
Surface Water Production II	Wastewater Collection	Utilities Calculations
Ground Water Production		Pumps & Pumping
Water Distribution		

**\* Pre-Registration Required for Surface Water Production I (24 Hour Class).  
Class starts at 1:00 p.m. on Monday August 26<sup>th</sup> 2019 at Harvey Convention Center**

**All other classes start at 9:00 a.m. Tuesday, August 27<sup>th</sup>, 2019.**  
Final class room locations for 20 hour courses will be available at registration

### THERE WILL BE NO WALK UP TESTING

### PRE-APPROVAL PAPERWORK MUST BE SUBMITTED TO TCEQ 30 DAYS PRIOR TO TESTING.

Exams for Class "B, C, D" and Class "I, II, & III" Certifications will be given at 1:30 pm August 29<sup>th</sup>.  
Class "A" exams are 8:30am on August 28<sup>th</sup>. Contact TCEQ (512-239-6133) in advance to schedule "A" exam.

### ACCOMMODATIONS

Holiday Inn South Broadway – 5701 S. Broadway, Tyler, TX 75703 903-561-5800  
\$99.00 for King / Double Rooms Breakfast Buffet Included    Link: [Host Hotel Reservations with Breakfast](#)  
**(Cutoff Date 8/12/2019)** Specify East Texas Regional Water School

### REGISTRATION FEES

<b>PRE-REGISTRATION (DEADLINE 8/16/2019)</b>	<b>On-Site Registration</b>
TWUA Members Only            \$260.00	\$275.00
Non-Members                    \$330.00	\$345.00

Pre-Registration check-in and On-Site Registration for 20 hr. courses will be from 7:30 – 9:00 a.m. August 27<sup>th</sup>  
Registration fees include lunch on August 27<sup>th</sup> and 28<sup>th</sup>. Extra lunch tickets may be purchased for \$14

### REGISTRATION FORM

**PLEASE USE ONE FORM PER PERSON – COPY AS REQUIRED, PRINT CLEARLY**

#### PRE-REGISTRATION DEADLINE IS AUGUST 16<sup>th</sup>, 2019

For Pre-Registration: mail or fax completed form with credit card information, check or money order payable to  
T.W.U.A. / 210 E. Highway 79, Suite 101 / Hutto, TX 78723-1093 [www.twua.org](http://www.twua.org)  
Credit card payments may be mailed or faxed (512-459-7124) to T.W.U.A.

PURSUANT TO HOUSE BILL 1508 WHICH BECAME EFFECTIVE SEPT. 1, 2017, THIS NOTICE SHALL SERVE TO INFORM THAT SPECIFIC CRIMINAL HISTORY COULD NEGATIVELY IMPACT AND AFFECT A PERSON'S ABILITY TO RECEIVE A TCEQ ISSUED OPERATOR'S LICENSE. PARTICIPATING IN ANY TWUA AFFILIATED OPERATOR TRAINING COURSE(S) DOES NOT GUARANTEE OR IN ANY WAY IMPLY YOU WILL BE ELIGIBLE TO TEST OR RECEIVE A STATE ISSUED OPERATOR'S LICENSE.

**Register at door** - have form completed with check, cash, or money order payable to ETRS

Name: \_\_\_\_\_ SS# or License # : \_\_\_\_\_

Course Selection: \_\_\_\_\_ E-mail: \_\_\_\_\_

Representing: \_\_\_\_\_ Day Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

T.W.U.A. District/Chapter (If Member): \_\_\_\_\_

Credit Card: Master Card or Visa (circle one) Card Number: _____ CVV# _____ Signature: _____ Expires On: _____ / _____	If you have any questions contact: TWUA @ 1-888-367-8982 or Mike Norris @ 903-939-8278 <a href="mailto:mnorris@tylertexas.com">mnorris@tylertexas.com</a>
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# 5 TIPS TO DEAL WITH WORKPLACE NEGATIVITY

By Laura-Celine Mueller

Workplace negativity affects everything from engagement to productivity, and even impacts employee retention. Negativity can spread like wildfire and take a toll on many aspects of the workplace. Below are five tips for dealing with workplace negativity and implementing change that you can control.

## 1. Recognizing a Negative Workplace

Recognize the negativity around you. Can you even feel your energy being drained by the words spoken around you? If it feels bad or uncomfortable, then it's negative. These feelings are a form of emotional intelligence letting you know something is not right. Workplace negativity can be reversed; if you can recognize what is happening, you can make good choices about how to handle it in a positive way. You have the power to enact change and make negativity a thing of the past. Are you contributing to the negativity around you? If you are listening to gossip or participating in conversations where the only focus is to belittle, diminish or criticize others then you are. Language matters. Everything we say has an impact. Be aware of how you say things and where you place your energy and time into.

## 2. Giving Employees a Voice

*The single most frequent cause of workplace negativity is traceable to a manager or the organization making a decision about a person's work without their input.* Almost any decision that excludes the input of the person doing the work is perceived as negative. Provide opportunities for people to make decisions about and control and/or influence their own job. Make opportunities available for people to express their opinion about workplace policies and procedures. Develop and publicize workplace policies and procedures that organize work effectively, and provide timely, proactive responses to questions and concerns. Help people feel included — each person wants to have the same information as quickly as everyone else. Provide the context for decisions, and communicate effectively and constantly.

Recognize the impact of changes in areas such as work hours, pay, benefits, and assignment of overtime hours, comp pay, dress codes, office location, job requirements and working conditions. These factors are closest to the mind, heart and physical presence of each individual. Changes to these can cause serious negative responses.

## 3. Creating Inclusive Environments

Treat your employees with fairness and consistency, as if they are trustworthy and worthy of your respect — because they are. Start from a position of trust when you hire a new employee. Verify their performance, truthfulness, and contribution over time to confirm your original position. Do not start from a position of believing

that people must earn your trust. That positioning ensures that negativity will take over in your workplace. If you don't trust them, they will know you don't.

Do not create rules for all employees when just a few people are violating the norms. Many organizations do the complete opposite. The majority of people in the workplace suffer through a negative change all because one person violated a rule or found an unidentified loophole. You want to minimize the number of rules directing the behavior of adult people at work. Treat people as adults and they will usually live up to your expectations, and their own expectations.

## 4. Providing an Opportunity to Grow

Afford people the opportunity to grow and develop. Training, perceived opportunities for promotions, lateral moves for development and cross-training are visible signs of an organization's commitment to staff. Make your commitment to employee growth and development by creating mutually developed career path plans for every employee.

Provide appropriate leadership and a strategic framework, including mission, vision, values and goals. People want to feel as if they are part of something bigger than themselves. If they understand the direction, and their part in making the desired outcomes happen, they will likely contribute more. People make better decisions for your business when you empower them with the information they need to make decisions that strategically align with your overall direction.

## 5. Awarding and Acknowledging Employee Contributions

Rewards and recognition are two of the most powerful tools an organization can use to increase staff morale. Provide appropriate rewards and recognition so employees feel their contribution is valued. A few words of praise and acknowledgment can transform a negative workplace. Be the positive energy on your team. You want to be the kind of person people gravitate towards because they know they will be uplifted by you, not put down or drained. Strive to be the employee that people walk away feeling good after being in your presence.

No matter what is going on around you, you control your inner environment and how you choose to respond to external events and situations. It's your responsibility to become the kind of person you enjoy being and with whom others enjoy being around. It's the only way to create a ripple of change. And if we all do our part, then slowly but surely, we will make a difference in our work environment and the larger community.

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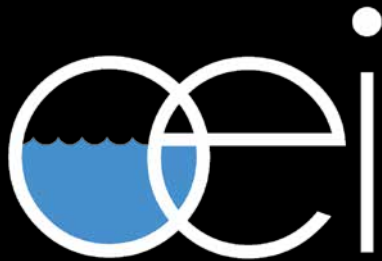
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# TEXAS WATER UTILITIES

To register for any TWUA Training Classes – the preferred method of registration is using the online computer based electronic process, activated by clicking on specific event(s). For those who do not have internet as an option you may complete the registration form and fax to (512) 459-7124 and additionally you may contact TWUA Central Office @ 888-367-8982. Please Note – Due to recent increases for training materials, class costs have changed. Early Bird preregistration is defined to mean 30-days prior to any training event. All registrations received after the Early Bird period must pay additional registration fee. Central Office strongly encourages everyone to take advantage of the Early Bird pricing and utilize the computer based (electronic) registration.

Date	Basic Water	TCEQ 0092	20 Hours	Water
Jul 15-17	Corpus Christi	Basic Water	2726 Holly	
Aug 20-22	Victoria	Basic Water	1301 SW Ben Jordan	
	<b>Ground Water Production</b>	<b>TCEQ 0223</b>	<b>20 Hours</b>	<b>Water</b>
Aug 5-7	Corpus Christi	Ground Water Production	2726 Holly	
	<b>Water Distribution</b>	<b>TCEQ 0605</b>	<b>20 Hours</b>	<b>Water</b>
Nov 5-7	San Marcos	Water Distribution	170 Charles Austin Dr.	
	<b>Surface Water Production I</b>	<b>TCEQ 0942</b>	<b>24 Hours</b>	<b>Water</b>
Aug 13-15	New Braunfels	Surface Water Production I	2356 Gruene Rd	
Nov 12-14	Longview	Surface Water Production I	1406 E Birdsong St	
	<b>Surface Water Production II</b>	<b>TCEQ 0954</b>	<b>20 Hours</b>	<b>Water</b>
Dec 10-12	Longview	Surface Water II	1406 E Birdsong St	
	<b>Water Laboratory</b>	<b>TECQ 0285</b>	<b>20 Hours</b>	<b>Water</b>
	<b>Basic Wastewater</b>	<b>TCEQ 0059</b>	<b>20 Hours</b>	<b>Wastewater</b>
Jul 17-19	Corpus Christi	Basic Wastewater	2726 Holly	1:00 PM Start
Dec 10-12	San Marcos	Basic Wastewater	801 MLK	
	<b>Wastewater Treatment</b>	<b>TCEQ 0437</b>	<b>20 Hours</b>	<b>Wastewater</b>

# TRAINING SCHEDULE

20-Hour Classes: (Early Bird Pre-registration) \$325 member \$425 Non-member Onsite \$375 member \$475 Non-member

24-Hour Classes: (Early Bird Pre-registration) \$385 member \$485 Non-member Onsite \$435 member \$535 Non-member

You may register on line by following the training tab drop downs or [HTTP://TWUA.ORG/TRAINING.PHP](http://TWUA.ORG/TRAINING.PHP) **COMPUTER BASED TRAINING MAY VARY.**

	<b>Wastewater Collection</b>	<b>TCEQ 0080</b>	<b>20 Hours</b>	<b>Wastewater</b>
Jul 29-Aug 1	League City	Wastewater Collection	1551 S Maple Leaf	
Aug 13-15	Kingsland MUD	Wastewater Collection	100 Enger	
Sept 24-26	San Marcos	Wastewater Collection	170 Charles Austin Dr	
Oct 15-17	Longview	Wastewater Collection	LFD Trainging Building	
	<b>Wastewater Laboratory</b>	<b>TCEQ 0081</b>	<b>20 Hours</b>	<b>Wastewater</b>
	<b>Activated Sludge</b>	<b>TCEQ 0009</b>	<b>20 Hours</b>	<b>Wastewater</b>
	<b>Utilities Management</b>	<b>TCEQ 0550</b>	<b>20 Hours</b>	<b>W/WW</b>
Aug 6-8	Waco	Utilities Management	425 Franklin	
Sep 10-12	Laredo	Utilities Management	5212 Thomas Ave	
	<b>Pumps and Pumping</b>	<b>TCEQ 0430</b>	<b>20 Hours</b>	<b>W/WW</b>
Aug 20-22	Waco	Pumps & Pumping	425 Franklin	
	<b>Utilities Safety</b>	<b>TCEQ 0426</b>	<b>20 Hours</b>	<b>W/WW</b>
Jul 9-11	Waco	Utilities Safety	425 Franklin	
Aug 7-9	Corpus Christi	Utilities Safety	2726 Holly	1:00 PM Start
	<b>Valve &amp; Hydrant Maintenance</b>	<b>TCEQ 0961</b>	<b>20 Hours</b>	<b>W/WW</b>
Aug 20-22	League City	Valve & Hydrant Maint	1551 S Maple Leaf	
Sept 17-19	Longview	Valve & Hydrant Maint	LFD Training Building	

## Training Schedule (continued from page 17)

	Utilities Calculations	TCEQ 0108	20 Hours	W/WW
Jul 23-25	Longview	Utilities Calculations	1400 Swinging Bridge Rd	
Oct 8-10, 2019	San Marcos	Utilities Calculations	170 Charles Austin	
	Chlorinator Maintenance	TCEQ 0124	20 Hours	W/WW
	Customer Service Inspection/	TCEQ 0173,0043	20 Hours	W/WW/CSI/BPAT
	Cross Connection Control			
	Backflow Preventer Assembly Tester Refresher		24 Hours	W/WW/CSI/BPAT
	Backflow Preventer Assembly Tester 40 Hr	TCEQ 1200	40 Hours	BPAT
	Effective Instructional Techniques (Instructor I)		40 Hours	No operator hours
	Instructional Design and Evaluation (Instructor II)		40 Hours	No operator hours
	<b>ON-LINE TRAINING</b>			
	-----2019-----'			
Jul 16-18	Water Distribution	On-Line	20 Hours	Water
Aug 13-15	Utilities Safety	On-Line	20 Hours	Water/Wastewater
Sep 24-26	Wastewater Collection	On-Line	20 Hours	Wastewater
Oct 8-10	Utilities Management	On-Line	20 Hours	Water/Wastewater
Nov 19-21	Wastewater Treatment	On-Line	20 Hours	Wastewater

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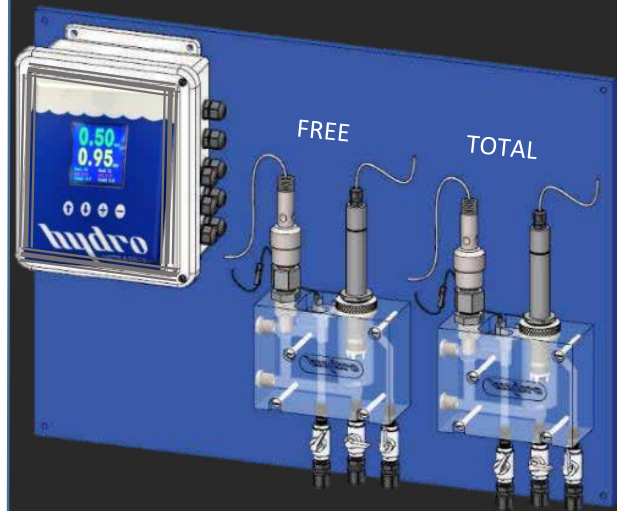
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# **SAM HOUSTON WATER UTILITY ASSOCIATION**

**68<sup>th</sup> ANNUAL ALL-DAY CONFERENCE & EXPOSITION**

**THURSDAY, AUGUST 15, 2019 8 am to 5 pm**

**Humble Civic Center**

**8233 Will Clayton Parkway**

## **TRAINING CREDIT**

### **WATER AND WASTEWATER CERTIFICATION**

**8 Hrs Dual Credit (Water/Wastewater) APPROVAL PENDING**

### **REGISTRATION AND SESSIONS**

Registration Time: 7:00 am - Classes start at 8:00 am

Morning and Afternoon Sessions: Combined Water and Wastewater Credit

Lunch Provided for attendees with wristbands

### **SESSIONS SCHEDULED:**

TCEQ—State WWTP Inspections—Why Do We Do It?

Cross Connection Control—Overview and Preventions.

Automated Flushing in Water Distribution Systems

Surface Water Use—A Regional Water Authority Perspective

Potable Water Distribution Metering—Smart Meters and AMRs

Water Utility Infrastructure Inventory and Life Expectancy

Water Utility Calculations—Refresher Help for Exams & Daily Operations

Or-Lead & Copper Sampling—Operator's Perspective

Or-Stormwater Permitting for WWTP—What Do I Need to Do?

### **EXHIBITORS BOOTHS**

Open 7:30 A.M. to 2:00 P.M. Vendor Prize Drawings and Awards During Lunch.

### **WRISTBAND REQUIRED FOR LUNCH**

**Costs (For Obtaining Training Hours Credit):**

***Current Sam Houston District Members: Free***

***T.W.U.A. Members: No Charge***

***New Members: \$90.00***

***Visitors Requiring Training Hours: \$90***

For exhibitor information contact Sarah Guzman at 713-412-8159 or by email at [sguzman@macaulaycontrols.com](mailto:sguzman@macaulaycontrols.com).

Program information contact Ben Connelley at 713-296-9698 or by email at [bconnelley@edpwater.com](mailto:bconnelley@edpwater.com)  
You can obtain further information at the Association's web site at [www.shwua.org](http://www.shwua.org)



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## ONLINE TRAINING

INSTRUCTOR LED

### WATER DISTRIBUTION CLASS

(20 Hours - TCEQ Approved for Water)

**When:** Tuesday, July 16, 2019 - through - Thursday, July 18, 2019

**Time:** 8:00am - 5:00pm (CDT)

#### EARLY REGISTRATION Before June 16, 2019:

**Member Fee:** \$325

**Non-Member Fee:** \$425

#### REGISTRATION After June 16, 2019:

**Member Fee:** \$375

**Non-Member Fee:** \$475

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**REGISTER!!** (Registration deadline: JULY 2, 2019) • Space is limited. **RESERVE YOUR SEAT NOW**

TWUA is offering our 20-hour Water Distribution Online Course. This course is approved for TCEQ water credit. It can be used for core training, renewal or continuing education hours. Attendees will participate in discussion of the purpose of the distribution system, mains, service lines, valves, hydrants, storage, pumps and motors, meters, construction, operation, calculations, and questions and answers.

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**TEXAS WATER UTILITIES ASSOCIATION**  
**63rd ANNUAL SOUTHWEST TEXAS REGIONAL SCHOOL**  
**McAllen Convention Center**  
**700 Convention Center Blvd., McAllen, Texas**  
**JULY 23 - 25, 2019**

The City of McAllen hosts the 63RD ANNUAL SOUTHWEST TEXAS REGIONAL SCHOOL at the McAllen Convention Center, 700 Convention Center Blvd., McAllen, Texas. The LaQuinta Inn at 801 S. Ware in McAllen, Texas is our host hotel and has blocked rooms for the school at a rate of \$85.00/night. The hotel may be contacted at 1-956 / 682-6765 for reservations. Please tell them you are with the TWUA Southwest Texas Regional School to get this rate. We have also blocked a small number of overflow rooms at the Embassy Suites McAllen Convention Center at 800 Convention Center Blvd. in McAllen. The rate there is \$94.00 per night. Rooms can be booked by calling 1-956 / 688-8329. Please make sure you tell either of the hotels that you are attending the TWUA SW Regional School to get these block rates.

We will have a bowling tournament on Monday evening July 22nd at the Flamingo Bowl at 3301 N. 23<sup>rd</sup> Street in McAllen from 6:00 – 10:00 PM. The cost per player is \$25.00. Proceeds from this event will go towards funding VM Ehlers Foundation scholarships. Individual players are welcomed and will be combined with others to form teams.

Tuesday night we will have our annual Exhibitors Appreciation Event with dinner, live entertainment and door prizes. All school attendees are invited and are encouraged to attend.

**REGISTRATION**

(PROOF OF TWUA MEMBERSHIP REQUIRED)

	TWUA MEMBERS	NON-MEMBERS
<b>PRE-REGISTRATION (BEFORE JULY 1, 2019)</b>	\$300.00	\$375.00
<b>ON-SITE REGISTRATION</b>	\$375.00	\$425.00
ON LINE AND CREDIT CARD REGISTRATIONS WILL INCLUDE AN ADDITIONAL \$5.00 HANDLING FEE		

**ACADEMIC OFFERINGS**

WATER CERTIFICATION HOURS	WASTEWATER CERTIFICATION HOURS	BOTH W & WW HOURS
Basic Water	Basic Wastewater	Special Topics
Water Distribution	Wastewater Collection	Utility Safety
Groundwater Production	Activated Sludge	Utilities Management
		Utility Calculations

**License exams will be given at 1:00 p.m. on Thursday. Grade A exams will be conducted at 8:00 a.m. Wednesday.**  
**All testing fees payable to TCEQ.**

**SOUTHWEST TEXAS REGIONAL SCHOOL PRE-REGISTRATION FORM**

PLEASE PROVIDE COMPLETE INFORMATION FOR EACH REGISTRANT. PHOTOCOPY FORM IF NECESSARY. CHECKS, CREDIT CARDS OR MONEY ORDERS PLEASE. SORRY, NO REFUNDS. SUBSTITUTIONS MAY BE MADE.

NAME: \_\_\_\_\_ SS#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMPLOYER: \_\_\_\_\_ TWUA DISTRICT: \_\_\_\_\_

COURSE SELECTION: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

REGISTRATION FEES: \_\_\_\_\_ @ \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ EXTRA DINNER TICKETS @ \$35.00 \$ \_\_\_\_\_

\_\_\_\_\_ BOWLING TICKETS @ \$25.00 \$ \_\_\_\_\_

TOTAL ENCLOSED \$ \_\_\_\_\_

\*CREDIT CARD TYPE: VISA/MASTERCARD CREDIT CARD#: \_\_\_\_\_

EXPIRATION DATE: \_\_\_\_\_ SECURITY CODE: \_\_\_\_\_ ZIP: \_\_\_\_\_

IF PAYING BY CHECK - SEND REGISTRATION FORM AND FEES TO: **TWUA SOUTHWEST TEXAS REGIONAL SCHOOL**  
**210 E. Hwy 79, Suite 101, Hutto, TX 78634**

\* Credit card payers may fax or e-mail the form to: 512 / 459-7124 or [d.martin@twua.org](mailto:d.martin@twua.org)  
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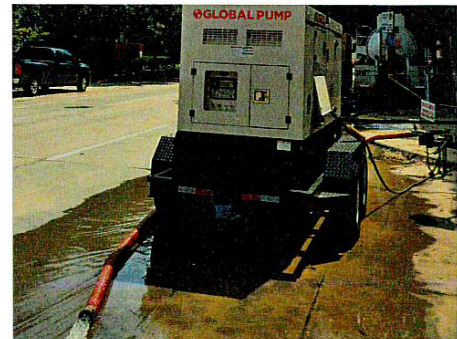
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TEXAS WATER UTILITIES ASSOCIATION -  
 36<sup>th</sup> ANNUAL PERMIAN BASIN REGIONAL SCHOOL  
 JULY 29 – AUGUST 1, 2019 – MCM GRANDE & ELEGANTE HOTELS

**ACADEMIC OFFERINGS**

<b><u>WATER</u></b>	<b><u>WASTEWATER</u></b>	<b><u>WATER/WASTEWATER</u></b>
Basic Water	Basic Wastewater	Water Utilities Safety
Groundwater Production	Wastewater Collection	CCC/CSI (20 hrs water, 20 hrs CSI, 20 hrs BPAT, & 10 hrs wastewater)
Water Distribution	Activated Sludge	Special Topics (pending TCEQ approval)
Surface Water Production I*		

**REGISTRATION FEES**

	<b>TWUA Member</b>	<b>Non-Member</b>
Pre-Registration (by 7/21/19).....	\$265.00.....	\$330.00
Onsite Registration.....	\$295.00.....	\$360.00

\*Surface Water Production I (24 hour class) begins at 1:00 on Monday, July 29 at the MCM Grande Hotel.

Onsite registration for all courses other than Surface Water Production I begins at 7:30 a.m. on Tuesday, July 30 at the MCM Grande Hotel, 6201 E Business 1-20. **All Pre-Registered Students will pick up packets at 7:30 a.m. on Tuesday, July 30 at the MCM Grande Hotel, 6201 E Business 20.** Courses are from 8:00 am to 5:15 pm Tuesday & Wednesday and 8 am to noon on Thursday. TCEQ exams begin at 1:00 on Thursday (please see testing info below). Registration fee includes course materials & refreshments – lunch will not be provided. Groundwater, Safety, & Water Distribution courses will be held at the MCM Elegante Hotel.

**HOTEL**

**SPECIFY PERMIAN BASIN REGIONAL WATER UTILITY SCHOOL TO RECEIVE THESE RATES.**

- MCM Elegante, 5200 E. University, \$129.99/night, (432) 368-5885, **Rate Expires 6/28/19.**
- MCM Grande Hotel, 6201 E. Business 20, \$129.99/night (exterior room), (432) 362-2311. **Rate expires 6/28/19.**
- Comfort Suites, 4801 E 50<sup>th</sup>, \$139/night, (432) 362-1500, **Rate expires 7/12/19.**
- Fairfield Inn & Suites, 3933 JBS Parkway, \$129/night, (432) 363-1900, **Rate expires 7/14/19.**
- Holiday Inn, 5275 E. 42<sup>nd</sup>, \$129/night, (432) 366-5900, **Rate expires 7/14/19.**
- Holiday Inn Express, 5321 JBS Parkway, \$129/night, (432) 362-6800, **Rate expires 7/14/19**
- Hampton Inn, 3923 JBS Parkway, \$129/night, (432) 363-2900, **Rate expires 7/14/19**
- Holiday Inn Express, 1800 S Hwy 385, \$129/night, (432-332-4100, **Rate expires 7/14/19 – HOTEL EXPECTED TO OPEN JULY 2019**

**GOLF TOURNAMENT**

A golf tournament will be held at 1:00 p.m. on Monday, July 29 at Nueva Vista Golf Course in Midland. Cost is \$65/person and includes green fee and cart. Proceeds from the tournament will be donated to the V.M. Ehlers Scholarship Foundation.

**TCEQ TESTING**

**Anyone wanting to TEST at the conclusion of the training MUST pre-register electronically with TCEQ prior to the School and pay the \$111.00 fee online at the TCEQ website.**

**REGISTRATION FORM**

PURSUANT TO HOUSE BILL 1508 WHICH BECAME EFFECTIVE 9/1/17, THIS NOTICE SHALL SERVE TO INFORM THAT SPECIFIC CRIMINAL HISTORY COULD NEGATIVELY IMPACT AND AFFECT A PERSON'S ABILITY TO RECEIVE A TCEQ ISSUED OPERATOR'S LICENSE. PARTICIPATING IN ANY TWUA AFFILIATED OPERATOR TRAINING COURSE(S) DOES NOT GUARANTEE OR IN ANY WAY IMPLY YOU WILL BE ELIGIBLE TO TEST OR RECEIVE A STATE ISSUED OPERATOR'S LICENSE.

Name \_\_\_\_\_ Social Security or W/WW License # \_\_\_\_\_

Representing \_\_\_\_\_ Daytime Phone \_\_\_\_\_

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