

Conference 2006: *At your service – it's automatic!*

Cool mornings and warm afternoons during the last few days of March were welcome accompaniments for the year's largest gathering of water/wastewater and associated professionals in Mid America. Those attending the 2006 KRWA conference included operators, administrators, decision-makers, public/industry and government/agency representatives.

The 39th Annual Conference and Exhibition also saw records broken with an attendance of 2,183. The exhibition portion of the week was also record setting with 275 vendor booths stocked with the latest in products and technologies for every aspect of interest for those working at the bottom of a pipeline trench to the top floor of city hall.

Conference planning for 2007 is well underway. Now is an excellent time for those who want to attend to do the same. March 27 through 29, 2007 are calendar dates to mark for KRWA's 40th Annual Conference and Exhibition at Century II Convention Center in downtown Wichita.

For information on Wichita's hotels, their addresses and numbers, check the sidebar on page 84. Again, now is a good time to call because the rooms are filling fast! The Hyatt has already sold out!

Pre-conference Roundup **Unofficial conference kickoff**

There is no official ceremony to open the "pre-conference Tuesday" and the nine all day sessions that

Attorneys' Forum

The sixth KRWA Attorneys' Forum got things started at 9 a.m. with speakers and discussions designed to keep lawyers who work for water systems and municipalities "up to snuff" on issues old and new that might cross their desks in the future.

"This Forum provides a service to members in that attending lawyers become more efficient in



Tuesday morning pre-conference attendees in line at the registration desk hurrying to pick up their registration packets, grab a snack and find their day-long sessions.

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get the Conference out of the blocks in a hurry. As EXPO Hall exhibits and evening party decorations are getting spiffy finishing touches, more than 900 people who signed on to the extra conference day of learning and study about a broad range of topics are already taking notes.



The Tuesday morning Attorneys' Forum is shown underway with David Traster, Foulston, Siefkin, LLP, speaking on "Water Rights Permitting and Transfer Issues." The 36 attorneys who attended received credit from the Kansas Continuing Legal Education Commission. The forum is organized and moderated by Gary Hanson, Stumbo, Hanson and Hendricks, LLP., Topeka.

dealing with water issues, saving costs in billings and the ability to provide a more knowledgeable service,” noted session moderator Gary Hanson, Stumbo, Hanson and Hendricks, LLP, Topeka. “The



Rate Setting

Carl Brown, a nationally recognized expert in user charge analysis for smaller systems conducted a day-long session tackling financial water system

learning about improving asset and financial management. They learned a great deal about setting rates so systems could continue to be well-funded. KRWA and the Kansas Rural Water Finance

Authority plan to sponsor additional sessions in the coming months.

Agreement Skills

The Kansas Water Office just wishes everyone could just get along! As solutions to water issues become more complex to accomplish, achieving the broader goals of dealing with these issues in the most civil and cost effective

number attending the session is optimal for the unique ‘U’ shaped room layout, giving the participants lively, spirited discussions that are heads above the norm for most legal educational forums.”

Bob Myers, Newton city attorney started off by discussing the detailed roles of house and defense counsel in representing government agencies against claims. David Traster, Foulston Siefkin, LLP, Wichita, updated the group on water rights, permitting and transfer issues. After lunch roundtable discussions part I and II sparked discussions on key issues from right-of-way use by cities to antennae contracts for water towers.

Karl Muelddener, Director, KDHE Bureau of Water and Yvonne Anderson, General Counsel, KDHE, made a presentation to the forum on regulatory enforcement actions.

Ken Grotewiel, assistant director Kansas Water Office, described for the group ADR services available to public water supplies coordinated by the Kansas Water Office.

Above left: Carl Brown, Carl Brown Consulting, LLC, makes a point during a session on rate setting.

Above: Kristin Zerger, Kansas Institute for Peace and Conflict Resolution, works with honing attendee “agreement skills.”

Below: Tim Hodson, Environmental Consulting Services, explains content of a chart to a packed classroom.

Below right: Jim Harms, EMC Insurance Companies, leads a discussion in his session.



problems. City and RWD clerks, managers, finance staff, board and council members and system lead operators studied the different steps for successfully developing and executing solid business and financial plans – starting with the foundation of system finances.

Last September and December Carl presented six seminars with more than 150 managers, board-council members and operators

way, they have partnered with KRWA to provide some unique and advanced training. The principles of facilitation and mediation and their value in negotiating agreements was one of the highlights of the seminar entitled, “Reaching Agreements in New Ways.” Some of the workshop participants commented, “The program tips will



help us understand the dynamics of a conflict and see how to work towards a resolution.” Another participant noted that, “These principals will make more people in my field aware of how to get things done, help with day to day problems and definitely improve communication.”

The Kansas Water Office and KRWA conducted four additional six-hour workshops following the

March Conference in April, May and June. They were held in Parsons, Salina, Lawrence and El Dorado.

Instructors/trainers for the workshop and the follow up sessions included: from Newton,

the advantages and disadvantages of using each. The second session presenter was Dale McDaniel, Hersey Meters of Olathe, Kan. He brought the group in-depth information concerning the correct

circuiting, water levels, flow patterns, detention time, rainfall inflow commercial wastewater flows, and sludge buildup might be adversely affecting their lagoon. Biological lagoon



Above: Jen Sharp, Jen Sharp.com, brings smiles to attendees with one of the many examples shown during her Web site improvement class.



Center: Kevin Jones, Mid West Fire Training Associates, puts emphasis on a strategy that may save a life on the job site.



Right: Cynthia Stotlar, Creative Business Solutions, is animated while showing an example, making a point during her presentation on office skills and awareness.

Gary Flory, Director of the Kansas Institute for Peace and Conflict Resolution (KIPCOR); from McPherson, Kirsten Zerger KIPCOR Senior Training Associate; from Wichita, Lynne McCraw Schall Associate at Wichita State University's Hugo Wall School of Urban and Public Affairs; from Prairie Village, Julie McLachlan, RN, JD facilitator, mediator, trainer and consultant; and from Topeka, Ken Grotewiel, Assistant Director Kansas Water Office.

Water Distribution Workshop

A five-credit hour water operator's training session included topics relevant to most public water supply distribution systems. The first-hour presentation by Stuart Porter of Schwab-Eaton's Manhattan, Kan. office, detailed distribution system pipeline materials and different ways to use them. He focused on

application, sizing and installation of water meters. After lunch, the session recommenced with the topic of selection and maintenance of storage tanks with Kendall Smith of EAI West, Loveland, Colo. presenting. He provided an overview of the different kinds of storage tanks and how to select one according to application, cost and maintenance issues. The afternoon concluded with KRWA's Pat McCool discussing re-chlorination to maintain chlorine residuals in a water system. Pat explained how it is essential before purchasing expensive equipment to know what is needed and what chlorine treatment will be used.

Wastewater Stabilization Lagoons

This session targeted attendees having the number one model of wastewater treatment in the state – lagoons. Tim Hobson, Environmental Consulting Services, Salina, covered a wide range of lagoon related topics. His discussions enabled attendees to peg the efficiency of their lagoon, determining if optimal lagoon efficiency is being achieved. He talked about which physical lagoon problems like short-

processes were discussed along with maintenance problems of erosion control, mowing, and muskrat control being reviewed. The group also discussed wastewater collection systems, pumping stations and regulatory requirements.

Managing Safety

The two-part session was kicked-off by Jim Harms, EMC Insurance Companies, Wichita, Kan. He provided an overview of key components for any safety program. He also presented work comp issues and discussed auto, property and liability concerns. The second half of the session was lead by Cheryl Trepto and Kevin Jones, Mid West Fire Training Associates, Burlington, Kan. They reviewed confined space entry, trench safety including retrieval systems and shoring requirements. Their demonstrations included body harnesses, gas monitoring, permit requirements and federal regulations. Cheryl and Kevin discussed traffic safety topics including sign and cone placement, clothing and hard hats, electrical hazards and general protective measures for all personnel involved at a roadside worksite.

KanCap Board/Council Training

The new KanCap training was inaugurated at the Conference with 51 attending all of part of the Tuesday sessions. The financial segment, first of three training segments, was taught by John Haas, Ranson Financial Consultants, Wichita, Kan. He utilized the new KanCap manual and interactive training CD showing testimonial videos, interactive group quizzes to review the subjects of revenue sufficiency, fiscal management, fiscal controls and credit worthiness. The financial section was followed with the technical, taught by Pat McCool and Gary Armentrout, both of KRWA. The pair also utilized the unique manual and CD to detail aspects of source water protection, system capacity, system operations and infrastructure adequacy. Cathy Tucker-Vogel, Kansas Department of Health and Environment, anchored the training day with the management segment. She reviewed records maintenance, personnel issues, public relations and regionalization. Cathy, who is Capacity Development Coordinator at KDHE, noted that, "Of the 51 attending all or part of Tuesday's training segments, 37 passed a certification exam and were mailed completion certificates. Not a bad start for what is promising to be numerous and ongoing training sessions statewide."

Web site creation/improvement

With Internet usage increasing dramatically, it is becoming obvious that an effective Web site can serve customers and save management time. Award winning Web designer Jen Sharp of Jen Sharp.com, Ottawa, Kan., put participants through their paces starting with Web site planning. Using her many visual examples, Jen helped those attending to

quickly move through the topics of choosing a domain name, Web hosting that is just right, the right software to use for site development, selecting content and looking at graphics and layout

Improving office skills

The first half of the program taught by Cynthia Stotlar, M Ed, SPHR, focused on how an organization and its image can be helped or damaged by the

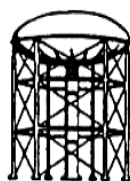
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During pre-conference sessions, attendees get a chance to spend quality time with top-notch presenters who have researched cutting-edge topics that if not already, will soon be at the top of the list of concerns for systems, cities and businesses in the industry.

■

tips. With Web site examples she explained the benefits of creating a site that grows with usage, of finding affordable but easily accessible help, of using a Web site effectively and how to do Web site marketing. She finished her presentation by explaining how to easily and inexpensively accomplish necessary site maintenance.

appearance and content of all written paper and electronic documents coming from an office. Approach and style are detailed rather than grammar in importance to achieving success. Attendees learned how to determine who a document's reader will be and determine the specific needs each document must address to project the appropriate image. Part II of the



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workshop presented by Kristin Scott, MSM, Ph D, of Creative Business Solutions, sought to impress how important and how costly sexual harassment cases can be – especially to a small

plan now to invite board and council members to schedule key water or wastewater employees, and bring themselves to attend next year's pre-conference workshops.

“Servin’ Up a Good time!”

An official Blues Brothers fedora was a gift to get in the

mood for some fun! Tuesday evening’s KRWA BBQ brisket and brats were sizzling, the potato salad and beans were just right but they were but a warm-up for the red-hot rock and roll and dancing to the premier Kansas Rock and Roll band, The Benders.

After dinner things warmed even more as the crap tables were



business. Laws regarding sexual harassment and discrimination in the workplace were reviewed along with the behaviors that get workers in trouble. The session ended with a review addressing management’s responsibilities and duties.

Plan for pre-conference 2007

These pre-conference workshops offer some of the most cost-effective training of the conference. During pre-conference sessions, attendees get a chance to spend quality time with top-notch presenters who have researched cutting-edge topics that if not already, will soon be at the top of the list of concerns for systems, cities and businesses in the industry. To take advantage of these critical information education venues, utility and municipality administrators should



Above left: Kelly Buckley, Cloud RWD 1, is sporting her Blues Brothers fedora and has been “served up” a great plate of BBQ. The brats, potato salad, baked beans and cole slaw were mighty tasty.

Above: Rock and Roll is center stage as the BBQ, casino, game and fun venues start to get wound up at the “Servin Up a Good Time” Tuesday night.

Left: This pair met the Bubble Man, who put them in a soap bubble. Quite an experience for these conference attendees.



jamming and hotter yet with members and family trying their hand with the dice, Texas Hold’em, blackjack, roulette and slot machines. Games were

everywhere including old standbys like Kentucky Derby, Basketball Toss and Balloon Pop, but new attractions were also plentiful including: the Shocking Battle Tanks, Rural Water Bingo, Titanic Slide, Bull Ride,

and KRWA. Banners over each venue identified the sponsors who stood by to award tickets to be redeemed for prizes.

It wasn't a real casino but the thrill was there! The Tuesday

Right: The blackjack tables were busy the entire evening. The serious and not-so-serious were entertained at the same tables – although the more serious ones may have been hoping to redeem a pile of chips for a prize.

Below: Some of the gaming tables including this poker table definitely showed a serious side – showing their poker faces. Have these guys done this before?

Below right: The Monkey Man made the rounds during the evening and captured everyone's attention with his mimes and ability to make a member think, "I'm not in Kansas anymore!"



Official 39th Annual Conference Opens – with a backhoe!

On the dimly lit stage of the Concert Hall in Century II a bright yellow backhoe, compliments of Price Brothers Equipment Company of Wichita, sits alone on stage with dirt piled high around a hydrant with PVC water pipe sections, shovels, power tools, valves, five-bucket boots and replacement parts, set down as if workers had just left in a hurry for an emergency – or to go to lunch. They wouldn't return to this job until after a welcome, video and rousing KRWA keynote address.

KRWA General Manager Elmer Ronnebaum's voice over the loudspeaker welcomed the crowd to the KRWA Conference opening and then he keyed Linda Windler's fantastic opening video, "Waiter, there's a fly in my soup!"

Board Member Carl Carroll gave the invocation and Board President Dennis Schwartz



the Palm Reader and Machine Gun Alley. They provided entertainment for all until nearly midnight. The evening entertainment activities were co-sponsored by associate members

evening activity is a free event that comes along with a pre-registration – otherwise it's an extra \$20 at the door. Plan now to pre-register and get in on the fun at the Conference in '07.



officially welcomed attendees and introduced Wichita Mayor Carlos Mayans. Mayor Mayans welcomed all to Wichita and invited attendees to eat, drink and see all of Wichita.

Keynote address

Dennis Schwartz then followed with a short bio-sketch about a special Kansan with a special message for all attending the opening session. Speaker, comedian, inspirationist Mark Mayfield kept the rapt attention of all with his dynamic keynote on "Creating Dazzling Customer Service." "How many of you don't have a problem, but you experience some form of stress," Mark asked. With a few raising their hands he quickly added, "How many of you don't have stress but you are a carrier," he went on to ask. And he was off, hitting the gas and not slowing down through his personal life experience of stories coupled with unique timing for humor that drilled home his points.

rule – I want you to stop following the golden rule!" He went on to explain, "Think of what the golden rule says, 'Do unto others as we would have them do unto us.' That implies that everybody wants to be treated

Mayfield also described his admittedly simple, easy and easily remembered "Personality Assessment Program." Where many of these types of programs assess but don't let one know how

Left: What more appropriate stage prop at the KRWA Conference than a backhoe excavating right into the floor of the Concert Hall stage. Thanks to Price Brothers Equipment for the loaner.

Below: Keynote speaker and Kansas native, Mark Mayfield, used the entire stage and the backhoe for his rousing motivational talk on an entirely new and innovative way to look at customer service.



just like us. It implies that everybody IS equal! The fallacy here is that if you give everybody what you want, treat them like you want to be treated – you're going to be wrong. You're going to be wrong about 75% of the time when you try

to use them. This program involves a language approach, or as he said, "A common man's view." Mayfield promised that we would leave the theater knowing who we were by asking two



Besides invoking remembrances of training from his mother he asserted that, "A lot of the reasons that service is absent is that we've been following a rule that sounds good but is bad. It's the golden

to solve somebody's problems by just automatically giving them what you want. And that's what we will instinctively do." This 75% failure rate seemed pretty drastic but he said that there's an easy explanation.

simple questions; one, what is your pace of activity, a '1' is slow paced and a '2' is fast paced. Second, is a question that gives us an evaluation of an emotional scale. For those who internalize

emotions, their second number is a “1.” If a person externalizes their emotional state, their second number is a “2.” The possible combinations for one’s personality profile are “11”, “12”, “21”, or “22.” As the audience settled on what their numbers were, a show of hands revealed that in large groups there is a wide variance of personality types. He further explained, “The best organizations, the best work units and the best family units are those having a dichotomy of personalities. If you had nothing but people with the same personality traits you wouldn’t have checks and balances in the organization or family – no diversity. People in an organization may all look alike, but as we saw in our audience, the ratio is 25%, 25%, 25% and 25%, about the same for each of the audience’s personality groups.”

Mayfield then explained, “If you go on the easy assumption that you are going to treat everyone the same, just like the golden rule, you will fail 75% of the time. That’s where my original number comes from. If you are only treating the one group, the other three have needs going unmet.” So we found out where that 75% failure rate came from!

Self assessment, according to Mayfield, is important. “More important though, is ‘who are they?’ They are everyone else. What’s most important is what makes them tick. It doesn’t matter about you as long as you recognize everybody else’s profile,” he quickly explained. “Remember this: when you are under stress you will fall back on something you trust the most. If there’s a little bit of conflict you will most often respond with what would remedy the situation for you – with what would make you feel better. Wrong answer! When

you fire back with what makes you feel better you will be wrong 75% of the time,” concluded Mayfield. “To succeed in this situation you need to stop, step back and think, wait a minute,

want to be treated. Give them what they think is important. The only way to provide good customer service is to actually think about it. Customer care is a human thing. No charts, graphs or

Mark Mayfield’s golden rule of human relations reads nearly like the old standard, but as he explains it with a twist, “Do unto others as they want to be done unto. Treat them as they want to be treated. Give them what they think is important. The only way to provide good customer service is to actually think about it.”

what do they need, what trips their trigger? Pause and think for just a second as to whom you are dealing with.”

Mark Mayfield’s golden rule of human relations reads nearly like the old standard, but as he explained it with a twist, “Do unto others as they want to be done unto. Treat them as they

surveys. If you lose the ability to be human, you’ve lost your customer service!”

Mayfield went on to provide even more insight into his special art of positively dealing with people. People who attended his conference sessions were truly in for a treat – and they learned something while having fun!



Above: The EXPO Hall home base for KRWA staff and Board Members was busy with members “wish shopping” the display of fantastic prizes for the raffle.

Right: Board member Mike Mayberry takes a donation for a Water Pac Raffle coupon. Winners are listed later in the article.



The EXPO Hall, open for business

Brochures were in the racks, paint on equipment was shining, and pictures were straightened on the displays. KRWA Associate Members were standing in their booths waiting for the crowd to appear. They were not disappointed. In just a few minutes, after leaving the Opening Session in Concert Hall, the wave of Kansas water operators, administrators, public officials and industry experts – all decision makers with input at some level on

system purchases, streamed into EXPO Hall. The morning's muffled echo of activity heard beforehand in the big room perceptibly changed with the progression of talk and movement like turning up the volume on a radio.

conference sessions on Tuesday and opened at 10 a.m. after the opening session for conference attendees. As of this writing, more than 190 vendor exhibition booths have been reserved for the 2007 Conference and Exhibition.



The largest sales floor for water and wastewater utility support products and services in the Midwest was laser focused and open for business during the three days of the conference. Associate member company marketing representatives can be seen in the pictures above and left, talking up their products and maybe writing an order.

EXPO Hall keeps pace as an integral part of the Conference and Exhibition. Sessions, meals and social times are structured to keep the isles of EXPO Hall busy during the day. EXPO Hall opened officially at 4 p.m. after pre-

One associate member standing at his booth mentioned, "My home state rural water conference is scheduled concurrently with KRWA's conference. My sales staff and I can only attend one – and we're here for good reason."

Associate Member benefits

Associate members hosting a booth in the EXPO Hall find KRWA employees waiting at the door, manning carts to assist with the hectic move-in. The well attended, well planned, smoothly run Exhibition is designed to get people together to take care of business and to take care of customers, even down to the kid drinking a glass of water after riding his bike home from school.

In order to reserve a booth, a vendor must be an Associate Member. For the \$150 per year membership fee, Associate Members are also able to advertise in this publication, *The Kansas Lifeline*, and have access to regular membership mailing lists on a regular basis. Associate Members also enjoy the support of the KRWA award winning Web site that has many beneficial features for doing business with the Kansas water industry. Associate memberships allow businesses to better serve the regular members –

Concurrent conference sessions

Conference sessions were presented by professionals from a variety of different disciplines dealing with water issues in their own businesses or organizations including: Association members from Kansas RWDs, cities, and vendors (many doing double duty with presentations and their EXPO Hall booths), state and federal government agency representatives, and KRWA staff.

These sessions were presented by dedicated, enthusiastic, competitive and caring professionals who expect the best from themselves and their presentations. It is what KRWA Conference attendees have come to expect from *their* Annual Conference.

KRWA member volunteer moderators who monitored each of the 56 breakout sessions allowed sessions to run smoothly and efficiently. They made



Long time KRWA Associate Members and conference supporters Sammy and Edgar Peck of the Anderson Peck Agency share a lighter moment with Jim Cobler, Chairman of Shawnee Cons. RWD 4.

those folks who make that glass of safe, cool water available to kids coming home from school. (Note the list of supporting 2006 EXPO Hall Associate Member vendors on page 80.)

Conference session presentations included topics dictated by today's industry to be relevant, up-to-date, cutting edge and essential for success in dealing with water utility issues in Kansas.



Left: Terry Randles, Randles Consulting, Topeka, Kan. teaches a full class (above) the importance of "Cross Connection Control Ordinance or Policy." His class stressed the importance of enforcement, inspections and testing requirements.

introductions, took roll for credited sessions, assisted with presentations, helped find additional seating

and performing innumerable other tasks contributing valuably to the Conference organization. (Note the list of presenters contributing to Conference 2006 on page 82.)

Exhibitors, 2006 KRWA Conference & Exhibition

A. Y. McDonald Manufacturing	Ford Meter Box	Mueller Company
Ace Pipe Cleaning	Gathright Marketing Company	Municipal Pipe Services
Advance Chemical Solutions, Inc.	George Butler Associates	Municipal Pipe Tool/Nutri-Ject Systems
Alexander Pump & Services	GIS Workshop	Natgun Corporation
Allgeier, Martin & Associates	GPM Services	National Waterworks
Alliance Pump & Mechanical Service	Ground Water Associates	Nowak Construction Company
Alliance Water Resources	Hach Company	Olathe Winwater Works Company
American AVK Company	Hajoca Corporation	Paradise Eco Solutions
Anderson Peck Agency	Haynes Equipment Company	Paving Maintenance Supply
Archer Engineers	Heartland Controls	PipeLife - Jet Stream
Arkhola Sand & Gravel	Heartland Waterworks Supply	Poe & Associates
ASC Pumping Equipment	Hersey Meter Company	Ponzer - Youngquist
B & B PermaStore	IAPMO	Power Specialties
B G Consultants	Industrial Sales Company	Price Bros. Equipment Company
Baburek Metal Preserving Company	InfiniTec	Professional Engineering Consultants
Badger Meter	Inman Irrigation, Inc.	Pump & Power Equipment
Bartlett & West Engineers	Insituform Technologies	PW Eagle
BRB Contractors, Inc.	Insurance Services Office	R. E. Pedrotti Company
Brenntag Southwest	ISCO Industries	R. H. Tauser & Associates
Bucher, Willis & Ratliff	Itron	Rainmaker Sales
Bumgardner Sales & Service	Jayhawk Software	Ranson Financial Consultants
Burns & McDonnell Engineering	JCI Industries	Ray Lindsey Company
Carbon Central	JCM Industries	RE-Ox LLC
Central Tank Coatings, Inc.	Johnson Service Company	Ryan Chemical Company
CES Industrial Piping Supply	Kaeser Compressors	Salina Supply Company
Chlorinators Incorporated	Kansas Correctional Industries	Sargent Drilling
City of Lyons	Kansas Department of Commerce	Schwab-Eaton, PA
Clarke Well & Equipment	Kansas Dept. Health & Environment	Sellers Equipment
Clear Water Equipment	Kansas Geological Survey	Servi-Tech Laboratories
Clearwater Associates	Kansas Methamphetamine Prevention Project	Shafer, Kline & Warren
Comm-Tronix	Kansas One Call System	Shaw Environmental & Infrastructure
Continental Utility Solutions	Kansas Rural Water Association	Sherwin-Williams Company
CUES	Kansas Rural Water Finance Authority	Smith & Loveless
Cunningham Sandblasting & Painting	Kansas Water Office	Smith-Blair
Custom Aeration Technologies	Key Equipment	SOLARBEE - Pump Systems Inc.
D C & B Supply Company	KS Assoc. For Conservation & Env. Education	Standby Power Solutions
Ditch Witch of Kansas	Larkin Group	Steffen Midwest
Division of Water Resources	Layne Western	Sturgis Materials
Doerr Metal Products, Inc.	Lee Mathews Equipment, Inc.	T Christy Enterprises
Douglas Pump Service	Letts Van Kirk & Associates	T T Technologies
DPC Enterprise	Liquid Waste Management	TAC Americas
Dworkin Company	Mack McClain & Associates	Thoroughbred Computer Systems
Dynotek	Maguire Iron	Tnemec Company/Midwest Coating Consultants
EAI West, Inc.	Master Meter Company	Tomcat Consultants / TAP Company
Earles Engineering & Inspection	Mayer Specialty Services L.L.C.	Truck Parts & Equipment
Earth Science Laboratories	McAfee, Henderson & Strick, Inc.	Tyler Pipe Company / Union Foundry
East Jordan Ironworks	Mead O'Brien	United Rentals Trench Safety
EBH Engineers	Mellen & Associates	USA Tank Storage Systems
Economy Power & Instrument	Micro Comm	USABlueBook
EFI-Wright Sales	Mid Central Supply	USDA Rural Development
Enviro-Line Company	Mid West Fire Training Associates	Utility Maintenance Contractors
Environmental & Process Systems	Mid-America Valve	Utility Service Company
Environmental Protection Agency	Midland Manufacturing	Utility Solutions Associates
Flame Engineering	Midwest Custom Materials	Vermeer Great Plains Inc.
Fluid Equipment Company	Midwest Environmental Systems	Water Products
Focus Financial Advisors	MidWest Meter	Watertower Maintenance / Water Tank Inspection
Foley Equipment Company	Miller & Associates, Consulting Engineers, P.C.	WaterWise Enterprises
	MKEC Engineering Consultants	Western Hydro Corporation
	MMG Water & Wastewater Products	Wichita Winwater Works Company
	Modern Payment Solutions	Wilson & Company Engineers & Architects

Governor's Address at Wednesday Luncheon

Governor Kathleen Sebelius' trip to the 2006 KRWA Conference to address the 1100 plus who attended the Wednesday noon luncheon was during the time when it is extremely difficult for the Governor to be out of the Capitol. Legislators were in their final days of the '06 Session.

She began her address, explaining the situation by saying, "I apologize for arriving late and leaving early, but with the Legislature finishing debate on several issues, I can't be gone for very long. I am on a legislative bungee cord – I can be pulled quickly back to Topeka."

Communication

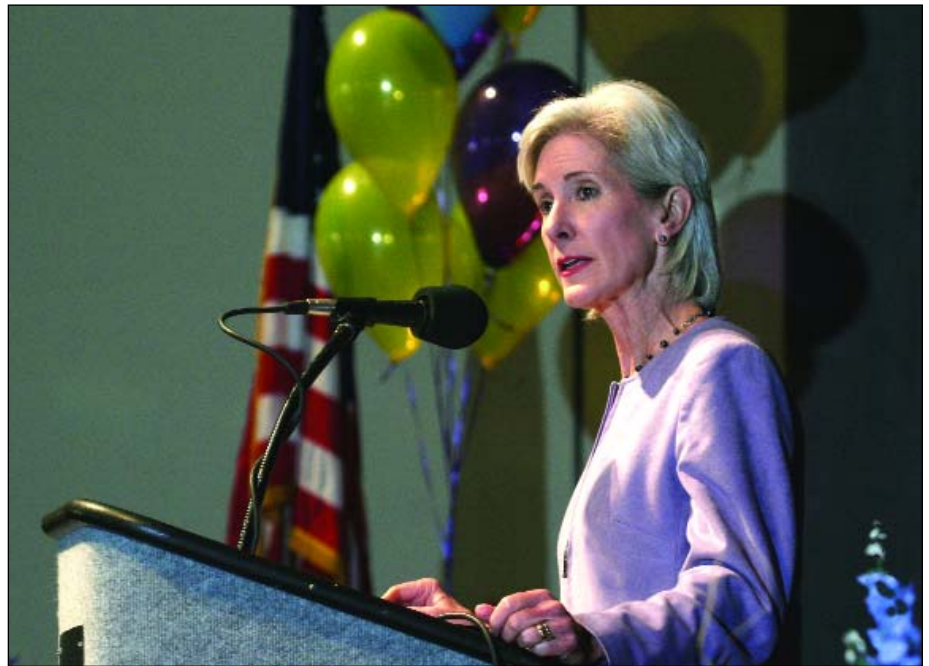
Governor Sebelius described the success in the last three years of promoting communication between state agencies involved with water supply and local water providers and how critical that cooperation is.

"During my early days as governor I spent a lot of time taking a look at where our state was in dealing with water. I frankly was disappointed to learn what had happened since those early days when there was a lot of collaboration. What I found was that millions of dollars in State Water Plan funds were being allocated to other issues, other priorities in Kansas. And the money that was supposed to be deposited on an annual basis into the Water Plan wasn't being deposited on a regular basis. I also found that the Water Plan wasn't being used any more as a primary source for policy recommendations either in the legislative process or at the governor's office. Now water hasn't diminished in importance in those 20 years, but the feature of the legislative branch and the governor focusing on our water needs had almost disappeared. I set out to change that three years ago and I'd like to report that things are back on track," she explained.

Water is a focus

The realization that media coverage for water issues takes a back seat to some of the more visible issues in the political process is acknowledged by many. But Governor Sebelius assured the audience that water issues have not

needs. Think of what you can do and who you can work with to find cooperative solutions that meet everyone's needs. We all understand that local politics often is primary, but we need to do what governors and legislators have done since 1983, and take as much of the



Governor Kathleen Sebelius addresses the Wednesday, March 29 Conference luncheon.

taken a back seat in the planning process of her administration.

The administration believes that Kansas is blessed with a good supply of water for the next half century but the location of that water doesn't always occur where there is demand.

Partnerships are key

Governor Sebelius explained positions on partnership in water policy by saying, "We look for partners to develop regional solutions of the problem of getting the available water supply to the growing demand. And you in this room are in a position of being key partners to the future. Because of KRWA's broad membership and capable staff and expertise, I'm asking each of you in your community, to plan beyond your borders when you are planning for your district's or community's water

politics as possible out of water planning and find the best technical and financial solutions possible for the whole state."

Commitment

Governor Sebelius finished her address noting, "The State Drought Response Team is encouraging public water supply managers to look at their conservation plans as this should become increasingly important if the drought continues on into the summer."

"Just as I continue to be committed to supporting our schools, expanding access to healthcare and creating jobs in all parts of Kansas, I remain equally committed to you to ensure a safe reliable supply of water for every person in Kansas. It's essential for our future prosperity."

Presenters, 2006 KRWa Conference & Exhibition

Terry Alexander
Wayne Titus
Art White
Elizabeth Dietzmann
Alan Soelter
Brad Lindstrom
Dennis O'Toole
Carl Brown
Allen Dinkel
Don Rankin
Terry Randles
Don Teeters
Cynthia Stotlar
Kristin Scott
Phyllis Peck
Steve Harris
Joe Davis
Kendall Smith
Bruce Curtis
David Wright
Jim Harms
Tim Hobson
Douglas Brune
Bob Schumann
Michael Jolley
Rachel Herpel
Dale McDaniel
Dawn Blume
Robert Blume
Chris Lummus
Steve Kreun
Jen Sharp
Mark Crumbaker
Melissa Arthur
Salih Doughramaji
Max Pendergrass
Dan Knupp
Gary Armentrout
Pat McCool
Ken Grotewiel
Margaret Fast
Will Gilliland
Gary Flory
Julie MacLachlan
Kirsten Zerger
Cathy Tucker-Vogel
Karl Mueldeener
Marian Massoth
Marsha Carpenter
Mike Tate
Rod Geisler
Tim Wilson
Vickie Jo Wessel
William Carr
Cristi Cain
Ron Graber
Don Osenbaugh
Scott Hildebrand
Mark Mayfield
Gail Abney
Cheryl Treptow
Kevin Jones
Shirley Hoch
John Nowak

Alexander Pump & Services
American AVK
Arthur White & Associates
Attorney
Bartlett & West Engineers, Inc.
Bartlett & West Engineers, Inc.
Baumgartner & O'Toole
Carl Brown Consulting
City of Hoisington
City of Topeka
City of Topeka
Continental Technologies
Creative Business Solutions
Creative Business Solutions
Doyle Harris Davis & Haughey
Doyle Harris, Davis & Haughey
DPC Enterprises
EAI West, Inc.
EBAA Iron Sales
EFI-Wright Sales
EMC Insurance
Environmental Consulting Services
Environmental Protection Agency
Focus Financial Advisors
GIS Workshop
Ground Water Foundation
Hershey Meters
IET Consulting
IET Consulting
Insurance Services Office
Itron
JenSharp.com
Johnson Cons. RWD 6
KACEE
Kansas Dept. of Commerce
Kansas One-Call
Kansas Rural Water
Kansas Rural Water
Kansas Rural Water Association
Kansas Water Office
Kansas Water Office
KDA Division of Water Resources
KIPCOR
KIPCOR
KIPCOR
KS Dept. of Health & Environment
KS Dept. of Health & Environment
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KS Dept. of Health & Environment
KS Dept. of Health & Environment
KS Dept. of Health & Environment
KS Meth Prevention Project
K-State Research & Extension
League of Kansas Municipalities
League of Kansas Municipalities
Mark Mayfield Communications
Mayer Specialty Services
Mid West Fire Training
Mid West Fire Training
Morris RWD 1
Nowak Construction

Presenters Continued

Bob Evenson
John Haas
M. E. Yeager
James Cobler
Tim Paulsen
Gary Hanson
Linda Windler
Merle Windler
SusanLang
Ryan Jakic
Jim Rowland
Lynne McGraw Schall

R.W. Evenson Insurance
Ranson Financial Consultants
Ranson Financial Consultants
Shawnee Cons. RWD 4
Smith & Loveless
Stumbo, Hanson & Hendricks, LLP
Thoroughbred Systems, Inc.
Thoroughbred Systems, Inc.
U.S. Dept. of Labor
USABlueBook
Watertower Maintenance
Wichita State University

The following companies were sponsors of some of the carnival games at the opening night "Servin' Up A Good Time For You!"

B G Consultants
Badger Meter
Bartlett & West Engineers
Cronister and Company
EAI West, Inc.
Focus Financial Advisors
JCI Industries
Olathe Winwater Works Company
Ponzer - Youngquist
Ranson Financial Consultants
Schwab-Eaton, PA
Sherwin-Williams Company
Thoroughbred Computer Systems
Utility Service Company
Water Products
Wilson & Company Engineers & Architects

The following companies contributed as sponsors to help offset costs of hospitality food and socials.

A. Y. McDonald Manufacturing
Advance Chemical Solutions, Inc.
Alliance Pump & Mechanical Service
Anderson Peck Agency
BRB Contractors, Inc.
D C & B Supply Company
EAI West, Inc.
Ford Meter Box
Haynes Equipment Company
Itron
Kansas Correctional Industries
Larkin Group
Olathe Winwater Works Company
Ponzer - Youngquist
Schwab-Eaton, PA
Sherwin-Williams Company
Tyler Pipe Company / Union Foundry
Wichita Winwater Works Company
Wilson & Company Engineers & Architects

Awards Banquet

After a busy day Wednesday with a Keynote speech, session presentations, EXPO Hall vendor attractions and multitude of meetings during the day, members and associate

members alike were more than ready for a social hour. The EXPO Hall floor picked up the pace at 5 p.m. when the libation carts were rolled in and opened for the Wednesday event. Just how ready they were was evidenced by the big room's decibel level – it cranked up a notch or two. As stories in EXPO Hall got bigger and stomachs started growling, people checked their watches and made their way towards the dining hall for the Banquet and awards presentations. Winners were announced after the meal.

The Kansas Water Taste Test was again won by the City of Emporia, their third in the past six years of the KRWA contest. Each year, a different team of judges tastes the samples. Entries are labeled by number only and even after choosing a winner, judges do not know the winner until the announcement is made.

The Customer Confidence Report (CCR) contest is held to find out which systems are doing the best job in communicating to their customers with this required report. First and second place winners and categories awarded are listed below:

Rural Water Districts and Private Systems

- First – Cowley RWD 1
- Second – Shawnee Cons. RWD 4

Systems serving fewer than 25,000 population

- First – City of Holton
- Second – City of Enterprise

Systems serving more than 25,000 population

- First – City of Topeka
- Second – City of Garden City

In 2007, KRWA will again add a category for cities serving fewer than 5000 population.



Doug Helmke prepares to announce the Source Water Star Award winners.

Source Water Stars

KRWA's Ground Water, Water Rights Tech Doug Helmke explained that Source Water Star awards for 2005 were awarded to public water systems that completed groundwater or source water protection plans in 2005. Doug announced awards for: Geary RWD 2, City of Glade, Leavenworth RWD 7, City of Lyons, City of Nortonville, City of Matfield Green, City of Utica and the City of Wilsey. The City of Lyons' efforts were highlighted in being the first system

in Kansas to complete a source water protection plan under a program funded by USDA and facilitated by KRWA.

KRWA individual and system awards are profiled beginning on

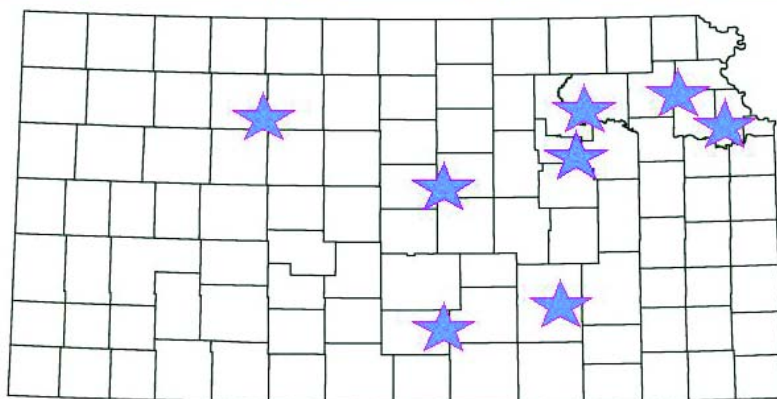
page 88 with the article titled, "Award winners 2006: At your service – and then some!"



Mary Alice James, Douglas RWD 6, was the first to choose a quilt, having her name drawn during Wednesday evening's Awards Banquet. She chose the "bear paw" design shown above.

Groundwater - Wellhead Protection

**Geary RWD 2 • Glade • Leavenworth RWD 7
Lyons • Nortonville • Matfield Green • Utica • Wilsey**





KRWA 2006 GOLF TOURNAMENT— A BIG SUCCESS

71 GOLFERS PROVIDE FULL FIELD

The 28th of March dawned cool and clear (almost too cool), a real blessing for a bunch of duffers waiting for the coffee to perk and the caddies to load their bags on their assigned carts. The 71 golfers arrived and were assigned to foursomes for a shotgun start at 8:30 am for the 13th Annual KRWA Spring Golf Tournament. As soon as the dew was off the greens, the range master signaled the start and the fun began! This was fifth year for the Rolling Hills Golf Club to host the Tournament and it has gotten better each and every year.

Because of the great turnout and a full course, we were able to flight three flights of golfers and awarded first and second prizes in each flight. Prizes consisted of gift certificates to the Rolling Hills Golf Club Pro Shop (most were immediately redeemed upon award). The following is a listing of the winners and second place finishers in each of the three flights:

Flight One:

- 1 – 1. David Warren, Rob Younkin, Jerry Pope and Wayne Titus
- 2 – 2. Larry Combs, Brad Finley and Bob Shankel

Flight Two:

- 1 – 1. Randy Norris, Mike and Henry Ashbacker and Dave Viox
- 2 – 2. Jim Bradley, Dale Howard, Mike Shemaker and I.D. Creech

Flight Three:

- 1 – 1. Steve Williams, Scott Millholland, Ike Sizemore and Jeff Miles
- 2 – 2. Jason and Melissa Schlickbernd, Charlie Suchy and Bob Schwartz

Good-natured ribbing, fun and fellowship were the order of the day and a good time was had by all. Thanks to all who support this fun activity and to the busy people who make it happen, including Rod Young, Professional Engineering Consultants, our local host and co-organizer, Head Pro Don Farquar, Rolling Hills Golf Club and his wonderful staff of caddies, assistant pro, and food service personnel who prepared the sack lunches and KRWA for allowing us to conduct this fun event.

- John Tillman
Ray Lindsey Company

Hotel accommodations for KRWA Conference 2007

Rooms have been blocked at the following hotels for the 2007 conference. Make sure you request the KRWA block. Rooms fill fast.

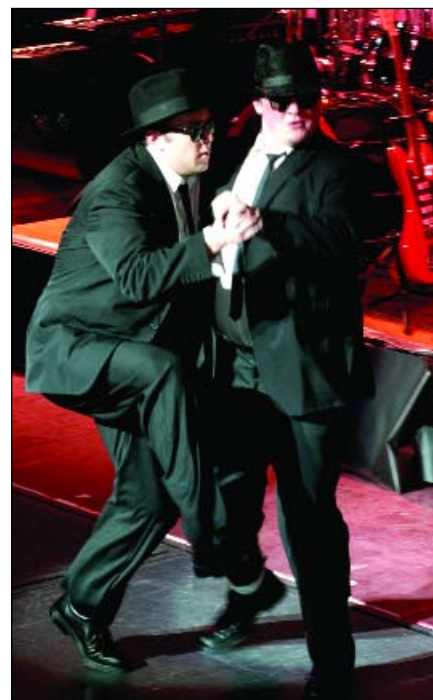
- Hyatt Regency, attached to Century II with complimentary parking garage; Ph. 316/293-1234; \$112 flat rate; **SOLD OUT** as of 6/12/06
- Best Western Airport Inn, 6815 W. Kellogg; Ph. 888/942-5666. Free breakfast; comp shuttle to Century II. \$69 flat
- Best Western Governors Inn & Suites, 4742 S. Emporia, Ph. 866/522-0775 or 316/522-0775; comp. deluxe continental breakfast; king \$59, double \$69
- Broadview Hotel, 400 W. Douglas with complimentary parking garage; Ph. 316/262-5000; \$90 (one to two persons). Deluxe king, \$119
- Cambridge Suites, 120 W. Orme, downtown Wichita; Ph. 316/263-1061, \$99 Executive Suite; \$109 Studio Double; \$129 Penthouse Suite
- Clubhouse Inn & Suites, 515 S. Webb Road; Ph. 316/684-1111; comp. full hot breakfast buffet, \$69 flat
- CrestHill Suites Hotel Company, 12111 E. Central Avenue; Ph. 888/723-1655 or 316/689-8000; comp. deluxe continental breakfast; studio or one bedroom w/king bed \$69
- Days Inn West, 550 South Florence; Ph. 316/942-1717; comp. breakfast; \$69 flat
- Four Points by Sheraton, 5805 W. Kellogg Avenue; comp. full hot breakfast; Ph. 316/942-7911; \$69 flat, comp. shuttle to Century II
- Hampton Inn, 3800 W. Kellogg; Ph. 316/945-4100; comp. airport shuttle and deluxe hot breakfast bar; \$109 flat
- Holiday Inn, 221 E. Kellogg; within walking distance to Century II, comp. shuttle to Century II and airport; Ph. 316/269-2090; \$82 flat
- Holiday Inn Select, 549 S. Rock Road; Ph. 888/558-5113 or 316/681-5083, for king or double, (one to four persons); \$79 flat
- Hotel at Old Town, 830 E. First, complimentary parking garage; Ph. 316/267-4800; \$99 Queen; \$109 King
- Inn at the Park, 3751 E. Douglas; Ph. 316/652-0500, comp. full breakfast buffet; \$99 flat; reserve by March 1
- TownePlace Suites by Marriott, 9444 E. 29th St. N.; Ph 316/631-3773 Ext. 520; comp. continental breakfast; full kitchen; \$89 flat
- Wichita Fairfield Inn, by Marriott; 333 S. Webb Road; Ph. 316/685-3777; comp. continental breakfast; \$79 flat, complete renovation in 2005
- Wichita Airport Hotel, 5500 W. Kellogg Drive; Ph. Hotel Direct Reservations: 1-316-943-2181, \$70 flat rate (kings and doubles: one to four persons)

Retreat to the Blues Brothers!

Awards were all awarded, good things were said to those deserving and deserts were long gone. It was time for the Blues Brothers, and a shot of adrenaline through some good music, making a perfect end to the long day. A little bit of the Chicago blues was set to invade the Century II Little Theater with high energy entertainment! The Blues Brothers cast of the Christine Tasheff Cabaret Old Towne had returned for a “one more time” performance of the musical revue made famous in the ‘80s by John Belushi and Dan Aykroyd. Cast members and singers included Braden Jones as Jake, Kyle Wright as Elwood, Oris Phillips, Jr. as Cab Galloway/Ray Charles and Michelle Martin as Aretha Franklin.

The music and the action was nonstop with Jake and Elwood expending more energy making the music come alive than anyone in the audience could imagine. Their exuberance even caused an unscheduled break in the action when Braden Jones in Jake’s character, performed a series of back flips to the splits that caused a major wardrobe malfunction – it was off to wardrobe for Christine Tasheff to make an FCC million dollar fine

saving wardrobe alteration. Christine Tasheff and her players did it again – providing outstanding entertainment for another KRWA conference that won’t be forgotten.



The musical followed an abbreviated storyline of the movie with musical numbers including: “Everybody Needs Somebody,” “Think,” “Soul Man,” “Hey Bartender,” “Minnie the Moocher,” and many more.

Top left: Kyle Wright singing as Elwood.

Top right: Jake and Elwood (Braden Jones, Kyle Wright) cut across the stage.

Far left: Braden Jones sings as Jake.

Left: Michelle Martin sings an Aretha Franklin number.

Above: Michelle Martin, Christine Tasheff and Oris Phillips, Jr. sing back up vocals for Jake and Elwood. Oris also sang the Cab Galloway and Ray Charles numbers.

Grand finale, Conference 2006

The busy morning included the 39th Annual Meeting of Membership attended by 140 delegates and others. It included a recap of



Rob Johnson, CEO, NRWA

activities by the Association in 2005, financial and legislative reports and election of directors. Auditor, Art White, Art White and Associates, discussed the 2005 audit; a full copy was available to each person attending. Patricia Shaffer, Butler RWD 5, and Sam

Atherton, Public Wholesale District 4, were elected to three-year terms.

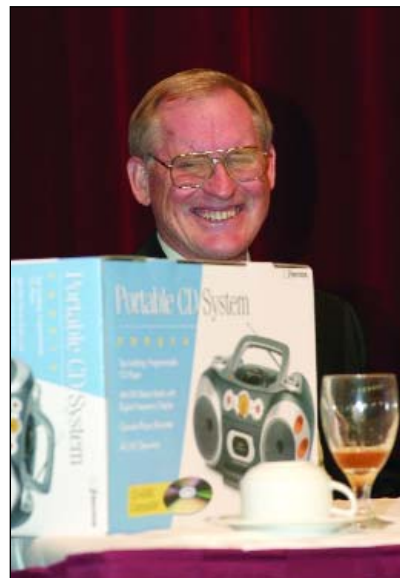
After the last of the concurrent sessions finished and Associate Members in the EXPO Hall started dismantling their booths, attendees settled in for a great Thursday luncheon, and to listen to NRWA CEO Rob Johnson review rural water concerns. He explained rural water positions on federal legislative, funding and regulatory issues and how they affect the working lives of those in the industry and customers who

expect the quality product that is produced.

The luncheon concluded with door prize drawings for the last two grand door prize quilts, the announcement of vendor door prizes, and drawings for the Water Pac Raffle prizes. Winners are listed and some are pictured at the right.

Happy prize winners

Below: Darrell Schlaubach, Washington, RWD 1, is happy with his Portable CD System. **Bottom:** Paul Reynolds, Brown RWD walks away with a K-State Can Cooler donated by Focus Financial. **Next page top:** KRWA's Pete Koenig presents a \$20 gift card and portable chair donated by Infinitec, Inc. to Max Kraus, City of Alma. **Next page bottom:** Pete presents Ralph Bailey, Leavenworth RWD 10, with a premium, 10-piece stainless BBQ tool set from KRWA, a prize in the Water Pac Raffle.



C O M P L E T E

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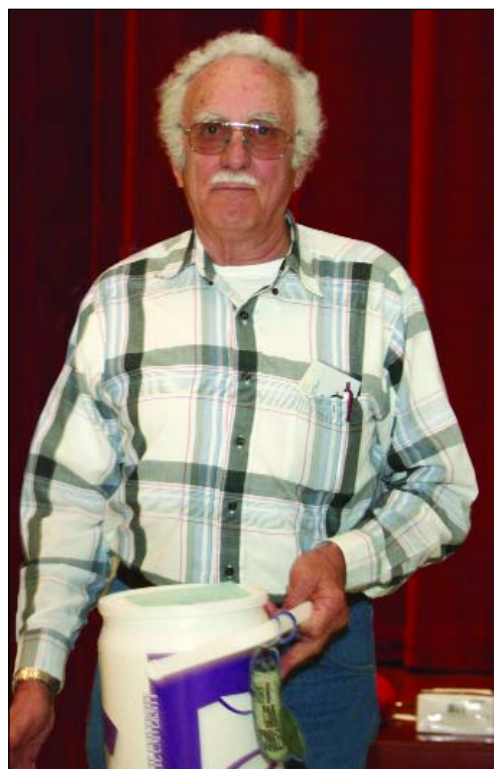
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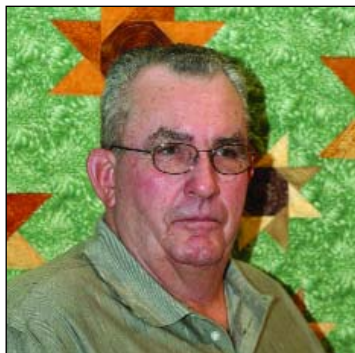


Thursday quilt winners

A hallmark of the KRWA conference since 1984 has been the donation of three beautiful quilts, expertly crafted by Kate Ronnebaum as grand door prizes. The final two quilts awarded as door prizes at the 2006 Conference were given to the lucky winners shown at right, at the luncheon on Thursday.

Left: Lloyd "Bill" Kern, Franklin RWD 6 went home with the "Field of Sunflowers" quilt.

Right: Alice Geisler, City of Leonardville, poses with her "Log Cabin" quilt.



Vendor door prizes 2006

Prize	Donated By	Winner
Rechargeable Spotlight	Utility Service Company	Mike Fager, Osage 7
1 Free Class & Ball Cap	Midwest Fire Training	Mike Schultz, City of Brewster
BBQ Set	Standby Power Solutions	Quincy Miller, Osage 7
\$50 Cash	Baburek Metal Preserving	Claude Kendall, City of Elwood
\$20 Gift Card & Chair	InfiniTec, Inc.	Max Kraus, City of Alma
\$20 Gift Card & Chair	InfiniTec, Inc.	Jim Masters, City of Council Grove
Horseshoe Set	Ponzer-Youngquist	Eddie Smith, City of Lakin
Fishing Pole	Municipal Pipe Services	Bob Bell, City of Hill City
Fishing Pole	Wilson & Company Engineers	Phil Schuessler, City of Howard
Fishing Fillet Knife Set	ASC Pumping Equipment	Rita Moore, City of Edgerton
Gift Basket	Lyons Chamber of Commerce	Paula Flaming, Goessel, KS
Picture	Lyons Chamber of Commerce	Nancy Sirico, City of Emporia
Cap	Municipal Pipe Services	Wes Colson, City of Burlingame
Cap	Municipal Pipe Services	Kyle Headrick, City of Hesston
Toy Truck	Municipal Pipe Services	Kathy Waite, City of Winfield
Kodak Digital Camera	McAfee, Henderson & Strick	Tricia Culbertson, Miami RWD 3
Garmen GPS Unit	MicroComm	Carl Towne, Butler RWD 5
Fleece Blanket	Jayhawk Software	Beth Shockley, Wilson RWD 10
Portable Grill & Utensils	Carbon Central	Betty Kurtz, Osborne RWD 1A
Large K-State Can Cooler	Focus Financial	Rod Bigham, Jefferson RWD 1
Small K-State Can Cooler	Focus Financial	Paul Reynolds, Brown RW 1
Train Set	Haynes Equipment Company	Eddie Smith, City of Lakin
Coleman Spotlight	Environmental & Process System	Levi Henry, City of Horton
Fishing Pole	Hi-Tech Environmental	Mark Hoch, Whitewater, KS
Massage Recliner	EAI Central	Ron Rhodes, City of Emporia
Jump Start System	Anderson Peck Agency	Melba Roswurm, Lyon RWD 1
Battery Charger	Anderson Peck Agency	Tim Gintner, Crawford RWD 1
\$100 Walmart Gift Card	Larkin Group	Leland LaBarge, City of Ellis
Titleist Golf Balls	Foley Equipment	Thomas Orazem, Riley RWD 1
Titleist Golf Balls	Foley Equipment	Jason Heck, City of South Hutchinson
Fishing Pole	JCI Industries	Kathy Hoch, Butler RWD 7
Portable CD System	KRWA	Darrell Schlabach, Washington RWD 1
\$25 Gift Card	Olathe Winwater	Larry Combs - Arkola Sand & Gravel
\$25 Gift Card	Olathe Winwater	Frank Pretz, Miami RWD 1
Chiefs Tickets	Bartlett & West Engineers	Don Lanzreth, Harvey RWD 1

Water Pac raffle winners 2006

Thanks to all those conference attendees who donated towards coupons to win prizes. The 2006 Water Pac Raffle raised \$3000 for the benefit of National Rural Water Association lobbying efforts in Washington. Below are the prizes and winners. The prizes were donated by Kansas Rural Water Association.

Prize	Winner
Stanley Rolling Tool Chest	Linda Hepburn, Butler RWD 5
Craftsman Air Compressor	Ron Dalquest, Douglas RWD 4
Craftsman 10-inch Miter Saw	Chris Mellies, Clay Center Public Utilities
Weber Gas Grill	Elmer Ronnebaum, KRWA
Craftsman 10-inch Table Saw	Dan Knupp, KRWA
Craftsman 18-inch Chain Saw	John Eakins, Cloud RWD 1
Craftsman Cordless Tool Kit	Richard Tatum, Cowley RWD 5
Breadman Breadmaker	Dave Ratzlaff, City of Plains
10 piece Stainless Steel Cookware	Ralph Bailey, Leavenworth RWD 10
Hamilton Beach Coffee Maker	Larry Engler, Shawnee Cons. RWD 3
George Foreman Grill	Paul Froelich, City of Enterprise

The drawings for the top right list, vendor door prizes, were held at the vendor booths before the Thursday luncheon and announced after the meal. The winning ticket numbers for the Water Pac Raffle in the list at the right were drawn after the luncheon prizes and awarded at the time.