

Need a Shoulder? An Ear?



by Dan Tousley,
Circuit Rider III

Even in this day and age, believe it or not, there are water systems ‘out there’ that are being operated with just a couple, or worse, just one person at the helm! Yup! You know who you are! Stand up and take a bow! I’ll never forget a very, very cold winter morning in Wyoming, New York, after helping Don Beardsley pinpoint an underground problem in the village, I was hard pressed for time to travel a great distance to respond to an awaiting emergency. The snow was falling very heavily as Don was about to disappear into the falling snow trekking to get more equipment that he would need at the work site. Normally, I learned, he brings a bicycle with him to make the trip back but he was without it this time. I told Don that I would prefer to stay and work along with him but, due to time restraints, simply could not. The least I could do was to give him a ride back to the shop. I carry heavy, foul weather gear with me, not knowing what I will encounter round the next bend! Don assured me he was well used to working alone and he had been doing it that way for so very long. He promised me he was safety conscious and would be fine. Still, it was unsettling to leave him all alone.

Don’s is not the only situation like that. Like I said, “You know who you are!” The type of dedication you people bring to the job site is an endangered character trait today.

We Circuit Riders take pride in being able to assist you folks with a wide variety of issues you may be encountering. Yes, we do more than just leak detection! In addition to the various equipment we bring with us, we also have a shoulder to lean on or an ear to listen to you. I think you will find most of us interested and understanding. We have been where you are and done what you do. If we don’t have a ready answer for you, we generally know someone, or somewhere, to get you the correct answer.

I guess the point I am trying to make is that you are not alone. Regardless of the size of your crew, we are only a phone call away. Perhaps just a sounding board (Oops, there’s that word!) or someone to bounce ideas off of will make a difference.

Another ‘one man’ operation told me he would have to wait until the mayor gave him permission to hire a part time dump truck driver to make repairs to a water system. I said: “Well, what about me? I have a Class A

CDL, and have operated a backhoe for many years.” He said: “You’d do that?” Why not? He was in need of assistance and I was there.

We have a mixed bag of tricks that we have accrued over the years and if you are interested, we will be happy to share them with you and maybe even pick up some of yours for ourselves and others! That’s what it’s all about – team work!

Don’t tell my past employer, but one time in sales, I stopped up in Cape Vincent to make a courtesy call and found the operator, again all alone, trying to excavate across an existing water line while installing a new sanitary sewer line. The poor guy had been up and down, up and down. I put on boots and coveralls that I carried and told him to stay in the backhoe and I would do the ditch work! Amazing what one more warm body can do!

Well, give me a call! If nothing else I can give you Rich’s or Doug’s phone number!

Hmm, this isn’t even what I was going to write about. Till next time, Dan Tousley. ♦

In Appreciation

LETTERS TO NYRWA FROM YOU!

Arcade Valley Estates
Twin Lakes Homes, Inc.
P.O. Box 659, 11958 Rt. 16, Yorkshire, NY 14173
716-492-1480, 716-496-8240
Fax: 716-492-3712
www.twinlakeshomesinc.com

February 20, 2008

NY Rural Water Association
PO Box 487
Claverack, NY 12513

Dear NY Rural Water Association,

I want to express my sincere appreciation of your services recently. Dan Tousley assisted in locating a water leak at Arcade Valley Estates in Arcade. He was able to come quickly, was very professional and a great asset in locating the leak.

Please express our gratitude to Mr. Tousley.

Sincerely,

William Sprague
Arcade Valley Estates