



BUSY TIMES HERE AT THE NYRWA

Jamie Herman | CEO

It is said, the more things change the more they stay the same. This is true in all walks of life, but particularly true here at the NYRWA. As we look forward to the triumphs and challenges that 2018 will inevitably bring, we do so without Pat Scalera as our CEO for the first time in nearly four decades. Thankfully, Pat will still be serving the association part-time as our Marketing Manager, and is always willing to provide her experience and wisdom. I never realized she had size 16 feet until I tried to walk a day in her shoes. Hopefully, given the continued support of our board, staff, and membership, I will one day be able to fill her shoes.

What services will the NYRWA be marketing? First and foremost, we will be marketing our membership. Pat, and other members of our staff will be attending conferences and workshops, as well as meeting with systems in an attempt to educate officials on the benefits of membership in our association. Our program grant funds keep our Circuit Riders and Technicians in the field, but the membership dues are necessary to make up the financial shortfall, and to ensure our field staff has the appropriate equipment to serve your needs on a daily basis. We will also be educating decision makers on our other services such as backflow device testing as well as water and wastewater system mapping. We currently have (6) certified backflow device testers situated across the state, and we hope to add a seventh certified tester within the next 10 months. Our fees are competitive statewide, and our field testers look forward to working with you in the near future.

How many of you have adequate maps of your system, or any maps for that matter? The NYRWA has been providing mapping services for nearly a decade, and we are starting to transition to a "cloud based" program called Diamond Maps. This mapping platform has many benefits including low cost, ease of use, and it allows system Operations Specialists to make changes or additions over time by using a smart device such as a phone or tablet. Best yet, it is non-proprietary, meaning it functions with any operating system. We are currently training our field staff on the use of this mapping system, and will soon be marketing it to our membership. It is our intention to assist Operations Specialists as they develop their own map, providing instruction on how to collect the gps points such as valves, curb stops, manholes, and

laterals, as well as how to manage and navigate the mapping system from your computer or mobile device. We believe this will be a significant benefit to our membership as we assist you in building your system map which will serve to increase your asset management and system sustainability. As mentioned, the cost is minimal and is charged on a monthly service fee basis. It is very easy to use. Most, if not all people, could learn to effectively use this equipment in (4) hours or less. If you are interested in learning more please visit www.diamondmaps.com.

There are many programs in development that we are very excited to offer to our members. We are diligently trying to work out the details of the ServLine Insurance Program. It is our hope to have the details of this program resolved and be in a position to offer this valuable service by the Fall of 2018. This would provide an insurance mechanism for water and wastewater systems to offer insurance for the customer owned service line or lateral. How many of you have had to knock on the "little old lady's" door and tell her she only has 5 days to repair or replace her water service line? Not fun, I know, especially when you know she is living on a very tight fixed income. This would allow an insurance program that would pay for repair or replacement of the line when necessary for a fee of only a few cents per service per month. This program is not available yet, but we hope it will be unveiled soon. Given the harsh Winter seasons in our part of the country, we believe this will be well received, and an excellent program for our membership. We will keep you posted.

If you have any questions on our membership benefits, or the services mentioned, please reach out to Pat Scalera, Marketing Manager, 1-888-697-8725 Ext. 120, or email Scalera@nyruralwater.org.

We hope you all will be able to join us in Verona on May 21 – 23, 2018, for our 39th Annual Technical Training Workshop & Exhibition. Yes, back by popular demand...GOLF! Last year was a fluke, due to potential weather and the location, we were unable to facilitate our annual golf event. Rest assured, it is back this year, and we will post details as they become available. We are also making a change to the format. We are eliminating the Thursday half day training sessions. It is our hope that eliminating ►►

Thursday will keep costs and your time away from home and work more reasonable, enabling more of you to attend. We have a full training schedule, and hope to provide the same number of contact hours as we previously recorded with the Thursday sessions, while still allotting equal time for interaction with our vendors and associate members. Please take the time to see the products, new materials, and interact with the vendors. This valuable training would not be possible without their time and commitment.

Your letters of support and appreciation are always welcome. We are working with our partners at the NRWA and meeting with our congressional representatives to proactively “steer” the federal budget process to continue to include funding for USDA and the programs we receive. Your letters do matter, and our elected representatives like to hear from each of you, their constituents. We understand how busy you are, but if the time allows please submit a letter of support (on your letterhead) to Herman@nyruralwater.org or mail to NYRWA, P.O. Box 487, Claverack, NY 12513. There will be more on our legislative efforts in the near future.

Thank you for your continued support to this association, and together we can continue to provide..."Quality On Tap"! 💧💧
