

# ALBERTA UTILITY OPERATOR

## Fall 2022

Issue #48



### WATER WEEK CONFERENCE - November 2022

Join us for the 2022 Water Week Conference at the DoubleTree by Hilton Hotel in West Edmonton. Delegates will have access to technical sessions, trade show and social opportunities!

REGISTRATION OPEN!

**AWWOA**  
**WATER WEEK CONFERENCE 2022**  
NOVEMBER 7-9, 2022 | Edmonton, AB  
AWWOA.CA

### Conference Features:

- Three Pre-Conference Workshops
- 30+ Technical Presentations
- Trade Show with 70 exhibitors
- Pub Night Networking Event
- Fun Money Casino Night
- Half-Day Wednesday Presentation



Thank you to our Principal Conference Partner!



REGISTER ONLINE - [AWWOA.CA](http://AWWOA.CA) | For more details check out page 3.

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**DEDICATED  
ESSENTIALS** TO THE

# Special Announcements

## Message from the Chair



*Sandra Kotch*

When I began on the Board I never envisioned myself in the position of Chair, but here I am. As I look toward my upcoming year in this roll, I am again humbled by the support from all members of the AWWOA. This organization has many devoted people - past and current Board members, as well as many of you who support us by volunteering, attending events, teaching courses and also (importantly) giving us feedback. The questionnaires, telephone calls and face-to-face conversations with you help steer this organization. Please continue to give us your feedback. It is vital to keep us on track and we take your comments to heart.

I would also like to thank those of you courageous enough to attend Banff this year. The decision to go ahead with it was a bit of a leap of faith, but luck was on

our side and it was a resounding success! It was wonderful to see so many familiar faces and to feel 'normal' again. As a Board, we knew not everyone would be comfortable coming, so we were thrilled by the attendance. We look forward to next year with the hope it will be even better!

Looking toward the future, we've also learned some new strategies borne out of the pandemic. We are evaluating what we've learned and trying to keep some of the good as we move ahead. Although most of you prefer to learn in person, we've heard there is a need to continue looking at online learning options. Although there are some challenges around this, the online learning space continues to evolve and in future, online options or a hybrid may become easier to offer.

With summer stretching before us, I look forward to warm days ahead. I hope you all have time to spend with good friends and family. Get out and enjoy life! After the last two years, we've earned it.

*Sandra Kotch, AWWOA Chair*



**Annual Operators Seminar,  
March 2022**

## AWWOA Strategic Plan Review

In June 2022, Valerie MacLeod joined the AWWOA Executive Board to facilitate a review of our strategic plan.

Through group exercises and discussion, a variety of important topics were addressed. We look forward to implementing the ideas that were brought forward in the continued support of our members and the promotion of the industry!



# Water Week Conference 2022

## Water Week Conference Information



We are pleased to invite you to the return of the in-person 2022 Water Week Conference! The event offers you the opportunity to 0.9 CEUs through technical sessions and special presentations. Earn an additional 0.3 CEUs for attending a pre-conference workshop. Foster industry connections at the trade show and socialize with fellow operators at Pub Night and Casino Night.



**Water Week Conference 2022**  
**November 7-9, 2022**  
**Double Tree by Hilton Hotel West Edmonton**  
**Edmonton, AB**



**Nov 7** - pre-conference workshops, delegate lunch, and technical presentations  
**Nov 8** - trade show with lunch and technical presentations  
**Nov 9** - leadership in water presentation with Nolan Crouse and a panel discussion with industry leaders

**DELEGATE REGISTRATION IS OPEN - [AWWOA.CA](http://AWWOA.CA)**

### Continuing Education Unit (CEU) Information for the Conference:

Attending Mon., Tues. and Wed.: 0.9 CEUs

Attending a Pre-Conference Workshop: 0.3 CEUs  
(*separate pre-registration required*)

#### Registration:

Register online at [awwoa.ca](http://awwoa.ca)

NOTE: Conference registrations are accepted online until **November 3, 2022**. Anyone who has not been confirmed as registered by that date will need to register onsite for an additional \$50 fee.

### Cost Information:

**Full Conference Registration -** \$380 + GST  
AWWOA Members (Monday - Wednesday)

**Full Conference Registration -** \$495 + GST  
non-members (Monday-Wednesday)

**Single Day Registration -** \$150 + GST  
(Monday or Tuesday or Wednesday)

**Trade Show Only -** \$100 + GST  
(Tuesday)

**Pre-Conference Workshop -** \$125 + GST  
(Monday)

## Conference Networking Events

### Pub Night

sponsored by Algae Control Canada

Date: November 7, 2022 - 6:30 - 10:00 p.m.

Location: DoubleTree Hotel

### Casino Night

Date: November 8, 2022 - 7:00 - 10:00 p.m.

Location: Double Tree Hotel, Emerald Room



## The Old Operator

### THE HEROIC PLUMBER

We read of all sorts of acts of heroism, from military men and women to journalists. These acts are few and far between and belong in their own elite category. Heroism represents great bravery; it's putting others first, even at risk to your own peril. Sometimes an act of heroism is driven by the activity, the people or the type of work being done.

Even though we have all been told we should wait for experienced and trained people, some people rush to the rescue and perform a heroic act. I believe to be able to carry out an act of heroism there are four character traits one must possess; you must have courage, fortitude, bravery and above all, unselfishness. Selfish people only love themselves; they tend to worship the image in the mirror. Another key character trait is they will help others, even at their own peril, the opposite to selfish people. It's no wonder there are so few heroes.

Sixty years after the Second World War ended, a true story emerged about the Warsaw ghetto controlled by the Nazis. Irena Sendler was trained to be a plumber / sewer specialist in the Nazi controlled Warsaw ghetto. She was always checked coming into and leaving the ghetto. The Nazis even made her dump her tools out. Unknown to the Nazi's, Irena had a false bottom in the toolbox where every day she smuggled out a Jewish infant, at great peril to herself. She took along a dog trained to bark as loud as possible when going through the Nazi inspection, so the guards would stay away and the infants cries were unheard. Irena was eventually caught, both her arms broken and a beating that almost killed her. Irena surely belongs at the top of the list as exhibiting courage, fortitude, bravery and unselfishness.

I also suggest our heroes never worry about being recognized for their acts of bravery. Irena wanted no one to know. Heroes are driven by a higher power, putting others first, a lesson we can all learn from. Irena was nominated in 2008 for the Nobel Peace Prize, how fitting, wrong; she was beat out by Al Gore. I thought the saving of hundreds of infant babies would have rated a little higher in this world of ours.

For all of us, what will it be, safety or peril, us or others, courage or fear, empty words, or selfless acts, at least that's how I see it.

*The Old Operator, Doug Thorson*

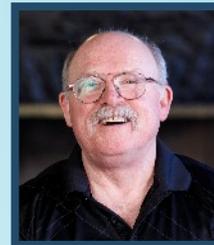


*Doug Thorson*

## Charitable Donations Update

### Supporting The Water School

In early 2022, the AWWOA had selected two Water School projects in Uganda. The first was the Busabira Primary School in the Kayunga District. The second project chosen was to partner with other charitable donation groups to construct a solar powered bore hole. The clean safe drinking water will supply a minimum of three user communities as well as three new tap stands. The Water School has reached out with an update on our donation.



*Bert E. Miller*

"We had originally decided to allocate your funding to support Busabira Primary School but have since chosen to redirect it to a school with a vastly higher incidence of waterborne illness, Zeu Primary School." The school does not presently have a water treatment program like SODIS, does not have adequate hygiene/sanitation practices, and a large number of students suffer from diarrhea, worms, and dysentery. All of this has led to decreasing enrollment as students get older.

The land on which the school is located is owned by the community. During the dry season, the children are picked class by class to fetch water. This takes a round trip of over 1 hour to get the water to the school. During the rainy season, they fetch water from a plastic rainwater harvesting tank within the school premises. The school does not currently use any treatment method so teachers and pupils consume the raw water.

The school has two latrine blocks. One for boys (6 stances) but only four stances are functional and a second one has nine stances but only five stances are functional. Unfortunately, the latrines were observed to cause a notable risk, especially to the smaller children. The entire school uses four hand washing facilities, located near the classroom block.

We are looking forward to partnering with Zeu Primary School for WASH training, SODIS training, and the implementation of the menstrual hygiene management program.

*Bert E. Miller, Charitable Donations Chair*

# Operator Profile

The AWWOA is proud to highlight operator and AWWOA member James Burnell.

## James Burnell - Rocky View County



**James Burnell**

James Burnell is a Utility Operations Technologist with Rocky View County. In his role, he manages the operations team at the Balzac Water Treatment Plant and provides backup at the Langdon Wastewater Treatment Plant. Most days, the job includes coming up with solutions to unique problems. While it can be challenging, the variety makes for interesting days full of constant learning and discovery.

James's path into the water/wastewater industry began with education in biotechnology and a Bachelor of Science in Chemistry. After working as a brewer at Grizzly Paw in Canmore, he decided to explore a different career path. He saw a position at the Banff Wastewater Treatment Plant advertised in the local paper. Remembering a wastewater treatment plant tour he had been on, he decided to apply. When he did not secure an interview, he researched what it would take to become a water/wastewater operator. He discovered the NAIT program through a satellite campus in Calgary and decided to enroll.

***“It was the best decision I ever made, providing me with a world of opportunities in a rewarding career.”***

When James started in the industry, he didn't have any mentors but soon realized he was surrounded by professionals that took pride in their work and were eager to help him grow and develop his career. James' first manager, Matt McCrank, lead-hands Steve Rohr and Denis Jasinsky and current supervisor, Joe Rahn stand out as strong influences. He also cites the experience and knowledge of Lead Operator at the Balzac WTP, Mike Durnie, as being instrumental to his understanding and success in utility services.

A memorable career moment for James is his first water main break. A call had come through from a contractor who struck a water main while doing a horizontal drilling job. Trying to control his panic, James thought through the process of isolation and notification and alerted the operations team and communications department. When James got to the site, the break had already been isolated before any major service distributions could occur. Instead of calls of complaints, he was getting calls of congratulations on the speed at which the problem was resolved. It was a rush he won't soon forget.

## 5th Annual Golf Tournament

### Event Details

Join us for a day at the D'Arcy Ranch Golf Club, only 30 minutes south of Calgary, socialize with fellow operators and suppliers and take home prizes at the **Annual AWWOA Golf Tournament!**

**Monday, September 12, 2022**  
**Shot Gun Start: 1:00 pm**  
**Tournament Fee: \$150.00 + GST**

**REGISTER ONLINE - [AWWOA.CA](http://AWWOA.CA)**

### Sponsors



# Alberta Environment & Parks Update

## Important Renewal Information

The Environment and Parks water and wastewater operator certification regulations require that the Certificate of Qualification be renewed every three years.

For operators renewing this year, please log in to your Compliance365 account to apply for your renewal. If you do not have an active account, please send an email to [waterandwastewateroperatorcert@gov.ab.ca](mailto:waterandwastewateroperatorcert@gov.ab.ca) and one will be set up for you (allow up to 5 business days for account set-up).



- Make sure you have a supervisor selected in your work experience profile.
- Training must be uploaded and approved prior to applying for renewal (allow up to 5 business days for training approval).
- Minimum of 1 year of operating experience and a minimum amount of Continuing Education Units (CEUs) is required during the renewal period (2020/21/22).
- Discipline specific training is required. Please see the Operator Certification Guidelines which outlines this requirement. Please see the Resources Tab in your account for examples.

## Renewing Without Current Experience

If an operator does not have current experience but wishes to retain certification, there is an option to renew. Select 'No' to the question asking if you have 1 year of experience.

Without experience renewals can only be used for a maximum of two consecutive renewal periods.

## CEU Requirements for Renewal

The following are the required CEUs for each level of certification:

- Small Systems - an operator must obtain a total of 1.8 CEUs
- Level I or Level II - an operator must obtain a total of 3.6 CEUs
- Level III or Level IV - an operator must obtain a total of 3.6 CEUs
- More than one Level III and Level IV - an operator must obtain a total of 7.2 CEUs



Questions regarding certification can be sent to [waterandwastewateroperatorcert@gov.ab.ca](mailto:waterandwastewateroperatorcert@gov.ab.ca).

# Training Opportunities

## New Training Opportunities

### Responding to Water Main Breaks - 1.2 CEUs

October 5 & 6, 2022 - Edmonton, AB

8:00 a.m. - 4:00 p.m. each day



This course will educate operators on the proper steps and procedures to deal with a water main break. You will learn how to respond to a call from the public and take away an understanding of available materials to assist with repair. From parking to traffic, flooding and isolation of water, various safety components and practices will also be reviewed.

### Level Measurement Fundamentals - 0.6 CEUs

November 24 & 25, 2022 - Virtual

9:00 a.m. - 12:00 p.m. each day

This level measurement course provides drinking water and wastewater operators with an understanding of the different types of level measurement technologies typically used to measure level in water and waste water applications. For each measuring technology, the training will focus on the principles of operation, typical use cases in a water or waste water treatment plant, troubleshooting basics, installation influences, handling error codes and possible process issues and challenges.

## Upcoming Webinars

If you've missed out on the supervisor and leadership webinars presented by Nolan Course, they are being offered again this December!

*Each series has been approved for 0.3 CEUs.*

### Supervision Principles

**Session 1:** December 5, 2022 - 11:00 a.m. - 12:30 p.m.

**Session 2:** December 6, 2022 - 11:00 a.m. - 12:30 p.m.

### Employee Relations

**Session 1:** December 12, 2022 - 11:00 a.m. - 12:30 p.m.

**Session 2:** December 13, 2022 - 11:00 a.m. - 12:30 p.m.



### Management & Development of a Workforce

**Session 1:** December 8, 2022 - 11:00 a.m. - 12:30 p.m.

**Session 2:** December 9, 2022 - 11:00 a.m. - 12:30 p.m.

### Change Management & Change Leadership

**Session 1:** December 15, 2022 - 11:00 a.m. - 12:30 p.m.

**Session 2:** December 16, 2022 - 11:00 a.m. - 12:30 p.m.

Visit [AWWOA.CA](http://AWWOA.CA) for more info and to register!

## Math Corner



**David Noack**

### QUESTION:

Slopes are expressed as Rise (Vertical) over Run (Horizontal). For example, many roof structures are 4/12 and sewer lines are 1/4" per foot.

Our problem involves a house foundation that is 42 meters from the sewer lateral. How much higher than the sewer lateral should the homeowner service line be at their foundation if a slope of 1:50?

### ANSWER:

A ratio of 1/50 means the pipe will rise 1 m for every 50 m. The horizontal distance can be divided by 50 find the horizontal rise. For us this looks like:  
$$\frac{42 \text{ m}}{50} = 0.84 \text{ m or } 84 \text{ cm}$$

# 2022 - 23 Training Calendar

Check out the full course listing for 2022 - 23 online and register today!

Register online at: [AWWOA.CA](http://AWWOA.CA)

## September - October 2022

### Hydrant Maintenance and Operation- in Calgary

September 20 & 21, 2022 - Cost \$500 (\$600 Non-members) - 1.2 CEUs

### Source Control - in Edmonton

September 26 & 27, 2022 - Cost \$460 (\$560 Non-members) - 1.2 CEUs

### Risk Management in W & WW Treatment Systems - in Edmonton

September 28 & 29, 2022 - Cost \$460 (\$560 Non-members) - 1.2 CEUs

### Small Water Systems Operations - in Calgary

September 28, 2022 - Cost \$300 (\$400 Non-members) - 0.6 CEUs

### Small Wastewater Systems Operations - in Calgary

September 29, 2022 - Cost \$300 (\$400 Non-members) - 0.6 CEUs

### Level I Certification Prep - in Edmonton

October 3 & 4, 2022 (Part A) and October 17 & 18, 2022 (Part B)

- Cost \$550 (\$650 Non-members) - 5.0 CEUs

### Level I Certification Prep - in Calgary

October 6 & 7, 2022 (Part A) and October 20 & 21, 2022 (Part B)

- Cost \$550 (\$650 Non-members) - 5.0 CEUs

### Pumps & Blowers - in Calgary

October 3 & 4, 2022- Cost \$460 (\$560 Non-members) - 1.2 CEUs

### Responding to Water Main Breaks - in Edmonton

October 5 & 6, 2022 - Cost \$460 (\$560 Non-members) - 1.2 CEUs

### EXCEL for Operators - in Edmonton

October 6 & 7, 2022 - Cost \$490 (\$590 Non-members) - 1.2 CEUs

### Level II Water Treatment Cert Prep - in Calgary

October 11 & 12, 2022 - Cost \$460 (\$560 Non-members) - 1.5 CEUs

### Level II Water Distribution Cert Prep - in Edmonton

October 11 & 12, 2022 - Cost \$460 (\$560 Non-members) - 1.2 CEUs

### Level II Wastewater Treatment Cert Prep - in Calgary

October 13 & 14, 2022 - Cost \$460 (\$560 Non-members) - 1.5 CEUs

### Level II Wastewater Collection Cert Prep - in Edmonton

October 13 & 14, 2022 - Cost \$460 (\$560 Non-members) - 1.2 CEUs

## Connect with AWWOA

Toll free: 1-877-454-7745 Local: 780-454-7745

Email: [info@awwoa.ca](mailto:info@awwoa.ca) Website: [www.awwoa.ca](http://www.awwoa.ca)

Visit us on [Twitter](#), [Facebook](#), [LinkedIn](#), [YouTube](#)



## Save the Date

### September 12, 2022

#### Annual Golf Tournament

D'Arcy Ranch Golf Club  
Okotoks, AB

### September 13-16, 2022

#### WCW22

Hyatt Regency  
Calgary, AB

### November 7-9, 2022

#### Water Week Conference

DoubleTree West Edmonton  
Edmonton, AB

## Online Training Courses

AWWOA offers certification preparation courses online. Work from anywhere with Internet access and manage your training for a time that works for you!

- Entry Level Training
- Small Water Systems
- Small Wastewater Systems
- Level I Certification Preparation
- Level II Water Treat. Cert Prep
- Level II Water Dist. Cert Prep
- Level II Wastewater Treat. Cert Prep
- Level II Wastewater Coll. Cert Prep
- Level III/IV Water Treatment Certification Preparation
- Level III/IV Water Dist. Cert Prep
- Level III/IV Wastewater Collection Certification Preparation
- Level III/IV Wastewater Treatment Certification