

THE SOURCE



The Source is a quarterly publication of Beaver Water District Spring 2017

WE ARE BEAVER WATER DISTRICT!

We make your water clean and safe because we care!



The 2017 Marketing, Public Relations, and Education Campaign has kicked off. Beaver Water District's (BWD) employees form the keystone of the campaign. Without knowledgeable, trained and dedicated water staff, BWD could not carry out its mission: "To serve our customers' needs by providing high quality drinking water that meets or exceeds all regulatory requirements and is economically priced consistent with our quality standards."

But what does that mean, really? A basic way to explain what goes on at BWD relies heavily on also understanding the connection between BWD, our customers, and the customer at the faucet or tap.

Put simply, BWD supplies clean, safe drinking water, sourced from Beaver Lake, at the wholesale price of \$1.31 per

thousand gallons to Fayetteville, Springdale, Rogers, and Bentonville. These cities in Northwest Arkansas then pump, store, distribute and resell the water to their customers — more than 320,000 people and industries in their cities and surrounding areas. The campaign consists of Public Service Announcements on television, on movie screens, on popup TVs at gas stations; social media posts; static digital ads; static ads in restaurant and hospital settings; and large, framed posters in public settings such as city water offices; and local radio spots.

The BWD campus includes three drinking water plants, an Administration Center and a Water Education Center, all located at 301 N. Primrose Road, on the outskirts of Lowell, Ark. This is approximately two miles from BWD intakes

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situated on Beaver Lake. The intakes operate to pump water from the lake to the plants via a large set of pipelines. Numerous checks and balances exist both there and at the campus to ensure redundancy – in other words, if a pump stops working or electrical power is interrupted for some reason, there’s a backup power source or plan in place. That means reliability, and it’s a great testament to those who work at BWD 24 hours a day, 7 days a week, 365 days a year, all the time, no matter what. Without that kind of scenario, uninterrupted service might not be possible at all times.



From left, Earl Rausch, Rogers Water Utilities; Heath Ward, Springdale Water Utilities; Mike Bender, City of Bentonville; and Tim Nyander, City of Fayetteville.

In recent interviews and video shoots, the cities’ staff made several comments that help explain how the process works, from their point of view:

“We are responsible for storing that water, maintaining the distribution system and making sure our customers have clean, safe water coming out of their taps at home,” said Heath Ward, Executive Director of Springdale Water Utilities.

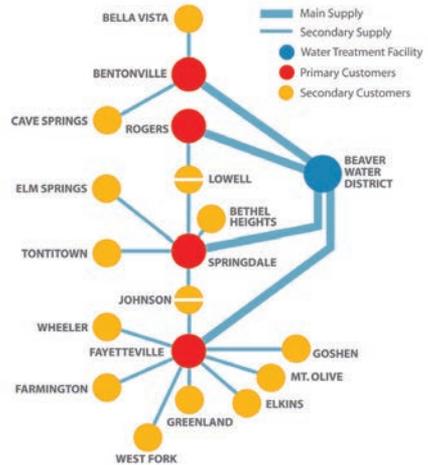
Mike Bender, Public Works Director for the city of Bentonville, agreed. “We have a strong relationship with Beaver Water. We actually send our guys over to Beaver Water ... to take tours and understand what they do.”

Earl Rausch, Director of Rogers Water Utilities, said, “We buy our water

from Beaver Water District, who in turn treats it and pumps it to our elevated storage tanks. We both watch it. All eyes are on the water, the quality when it comes into our system. Then from there we distribute it to the homes, businesses and industrial base.”

Tim Nyander, Utilities Director for the city of Fayetteville, said, “We have complete confidence in the level of Beaver Water District’s treatment. We know it’s clean, we know it’s safe, and ready to distribute to our customers.”

Alan Fortenberry, CEO of BWD, ties it all together this way: “We need them



and they need us. It’s been that way since the dam and the intake construction began on Beaver Lake in the early 1960s. It’s been that way since the Arkansas Legislature passed Act 114 in 1957, the Regional Water Distribution District Act. By working together as a team with the four cities all of these years, we’ve together ensured that the needs of our region for safe, clean, affordable and abundant water continue to be met.”

Fortenberry went on to emphasize that dependable water service is essential for quality of life, healthy living, and economic vitality.

Employee Profile: James McCarty, New Manager of Environmental Quality



Editor's Note: I hope you enjoy the Q & A below and learning more about James McCarty of Fayetteville, who recently joined the BWD team in February as the new Manager of Environmental Quality. McCarty worked for a few weeks side-by-side with Dr. Bob Morgan, who created the position. Morgan recently retired after 12 years with the District. – Amy Wilson, BWD Director of Public Affairs.

Q: Tell us about where and how you grew up. Are you a country boy or city boy?

A: I'm definitely not a city boy and have never really felt comfortable in them. They are too crowded and congested for me. I've lived in a lot of places including Hawaii, Michigan, Connecticut, Alaska, Mississippi, Texas, South Dakota, and Arkansas. I've had a strong love of water from an early age. As a teenager, I lived on Kodiak Island in Alaska, where my dad worked for the U.S. Coast Guard. As a family, we spent a lot of time fishing.

Q: Tell us what you loved most about Kodiak Island. It seems a remote and exotic place to those of us who've never been to Alaska.

A: Kodiak has a small town feel like a lot of communities here in NWA. People tend to be very friendly and close, which can make for a great community. On the other hand, people tend to know everyone else's business. Kodiak is a relatively large island, roughly the size of Rhode Island, but 95% of it is uninhabited as almost everyone lives in town. It is very mountainous with the city located on one of the flat areas close to the ocean. The Coast Guard and commercial fishing community are the key economic inputs, think Discovery's Channel's TV series "Deadliest Catch." It's a remote place with the only access being an hour flight from Anchorage, or a 12-hour ferry ride. Kodiak is probably most famous for the Kodiak Bear, which is an awesome sight to see.

Q: Tell us a little about your family. Wife and children names, ages?

A: My wife, Kelly, is an instructor in the University of Arkansas (UA) Nursing Program. We have a son, Levi, who's 10, and two girls, Lilly, 8 years old, and Izzy, who's 5.

Q: What is your academic and work background?

A: I have an M.S. in Biological Engineering (2015) and a B.S. in Biological Engineering (2006), both

from the UA. I'm working on my Ph.D. in Biological Engineering and hope to graduate in spring 2019. Since 2011, I've worked as a Research Associate and Graduate Student with the UA-Department of Biological Engineering, where I was responsible for authoring grant proposals, conducting research, report and manuscript writing, presentations, and supervision of graduate research. One project that relates to my new job here is that I did research on development of a watershed management plan and stakeholder engagement group for the Lake Conway Point Remove watershed and a decision support tool to help prioritize watersheds for nutrients. I was also a student of my predecessor here at the District (Dr. Bob Morgan).

Q: You took a detour from academics and joined the military. Tell us about that.

After graduating from college with an ROTC scholarship I joined the Air Force as an intelligence officer from 2006-2011. Air Force intelligence is a very diverse career, but my job was to support combat mission planning for the B-1 Bomber. This entails being an expert on the threats they might face on a combat mission and how to use the capabilities of the aircraft to counter that threat. In addition, we provided support in debriefing the aircrew after the mission was complete to glean any useful intelligence such as success of bombs dropped or location of enemy assets.

Q: So what particular assets do you bring to your new position here at BWD?

A: I know water science and I have a strong background in scientific research and project management. I remember my first visits out here as a student at the UA. Since then, my vision has been consistent with BWD's vision: to maintain the quality of Beaver Lake for all generations. As I did at the UA, I intend to do all I can to engage with the public to inform and advocate for healthy lakes and watersheds.

BWD Partners with Rogers Heritage High School for Water Education and Hydration



Four years and counting! Beaver Water District returned to participate in and support the Rogers Heritage High School Career Fair on February 1, 2017. Dot Neely, Beaver Water District's (BWD) fulltime Education Coordinator for the past four years, worked side by side with Larry Lloyd, BWD Chief Operations Officer, to visit with and educate students about water careers this year.

BWD also has a Hydration Partnership with the school and ensured the school received this bottle-filler, drinking water hydration station, as well as refillable water bottles and informational signage. These explain how safe, clean drinking water is pumped, stored and delivered to the school by Rogers Water Utilities after water from Beaver Lake is "treated" for drinking by Beaver Water District.

Northwest District of the Arkansas Waterworks



& Water Environment Association

On Dec. 14 in Fayetteville, Ark., members of the Northwest District of the Arkansas Water Works & Water Environment Association elected the following officers for 2017: Jesse Burch, Beaver Water District, Chair; Brad Stewart, Springdale Water Utilities, Secretary/Treasurer; and Nathan Hooper, Benton-Washington Regional Public Water Authority, Vice Chair. Jeff Hickle, CH2M, received a plaque recognizing his years of service as outgoing Chair. Additionally, Stacy Cheevers of Beaver Water District, Northwest District Director, presented the following Outstanding Achievement Awards for 2016:

Water Operator Less than 5000 Population

James Clark, City of Tontitown

Water Operator More than 5000 Population

Terry Edwards, Rogers Water Utilities

Manager of the Year Water

Tim Nyander, City of Fayetteville

Laboratory Professional Water

David Newman, City of Bentonville

Wastewater Operator Less than 5000 Population

Robert Pugsley, Buffalo National River

Wastewater Operator Greater than 5000 Population

Shannon Bowen, Springdale Water Utilities

Manager of the Year Wastewater

Mayo Miller, CH2M

Laboratory Professional Wastewater

Timothy McGee, CH2M

Pretreatment Professional Wastewater

David Miller, Superior Industries International, Inc.

Recognition Award-Website Management

Heather Watson, Beaver Water District

The mission of the Northwest District of the Arkansas Water Works & Water Environment Association, formed in 1950, is to encourage the education and licensing of its members in the field of water and wastewater systems and to provide a venue by which the members can share information, obtain training, and improve the overall standing of the profession within their communities. Visit nwd-awwwea.org for more information.

UA Students Earn Steele-Croxton Memorial Scholarships



Bill Watkins of Rogers (center), President of Beaver Water District's Board of Directors, recognized University of Arkansas students Andrew Stephens of Rogers, and Shelby Sidney of Springdale. Not pictured is Logan Draper of Fayetteville. These students each received a Beaver Water District Steele-Croxton Memorial Scholarship this year.

"I feel that I have had an audience rooting me on throughout my college career."

Andrew Stephens, a senior in the University of Arkansas (UA) Biological Engineering Program, is thrilled to be a scholarship award recipient for the third year in a row.

During its regularly scheduled board meeting held Feb. 16th, the Beaver Water District (BWD) Board of Directors recognized University of Arkansas students Andrew Stephens of Rogers, Shelby Sidney of Springdale, and Logan Draper of Fayetteville with Steele-Croxton Memorial Scholarships.

"I'm very grateful for your generous donation," said Sidney, who is majoring in Civil Engineering, and is a recipient for the second year in a row.

"I want to serve my community by designing or consulting on either a water treatment system, wastewater treatment plant, or 'natural' developments with the community." She plans to continue her education and complete a masters in the environmental area of Civil Engineering.

Draper, a senior this year, is majoring in Environmental Science. In his application letter, he noted, "I decided to focus my efforts on water because of my belief that clean water is important not only for public use, but for the flora and fauna that coexist in our community." He plans to continue his education with a masters and possibly a doctoral degree.

"I feel that I have had an audience rooting me on throughout my college career."

*– Andrew Stephens,
Scholarship Winner*

The scholarship, funded through voluntary contributions by BWD Board members and other interested individuals and organizations, is named for the late Joe M. Steele and the late Hardy W. Croxton, leaders and past Board members. The Memorial Scholarship Fund provides support to qualified students within the UA's College of Engineering and College of Agriculture. The scholarship's aim is to support students studying and exploring careers related to water.

“Dr. Bob” Retires After a Dozen Years of Service

After a more than a dozen years of service, Dr. Robert Morgan departs Beaver Water District (BWD) driving a red Nissan truck with racks on top for kayaks. In late 2004, he arrived in a black Honda CRV. As BWD's first Manager of Environmental Quality, he created a Source Water Protection Program for BWD and Beaver Lake where none had existed, at least formally. Meanwhile, he took over the management of BWD's Water Quality Laboratory. Over the years, he envisioned and created a number of positions to ensure that BWD could carry out its mission to the best of its ability, particularly in the area of water treatment on site with regard to laboratory responsibilities, as well as work on water quality in Beaver Lake and its watershed.



In the early days of his tenure, he often drove around the watershed to familiarize himself with an area where he was reared. A native of Rogers, he knew the area well when the White River flowed freely, before it was dammed in the early 1960s. The photo here shows him on the front page of BWD's The Source Newsletter posing at War Eagle Bridge and published in the spring of 2005.

Over the years, Morgan initiated partnerships with other like-minded organizations. He helped to create and served on boards of new entities, one example being the Beaver Watershed Alliance. He was also instrumental in seeking out and responding to research opportunities that would be beneficial both to BWD and also to those working on water projects in various degree areas at the University of Arkansas.

Morgan retired in early April this year. While on staff, he earned his Doctorate in

Engineering at the University of Arkansas in 2007. Prior to joining BWD, he earned a Master of Science in Civil Engineering (2003), and Bachelor of Science in Civil Engineering (1973), both from UA. He also served as Project Director in the UA Biological and Agricultural Engineering Department and as coordinator for Arkansas' Nonpoint Source Pollution Management Program at the Arkansas Soil and Water Conservation Commission (now known as the Arkansas Natural Resources Commission).

Many of his colleagues call him by the nickname “Dr. Bob.” One of those colleagues is Kayla Mhoon, who had this to say about her experience with him: “Dr. Bob has always been welcoming, willing to listen, and assist in problem solving,” she said. “I am very appreciative of the time and energy he was willing to expend on helping me learn.”

CEO Alan D. Fortenberry P.E., had this to say about Morgan: “His impact on BWD, the watershed and our entire region cannot be overstated. Bob brought expertise and skills to us and used them to hone and shape a department and far-reaching relationships that will affect our area for years to come. He will be missed.”

“I have always appreciated that Bob does not enter into the evaluation of an issue with a preconceived notion of the outcome.

Bob allows the scientific process to provide the answers to the questions and then we can draw our conclusions from those answers. He is the consummate scientist.” – Larry Lloyd P.E., Chief Operating Officer, BWD

Morgan is a registered Professional Engineer in Arkansas. He also is adjunct faculty in the Biological Engineering Department at the University of Arkansas. He has authored publications on nonpoint source pollution, watershed management and stream restoration and a textbook on ecological engineering design. Morgan also holds a Grade IV water treatment license.

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Q. What do you consider your greatest accomplishments while working for BWD?

A. A lot has happened at BWD during the last 13 years. During that time, we have managed to take a source water protection program from a concept into one that meets all of the American Water Works Association's (AWWA) standards for source water protection, and we have become recognized as one of the best programs in mid-America. I am very proud of the many partners that BWD has been able to develop in this effort. Source water protection is all about collaboration with the people, groups and agencies that can get things done. The thing that I think will be most lasting about my tenure as the manager of environmental quality is that BWD has now set up a special fund for the Source Water Protection program. That means that the program is on solid financial footing and is no longer subject to the whims of government programs.

Q. What are your plans for retirement?

A. I plan to maintain some level of activity in the water and environmental sector. I recently was appointed to the AWWA's Technical and Educational Council. This appointment, which is for three years, will allow me to work with experts in the profession and help to develop important materials for water industry professionals. I am also working in Arkansas with the Forests and Water Steering Committee, who strive to develop collaborative efforts between the forest and water sectors in our state. Beyond that, my plans include travel around America and especially to as many State Parks in the Ozark region as possible.

Q. What will you miss most about BWD?

A. BWD is committed to being the best water utility in the country. Also, at BWD everyone on the staff believes in our mission and they feel that their job contributes to the well-being of Northwest Arkansas. When everyone is on board and pulling toward the same goal, it's hard to call it work. There are lots of special people at BWD with whom I intend to keep in touch.

Q. Do you have any other comments to add?

A. The administration at BWD has been very supportive of our efforts to build an effective source water protection program. They also have been generous in allowing me time to be involved with various regional and national associations such as the AWWA and the North American Lake Management Society. Through those associations, I have been able to meet and get to know many of the nation's leaders in our field. It has been an exciting, if somewhat busy, 13 years.



(From left) Pat Bates of Bentonville, Director of Human Resources for Beaver Water District (BWD), and Bill HagenBurger of Rogers, Plant Engineer for BWD, recently completed a 6-phase management training and leadership skills course for Water/Wastewater managers and supervisors. The intensive 144-hour course is administered by the American Water College and the Public Utilities & Waterworks Management Institute. HagenBurger also received an at-large appointment to the American Water Works Association's (AWWA) Engineering and Construction Division. Dr. Robert Morgan, who recently retired from BWD, was appointed to a three-year term on AWWA's Technical & Educational Council.