

# TECHNICAL SESSIONS HIGHLIGHTS

## *Ohio Section AWWA - Toledo 2004 Annual Conference Proposed Technical Program*

### **Session 1A - Thursday, September 16, AM**

- J Managing Distribution System Water Quality
- J Critical Owner Performed Evaluation and Maintenance of Water Storage Tanks
- J Storage Tank Operations to Maintain Water Quality
- J Understanding Water Hammer
- J DBPs and Their Fate in Water Distribution Systems
- J Our Current Understanding of Lead and Copper Control
- J Catastrophic Failures of Cleveland's Large Diameter Transmission Mains

### **Session 2A - Thursday, September 16, AM**

- J Using Borehole Geophysics to Identify the Best Aquifers in Ohio's Buried Valleys
- J Optimizing and Sustaining Groundwater Supplies Through Well Field Management
- J Developing New Groundwater Supplies Using Numerical Groundwater Flow Models
- J Leveraging the Initial Distribution System Evaluation for Long-Term Benefits
- J Applying World-wide Best Management Practices in Water Loss Control
- J Bank Filtration: Bridging Research and Practical Design Applications
- J Arsenic Removal Using Reverse Osmosis

### **Session 3A - Thursday, September 16, AM**

- J Oxidation Techniques - Research for Homeland Security
- J Effect of NOM and Membrane Composition on Removal of Atrazine and Desethylatrazine by Nanofiltration
- J Using Data Sondes Technology for Real-Time Source Water Monitoring
- J Distribution System Monitoring - Research in Progress
- J Improving Membrane Filtration Through Post-synthesis Modifications
- J The Mapping of Blue-Green Algae Blooms in Lake Erie From Satellite Multispectral Data
- J Monitoring for Blue-Green Algae Blooms for the Protection of Municipal Water Supplies

### **Session 1B - Thursday, September 16, PM**

- J Jar Testing to Determine the Optimum Carbon Dosage and Type for Taste and Odor Control
- J Granular Activated Carbon Versus Anthracite for Removal of DBPs
- J New Approach to DBP Precursor Removal Using MIEX Pretreatment Technology
- J Water Quality Master Planning: Membrane and UV Disinfection Applications
- J Importance of Specifications for Filter Media Installation

# TECHNICAL SESSIONS HIGHLIGHTS

## *Ohio Section AWWA - Toledo 2004 Annual Conference Proposed Technical Program (Continued)*

### **Session 2B - Thursday, September 16, PM**

- J Hiring Mistakes Giving You Heartburn?
- J Mobile Generators Save the Day in the 2003 Blackout
- J How To Get the Best Treatment Chemicals at the Lowest Cost
- J Lead and Copper Review: Simultaneous Compliance Issues
- J Understanding and Using AWWA Standards

### **Session 3B - Thursday, September 16, PM**

- J Student Paper Award Presentation
- J Student Paper Award Presentation
- J Student Paper Award Presentation
- J Performance-Based Testing of Activated Carbon For MTBE Removal
- J Implementation of UV at Drinking Water Plants: Practical Planning, Design, and Procurement Considerations

### **Session 1C - Friday, September 17, AM**

- J Ohio EPA Drinking Water Advisory Committee (DWAC) Issues
- J Ohio Drinking Water and Regulations Update
- J Ohio's Chloramination Guidelines
- J Ohio's Membrane Guidelines
- J Ohio's UV Disinfection Guidelines

### **Session 2C - Friday, September 17, AM**

- J What Would We Do Without Our Automatic Reading Water System?
- J Reading Between the Lines on a Consumer's Confidence Report
- J Utilities Partnering with Social Service Agencies to Serve the Community
- J Bankruptcy 101
- J SAN For the Water Billing Department

# DETAILED CONFERENCE SCHEDULE

## *Tuesday, September 14, 2004*

8:30 a.m. - 10:30 a.m.	Registration for Golf Outing, Whiteford Valley Golf Course
11:00 a.m. - 4:00 p.m.	Golf Outing, Whiteford Valley Golf Course
1:00 p.m. - 4:00 p.m.	Spouses Wine Tasting
12:00 noon - 5:00 p.m.	Conference Check-in, Pre-registration only
3:00 p.m. - 10:00 p.m.	Hotel Check-in, Radisson
4:00 p.m. - 9:00 p.m.	Exhibitor Set-up, Exhibit Hall, SeaGate Centre
6:00 p.m.	Free Evening & Special Event Tours

## *Wednesday, September 15, 2004*

7:00 a.m. - 10:00 a.m.	Exhibitor Set-up, Exhibit Hall, Radisson
7:00 a.m. - 5:00 p.m.	Conference Registration, SeaGate Centre
8:00 a.m. - 5:00 p.m.	Speaker Ready Room, SeaGate Centre
8:00 a.m. - 10:00 a.m.	Kickoff Breakfast, Grand Ballroom, Radisson
9:15 a.m. - 10:00 a.m.	Kickoff Speaker & Program, Grand Ballroom, Radisson
10:30 a.m. - 4:30 p.m.	Exhibits Open
10:30 a.m. - 3:30 p.m.	Spouses activities, Various locations downtown Toledo
10:00 a.m. - 12:00 noon	Tapping Contest, Exhibit Hall
10:00 a.m. - 12:00 noon	YP fundraiser, Exhibit Hall
10:30 a.m. - 5:00 p.m.	Committee Meetings, Radisson
11:45 a.m. - 1:00 p.m.	Diversity Committee Luncheon
12:30 p.m. - 2:00 p.m.	Manufacturer's Luncheon, Exhibit Hall
1:30 p.m. - 3:30 p.m.	Top Ops, Exhibit Hall
1:30 p.m. - 4:30 p.m.	Goal Setting/Magic LAMP Diversity Committee Workshop
2:00 p.m. - 4:00 p.m.	Education Forum for Contact Hours, Exhibit Hall
3:00 p.m. - 10:00 p.m.	Hotel Check-in, Radisson
4:30 p.m. - 5:30 p.m.	MAC Mixer, Exhibit Hall

## *Thursday, September 16, 2004*

7:00 a.m. - 9:00 a.m.	BBS Corporation Continental Breakfast, Radisson
7:00 a.m. - 5:00 p.m.	Conference Registration, SeaGate Centre
7:00 a.m. - 5:00 p.m.	Speaker's Ready Room, SeaGate Centre
8:00 a.m. - 9:30 a.m.	Diversity Mentoring Breakfast, Radisson
10:30 a.m. - 3:30 p.m.	Spouses' Activities, Spa (with luncheon)
8:30 a.m. - 5:00 p.m.	Technical Sessions, SeaGate Centre
8:30 a.m. - 5:00 p.m.	Customer Service Workshop
9:00 a.m. - 5:00 p.m.	Committee Meetings, Radisson
12:00 noon - 2:30 p.m.	Business Luncheon, Grand Ballroom, Radisson
6:00 p.m. - 7:00 p.m.	Annual Meet & Greet, Grand Ballroom, Radisson
7:00 p.m. - 9:30 p.m.	Annual Banquet, Grand Ballroom, Radisson
9:30 p.m.	Post Banquet entertainment, Grand Ballroom, Radisson

## *Friday, September 17, 2004*

7:00 a.m. - 8:30 a.m.	Awardees Breakfast, Radisson
7:00 a.m. - 9:00 a.m.	BBS Corporation Continental Breakfast, Radisson
7:30 a.m. - 10:00 a.m.	Conference Registration, SeaGate Centre
7:00 a.m. - 12:00 noon	Speaker's Ready Room, SeaGate Centre
10:00 a.m. - 12:00 noon	Spouses' Fashion Shopper, Professional Tips, Radisson
8:30 a.m. - 12:00 noon	Technical Sessions, SeaGate Centre

# SPOUSE/GUEST PROGRAM

## *Tuesday, September 14, 2004*

1:00 p.m. - 4:00 p.m. Wine Tasting, Radisson

## *Wednesday, September 15, 2004*

8:00 a.m. - 10:00 a.m. Kickoff Breakfast, Radisson

10:30 a.m. - 12:00 noon Valentine Theatre Tour

12:00 p.m. - 1:15 p.m. Luncheon at Maumee Bay  
Brewing Company

1:30 p.m. - 3:30 p.m. Shopping at Erie Street  
Market and Libbey Glass

4:30 p.m. - 5:30 p.m. MAC Mixer - Exhibit Hall,  
Radisson

## *Thursday, September 16, 2004*

7:00 a.m. - 9:00 a.m. Continental Breakfast,  
Radisson

10:30 a.m. - 3:30 p.m. Spa with Luncheon

6:00 p.m. - 7:00 p.m. Annual Meet & Greet,  
Grand Ballroom, Radisson

7:00 p.m. - 9:30 p.m. Annual Banquet, Grand  
Ballroom, Radisson

9:30 p.m. Post Banquet entertainment,  
Grand Ballroom, Radisson

## *Friday, September 17, 2004*

7:00 a.m. - 9:00 a.m. Continental Breakfast, Radisson

10:00 a.m. - 12:00 noon Professional Personal Shopper,  
Fashion Trends



## CUSTOMER SERVICE ACTIVITIES

*Thursday, September 16*

“Cycle of Service” Workshop (See topics below)

*Friday, September 17*

Technical Sessions:

- What would we do without our Automatic Reading Water System
- Reading between the lines on a Consumer’s Confidence Report
- Utilities partnering with social service agencies to serve the community
- Bankruptcy 101

## CYCLE OF SERVICE (All Day Workshop)

- Overview of the cycle of water service
- Facing the customer
- Telephone contacts
- ABC’s for the front line

## DIVERSITY COMMITTEE ACTIVITIES

*Wednesday, September 15*

11:45 a.m. - Diversity Committee Luncheon

1:00 p.m. - 4:00 p.m. - Goal Setting/Magic LAMP Workshop

- Elaine Woods - Instructor
- Goal Setting
- Three important ingredients for success
- Learn the secret of the LAMP

*Thursday, September 16*

8:00 a.m. - Mentoring Breakfast

# EDUCATIONAL FORUM

## *Unique Opportunity to Explain Your Products/Services and Help Clients*

*Earn Contact Hours!*

On Wednesday, September 15, 2004, during the State Conference in Toledo, an education forum will be held in the exhibit area throughout the day. Exhibitors will have a unique opportunity to display/explain their products and help participants to earn OEPA Contact Hours\*. Presenters are sought to cover highlights of new products, services, or solutions. Each presenter will be allowed 15-minutes to speak. This is a valuable opportunity for both exhibitors and attendees. Please complete and submit this form by **August 6, 2004** if you have an interest in this activity.

Your Name \_\_\_\_\_

Date \_\_\_\_\_

Company Name \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail Address \_\_\_\_\_

What product or service do you want to present? \_\_\_\_\_

Standby or Co-instructor (if applicable) \_\_\_\_\_

*Please attach a technical abstract along with resumes for the primary and co-speakers*

**NOTE: YOU MUST BE AN EXHIBITOR TO PARTICIPATE IN THE EDUCATIONAL FORUM.**

Mail to:      Marvin Gnagy      Phone: 419.473.1121  
                  ARCADIS FPS      Fax: 419.471.2108  
                  600 Jefferson Avenue      mgnagy@arcadis-us.com  
                  Toledo, Ohio 43603

\*Subject to OEPA approval



**OHIO SECTION AMERICAN WATER WORKS ASSOCIATION 2004 ANNUAL CONFERENCE - TOLEDO, OHIO SEPTEMBER 14 - 17, 2004**

Complete one application per person and return to:  
 Ohio Section AWWA  
 3972 Indianola Avenue  
 Columbus, Ohio 43214-3158  
 (614) 265-3180  
 FAX (614) 268-3244

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Badge Name \_\_\_\_\_  
 Employer \_\_\_\_\_ Title \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ AWWA Member # \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_ Country (optional) \_\_\_\_\_  
 Phone ( ) \_\_\_\_\_ FAX ( ) \_\_\_\_\_  
 Name of Spouse/Guest (if attending) \_\_\_\_\_

Your Conference is Sponsored by  
 Ohio Section AWWA and Ohio Section MAC

Please indicate the registration types you are applying for in the box here:  
 (Example: A1 for member complete before Aug. 24th)

**COME TO TOLEDO AND UNRAVEL THE MYSTERY!**

A "X" indicates that the function is included with the registration fee. The other EVENT boxes also are included with the registration fee, but we need a count for registration. Please mark the box if you plan to attend any of the TOURS or WORKSHOPS. Highlighted boxes are not included with the registration fee.

REGISTRATION TYPES	WEDNESDAY'S EVENTS				THURSDAY'S EVENTS		FRIDAY'S EVENTS		Please circle the registration type	
	Ohio Section Kick-off Breakfast	Customer Service	Manufacturers/Associates Council (MAC)	Technical Sessions	Customer Service All Day Workshops	Annual Business Lunch	Annual Banquet	Technical Sessions	1	2
A Member Complete Registration	X	TBA	Exhibits X, Lunch X, Mixer X	X	TBA	X	X	X	By Aug. 24th	After Aug. 24th
B Member Technical Registration	X		X	X				X	\$210.00	\$235.00
C Non-Member Complete Registration	X		X	X				X	\$165.00	\$185.00
D Non-Member Technical Registration	X		X	X				X	\$320.00	\$345.00
E Spouse Complete Registration	X		X	X				X	\$290.00	\$315.00
F Spouse Registration Only			X	X					\$115.00	\$125.00
G Student Technical Registration			X	X				X	\$45.00	\$55.00
H Retiree Complete Registration	X		X	X				X	\$25.00	\$35.00
I One Day Registration (Wednesday)			X	X				X	\$165.00	\$165.00
J One Day Registration (Thursday)				X				X	\$120.00	\$130.00
K One Day Registration (Friday)								X	\$120.00	\$130.00
L Exhibitors Registration			X	X				X	\$65.00	\$75.00

**CREDIT CARD INFORMATION - IF PAYING BY CREDIT CARD**

Account Number \_\_\_\_\_ Name on Credit Card (print) \_\_\_\_\_  
 Exp. Date \_\_\_\_\_ Cardholder's Signature \_\_\_\_\_  
 Please check one:  Master Card  Visa

**MAKE CHECKS PAYABLE TO OHIO SECTION AWWA**

**TOTAL ENCLOSED \$**

# REGISTRATION CATEGORY EXPLANATIONS

Pre-registration deadline is August 27, 2004. Registrations received after this date will be required to pay the higher rate. Proof of membership (membership number) will be necessary on all application forms to qualify for the special member rate. Receipts will be in the registration packet you receive at the conference.

<b>Complete Registration</b>	Includes all technical sessions, technical tours, Customer Service all day workshop & tickets for the breakfast, Wednesday's lunch & Manufacturer's mixer, business luncheon & banquet.
<b>Technical Registration</b>	Includes all technical sessions, technical tours, & Customer Service all day workshops & tickets for the mixer, but does not include meal tickets.
<b>Spouse Complete Registration</b>	Includes tickets to all spouses activities – hospitality center, spouse tours, spouse activities, as well as tickets to the breakfast, exhibits, mixer, & banquet.
<b>Spouse Registration</b>	Includes admission to hospitality center, exhibits, & the mixer.
<b>Student Technical</b>	This category is for full-time college students. It includes all technical sessions, technical tours & Customer Service all-day workshop.
<b>One-Day Registration – Wednesday</b>	Includes admission to the exhibits & ticket for the manufacturer's luncheon.
<b>One-Day Registration – Thursday</b>	Includes all Thursday technical sessions & Customer Service all day workshop, as well as the business luncheon.
<b>One-Day Registration – Friday</b>	Includes all technical sessions scheduled on Friday.
<b>Retiree Complete</b>	For those who are “retired” on their membership. Includes all conference functions including meals
<b>Exhibitor Registration</b>	Includes exhibit booth fees, three technical registrations, three MAC lunch tickets, six mixer tickets & a \$25 donation for Water For People.