47th Annual NCRWA Conference and Exhibition

May 13 - 16, 2024 Benton Convention Center Winston-Salem, NC



ATTENDEE INFORMATION

Register now at www.ncrwa.org

ABOUT NCRWA

Established in 1976, the North Carolina Rural Water Association (NCRWA) is a member-owned, non-profit, trade association based in Welcome, North Carolina. Originally formed to be the collective voice of the water and wastewater systems across the state, NCRWA has played an active role in state and federal advocacy for the past four decades. In addition to advocating on behalf of our member utilities. NCRWA is also the recognized leader in on-site technical assistance, source water and wellhead protection planning, and training for professionals across the industry.

WHO SHOULD ATTEND THE NCRWA CONFERENCE?

- Directors, administrators, managers, supervisors, operators, front-line staff and customer service professionals of water or wastewater systems.
- Any state certified individual looking for continuing education credit to satisfy WTFOCB and/or WPCSOCC requirements.
- System Board and Committee Members.
- Backflow Prevention and Cross Connection professionals.
- Engineers looking for continuing education credit to satisfy NCBELS required professional development hours.



Hashtag us on Facebook & Twitter

Join us for the 47th Annual NCRWA Conference & Exhibition, the premier event for our industry in the state! This event offers something for everyone - exhibits, networking, education, awards, and more. Register today!

Registration Information

Registration Deadlines: *Super Saver date 4/17/24 Standard 4/18/24 – 5/9/24 After 5/9/24, you must register on-site at the on-site rate.*

Full Conference registration includes 1-hour continuing education sessions, meet & greet, exhibit hall admittance, lunch and breaks (as noted in the agenda), banquet, Conference t-shirt, eligibility for drawings.

Awards

Please ensure your awards nomination is turned in by March 31, 2024. This is your opportunity to recognize those who have gone above and beyond in their positions and should be acknowledged as role models across the industry. The awards will be presented at the Conference Banquet on Wednesday, May 15, 2024. See pages 16-18 for rules and nomination forms.

Scholarships

NCRWA offers scholarships to be used toward any NCRWA Certification School. Scholarships will be awarded at the Conference & Exhibition Awards Banquet on Wednesday night, May 15, 2024. See page 19 for rules and nomination form.

Event Location & Overnight Accommodations

Benton Convention Center 301 W. 5th St. Winston-Salem, NC 27101

Embassy Suites

460 N. Cherry St. Winston-Salem, NC 27101 Room Block Rate \$174 + taxes Room Block cut off date: 4/12/24

Winston-Salem Marriott

425 North Cherry St. Winston-Salem, NC 27101 Room Block Rate \$154 + taxes Room Block cut off date: 4/24/24

Conference Accommodations: Check our website www.ncrwa.org for hotel information

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Monday, May 13, 2024

12:00 pm - 5:00 pm Staff Arrival

Tuesday, May 14, 2024

8:00 am	Annual Sammy Boyette Memorial Golf Tournament, Tanglewood Golf Park
8:00 am	Annual Sporting Clay Shoot, Shane's Sporting Clays
8:00 am - 5:00 pm	Training in Session
1:00 pm - 5:00 pm	Exhibitor Setup
1:00 pm - 5:00 pm	Registration Desk Open
3:30 pm - 4:00 pm	Exhibitor Meeting, Exhibit Hall (Vote for Associate Member Task Force Committee Member & Liaison)
5:15 pm - 6:30 pm	Exhibit Hall Open
5:15 pm - 6:30 pm	Meet & Greet, Exhibit Hall
6:30 pm	Open Evening for Vendor Hospitality Events

Wednesday, May 15, 2024

7:00 am	Devotion
7:00 am - 8:00 am	Breakfast, Exhibit Hall
7:00 am - 5:00 pm	Registration Desk Open
7:00 am - 5:00 pm	Exhibit Hall Open
8:00 am - 9:15 am	Opening Session
9:15 am - 9:45 am	Morning Coffee, Exhibit Hall
9:30 am - 10:30 am	Classes in Session
10:30 am - 11:30 am	Classes in Session
11:30 am - 1:00 pm	Lunch, Exhibit Hall
12:00 pm - 1:00 pm	Water Taste Contest
12:15 pm - 1:00 pm	NCRWA Annual Business Meeting
1:00 pm - 2:00 pm	Classes in Session
2:00 pm - 3:00 pm	Classes in Session
3:00 pm - 4:00 pm	Afternoon Break, Exhibit Hall
4:00 pm - 5:00 pm	Classes in Session
5:45 pm - 10:30 pm	2024 Annual Awards Banquet and Entertainment

Thursday, May 16, 2024

7:30 am - 8:30 am	Breakfast, Exhibit Hall
7:30 am - 10:00 am	Registration Desk Open
7:30 am - 11:00 am	Exhibit Hall Open
8:30 am - 9:30 am	Classes in Session
9:30 am - 10:30 am	Classes in Session
10:30 am	Exhibitor Prize Drawings Posted
10:45 am - 11:45 am	Closing Session
11:45 am - 12:15 pm	WaterPAC Raffle and \$500 Passport Drawing
12:15 pm	Exhibitor Breakdown

SCHEDULE AT-A-GLANCE

THANK YOU SPONSORS

(as of 2/26/2024)

Platinum Sponsors:





Gold Sponsors:



Silver Sponsors:





Additional Sponsors:

A.C. Schultes of Carolina AquaSmart, Inc. Carolina Management Team Carotek **ClearWater Solutions** Combs & Associates, Inc. Consolidated Pipe & Supply Covalen **Cretex Specialty Products** Garrison Enterprise Gavel & Dorn Engineering, PLLC LKC Engineering Metron-Farnier, LLC Pearson Pump Sales & Service T. A. Loving The Ford Meter Box Company The Wooten Company **Timmons Group**

CONFERENCE SCHEDULE TUESDAY, MAY 14, 2024

Registration 8:00 am Sporting C Registration 8:00 am - 4:00 pm Supervis Transitionin task transiti this session and how to Delegation, to be an Eff (W: 176236; V 9:00 am - 5:00 pm Best Uti In this course utility mana related to th four module · Utility · Infrast · Organ · Financ This course manageme first steps th sewer utilitie This course manageme wastewate 1:00 pm - 4:30 pm Silica & Silica and A activities ar This class v regulations	Clay Shoot n Required isor Training (W/WW) ng to a Leadership Role? It is not an easy cioning from co-worker to supervisor. During n, we will look at what makes a good leader o achieve success. Topics include: The Art of , Employee Motivation & Reward Systems, How fective Coach, and Legal Issues. WW: CE08021701) ility Management Practices rse, participants (elected board members and agement staff) will undertake four modules he utility management best practices. These	Carlton Smith, NCRWA Training Specialist Tony Dongarra, Environmental Program Consultant, NC DEQ Division of Water Infrastructure	Tanglewood Golf Park Shane's Sporting Clays
Registration 8:00 am - 4:00 pm Supervis Transitioning Transitioning task task transitioning task task task transitioning task task task task task task task task	n Required isor Training (W/WW) Ing to a Leadership Role? It is not an easy cioning from co-worker to supervisor. During n, we will look at what makes a good leader o achieve success. Topics include: The Art of , Employee Motivation & Reward Systems, How fective Coach, and Legal Issues. WW: CE08021701) ility Management Practices rse, participants (elected board members and agement staff) will undertake four modules he utility management best practices. These es are: Management Basics tructure Best Management Practices nizational Best Management Practices cial Best Management Practices	NCRWA Training Specialist Tony Dongarra, Environmental Program Consultant, NC DEQ Division of Water	
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Silica and A activities an This class v regulations Register for two dangen when expos	ent staff with tools that will enable them to take that will enhance management of water and		
	Asbestos Awareness Asbestos can be inhaled during certain work nd result in irreversible damage to lung tissue. will give an overview of silica and asbestos and strategies to protect from exposure. or this class and get crucial information on these rous substances and learn how to keep safe usure to them is probable. WW-CE02222401)	Amanda Boyd, UMC, NCRWA Continuing Eduction Coordinator Ronnie Murray, NCRWA Safety Training Specialist	
1:00 pm - 5:00 pm Exhibitor S	Setup		Exhibit Hall
1:00 pm - 5:00 pm Registratio	on Desk Open		Exhibit Hall
3:30 pm - 4:00 pm Exhibitor N	Neeting		Exhibit Hall
5:15 pm - 6:30 pm Conference	e Opening and Meet and Greet		Exhibit Hall
6:25 pm Prize Draw	ring		Exhibit Hall
6:30 pm Open Even	ning for Vendor Hospitality Events		

Register now at www.ncrwa.org

CONFERENCE SCHEDULE

WEDNESDAY, MAY 15, 2024

START - END TIME	ТОРІС	PRESENTER/S	LOCATION
7:00 am	Devotion		
7:00 am - 8:00 am	Breakfast		Exhibit Hall
7:00 am - 5:00 pm	Registration Desk Open		
7:00 am - 5:00 pm	Exhibit Hall Open		Exhibit Hall
8:00 am - 9:15 am	Opening Session & Keynote ↔ Know Before You Go: Tips to Submit the Best Application Possible Submitting applications to the Division of Water Infrastructure takes a lot of work. During this presentation, we'll go over ways that applicants and/ or consultants can put together construction and/or planning applications for funding consideration by the State Water Infrastructure Authority (W: 240011; WW: CE02212401)	Jennifer Haynie, NCDEQ, DWI	
9:15 am - 9:45 am	Morning Coffee		Exhibit Hall
9:30 am - 10:30 am	Lead and Copper Rule: Service Line Inventory and the Proposed LCRI In this presentation, the NCDEQ's Public Water Supply Section will cover the requirements of the initial service line inventory (SLI) and how water systems can prepare for the October 16th deadline. A demo of the new SLI submission portal will be given. Additionally, the Public Water Supply Section will discuss the proposed Lead and Copper Rule Improvements (LCRI) and how it might impact water systems. (W: 240025)	Hannah Mendez, Public Water Supply Section, NC DEQ Division of Water Resources	
9:30 am - 10:30 am	► System Viability and Board Roles & Responsibilities The concept of "viability" in biology is defined as "the ability to live, grow, and develop." In the water and wastewater industry, the concept of "viability" is not that different. Best practices in utility management are essential for viable utility systems that are robust in three key integrated focus areas: Infrastructure Management, Organizational Management, and Financial Management. This session will provide specific approaches to each of these focus areas, and also highlight the roles that Boards/ Councils/ Elected Officials and other leadership members play in ensuring that our water and wastewater systems are on a path to thrive. (W: 240026; WW: CE02212401)	Maria Hunnicutt, Broad River Water Authority	
9:30 am - 10:30 am	 North Carolina Laws and Rules for Plumbing and Heating Contractors This session will discuss the details of laws, rules, and the creation of the Board as it relates to plumbing and heating in North Carolina. (W: 240012) 	Tom Johnston, NC State Board of Examiners of Plumbing, Heating & Fire Sprinkler Contractors	

CONFERENCE SCHEDULE WEDNESDAY, MAY 15, 2024

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 Inflow and Infiltration (I & I) I & I is a problem for all wastewater collection systems. Dealing with it appropriately is a bigger problem for some systems. Identifying I & I issues is the first step towards correction. In this session, we will discuss methods for identifying I & I and then what steps can be taken to fix it. (WW: CE02212401) A Roadmap to Better Customer Service and the 3 P's Because of daily redundancy and overall customer interactions, we occasionally slip when it comes to realizing the importance of great customer service. However, once exercised, poor customer service behaviors can be hard to overcome. This session will explore the three P's that will map the best route to the highest customer satisfaction end goal: professionalism, patience, and people-first attitude. (W: 240013; WW: CE02212401) Backflow Prevention Basics This session will cover the general overview of backflow prevention and the devices used (i.e. Reduced Pressure Zone Assemblies, Double Checks, RPDA, DCDA, 	Assistance Specialist	
 Because of daily redundancy and overall customer interactions, we occasionally slip when it comes to realizing the importance of great customer service. However, once exercised, poor customer service behaviors can be hard to overcome. This session will explore the three P's that will map the best route to the highest customer satisfaction end goal: professionalism, patience, and people-first attitude. (W: 240013; WW: CE02212401) Backflow Prevention Basics This session will cover the general overview of backflow prevention and the devices used (i.e. Reduced Pressure Zone Assemblies, Double Checks, RPDA, DCDA, 	West Carteret Water Corporation Jason Hefner,	
This session will cover the general overview of backflow prevention and the devices used (i.e. Reduced Pressure Zone Assemblies, Double Checks, RPDA, DCDA,		
vacuum breakers, PVBs, etc.). Join Jason as he discusses industry definitions and general best practices. (W: 240014)		
Lunch		Exhibit Hall
Water Taste Contest		Exhibit Hall
NCRWA Annual Business Meeting		
Hitting Both Sides – Corrosion Control in Water & Wastewater This session will offer an in-depth look into hydrogen sulfide formation in wastewater collection systems and how to prevent utility and infrastructure corrosion. Additionally, this presentation covers corrosion control in the water distribution system by looking at EPA's lead and copper rule, disinfection by-product solutions, and cleaning/sequestration. (W: 240015 WW: CE02212401)	Tricia Haler , Aulick Chemical Solutions Anthony Traylor , Aulick Chemical Solutions	
• Creating an In-House Software Program for Backflow Prevention Charlotte Water has come up with a system to help backflow compliance. A user-friendly no-cost program to provide real-time information for testers and customers. (W: 240016)	Kathy Riley, City of Charlotte	
	discusses industry definitions and general best practices. (W: 240014) Lunch Water Taste Contest NCRWA Annual Business Meeting Hitting Both Sides – Corrosion Control in Water & Wastewater This session will offer an in-depth look into hydrogen sulfide formation in wastewater collection systems and how to prevent utility and infrastructure corrosion. Additionally, this presentation covers corrosion control in the water distribution system by looking at EPA's lead and copper rule, disinfection by-product solutions, and cleaning/sequestration. (W: 240015 WW: CE02212401) • Creating an In-House Software Program for Backflow Prevention Charlotte Water has come up with a system to help backflow compliance. A user-friendly no-cost program to provide real-time information for testers and customers. (W: 240016) = Board • Operation/Maintenance • = Regulation	discusses industry definitions and general best practices. (W: 240014) Lunch Water Taste Contest Water Taste Contest Image: Contest Contest Control in Water & Contest Contest Contest Control in Water & Contest Control in Water & Contest Cont

Register now at www.ncrwa.org

CONFERENCE SCHEDULE

WEDNESDAY, MAY 15, 2024

START - END TIME	TOPIC	PRESENTER/S	LOCATION
2:00 pm - 3:00 pm	How to Communicate with Your Engineer to Get the Best Results on Any Project The amount of funding available for infrastructure improvement projects, especially in rural areas that have disadvantaged communities, creates a large need for engineering support. Most rural municipalities do not have the internal funds available for an engineering department and rely on funding programs to pay for the associated fees. To make the most of each funding award, it is important to have a streamlined approach to communication between the engineer and the municipality. This session will review these methods of communication. (W: 240017 WW: CE02212401)	David Ross, PE Dewberry	
2:00 pm - 3:00 pm	 Turning Challenges into Opportunities Through Effective Public Communication With the changes to the Lead and Copper Rule and the creation of new MCLs for some PFAS, effective communication with your customers, community leaders, social media, and the news media is more important than ever. The presentation will show you how to strengthen these essential relationships through proactive communication about what you do every day, so you can become and stay the trusted source for information about your services, even during difficult times. (W: 240018; WW: CE02212401) 	Mike McGill, Water PIO/PFASComms. com	
3:00 pm - 4:00 pm	Afternoon Break		Exhibit Hall
4:00 pm - 5:00 pm	Small Town Serves Big Tech The Town of Clarksville, VA owns and operates a 1.0 MGD water treatment plant constructed in 1952. The Town of Clarksville recently received a new customer in a data center that plans to use a peak of 700,000 gpd. This presentation will discuss how the overall reliability of the Town's water treatment plant and critical utilities were evaluated to discover potential "showstoppers" for the data center connecting to Town utilities. (W: 240019; WW: CE02212401)	Drew Arnold, Dewberry	
4:00 pm - 5:00 pm	Women in Water If you are a woman, work with women, or support the women in your life, this session is for you. Women are critical to success, yet barriers remain to the inclusion of women in some industries (including public utilities) and the advancement of women at work. We will discuss "gender equity" along with sharing struggles, ideas for recruitment, and our best personal advice. (W: 240020; WW: CE02212401)	Lisa Smith-Perri, West Carteret Water Corporation Christina Smith, Beaufort County Public Works Maria Hunnicutt, Broad River Water Authority Heather Somers, NCRWA Executive Director	
	NCRWA Conference Banquet and Casino Night		Gallery Ballroom

CONFERENCE SCHEDULE THURSDAY, MAY 16, 2024

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START - END TIME	ТОРІС	PRESENTER/S	LOCATION
7:30 am - 8:30 am	Breakfast		Exhibit Hall
7:30 am - 10:00 am	Registration Desk Open		Exhibit Hall
7:30 am - 11:00 am	Exhibit Hall Open		Exhibit Hall
8:30 am - 9:30 am	A Primer on Pumps Operators rely on pumps and their support systems to keep the system operating correctly, however, myths and misunderstandings about pump selection, matching motors to the chosen unit, and expected pumping conditions are very common. Poor system performance, wasted energy, high power bills, frequent repairs, and frustrated operators are the result. Distilled from a well received 6-hour short course, examples and illustrations will equip managers, engineers, and operators with a fresh toolbox of understanding how these critical components work, how they're correctly selected, and how to troubleshoot misbehaving systems to quickly make things right. (W: 240021; WW: CE02212401)	Rick Stryker, PE Tetra Tech, Inc.	
8:30 am - 9:30 am	Approaches to Employee Engagement and Competitive Pay Gallup defines employee engagement as the involvement and enthusiasm of employees in both their work and workplace. An employee performs best when they feel valued in the workplace, and understand the value they provide the organization. Employee engagement directly impacts productivity, turnover, absences, and so much more. This session will provide a broad spectrum of methods to increase engagement and discuss ways to measure it. And, can we address the elephant in the room? Wages! The water and wastewater industry is long overdue for a revamp for matching the value of the work to the wages paid for that skilled work (local government included). The concept of "living wage" will be discussed and be used as a basis for developing a pay plan that is clear, transparent, and shows team members how they can grow and what is expected. (W: 240027; WW: CE02212401)	Maria Hunnicutt, Broad River Water Authority	
9:30 am - 10:30 am	■ Your System Inventory In the past, "fixing what broke" and the accumulated knowledge of seasoned system operators was enough to keep things running. The past decades have further aged systems, especially cast and unlined ductile iron pipe, creating more frequent main ruptures and late- night, weekend, and holiday repair calls. Customers are less patient than ever with interruptions to their service, and they, along with regulators, demand improved water quality. Now, the revised lead and copper rules have put a spotlight on this ancient elephant in the living room. This short session will introduce attendees to our field- proven approach to the problem, how we have reduced the cost of data collection, and show the final, functional GIS product that's well within reach of almost every system. (W: 240022 ; WW: CE02212401)	Rick Stryker, PE Tetra Tech, Inc.	
♦=Administrative	► = Board	/Legislation •=Backfld	w/Cross Connec

♦=Administrative ► = Board ■ = Operation/Maintenance ◆ = Regulation/Legislation ● = Backflow/Cross Connection Credit: W = Water Credit (WTFOCB); WW = Wastewater (WPCSOCC); PE = Professional Engineering (NCBELS)

CONFERENCE SCHEDULE

Register now at www.ncrwa.org THURSDAY, MAY 16, 2024

START - END TIME	TOPIC	PRESENTER/S	LOCATION
9:30 am - 10:30 am	Cash Management & Investment of Public Funds This session is designed to provide small and mid-sized local government entities with essential knowledge for managing cash and investments effectively. Participants will learn strategies for optimizing investment returns while ensuring compliance with regulatory requirements and maintaining liquidity for operational needs. Topics covered include allowable investments under N.C.G.S. 159-30, responsibilities for investment program, investment policies, investment strategies and other cash management issues. (W: 240023; WW: CE02212401)	Carolina Capital Management Trust	
10:30 am	Exhibitor Prize Drawings Posted		Exhibit Hall
10:45 am - 11:45 am	CLOSING SESSION CLOSING SESSION Can Learn from the Design and Operation of Water and Wastewater Systems in the Poorest Countries in the World For the past 30 years, the presenter has volunteered with Engineering Ministries International to assist the poorest countries in the World and has recently traveled to Uganda, Africa, and Cambodia. This presentation discusses how engineering can hurt those trying to serve people and the environment without realizing it and will challenge what engineers consider a sound engineering solution. (W: 240024; WW: CE02212401)	Jeffrey J. Wing, Dewberry Engineering	
11:45 am - 12:15 pm	WaterPAC Raffle and Grand Prize Must be present to win the Grand Prize		Exhibit Hall
12:15 pm	Exhibitor Breakdown		
	= Board = Operation/Maintenance	n/Legislation •=Backflo	w/Cross Connection

IT'S ALL ABOUT GOOD TASTE!

Do you have the best tasting water in North Carolina?

Prove it!

NCRWA Water Taste Contest

Wednesday, May 15, 2024 at 12:00 pm at the NCRWA Annual Conference & Exhibition Winston-Salem, NC

Water Samples will be accepted Tuesday, May 14, 2024 from 1:00 pm - 5:00 pm at the Conference registration desk. Visit www.ncrwa.org for participation eligibility, requirements & guidelines.

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Carolina Rural Water

The Training You Need When & Where You Need It



NCRWA offers the most comprehensive training program in North Carolina. When it comes to water or wastewater training, we've got you covered. We offer virtually every type of training needed, with a concerted effort to offer you the most current information in the best possible format to insure you get the training you need, when and where you need it.



Backflow Prevention Cross Connection

NCRWA is a leader in Backflow Cross Connection Training. To meet state requirements for a backflow cross connection program in systems with a minimum of 5 testable devices, we offer Operator in Responsible Charge schools that prepare students to take the state certification exam. We also offer tester certification and recertification to educate and certify those individuals who will be testing backflow devices on an annual basis.

NCRWA offers continuing education classes for certified operators and testers alike in our repair and maintenance schools along with our 6-hour one-day classes. Our partnerships with utilities in eastern and western NC provide opportunities statewide.



Certification Schools

NCRWA offers Certification Schools for the following levels:

- A, B & C Distribution incl. Trenching & Shoring
- A, B & C Surface
- A, B & C Well
- Biological I IV
- Collections I IV
- Physical Chemical I & II
- Lab Analyst I and II
- Surface Irrigation
- Land Application
- Math Basics and Review for W/WW Operators

Our schools are approved by NCWTFOCB/WPCSOCC for the certification school requirement to sit for the applicable exam. If there are a minimum of 10 people in your region needing a particular school, we can bring a school right to your door!



Continuing Education Classes

NCRWA has been offering Continuing Education Classes across North Carolina for many years. We work with Industry leaders to bring top quality training to a system near you. All classes are approved by both the North Carolina Water Treatment Facility Operators Certification Board and the North Carolina Water Pollution Control System Operators Certification Commission. We also offer continuing education at our Annual Conference every year. Many of our classes count for Engineer and Sanitarian PGH's as well.



Customized On-site Training

Your Facility. Your Employees. Your Way. NCRWA Training delivered right to your door!

NCRWA's Customized On-Site Training was designed with you in mind. Our trainers come to your facility at your convenience and will conduct a one-day (or multiple-day) class for your employees, eliminating travel costs for staff, and allowing them to complete training hours without leaving the office.

You provide the attendees, we'll do the rest!



Customer Service Training

NCRWA Customer Service Training was developed with those that communicate with the customer on a daily basis and those that manage customer service operations in mind. From front desk staff to meter readers to management, every utility professional that speaks to a customer can benefit from this interactive and practical training program.

Topics covered in the NCRWA Customer Service Training program will include the importance of Customer Service at every level, the basics of human interactions, communication skills required for good Customer Service, including those with the difficult customer, customer satisfaction surveys, legal issues surrounding customer interactions, technology assistance that can be employed to assist with improved customer service, and basic utility system operations that every staff member should know.



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NCDOT Work Zone Qualifications and Training Program Flagger Certification/Recertification

NCRWA Flagger Training is provided in response to the requirements set by NCDOT for personnel involved in traffic control practices along NCDOT right-of-ways. NCRWA teaches a curriculum developed by the National Safety Council and is approved by the NCDOT as listed under the Safety and Health Council of NC. More information pertaining to the requirements of NCDOT can be found at the NCDOT website.

On-Line Training

NCRWA's Training program gives you even more flexibility! We've partnered with Suncoast Learning, one of the leading on-line training providers in the water and wastewater continuing education industries, to offer you convenience with the click of a mouse.

All courses are approved and sponsored by the water (NCWTFOCB) and/or wastewater (WPCSOCC) regulatory boards in North Carolina. Water course participants receive 6.0 hours of credit. Wastewater course participants credit hours vary with a minimum of at least 6.0 hours credit per class. Many classes are dual credit. Classes can be taken anytime...at your convenience...day or night. What could be easier?



Utility Board Training

NCRWA provides leadership development and training for Councils, Commissions, Boards, and other governing bodies of water and wastewater systems across the state. The program has core components as well as customizable sessions tailored for specific system needs. The core program includes: Basic Governance and Boardmanship; Understanding Utility Finances; Succession Planning; Water & Wastewater Utility Operations. Typical ideas for tailored sessions include: rules and laws affecting your specific type of system; internal polices and procedures; service area expansions and mandatory connection issues. NCRWA develops many of the sessions to address specific concerns of the system. Advance work sets the stage for the training.



Utility Management Certification

The nationally-recognized Utility Management Certification (UMC) is a professional designation, which demonstrates the knowledge and skills of water and wastewater utility professionals. The certification and exam are administered by Water University. NCRWA offers training courses to assist in preparation for this in-depth exam.

Date		Authorized Signature
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Board/Council	Manager	Operator
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	n Number (WPCSOCC)	Wastewater Certification Number (WPCSOCC)
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	STSIEM ALLENDEE INFORMATION (Please Print)	SYSTEM ATTENDED

NCRWA Annual Conference & Exhibition



Conference System Attendee Registration Form May 13 - 16, 2024 • Benton Convention Center • Winston-Salem, NC

REGISTRATION SELECTIONS			
FULL CONFERENCE REGISTRATION	SUPER SAVER (by 4/17/24)	STANDARD (4/18/24 - 5/9/24)	ON-SITE (after 5/9/24)
Full Member Registration	□ \$275	□ \$305	\$ 335
Full Non-Member Registration	□ \$365	□ \$395	□ \$425
Tuesday, 5/14/2024 • Registration is limited, please SELECT if you wish to attend the following:	, please SELECT if yo	ou wish to attend the follo	owing:
8:00 am - 4:00 pm Supervisor Training 9:00 am - 5:00 pm Bast Hillsy Management Bractices (No Credit Class - Board members & utility management staff poly)	Dractices (No Cradit Cla	no Doord momborn & stilits a	and the staff on the
☐ 1:00 pm - 4:30 pm Silica and Asbestos Awareness	eness		
Full Spouse Registration	06\$ 🗆	\$100	\$110
Spouse Name for Badge:			
Includes: 1-Hour Con Ed Classes, Meet & Greet, Exhibit Hall, Breakfast, Lunch, Breaks, T-shirt, & Banquet	Exhibit Hall, Breakfast,	Lunch, Breaks, T-shirt, &	Banquet
A LA CARTE CONFERENCE REGISTRATION	NO		
Wednesday Only, 5/15/2024	\$210	□ \$225	\$ 240
Thursday Only, 5/16/2024	□ \$210	□ \$225	□ \$240
Banquet	□\$65	\$ 70	3 \$ 75
Includes: Select Day 1-Hour Con Ed Classes, Exhibit Hall, Breaks, Breakfast, & Lunch Only	hibit Hall, Breaks, Brea	kfast, & Lunch Only	
TOURNAMENTS - for team information, see pages 14 & 15	e pages 14 & 15		
Golf Tournament	□ \$95	N/A	N/A
Sporting Clay Tournament	□ \$95	N/A	N/A

Payment must accompany form to be processed. Refunds must be submitted in writing. No refunds after May 1, 2024.

Credit card registrations may be made on-line, or fax this form to 336.731.8589 Make checks payable to: NCRWA Mail to: PO Box 540, Welcome, NC 27374 After 5/9/24 You must register on-site.

An event membership of one-cent per person is included in your registration fee(s) allowing participation in NCRWA fundraising activities. This membership is only valid for the length of the Annual Conference. This is required by Federal Election Commission laws. If you wish to opt-out, please go to the registration booth at conference for your refund of this one-cent fee.



SAMMY BOYETTE MEMORIAL GOLF TOURNAMENT Format: Tuesday, May 14,2024 8:00 am Shotgun Start Tanglewood Golf Park 4201 Manor House Circle Clemmons, NC 27012 For Teams: If you would like to submit a team, complete the information on the Team Registration Form and return with payment. All participants must be listed at the time of submission. Team Registrations are due by April 12, 2024 and Individual Registrations are due April 26, 2024.

Directions from Benton Convention Center:

Get on US-421 N. Continue on US-421 . Take I-40 W to Harper Rd. in Clemmons. Take exit 182 from I-40 W. Take Tanglewood Park Rd. to Club House Circle

	NCRWA SPORTING CLAY S	НООТ
Tuesday, May 14, 2024 8:00 am Start Shane's Sporting Clays 6319 BUS 158 Summerfield, NC 27358	 Things to Bring: Shotgun Shells (5 boxes of #7.5 or #8 field/ target loads for your gun) Shooting glasses & ear protection Good walking shoes (this is an outdoor event) 	 Special Notes: Contact NCRWA if you need to rent a gun Shells can be purchased on site There will be a considerable amount of walking Transportation available for those with special needs

Cost is \$95 per shooter – includes 100 clays and instructions for first-timers. In the interest of safety, NO ALCOHOL will be allowed at this event.

Shooters will be placed in groups (no more than 5). If you would like to submit a team, complete the Team Registration Form and return with payment. If you cannot fill an entire team, other individuals may be assigned to your team. Team Registrations are due April 12, 2024 and Individual Registrations are due April 26, 2024.

Directions: Take I-40 W to Exit 210 for NC Hwy 68 N toward High Point/Piedmont Triad International Airport. Follow Hwy 68 N for 11.6 miles, then turn right onto Hwy 158 E. Follow Hwy 158 E for 5 miles and look for Shane's Sporting Clays and NCRWA signs on the right. Turn down the entrance and continue to follow signs to Shane's.



UNLESS YOU ARE SUBMITTING AND PAYING FOR A WHOLE TEAM, PLEASE SIGN UP ON BADGE REGISTRATION FORM

SAMMY BOYETTE MEMORIAL GOLF TOURNAMEN	T \$95/person
Team Name:	
Player 1:	Player 3:
Employer:	Employer:
Phone: ()	Phone: ()
Player 2:	Player 4:
Employer:	Employer:
Phone: ()	Phone: ()

NCRWA SPORTING CLAY SHOOT TOURNAMENT	\$95/person
Shooter 1:	Shooter 3:
Employer:	Employer:
Phone: ()	Phone: ()
Shooter 2:	Shooter 4:
Employer:	Employer:
Phone: ()	Phone: ()

PAYMENT INFORMATION - Payment must accompany form.

Check Enclosed Credit Card Payments:

 Master Card
 American Express
 Discover
 Charge card listed on Conference Attendee Registration Form (must be submitted together, signature required below)

Card Number

Amount to be Charged

Visa

Expiration Date

3-Digit Security Code (on back of card) 4-Digit Security Code for AMEX (on front of card)

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Print Name as it Appears on Card

Authorized Signature

Date

Team Registration Deadline:

April 12, 2024

Payment must accompany form to be processed. Refund requests for Sporting Events must be received in writing prior to April 12, 2024. No refunds will be made after April 12th.

Credit card registrations may be faxed to 336.731.8589

Make checks payable to: NCRWA Mail to: PO Box 540, Welcome, NC 27374



Conference Award Nomination Details

DEADLINE: MARCH 31, 2024

Mail (PO Box 540, Welcome, NC 27374), Fax (336-731-8589) or E-mail (conference@ncrwa.org)

One of the highlights of our conference is recognizing those deserving individuals who have gone above and beyond in their jobs. If you know of an individual who fits this criteria, we invite you to complete the nomination form and send it back to us. The awards will be presented at the 2024 Annual Conference & Exhibition Banquet in Winston-Salem, NC on Wednesday, May 15th, 2024. Individual awards will be presented to water, wastewater, and administrative personnel. One award will be given for the entire state in each category. All nominated systems and companies must be a member of NCRWA. Individual nominees must be employed by a member system.

J.A. YOUNTS AWARD FOR EXCELLENCE IN WATER

This person should show a dedication to their job, their water system, and also to rural water. This person should set an example for others to follow by going beyond the call of duty to educate themselves and improve the water industry as a whole. The nomination can include system personnel, as well as, elected officials.

AL DERATT AWARD FOR EXCELLENCE IN WASTEWATER

This person should show a dedication to their job, their wastewater system, and also to rural water. This person should set an example for others to follow by going beyond the call of duty to educate themselves and improve the wastewater industry as a whole. This nomination can include system personnel as well as elected officials.

AWARD FOR ADMINISTRATIVE EXCELLENCE

This person should have enhanced the performance of the operation of their water or wastewater system through innovative work practices, administrative leadership, and support for system operations.

BUD PATE SERVICE AWARD

This person has demonstrated an outstanding concern for their community through their actions to serve others in their community or the water/wastewater industry. Anyone can nominate any person associated, in any way, with their system or with any system in North Carolina.



J.A. Younts Award	AI Deratt Award	Administrative Personnel Award			
	DEADLINE: MARCH 31	I, 2024			
Mail (PO Box 540, Welcome, NC 27374), Fax (336-731-8589) or E-mail (conference@ncrwa.org) Copy this form for each additional nomination. Please print or type legibly.					
Job Title					
		Phone			
How long has the nominee beer	n employed with the system?				
What are the responsibilities of the nominee in his/her current position?					
Has the nominee received speci	ific training related to their curren	t position?			
If yes, indicate the type of training and from where training was received.					
Has the nominee been recogniz	ed for any outstanding achievem	ents related to their current position?			
If yes, list awards or certificates received and from where?					
What contributions has the nominee made to the improvement of the system?					
What is the primary reason(s) fo	r nominating him/her for this awa	ırd?			

Please feel free to attach any other certificates of achievement or awards for nominees, etc.



Bud Pate Service Award

DEADLINE: MARCH 31, 2024

Mail (PO Box 540, Welcome, NC 27374), Fax (336-731-8589) or E-mail (conference@ncrwa.org)

Please Print or Type Legibly

Nominee's Name
Person submitting nomination
Nominee's hometown or system associated with
Phone number of person nominating
Phone number of nominee
Reason for nomination
Examples to support reason for nomination
How is the nominee connected to the water/wastewater industry (for example: board member, operator, vendor,
support staff, spouse of system staff or board, etc.)
Other reasons for nomination



DEADLINE FOR SUBMISSION – POSTMARKED BY 4/30/2024 PLEASE READ ALL INSTRUCTIONS INCLUDING REQUIREMENTS. PLEASE PRINT OR TYPE. COMPLETED FORM CAN BE EMAILED TO: CONFERENCE@NCRWA.ORG

Name:					
Last	First	Middle/Former			
Address:	0.1				
Mailing Address	City	State Zip			
E-mail Address:					
Telephone: Home ()	Work ()				
Employer (NCRWA System Member):					
Direct Supervisor:	Super	rvisor Phone: _()			
Employment Status: Full-Time V	nemployed				
Are you personally responsible for paying the cost of your water/wastewater certifications?					
Does your employer reimburse you for the cost of your training?	Yes No				
Have you lived outside of North Carolina in the last 12 months? Yes No If Yes, what date did you move to North Carolina?					
Are you a legal resident of North Carolina? If NC resident, what county? If not NC resident, what state? (NCRWA reserves the right to inquire further concerning resident)	esidency status)	Describe your course of study: (e.g. C-Well, Collection I, B-Distribution):			
Marital Status: 🛛 Single 🖓 Married					
Live With: Parents Spouse Children	Alone 🔲 Other				
Number of children in family					
Number of people in household					
Annual Household Income: (Circle One)					
Total Family Income: (wages, alimony, child support, AFDC, social security, etc)					
Less than \$20,000					
\$20,001 - \$40,000 \$40,001 - \$60,000		·			
More than \$60,000					

Requirements: Applicants must be an employee of an NCRWA System Member at time of application and at the time of award. System Member must be in good standing with NCRWA at the time of application and at the time of award. To be considered for a scholarship, the applicant must complete the NCRWA application in its entirety. The scholarship/awards committee will evaluate and rank each applicant. There is a lifetime maximum of four (4) scholarships per individual allowed, and a maximum of one scholarship per person, per year. Four (4) scholarships will be awarded at the NCRWA Annual Conference & Exhibition Banquet. Scholarships can only be used toward any NCRWA certification school. Scholarship certificates must be used within 12 months of the date of issuance. Scholarships will be awarded during the Wednesday night NCRWA Banquet, May 15th 2024.

2024 Leadership Summit

August 15- 16, 2024 Beaufort Hotel Beaufort, NC

www.ncrwa.org/leadership-summit

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