Primary grant funding for the Tribal Utility Summit is provided by the US Department of Health and Human Services, Administration for Children and Families, the Office of Community Services, the Environmental Protection Agency, and the US Department of Agriculture, Rural Utilities Service.
USET TRIBAL NATIONS & LOCATIONS

1. Eastern Band of Cherokee Indians
   Cherokee, North Carolina
2. Miccosukee Tribe of Indians of Florida
   Miami, Florida
3. Mississippi Band of Choctaw Indians
   Chocowinity, Mississippi
4. Seminole Tribe of Florida
   Hollywood, Florida
5. Chitimacha Tribe of Louisiana
   Charenton, Louisiana
6. Seneca Nation of Indians
   Salamanca, New York
7. Coushatta Tribe of Louisiana
   Elton, Louisiana
8. Saint Regis Mohawk Tribe
   Akwesasne, New York
9. Penobscot Indian Nation
   Indian Island, Maine
10. Passamaquoddy Tribe – Pleasant Point
    Perry, Maine
11. Passamaquoddy Tribe – Indian Township
    Princeton, Maine
12. Houlton Band of Maliseet Indians
    Littleton, Maine
13. Tunica-Biloxi Tribe of Louisiana
    Marksville, Louisiana
14. Poarch Band of Creek Indians
    Atmore, Alabama
15. Narragansett Indian Tribe
    Charlestown, Rhode Island
16. Mashantucket Pequot Tribal Nation
    Mashantucket, Connecticut
17. Wampanoag Tribe of Gay Head (Aquinnah)
    Aquinnah, Massachusetts
18. Alabama-Coushatta Tribe of Texas
    Livingston, Texas
19. Oneida Indian Nation
    Verona, New York
20. Aroostook Band of Micmacs
    Presque Isle, Maine
21. Catawba Indian Nation
    Rock Hill, South Carolina
22. Jena Band of Choctaw Indians
    Jena, Louisiana
23. The Mohegan Tribe
    Uncasville, Connecticut
24. Cayuga Nation
    Seneca Falls, New York
25. Mashpee Wampanoag Tribe
    Mashpee, Massachusetts
26. Shinnecock Indian Nation
    Southampton, New York
27. Pamunkey Indian Tribe
    King William, Virginia
28. Rappahannock Tribe
    Indian Neck, Virginia
29. Chickahominy Indian Tribe
    Providence Forge, Virginia
30. Chickahominy Indian Tribe
    Eastern Division
    Providence Forge, Virginia
31. USET Headquarters
    Nashville, Tennessee
32. USET SPF Office
    Washington, DC
January 30, 2020

Dear Tribal Utility Summit Attendee:

On behalf of the USET Certification Board for Water and Wastewater Treatment Plant Operators and Laboratory Analysts, it is with great pleasure that I welcome you to the Eleventh Annual Tribal Utility Summit, graciously hosted by the Coushatta Tribe of Louisiana. Thank you for joining us.

The USET Certification Board continues to serve you by providing Operator Certifications for Drinking Water, Water Distribution, Wastewater, Wastewater Collection, and Laboratory Analysts. This year the Certification Board updated the Bylaws and expanded the Operator in Training Certification to include “Apprentice” and “Journey Person” to assist Tribal Nations in helping new employees grow into the operator roles. The USET Certification Program, through the Office of Environmental Resource Management, conducts training to assist you in obtaining certification at no cost. Please contact their office to find out more about their programs including the expanded apprentice definitions.

Please read through the information in this packet, it includes our itinerary and other important information for this week. We thank our vendors, whose presence assists us in providing the training for you, please take the time to visit with them. Vendors have resources which may serve your needs.

We believe you will enjoy the training sessions which can be used for Continuing Education Units. There will be ample time to network with others in your field.

Your thoughts, comments and observations on the training sessions. We value your input for adjustments and new training topics. We also look forward to sharing updates with you from the Certification Board.

Thank you for the dedication and professionalism you show in carrying out your daily duties for our USET Sovereign Tribal Nations!

Sincerely,

Michael Bolt
2020 USET Certification Board Chairperson

Because there is Strength in Unity
March 3, 2020

Dear Distinguished Members of USET,

As the Tribal Chairman of the Coushatta Tribe of Louisiana, it is an honor to welcome you to Coushatta Casino Resort for the United South and Eastern Tribes, Inc (USET) Eleventh Annual Tribal Utility Summit. Hosting the members, the participants, and the presenters of this fundamental event is like receiving close family to our home. Your presence is a gift. Your work and voice – a treasure to us all.

The unity cultivated though the impeccable leadership and collective commitments between the Member Tribes of USET intelligently informs and guides all branches of the Federal Government concerning Native American collaboration. The willingness to strive for the best possible life for each and every being of this Great Nation requires unconditional advocacy. Representing a range of wisdom and life experience on the important issues our communities face, USET wonderfully and professionally demonstrates success. Time and again, we are overwhelmed with gratitude for our leaders.

The partnership, going on its eleventh year, between USET and the United States Environmental Protection Agency ensures a unique approach to sustainable solutions for Indian Country, with the utmost regard to tribal sovereignty. It also adds unparalleled value to the overall perspective of the protection of the environment as a whole. Awareness is key to the innovative activism we continue to seek and praise in this most necessary path to prosperity for future generations.

Like the many other Member Tribes of USET, the Coushatta Tribe of Louisiana has remembered the history of our struggle on the same line as the strength of our Tribal Members, Elders, and Ancestors. We know the work of perseverance. We honor the importance of understanding “We are an Us.” May this Summit have all our blessings.

If there is anything that Coushatta Tribe of Louisiana or I can assist with during this event, please do not hesitate to contact us.

Very faithfully yours,

David Sickey
Tribal Chairman

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2020 Certification Board

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USET Member Tribal Nations have supported the annual Tribal Utility Summit (TUS) since 2010. We are grateful for the annual hosts who welcomed us to their homelands, and provided extraordinary hospitality and leadership to develop the TUS into a training event that meets the needs of Tribal water and wastewater utilities.

Special recognition and gratitude to our previous TUS hosts:

2010 – Seminole Tribe of Florida
2011 – Poarch Band of Creek Indians
2012 – Seneca Nation of Indians
2013 – Nashville (hosted by USET)
2014 – Mashantucket Pequot Tribal Nation
2015 – Catawba Indian Nation
2016 – Eastern Band of Cherokee Indians
2017 – Miccosukee Tribe of Indians of Florida
2018 – The Mohegan Tribe
2019 – Oneida Indian Nation
2020 – Coushatta Tribe of Louisiana

The Coushatta Tribe of Louisiana is the host Tribal Nation for the 11th Annual Tribal Utility Summit. We are gratified by the commitment and support of Tribal leaders, officials, and resort staff to make this TUS a memorable and rewarding experience.
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| Networking Break | Solid Waste Track at TUS |

Welcome Lunch

Social Media to Expedite Community Awareness of Water System Disruptions
### Wednesday, March 4

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- 1:30 PM: Wastewater Treatment System Operator Certification Course (continued)
- 1:45 PM: Water Supply System Operator Certification Course (continued)
- 2:00 PM: Water Supply System Operator Certification Course (continued)
- 2:15 PM: Water Plant Tours (continued)
- 2:30 PM: Collections I
- 2:45 PM: Standard Operating Procedures + Info Mapping
- 3:00 PM: Combined Math and High-Performance Course
- 3:15 PM: Networking Break
- 3:30 PM: Drinking Water Contest
- 3:45 PM: Backhoe Egg Contest
- 4:00 PM: Drinking Water Line Repair Contest
- 4:15 PM: Drinking Water Line Repair Contest
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Download the USET App Today

Help USET go green! Interact with participants, create your own agenda, and receive important updates by utilizing the USET app.

DOWNLOAD THE USET APP BY VISITING THE APP STORE ON YOUR SMART PHONE OR BY SCANNING THIS QR CODE.
### Monday, March 2

**7:00 AM – 7:45 AM**  
**Registration**

**8:00 AM – 10:00 AM**  
**Pre-Summit Course: Activated Sludge**  
Michael Cherniak, O&M Specialist, CEI  
*Facilitator: Casey Thornbrugh*

**Wastewater**  
This USET sponsored one-day course provides instruction that moves from the simple to the complex. Basic knowledge of wastewater treatment terminology such as BOD, COD, DO, pH, ammonia, phosphorus, coliforms, and chlorine residual is desirable. Discussion topics include the fundamental microbiology involved in the aerobic treatment of carbon pollutants (BOD and TSS), nitrification, denitrification, and basic phosphorus treatment strategies. Discussions are supplemented by PPT slides, case photos, and a class MLSS settleometer demo and discussion. Handouts will be provided to attendees.

**Introductions, Goals, and Objectives Biological Treatment System Fundamentals**  
- Introduction to wastewater treatment and microbiology  
- Comparing activated sludge, SBRs, and membrane (MBRs)  
- MLSS, RAS, WAS, Sludge Age, and your digestor  
- Biomass “Quality versus Quantity”  
- Determining the proper biomass MLSS  
- RAS, WAS and your sludge age (SA, SRT, MCRT)

**8:00 AM – 10:00 AM**  
**Pre-Summit Course: IAPMO BPI / ASSE Tester Recertification**  
Stuart Asay, Senior Director of Research Programs, International Association of Plumbing and Mechanical Officials (IAPMO)  
*Facilitator: Jessie Lorenzo*

**Water**  
This USET sponsored one-day course provides renewal for Tester, Surveyor, and Repairer. Participants will review the guidelines used for acceptable practices of testing backflow prevention devices. The participants will receive the information and skills to help them pass the American Society of Sanitary Engineering (ASSE) Recertification Examination. At the end of the training the re-certification examination will be administered. This consists of a written and a hands-on examination. This training is mandatory in order for the tester to re-certify under ASSE general guidelines. The exam for the re-certification consists of 25 questions. Presently, the re-certification candidate must demonstrate the field test procedure for a reduced pressure principle assembly, double check valve assembly, pressure vacuum breaker assembly, and spill-resistant vacuum breaker assembly without notes or assistance.

**Introductions, Goals, and Objectives & Overview of Tester Recertification**  
- Code and regulations update (federal, state and local)  
- Basic hydraulics  
- Air gap separations  
- Approved assemblies, devices and methods
**Water Supply System Operator Certification Course**

Melissa Durbin, Certification Trainer, Technical Learning College  
*Facilitator: Colin Martin*

**Water Certification**

This USET sponsored five-day course provides the requirements of the Safe Drinking Water Act and general water distribution principles. The target audience for this course is the person interested in working in a water treatment or distribution facility and/or wishing to maintain certification license or learn how to do the job safely and effectively, and/or to meet education needs for certification exam. This course wraps up with online ABC exam for the Grade IV USET Water Treatment System Operator certification.

**Introductions, Goals, and Objectives Water Treatment Certification**

- Basic microbiology and chemistry
  - Identify various microbiological contaminants
  - Identify various concepts of water chemistry
  - Identify organic contaminants
  - Identify radiological contaminants

**Wastewater Treatment System Operator Certification Course**

James Dean, Water/wastewater Instructor  
*Facilitator: Taloa Berg*

**Wastewater Certification**

This USET sponsored five-day course provides the requirements of the Clean Water Act and general collection system principles. The target audience for this course is the person interested in working in a wastewater treatment or collection facility and/or wishing to maintain certification license or learn how to do the job safely and effectively, and/or to meet education needs for certification exam. This course wraps up with online ABC exam for the Grade IV USET Wastewater Treatment System Operator certification.

**Introductions, Goals, and Objectives Wastewater Treatment Certification**

- Units of measurement in the wastewater industry
- Calculating pressure for open and closed conduit flow

**Networking Break**

10:00 AM - 10:15 AM

**Activated Sludge (continued): Nitrification and Denitrification**

Michael Chemiak, O&M Specialist, CEI  
*Facilitator: Casey Thornbrugh*

**Wastewater**

- Ammonia toxicity and concerns
- Nitrosomonas and Nitrobacter (and others)
- "We made nitrate from ammonia ... now what?"
- Denitrification principles and requirements
- Balancing nitrification and denitrification performance
10:15 AM – 12:00 PM  **IAPMO BPI / ASSE Tester Recertification (continued)**  
Stuart Asay, Senior Director of Research Programs, International Association of Plumbing and Mechanical Officials (IAPMO)  
**Facilitator: Jessie Lorenzo**  
**Water**  
- Operation and testing of a double check valve assembly (ASSE 1015)  
- Operation and testing of a reduced pressure principle assembly (ASSE 1013)  
- Operation and testing of a pressure vacuum breaker (ASSE 1020)  
- Operation and testing of a spill resistant vacuum breaker (ASSE 1056)  

10:15 AM – 12:00 PM  **Water Supply System Operator Certification Course**  
Melissa Durbin, Certification Trainer, Technical Learning College  
**Facilitator: Colin Martin**  
**Water Certification**  
**Water Operator Math**  
- Calculate volume measurements  
- Calculate conversions  
- Calculate per capita water use  
- Calculate average daily flow  
- Calculate basic pipeline disinfection formulas  
- Calculate basic storage facility disinfection formulas  
- Calculate instantaneous flow rate  

10:15 AM – 12:00 PM  **Wastewater Treatment System Operator Certification Course**  
James Dean, Water/wastewater Instructor  
**Facilitator: Taloa Berg**  
**Wastewater Certification**  
- Understanding flow in pipes and open channels  
- Wastewater collection systems (gravity and force mains)  
- Collection system operation  
- Lift Station operation  

12:00 PM – 1:00 PM  **New Operator Roundtable Lunch and Keynote: My Utility Career, My Dream Job**  
Dave Drobiak, Assistant Director of Wastewater, Mashantucket Pequot Tribal Nation  
**Facilitator: Margaret Washko**  
**All Tracks | Rodeo Floor**  
Certified water and wastewater operators in the pre-summit training courses will be interspersed with new operators attending the certification training courses to become certified water and wastewater operators. Discussion questions will be present on the tables to encourage discussion of your career and to create mentoring opportunities for the new operators attending the Tribal Utility Summit with a focus of obtaining their certification.
### Activated Sludge (continued): Simplifying Your In-House Process Control Strategy

**Michael Cherniak, O&M Specialist, CEI**  
Facilitator: Casey Thornbrugh  
Wastewater

- Most important daily/weekly sampling/analyses parameters
- Why should we focus on our settleometer results?
- Interpretation of all results
- 7, 14, and 30-day trend charts
- Making adjustments to biological system operations

### IAPMO BPI / ASSE Tester Recertification (continued)

**Stuart Asay, Senior Director of Research Programs, International Association of Plumbing and Mechanical Officials (IAPMO)**  
Facilitator: Jessie Lorenzo  
Water

- Wet Lab Practice
- Written and Practical Exams

### Water Supply System Operator Certification Course

**Melissa Durbin, Certification Trainer, Technical Learning College**  
Facilitator: Colin Martin  
Water Certification

US EPA water quality regulations overview
- Classify types of water systems
- Disinfection by-product and microbial regulations

### Wastewater Treatment System Operator Certification Course

**James Dean, Water/wastewater Instructor**  
Facilitator: Taloa Berg  
Wastewater Certification

- Flow measurement open channel and closed conduit
- Venturi meters
- Magnetic flow meters
- Parshall flume
- V-Notch weirs

### Networking Break

3:00 PM – 3:15 PM

### Activated Sludge (continued): Biological System Troubleshooting

**Michael Cherniak, O&M Specialist, CEI**  
Facilitator: Casey Thornbrugh  
Wastewater

- Biological inhibition and toxicity causes
- Case studies
- Recovering from biological upsets
- Protecting your treatment system
- Problem solving exercises
Monday, March 2

3:15 PM – 5:00 PM  **IAPMO BPI / ASSE Tester Recertification (continued)**  
Stuart Asay, Senior Director of Research Programs, International Association of Plumbing and Mechanical Officials (IAPMO)  
*Facilitator: Jessie Lorenzo*  
**Water**  
Written and Practical Exams

3:15 PM – 5:00 PM  **Water Supply System Operator Certification Course**  
Melissa Durbin, Certification Trainer, Technical Learning College  
*Facilitator: Colin Martin*  
**Water Certification**  
Water Sources and Treatment Options  
- Describe water supply hydrology  
- Identify groundwater sources  
- Identify surface water sources  
- Define introduction to water treatment

3:15 PM – 5:00 PM  **Wastewater Treatment System Operator Certification Course**  
James Dean, Water/wastewater Instructor  
*Facilitator: Taloa Berg*  
**Wastewater Certification**  
- Centrifugal pumps and pumping applications  
- Calculating and understanding pump head  
- Reading pump curves  
- Understanding three phase electricity / power consumption  
- Electric Motors  
- Transformers  
- Calculating lift station pump capacities  
- Calculating wet well drawdowns
7:30 AM – 8:30 AM  Registration

8:30 AM – 10:00 AM  Opening Ceremonies
  Facilitator: Michael Bolt
  All Tracks | Rodeo Floor

Welcome from the Coushatta Tribe of Louisiana
David Sickey, Tribal Chairman

Welcome
Jerry Pardilla, Director, Office of Environmental Resource Management, USET
Darrall F. Tillock, M.S., P.E., Associate Area Director, Division of Sanitation Facilities Construction, Office of Environmental Health and Engineering, IHS
Corey O. Young, Community Programs State Specialist, USDA Rural Development, Louisiana

10:00 AM – 10:15 AM  Networking Break

10:15 AM – 10:30 AM  Tribal Utility Summit Agenda Review
  Margaret P. Washko, P.E. Program Manager, USET
  Facilitator: Michael Bolt
  All Tracks | Rodeo Floor

10:30 AM – 12:00 PM  Keynote Addresses

Tribal Nation Sovereignty: USET Certification Program
Lillie Williamson, Tribal Council Member, Jena Band of Choctaw Indians

USET Certification Testing Meets Worldwide Standards
Tom Healy, Director of Certification Services, Association of Boards of Certification

Water Utility Emergency Response – Lessons Learned from Recent Events
Eric Hatcher, Security & Emergency Manager, Cape Fear Public Utility Authority

12:00 PM – 1:00 PM  Welcome Lunch
  Facilitator: Lillie Williamson
  All Tracks | Rodeo Floor

1:00 PM – 3:00 PM  Lift Stations Fundamentals
  Michael J. Alvidrez, President, Alvidrez Water Operations
  Facilitator: Casey Thornbrugh
  Wastewater
  • Determine location of lift stations
  • Describe requirements of lift station
  • Describe components of lift station
  • Review lift station specifications
  • Perform lift station maintenance
  • Lift station mathematics
Basic Water Quality Parameters for Water Operators
Greg Starlin, Commercial Learning Facilitator, Hach Global Commercial Learning
Facilitator: Jessie Lorenzo
Water | Rodeo Floor

Ever wonder what’s in your water? This class is all about some of the basic water quality parameters and how to measure them. What is the relationship between pH and alkalinity? What is hardness and how do you measure it? What is the difference between dissolved and suspended solids? Is my water adequately disinfected? These and other questions will be answered with a combination of presentations, lecture and hands-on exercises.

- pH probe set up, calibration, verification
- Conductivity / TDS, calibration and TDS analysis
- Turbidity presentation, calibration and verification

Water Supply System Operator Certification Course
Melissa Durbin, Certification Trainer, Technical Learning College
Facilitator: Colin Martin
Water Certification

Groundwater Quality and Wells
- Analyze groundwater quality characteristics
- Define chemical characteristics
- Define water well terminology
- Define well construction procedures
- Describe aquifer performance
- Describe well operation and maintenance
- Describe well abandonment
- Explain springs and infiltration galleries

Wastewater Treatment System Operator Certification Course
James Dean, Water/wastewater Instructor
Facilitator: Taloa Berg
Wastewater Certification

Understanding microbiology and wastewater treatment
Characteristics of wastewater
Roll of bacteria in wastewater treatment
- Floc forming bacteria
- Nitrifying bacteria
- Filamentous bacteria

Tribal Caucus: Management Introductions, Roundtable and Success Stories
Margaret Washko, P.E., Program Manager, USET
Emran Rahaman, Assistant Director, Public Works Department, Seminole Tribe of Florida
Facilitator: Margaret Washko
Managers | Blue Room

Safety Templates for IIPP, Confined Space, Fall Protection, and LOTO
Seminole Tribe of Florida Recent Infrastructure Upgrades

Networking Break
Tuesday, March 3

3:15 PM – 5:00 PM  Wet Wells (continued): Fats, Oils and Grease (FOG) Control
Michael J. Alvidrez, President, Alvidrez Water Operations
Jerry Bidleman, Vice President Sales and Marketing, Reliant Water Technologies
Facilitator: Casey Thornbrugh
Wastewater
Fats, Oils, and Greases (FOG) are a common problem in Wet Wells. Educational materials to help your community to change the habit of dumping this type of trash into the sewer system as well as an innovative technology for managing FOG once it is within the sewer lift station wet well will be presented. A handout with door hangers and sample educational materials will be provided for customization and use at your Tribal Nation.

3:15 PM – 5:00 PM  Basic Water Quality Parameters for Water Operators (continued)
Greg Starlin, Commercial Learning Facilitator, Hach Global Commercial Learning
Facilitator: Jessie Lorenzo
Water | Rodeo Floor
Ever wonder what’s in your water? This class is all about some of the basic water quality parameters and how to measure them. What is the relationship between pH and alkalinity? What is hardness and how do you measure it? What is the difference between dissolved and suspended solids? Is my water adequately disinfected? These and other questions will be answered with a combination of presentations, lecture and hands-on exercises.
• Water Disinfection – chlorine and other methods
• Colorimetry – instrument verification exercise – chlorine
• Titrations – lecture, hardness, alkalinity
• Conclusions and Evaluations

3:15 PM – 5:00 PM  Water Supply System Operator Certification Course
Melissa Durbin, Certification Trainer, Technical Learning College
Facilitator: Colin Martin
Water Certification
Surface Water Source Treatment and Treatment Plant Pretreatment
• Describe surface water sources
• Explain surface water source considerations
• Classify types of treatment of water at the source
• Define screening
• Define presedimentation
• Define microstraining
• Describe preoxidation
3:15 PM – 5:00 PM  |  Wastewater Treatment System Operator Certification Course
James Dean, Water/wastewater Instructor
Facilitator: Taloa Berg
Wastewater Certification
Waste Treatment Ponds
• Stabilization ponds
• Oxidation ponds
• Polishing ponds
Facultative ponds and the role of algae in the treatment process
Pond Loading Calculations
• Organic loading
• Hydraulic loading

3:15 PM – 4:00 PM  |  2020 Drinking Water Infrastructure Needs Survey and Assessment
Erskine D. Benjamin II, Tribal Direct Implementation Program Coordinator, Water Division, Safe Drinking Water Branch, Drinking Water Section, US Environmental Protection Agency, Region 4
Facilitator: Margaret Washko
Managers | Blue Room
The last drinking water infrastructure needs survey was done in 2011 and this year’s effort will include new questions regarding lead service line replacement and operator workforce development.

4:00 PM – 4:45 PM  |  Social Media to Expedite Community Awareness of Water System Disruptions
TBD
Facilitator: Margaret Washko
Managers | Blue Room
Social media has transformed the flow of information to customers during a water crisis. Come to this presentation and learn about scripts you can use to flawlessly communicate system status.

4:45 PM – 5:00 PM  |  Solid Waste Track for the Tribal Utility Summit?
Margaret Washko, P.E., Program Manager, USET
Facilitator: Margaret Washko
Managers | Blue Room
US EPA in Washington, DC and IHS Headquarters are developing systems for handling three levels of open dumps on Tribal Nation lands: small illegal dumping (couches, washing machines, etc.) anticipate Tribal Nation responsibility for cleanup, dumps that will cost <$300,000 to cleanup anticipate asking for GAP funding, and open dumps that will cost >$300,000 to cleanup and must be larger than ½ acre anticipate IHS funding. This presentation is slated to gather information on cleanup needs and technical training needs to qualify for cleanup. USET has received requests to add a Solid Waste Track to the TUS and input from managers present will be gathered.
8:00 AM – 10:00 AM | **The Right Pump for the Right Job**  
**Brad Rachel, Inside Applications Engineer, Gulf States Engineering Co., Inc.**  
*Facilitator: Casey Thornbrugh*  
**Wastewater**  
Learn about types of pumps in a classroom setting. Review the details of pumps and the basics of how to read a pump curve, and control systems particularly for automatic grease removal.  
**Solids Handling Pumps**  
- Submersible non-clog water and wastewater pumps for large solids  
**Grinder Pumps**  
- Positive displacement and centrifugal grinder pumps for domestic wastewater

8:00 AM – 10:00 AM | **Vendor Show**  
**Facilitator: Jessie Lorenzo**  
**Water | Rodeo Floor**  
Obtain your CEU sign off sheet and route through the vendors to learn about the latest technologies to help your organization be successful!

8:00 AM – 10:00 AM | **Water Supply System Operator Certification Course**  
**Melissa Durbin, Certification Trainer, Technical Learning College**  
*Facilitator: Colin Martin*  
**Water Certification**  
Coagulation and Flocculation  
- Process description  
- Describe coagulant chemicals and feed equipment  
- Explain chemical purchasing, receiving, and quality control  
- Explain rapid mix facilities  
- Explain flocculation facilities

8:00 AM – 10:00 AM | **Wastewater Treatment System Operator Certification Course**  
**James Dean, Water/wastewater Instructor**  
*Facilitator: Taloa Berg*  
**Wastewater Certification**  
Description of the activated sludge process  
- The role of the bacteria in activated sludge processes
<table>
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<th>Time</th>
<th>Session</th>
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| 8:00 AM – 10:00 AM | **Emergency Response Plans**  
Tom Armitage, P.E., Tribal Utility Consultant, Indian Health Service  
John Williford, Water Wastewater and Sanitation Lead, Catawba Indian Nation  
Emran Rahaman, Assistant Director, Public Works Department, Seminole Tribe of Florida  
**Facilitator:** Margaret Washko  
**Managers | Blue Room**  
IHS has been leading an effort to help USET member Tribal Nation utilities create Emergency Response Plans (ERP). The components of the plans are as follows: introduction, ERP mission and goals, system information, lines of authority, emergency notification, severity of emergencies, events that cause emergencies, water quality sampling, effective communication, the critical customers and off-reservation contacts, response actions for specific events, alternative water sources, curtailing water usage, returning to normal operations, training and rehearsals, emergency status designations, and plan approval. IHS will present the template they have for USET member Tribal Nation and the process they are using to help develop these plans. Tribal Nations will share about a valve that broke cutting water supply, contractors driving a piling through a major distribution line, and preparation for Super Bowl 54 in Miami. |
| 10:00 AM – 10:15 AM | **Networking Break**  
| 10:15 AM – 11:00 AM | **Vendor Show**  
**Facilitator:** Casey Thornbrugh  
**Wastewater | Rodeo Floor**  
Obtain your CEU sign off sheet and route through the vendors to learn about the latest technologies to help your organization be successful! |
| 10:15 AM – 12:00 PM | **Basics of Cross-Connection and Backflow Prevention**  
Stuart Asay, Senior Director of Research Programs, International Association of Plumbing and Mechanical Officials (IAPMO)  
**Facilitator:** Jessie Lorenzo  
**Water**  
This lecture style seminar will cover the hydraulic conditions that cause backflow to occur in water systems and the methods, devices and assemblies that make up cross-connection control protection. Proper selection of the required valves along with basic installation will be covered. An overview of surveying facilities, and of cross-connection program administration will close out the program. |
| 10:15 AM – 12:15 PM | **Water Supply System Operator Certification Course**  
Melissa Durbin, Certification Trainer, Technical Learning College  
**Facilitator:** Colin Martin  
**Water Certification**  
Sedimentation and Clarifiers  
- Explain process description  
- Describe sedimentation facilities |
Wednesday, March 4

10:15 AM – 12:00 PM  **Wastewater Treatment System Operator Certification Course**
James Dean, Water/wastewater Instructor  
*Facilitator: Taloa Berg*

**Wastewater Certification**
- Types of activated sludge processes
  - Conventional flow through
  - Sequencing batch reactors
  - Contact stabilization

10:15 AM – 12:30 PM **Mutual Aid Agreements**
Twoleaf Sluder, Water System Manager, Eastern Band of Cherokee Indians (invited)
Ethan Arch, Distribution and Collection System Manager, Eastern Band of Cherokee Indians
Margaret Doss, Compliance Manager, Columbia County Water Utility  
*Facilitator: Margaret Washko*

Managers | Blue Room

An idea was forged by Ethan Arch and Twoleaf Sluder at EBCI to have utility Mutual Aid Agreements in place so that USET member Tribal Nation utilities could help one another return drinking water systems and wastewater systems to operations as quickly as possible after an emergency. The two managers created a resolution that the Natural Resources Committee and the Homeland Security and Emergency Services Committee jointly approved and brought forward to the USET Board of Directors at the 2019 USET Annual Meeting. Approval by the USET Board of Directors was obtained! This session will review that background and work will begin to modify the US EPA Model Mutual Aid and Assistance Agreement for Intrastate Water/Wastewater Agency Response Network (WARN). This Model Agreement contains procedures and standards for a water and wastewater utility Mutual Aid and Assistance Program. The Model is based on existing water and wastewater utility Mutual Aid and Assistance agreements implemented in California, Florida, Texas, Louisiana, South Carolina, Oregon, Georgia, and Pennsylvania. While the Model shares some similarities with each of the eight agreements, it is a unique document in and of itself. The goal of this working session is to modify the WARN agreement into a draft Tribal-WARN Agreement. USET member Tribal Nations will individually adopt the Tribal-WARN Agreement once it is available and if they want to adopt it. Agreements and list of available resources will eventually be placed on the USET Tribal-FERST website which will be username and password protected but available to Tribal Nations 24/7 in the event of an emergency need for equipment or certified operating staff members to augment the team affected by the emergency.

11:00 AM – 11:45 AM **Tour Coushatta Casino Resort Wastewater Treatment Plant**
Timothy Herrick, Wastewater Treatment Plant Manager, Coushatta Casino Resort  
*Facilitator: Casey Thornbrugh*

Wastewater | Bus Pickup at Entry/Registration Doors

11:45 AM – 12:45 PM **Travel to Buffalo Run for Lunch provided by Coushatta Tribe of Louisiana**
*Facilitator: Casey Thornbrugh*

Wastewater | Bus Pickup at WWTP
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<tr>
<th>Time</th>
<th>Event</th>
<th>Facilitators</th>
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<tbody>
<tr>
<td>12:00 PM – 1:00 PM</td>
<td>Travel to Buffalo Run for Lunch provided by Coushatta Tribe of Louisiana</td>
<td>Colin Martin and Taloa Berg</td>
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<td><strong>Facilitator:</strong> Colin Martin and Taloa Berg</td>
<td>**Water and Wastewater Certification</td>
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<tr>
<td>12:15 PM – 1:00 PM</td>
<td>Travel to Buffalo Run for Lunch provided by Coushatta Tribe of Louisiana</td>
<td>Jessie Lorenzo</td>
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<td><strong>Facilitator:</strong> Jessie Lorenzo</td>
<td><strong>Water</strong></td>
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<td>12:30 PM – 1:30 PM</td>
<td>Travel to Buffalo Run for Lunch provided by Coushatta Tribe of Louisiana</td>
<td>Margaret Washko</td>
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<td><strong>Facilitator:</strong> Margaret Washko</td>
<td><strong>Managers</strong></td>
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<tr>
<td>12:45 PM – 1:30 PM</td>
<td>Tour Coushatta Tribe of Louisiana Wastewater Treatment Plant</td>
<td>Thomas Harmon, Maintenance Supervisor / Wastewater Management, Coushatta Tribe of Louisiana</td>
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<td><strong>Facilitator:</strong> Casey Thornbrugh</td>
<td><strong>Wastewater</strong></td>
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<tr>
<td>1:00 PM – 1:30 PM</td>
<td>Tour Coushatta Casino Resort Wastewater Treatment Plant</td>
<td>Timothy Herrick, Wastewater Treatment Plant Manager, Coushatta Casino Resort</td>
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<td><strong>Facilitator:</strong> Margaret Washko</td>
<td><strong>Managers</strong></td>
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<td>1:00 PM – 3:00 PM</td>
<td>Water Plant Tours</td>
<td>Sherwin Carrier, Manager, East Allen Water</td>
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<td>East Allen Water, 4033 Hwy 26, Oberlin, LA 70655</td>
<td>Southwest Allen Parish Water District, 3001 Hwy 1151</td>
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<td><strong>Facilitator:</strong> Jessie Lorenzo</td>
<td>Adam Sonnier, Manager, Southwest Allen Parish Water District</td>
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<td><strong>Water</strong></td>
<td><strong>Depart by bus from Buffalo Run</strong></td>
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<td>1:30 PM – 3:00 PM</td>
<td>Collections I</td>
<td>Michael J. Alvidrez, President, Alvidrez Water Operations</td>
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<td><strong>Facilitator:</strong> Casey Thornbrugh</td>
<td><strong>Wastewater</strong></td>
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<td>Introduction to Collections and Associated Nomenclature</td>
<td>• Perform collection system O&amp;M</td>
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<td>• Review collection system design</td>
<td>• Perform safety procedures</td>
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<td>• Perform safety procedures</td>
<td>• Inspecting and testing</td>
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<td>• Underground repair and construction</td>
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<td>• Collection system mathematics</td>
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<td>1:00 PM – 3:00 PM</td>
<td><strong>Water Supply System Operator Certification Course</strong>&lt;br&gt;Melissa Durbin, Certification Trainer, Technical Learning College&lt;br&gt;Facilitator: Colin Martin&lt;br&gt;<strong>Water Certification</strong>&lt;br&gt;Filtration Fundamentals&lt;br&gt;• Process description&lt;br&gt;• Explain types of approaches to filtration&lt;br&gt;• Identify types of gravity filters&lt;br&gt;Disinfection&lt;br&gt;• Define destroying pathogens in water&lt;br&gt;• Identify gas chlorination facilities&lt;br&gt;• Identify hypochlorination facilities</td>
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<td>1:00 PM – 3:00 PM</td>
<td><strong>Wastewater Treatment System Operator Certification Course</strong>&lt;br&gt;James Dean, Water/wastewater Instructor&lt;br&gt;Facilitator: Taloa Berg&lt;br&gt;<strong>Wastewater Certification</strong>&lt;br&gt;Activated sludge (continued)&lt;br&gt;• Adsorption / absorption&lt;br&gt;• Biological nitrification&lt;br&gt;• Biological denitrification&lt;br&gt;• Aerobic digestion</td>
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<td>2:00 PM – 2:30 PM</td>
<td><strong>Need to Train the Next Generation? Writing Standard Operating Procedures using Information Mapping Techniques is a Fabulous way to Gather Information from the Retiring Team to Empower the Next Generation!</strong>&lt;br&gt;Patrick Orr, Account Executive, Information Mapping&lt;br&gt;Facilitator: Margaret Washko&lt;br&gt;**Managers</td>
<td>Blue Room**&lt;br&gt;Information mapping is a research-based method for writing clear and user focused information, based on the audience’s needs and the purpose of the information. The method is applied primarily to designing and developing business and technical communications. It is used as a content standard within organizations throughout the world. Come and see how this method is used to prepare Standard Operating Procedures that serve the operator! USST is offering training on this method in Maine and New York this summer. Sign up at the USST booth if you are interested.</td>
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2:30 PM – 3:00 PM  
**A Combined Math and High-Performance Course for Workforce Upskilling**  
Dr. David Goldberg, CEO, CSMlearn  
*Facilitator: Margaret Washko*  
Managers | Blue Room  
Participants will learn about CSM, a next-generation, inexpensive, online personalized learning course to build High Performance skills across your workforce: applied literacy and college-level quantitative reasoning; using these skills to solve real-world problems; learning new skills on your own; execution of these skills with care and persistence, with an intention to excel; and most importantly, self-efficacy, the belief in your ability to succeed. CSM can be taken by frontline workers, such as water/wastewater operators training for certification, as well as managers with advanced degrees: different people need different skills, but high-performance competencies are of universal value. USET is offering this course free of charge to any utility worker within the USET member Tribal Nations. Completion of this course will allow any new operator to be awarded the Operator-In-Training Apprentice status from the USET Certification Board!

3:00 PM – 3:15 PM  
**Networking Break**

3:15 PM – 5:00 PM  
**Drinking Water Contest**  
*Facilitator: Michael Bolt*  
All Tracks | Rodeo Floor at stage area  
This is the 10th Annual Drinking Water Contest. Each participating Tribal Nation sent a sample of their drinking water. Swing by and observe the panel tasting the water for the tastiest supply of 2020!

**Backhoe Egg Contest**  
*Facilitator: Ethan Arch*  
All Tracks | Outside  
As fast as you can, place the egg in the basket without breaking and maybe you will take home the prize!

**Drinking Water Line Repair Contest**  
*Facilitator: Dave Drobiak*  
All Tracks | Outside  
This is the 5th Annual Drinking Water Line Repair contest. Put on your poncho and get ready! The fastest team wins!
8:00 AM – 10:00 AM  **Basic Water Quality Parameters for Wastewater Operators**  
Greg Starlin, Commercial Learning Facilitator, Hach Global Commercial Learning  
*Facilitator: TBD*  
Wastewater | Rodeo Floor  

Wastewater treatment can vary in complexity but understanding each treatment step ensures process control and compliance. This course includes presentations and hands on activities utilizing popular analytical methods for wastewater using samples and standard solutions. Topics covered: pH, alkalinity, dissolved oxygen, and oxygen demand methods BOD versus COD. Participants will acquire practical experience in sample preparation, instrument calibration, verifying and determining accuracy, interpreting and correlating results.  
- 5 Steps of Analysis  
- Introduction to pH, pH probe set up, calibration, measurement of samples  
- Alkalinity in wastewater  
- Introduction to dissolved oxygen measurement (presentation and demonstration)

8:00 AM – 10:00 AM  **Fire Hydrants and Storage Tanks**  
Michael J. Alvidrez, President, Alvidrez Water Operations  
*Facilitator: Jessie Lorenzo*  
Water  
- Describe the functions of a fire hydrant  
- Fire hydrant installation  
- Fire hydrant O&M  
- Fire flow testing per ISO Standards  
- Fire flow testing calculations  
- Describe the nine functions of a storage tank  
- Review the AWWA C-652-11 standards on disinfecting storage tanks

8:00 AM – 10:00 AM  **Water Supply System Operator Certification Course**  
Melissa Durbin, Certification Trainer, Technical Learning College  
*Facilitator: Colin Martin*  
Water Certification  
- Introduction to Iron and Manganese Treatment

8:00 AM – 10:00 AM  **Wastewater Treatment System Operator Certification Course**  
James Dean, Water/wastewater Instructor  
*Facilitator: Taloa Berg*  
Wastewater Certification  
- Troubleshooting activated sludge processes  
- Loading calculations
8:00 AM – 9:15 AM  Asset Management Systems Q Ware for Plants and GIS for Linear Systems
Tim Thomas, Sales Manager, Q Ware CMMS
TJ Lamers, Vice President, Integrated Public Resources
Facilitator: Margaret Washko
Managers | Blue Room

Q Ware is a cloud based computerized maintenance management system (CMMS) ideal for small organizations looking to improve maintenance and asset management. We offer a customized solution without the high cost typically associated with CMMS applications. With Q Ware you’ll have the opportunity to make the system your own. Q Ware is module-based software, so you only pay for what you need. Need help collecting information on your equipment? Q Ware can help with that also. We have technicians available that can perform an on-site inventory (data collection) of all your equipment, or you can gather the information yourself. Q Ware is part of C&S Companies, a 500-person architectural, engineering, and construction services firm with offices across the country. We know facility maintenance and can provide the services to help your organization adopt, integrate, and optimize our maintenance management software. The second part of this presentation will be how utility systems can utilize GIS for asset management and general operations. The presentation will highlight real world utility systems applications such as hydrant flushing, valve maintenance tracking, sanitary sewer flushing programs, septic system location and age, and other linear asset management strategies developed for clients. Integrated Public Resources provides a full array of professional services that go together with our commitment to become your trusted partner.

9:15 AM – 10:00 AM  Capital Improvement Plans
Tom Kispert, P.E., BCEE, CCS, Associate, Water & Wastewater Project Manager, McMahon Engineers Architects
Howard Jim, Director of Utilities and Fire Protection, Miccosukee Tribe of Indians of Florida (invited)
Facilitator: Margaret Washko
Managers | Blue Room

Are you tired of going to Tribal Council with Emergency Repair Projects? This planning document uses the asset management system data and your team’s priorities to develop a planning document for infrastructure replacement and repair projects. Miccosukee Tribe of Indians of Florida has begun this process and a general outline of examples will be presented to describe how the system can be developed for your Tribal Nation. This data will be helpful in filling out the 2020 Drinking Water Infrastructure Needs Survey and Assessment to assure Tribal Nation infrastructure needs are accurately represented.

10:00 AM – 10:15 AM  Networking Break
Wastewater treatment can vary in complexity but understanding each treatment step ensures process control and compliance. This course includes presentations and hands on activities utilizing popular analytical methods for wastewater using samples and standard solutions. Topics covered: pH, alkalinity, dissolved oxygen, and oxygen demand methods BOD versus COD. Participants will acquire practical experience in sample preparation, instrument calibration, verifying and determining accuracy, interpreting and correlating results.

- Dissolved oxygen analysis, preparation of the electrode, calibration and maintenance, sample measurement
- Introduction to BOD and COD discussion of analysis method
- Setup of BOD sample – dilution method
- Dissolved oxygen measurement

Water System Hydraulics and Water Meters
Michael J. Alvidrez, President, Alvidrez Water Operations
Facilitator: Jessie Lorenzo

Water
- Describe the complexities of water in distribution systems
- Perform mathematical calculations
- Review water system usages
- Learn about different types of water meters and their appropriate applications
- Basic water auditing of your system

Water Supply System Operator Certification Course
Melissa Durbin, Certification Trainer, Technical Learning College
Facilitator: Colin Martin

Water Certification
- Fluoridation

Wastewater Treatment System Operator Certification Course
James Dean, Water/wastewater Instructor
Facilitator: Taloa Berg

Wastewater Certification
- Fixed media processes
- Trickling filters
- Rotating biological contactors
10:15 AM – 12:00 PM  **Funding Sources, Grant Writing Templates, Success Story**

Corey O. Young, Community Programs State Specialist, USDA Rural Development Louisiana
Callie Francois, Community Programs Specialist, USDA Rural Development, Lafayette Area Office
Erskine D. Benjamin II, Tribal Direct Implementation Program Coordinator, Water Division, Safe Drinking Water Branch, Drinking Water Section, US Environmental Protection Agency, Region 4
Darrall F. Tillock, M.S., P.E., Acting Director, Division of Sanitation Facilities Construction, Office of Environmental Health and Engineering, Indian Health Service
Bill Cornelius, Consultant, Baker Tilly Virchow Krause, LLP (invited)
Emran Rahaman, Assistant Director, Public Works Department, Seminole Tribe of Florida

*Facilitator: Margaret Washko*

Managers | Blue Room

Learn about different financing options to support the development of Tribal utility structures including federal programs that support development of regulations, policies, infrastructure, utility development, asset management, planning and other needs. Also, uncover what Tribal utilities need to know about with HEARTH Act regulations and how to leverage the New Market Tax Credit (NMTC) program for infrastructure financing. Grant writing templates will be provided on portable drives for managers to take home and use to help develop the funding mechanisms.

- Funding Infrastructure for Rural America
- EPA Eligibility Matrix for Infrastructure Funding
- IHS Sanitary Survey and Funding Priorities
- Grant Writing Templates and Various Funding Mechanisms

12:00 PM – 1:00 PM  **Networking Lunch**

12:00 PM – 1:00 PM  **Managers Roundtable Closing Lunch**

*Facilitator: Margaret Washko*

Managers | Blue Room

Debrief and discuss needs for the coming year. USET to provide information on upcoming utility training and seminars for the coming year.

1:00 PM – 2:30 PM  **Jeopardy Game**

Dave Drobiak, Assistant Director of Wastewater, Mashantucket Pequot Tribal Nation

*Facilitator: Michael Bolt*

Water, Wastewater, Managers | Rodeo Floor

Jeopardy is a quiz competition in which teams are presented with general knowledge clues in the form of answers and must phrase their responses in the form of questions. Team Up!

1:00 PM – 2:30 PM  **Water Supply System Operator Certification Course**

Melissa Durbin, Certification Trainer, Technical Learning College

*Facilitator: Colin Martin*

Water Certification

- Water Quality Testing
- Corrosion Control
Thursday, March 5

1:00 PM – 2:30 PM  
**Wastewater Treatment System Operator Certification Course**  
James Dean, Water/wastewater Instructor  
Certification Trainer  
Facilitator: Taloa Berg  
Wastewater Certification  
- Fixed media loading calculations  
- Nitrification with fixed media processes

2:30 PM – 3:00 PM  
**Networking Break**

3:00 PM – 4:30 PM  
**Awards and Closing**  
Michael Bolt, Laboratory Manager, Eastern Band of Cherokee Indians, USET Certification Board Chairperson  
Facilitators: Lillie Williamson, Juan Mata, Dave Drobiak, Calvin Murphy, and John Williford, Certification Board members  
Water, Wastewater, Managers | Rodeo Floor  
- Jeopardy Winning Team  
- Drinking Water Contest Winner  
- Leak Repair Contest Winner  
- Backhoe Contest Winner  
- Operator of the Year  
- TUS Evaluation  
- Closing Prayer

3:15 PM – 5:00 PM  
**Water Supply System Operator Certification Course**  
Melissa Durbin, Certification Trainer, Technical Learning College  
Facilitator: Colin Martin  
Water Certification  
Water Treatment System Operator Class IV Exam Preparation  
- Treatment process: max score 33  
- Laboratory analysis: max score 13  
- Equipment operation and maintenance: max score 21  
- Source water characteristics: max score 9  
- Security, safety, compliance, and administrative procedures: max score 24  
- Total: max score 100  
Passing score: 70

3:00 PM – 5:00 PM  
**Wastewater Treatment System Operator Certification Course**  
James Dean, Water/wastewater Instructor  
Facilitator: Taloa Berg  
Wastewater Certification  
Wastewater Treatment System Operator Class IV Exam Preparation  
- Laboratory analysis: max score 20  
- Equipment evaluation and maintenance: max score 15  
- Equipment operation: max score 20  
- Treatment process monitoring, evaluation, and adjustment: max score 35  
- Security, safety, and administrative procedures: max score 10  
- Total: max score 100  
Passing score: 70
Optional Study Hall
Dave Drobak, Assistant Director of Wastewater, Mashantucket Pequot Tribal Nation
Melissa Durbin, Certification Trainer, Technical Learning College
Michael Bolt, Laboratory Manager, Eastern Band of Cherokee Indians
Facilitator: Margaret Washko

Water and Wastewater Certification | Location TBD

Students taking the certification exam Friday are invited to drop in for assistance with any last-minute questions.
8:00 AM – 12:00 PM

**Water Treatment System Operator Class IV Exam**

**Wastewater Treatment System Operator Class IV Exam**

Proctor provided by PSI Services, Certification

Water and Wastewater Certification | Location TBD

PSI offers quality service, personal attention, and industry experience to USET for the most robust computer-based testing solutions in the industry. Students taking the exam will receive their score results immediately following certification exam completion.

If students are successful, they will need to file their application for USET certification. Please contact Jennifer Bennett, USET Administrative Assistant, at jbennett@usetinc.org to request an application.

Students who do not earn a passing score will receive a personalized score report and can retake the examination at PSI locations nationwide after a 30-day waiting period.
Michael J. Alvidrez, President, Alvidrez Water Operations
Michael is the President and founder of Alvidrez Water Operations LLC (AWO), a consulting business which manages water system operations. He serves as a subject matter expert for Indian Health Service; Instructor for Inter-Tribal Council of Arizona; trainer for Navajo Nation EPA; and trainer for N.M. Wastewater and Rural Water Associations. Michael has been in water and wastewater for over 39 years, he also has served on advisory boards to help implement operator certification exam criteria and curriculum. Michael has dedicated his business to help build safer Tribal communities by strengthening operators in the water and wastewater industry. Prior to starting his own business Michael gained valuable experience in Tribal management as the Utilities Director for The Pueblo of Santa Ana in New Mexico.

With over 27 years in the industry, CDR Thomas Armitage has a vast background of experience in design and operation of water and wastewater treatment systems ranging in size from less than 1,000 GPD to over 20 MGD. He received his bachelor’s degree in Civil Engineering from the University of Dayton and his master’s degree in Environmental Engineering from the University of Colorado. Prior to becoming a Commissioned Corps Officer with the Indian Health Service, Tom has worked in the private consulting sector, for the State of Colorado, and has been engaged in philanthropic work in South America. As a Tribal Utility Consultant in the Nashville Area, CDR Armitage participates in various training opportunities as an instructor for both water and wastewater operators with focuses on regulations and compliance, safety, and operations and maintenance including routine monitoring. Thomas holds a professional engineering license from the State of Colorado.

Stuart Asay, Senior Director of Research Programs, IAPMO
Stuart is employed by the International Association of Plumbing and Mechanical Officials (IAPMO) as the Senior Director of Research Programs. He has a B.S. degree in civil engineering and a Ph.D. in environmental engineering. Dr. Asay is a registered professional engineer in several states. He is a certified plumbing inspector with the International Code Council and IAPMO. He is a CWP as a Water D, Distribution 1, Wastewater D and Collection 1. He is a certified backflow prevention assembly tester, repairer, cross-connection control surveyor, backflow prevention program administrator, and fire-sprinkler system assembly tester. Dr. Asay has provided instruction to backflow prevention assembly testers since 1985. Among other things, he is a life member of the AWWA and a Fellow of the American Society of Sanitary Engineering.

Erskine D. Benjamin II, Tribal Direct Implementation Program Coordinator, Water Division, Safe Drinking Water Branch, Drinking Water Section, US Environmental Protection Agency, Region 4
Erskine has a Master of Science in Bioengineering from Georgia Tech and a Bachelor of Science in Agricultural and Biological Engineering from the University of Florida. In 2009, Erskine began his EPA career in the Region 9 Office located in San Francisco, California. During his tenure in Region 9, he served as the Program Coordinator for both the Clean Water Indian Set-Aside (CWISA) and Tribal Border Infrastructure programs. He assisted Tribal Nations in California, Nevada and Arizona by developing wastewater and drinking water projects based on identified needs, reviewing environmental documents for compliance with the National Environmental Policy Act, and managing infrastructure projects to include scoping, construction budget development, procurement, construction oversight, and facility transfer. Erskine also managed grants for the General Assistance Program where he assisted Tribal Nations in developing EPA-Tribal Environmental Plans, Integrated Solid Waste Management Plans, Source Water Assessments, and water quality standards. Currently, Erskine works with Region 4 Tribal Nations to help sustain and strengthen access to safe drinking water and basic sanitation. He utilizes sanitary surveys and technical assistance visits to help drinking water operators sustain water system capacity and curtail National Primary Drinking Water Regulation violations. He also manages both the CWISA and Drinking Water Infrastructure Grant Tribal Set-Aside (DWIG-TSA) programs that provide critical funding to meet access needs for drinking water and wastewater infrastructure in Region 4 Indian Country.
Presenter Bios

Jerry Bidleman, Vice President Sales & Marketing, Reliant Water

Prior to his career in the wastewater treatment industry, Bidleman was an executive in the corporate finance arena with experience in environmental project funding. His academic background includes Sacred Heart Major Seminary and the University of Detroit, both in Detroit, MI plus management studies at University of Michigan and financial coursework at the American Institute of Banking.

Bidleman began his career in the wastewater treatment industry in 1987 providing Royce Instrument Corporation in New Orleans, LA, an international leader in wastewater instrumentation and controls, with financial direction and support. In 1997 he joined Royce as Chief Operating Officer. He assisted other executive management as it diversified into additional markets, such as computerized aquaculture instrumentation and controls and in growing general company revenues and helped prepare it for an acquisition by ITT Industries in 2002.

He then joined Sludge Solutions International, a New Orleans bioaugmentation product manufacturer, as Director of Marketing and Project Management. He again assisted management in building sales, increasing R&D expenditures and acquiring a patent on its unique organic waste and odor eliminating bacterial product, Sewper Rx.

In 2008 he accepted a position with Reliant Water Technologies in New Orleans, an international marketer of patented water/wastewater treatment equipment and products, as Vice President for bioaugmentation system sales. Coincident with this move, Reliant became the exclusive marketer for Sewper Rx. From 2010 until present, Bidleman has been responsible for marketing Reliant’s lagoon aeration equipment and collection system FOG (fat, oil and grease) control technologies in the states of Louisiana and Mississippi. Bidleman has extensive experience in providing training presentations at wastewater conferences and equipment expositions in the Gulf South.

Michael Bolt, Tribal Water Quality Section Supervisor, Eastern Band of Cherokee Indians; National Tribal Water Council Vice-Chair

Michael has served as Tribal Water Quality Section Supervisor for the Eastern Band of Cherokee Indians for eight years, following employment with Western Carolina University. He is responsible for the Tribe’s 106 water quality standards program, monitoring and reporting for “biological monitoring and assessment” and community education and outreach. Michael is state and USET licensed as a water, wastewater operator and laboratory analyst and represents the Eastern Band of Cherokee Indians in hydropower re-licensing matters, including the Nantahala and Tuckasegee Cooperative Stakeholder Teams, and the Cheoah and Tallassee Fund Boards. A former member of the National EPA-Tribal Science Council, he is currently pursuing a Postgraduate Master’s in Environmental Law & Management.

Michael Cherniak, O&M Specialist, Cherniak Environmental, Inc.

Michael has 40 years of experience as an environmental consultant for municipal and industrial sectors. He specializes in water, wastewater, and industrial waste treatment. Before retiring, Mike served as a regional Operations Manager for Woodard & Curran, responsible for the oversight of several city water and wastewater utility systems. Representative projects: Delivers BNR, SBR, and MBR operations and process control workshops with the Native American Water Association; Co-authored the manual Manage for Success: Effective Utility Leadership Practices for the Office of Water Programs, University of California; Performed more than one hundred water wastewater system evaluations; Guided start-ups of multi-stage BNR wastewater systems in Florida, North Carolina, Pennsylvania, and Georgia; Provides process control, start-up training, troubleshooting, and performance guidance to various municipal and industrial treatment facilities.

James Dean, Water and Wastewater Treatment Supervisor, North Baldwin Utilities

James is an A certified class IV water and class IV wastewater operator with 28 years of experience including activated sludge, fixed media, surface and ground water treatment. James has been deeply involved in process control in both fields along with being involved in design construction and start-up of new facilities. James began teaching courses in 1997 for certification and process control throughout the state of Alabama for all levels of operators. He is currently the water and wastewater treatment supervisor for North Baldwin Utilities located in Baldwin County, Alabama. James conducts certification courses for the local community college, and onsite training for additional utilities along with several professional organizations.
Margaret Doss, Compliance Manager, Columbia County Water Utility
Margaret has worked for the Columbia County Water Utility for over 25 years. She started as a Laboratory Analyst and is currently the Compliance Manager. Appointed by the Governor to the Georgia Water/Wastewater Certification Board in 2001, she currently serves as the Board Chairperson. Margaret is a Class IV Wastewater Treatment Professional Operator through C2EP; she holds Water and Wastewater Laboratory Analyst certifications in Georgia. Margaret is a Past President of ABC, a member of AWWA and WEF. She holds a Bachelor of Science degree in Microbiology from Clemson University and a master’s degree in Adult Education from the University of Georgia.

David Drobiak, Assistant Director of Wastewater, Mashantucket Pequot Tribal Nation
David holds a B.S. Degree in Business Administration from St. Francis College in Biddeford, Maine. He has 33 years of experience in the Wastewater field with 25 of those years in a supervisory capacity. He holds a CT Class IV operator’s license, ABC Grade 1 Laboratory license, and a New England Water Environment Association Grade 2 Collection System operator’s license. He also holds USET certification in Wastewater Treatment System Operation, Wastewater Laboratory Analyst, and Wastewater Collection System Operation and currently serves on the USET Certification Board. He is a member of professional organizations including the New England Water Environment Association, the Connecticut Water Pollution Abatement Association, the Connecticut Lab Analyst Network currently serving as treasurer, and a former member of the Connecticut Department of Energy and Environmental Protection Agencies Certification Advisory Committee.

Melissa Durbin, Certification Trainer, Technical Learning College
Melissa has 30 plus years of experience in working and training students in Water and Wastewater technology. Melissa started her technical educational career with the City of Phoenix back in 1987. During the following 11 years she progressed through the Water Services Department concluding with the position of Supervisor Trainer. Melissa holds the highest level of certification in Water Treatment, Wastewater Treatment, Water Distribution and Wastewater Collection. Melissa has instructed at both Gateway and Rio Salado Community College for an accumulation of approximately 8 years. Melissa taught all the water/wastewater courses at each college and was instrumental in the development and implementation of Advanced Water and Wastewater Treatment programs for both colleges.

Callie Francois, Community Programs Specialist, USDA Rural Development, Lafayette Area Office
A resident of Lafayette Parish, Callie has served as the Community Programs Specialist for USDA Rural Development since 2014. Mrs. Francois is headquartered in the USDA Rural Development Area Office in Lafayette, Louisiana. Mrs. Francois establishes, markets, manages and services the loans and grants of the Water/Wastewater Programs of USDA Rural Development in the 14 parishes located in the southwest part of Louisiana. Mrs. Francois started her career with USDA, Rural Development in 1991. During these 29 years she worked in various USDA programs including Community Facilities, Multi-Family Housing and Single-Family Housing.

David Goldberg, CEO, CSMlearn
Dr. David Goldberg is the CEO of CSMlearn, which has developed CSM, a self-paced web-based course that teaches the essentials of high performance: strong core math and literacy (earning college math credit); problem-solving strategies; independent learning; executing your skills with care and persistence, with an intention to excel; and most importantly, earn self-confidence. CSM is the world’s first adaptive learning system that simultaneously personalizes instruction in academic and how-you-learn, -act and -feel domains. CSM is used by both youth and adults with remedial needs, as well as corporate managers with advanced degrees- different people need different skills, but high-performance competencies are of universal value.

David earned a BS in Molecular Biology from Yale University, and a PhD in Biology from Caltech, during which he led the first effort to place genes back into a higher organism. Following postdoctoral fellowships at Harvard and the University of Cambridge, David entered a career of high-tech entrepreneurship in over a dozen industries (geophysics, structural geology, biotech, consumer electronics, material science, optical networking, facial recognition, and more), acting in areas of technology development, intellectual property, management and business development.
Presenter Bios

Eric Hatcher, Security & Emergency Manager, Cape Fear Public Utility Authority
Eric Hatcher hails from Wilmington, North Carolina and has worked for CFPUA since 2009. Eric created the utility’s all-hazard emergency response plan and manages two dozen incident action plans. These plans encompass mitigation, preparedness, response, and recovery activities to both natural and manmade incidents. Eric is a strong proponent of the water sector’s use of the National Incident Management System and the Incident Command Model for crisis response. During his tenure, he has served on many committees; NCWaterWARN Executive Committee; New Hanover Local Emergency Planning Committee; and the NC AWWA-WEA Risk Management Committee. He has presented at several national webinars for EPA, NOAA, and in-state associations encouraging water/wastewater utility preparedness. Eric is a retired US Coast Guard officer with nearly 28 years of service. He primarily served in surface operations, planning, and intelligence positions in six coastal states. Highlights of his career included response to TWA Flight 800 crash off Long Island, NY and multiple mass-migration events from Cuba, Haiti, and Dominican Republic. Most of his career involved search and rescue and counter-narcotic operations in the Caribbean.

Tom Healy, Director of Certification Services, Association of Boards of Certification
Tom has been with the Association for more than four years and currently oversees the Association’s certification services, testing service program, as well as member and client relations. He has a passion for working with ABC’s outstanding volunteer network to deliver relevant and reliable content to the Association’s member base and to the industry.

Thomas J. Kispert, Water and Wastewater Project Manager, McMahon
Tom brings more than 36 years of experience as a Design Engineer/Project Manager for Wastewater Treatment Facilities. He has been responsible for all phases of Treatment Facility projects, including Facilities Planning, detailed process and hydraulic design, cost effectiveness analyses, construction management, equipment procurement, process control strategy development, operator training, start-up assistance, and preparation of operations manuals. Tom has a Civil Engineering degree from Michigan Technological University, is a licensed Professional Engineer in various states, is a board-certified Environmental Engineer and a Certified Construction Specifier.

Thomas J. Lamers, Vice President, IPRO
TJ is a Water and Wastewater Operations Specialist with more than 12 years of experience in the industry operating and troubleshooting over 40 plants. These plants range from small municipal to large industrial plants. TJ studied under Dr. Michael G. Richard (author of over 100 papers and technical reports and five books on wastewater treatment microbiology). TJ has a bachelor’s degree in Business Administration and Marketing-Caruthage College, Kenosha, WI, is a Grade 1 Water Operator – State of WI DNR, is an Advanced Wastewater Operator – State of WI DNR, and a Certified Cross Connection Assembly Device Tester.

Shaun Livermore, Poarch Band of Creek Indians
Shaun has worked in the utility field since 2004 and for the Poarch Band of Creek Indians since 2008. He holds certifications as a Grade III Water Operator, Grade III Wastewater Operator, and in Utility Management. It was a proud moment when Shaun was recognized in the first class of individuals to receive a Professional Operator designation. Shaun holds an Associate Degree in Drafting and Design from Jefferson Davis Community College and is currently enrolled at Columbia Southern University for Environmental Engineering. The bulk of his experience is focused on groundwater treatment, distribution system operation/maintenance, wastewater treatment, and collection system operation/maintenance. During his time in the Utility Field he has become proficient with several AutoCAD applications and has experience with GIS updating and implementation. He has helped design Water and Wastewater system expansions from infrastructure to plant upgrades.
Patrick Orr, Account Manager, Information Mapping International
Patrick is an Account Manager for Information Mapping International, with offices in Belgium, India and Boston. The Information Mapping Methodology is a research-based approach to delivering clear and user-friendly content. Patrick supports large-scale documentation projects in the public utility, government, banking, pharmaceutical, healthcare, and manufacturing sectors. Prior to Information Mapping, Patrick spent 8 years completing client-funded scientific research at RAND Corporation, publishing more than 10 scientific papers and 15 RAND reports on various topics in the healthcare industry. The difficulty in communicating complex research for mass interpretation and impact inspired his interest in a better approach to delivering important information.

Jerry Pardilla, Office of Environmental Resource Management Director, United South and Eastern Tribes
Jerry has served in Tribal nonprofits for many years in the fields of environmental protection and natural resources management. Jerry is a former Tribal leader and served the Penobscot Indian Nation as lieutenant governor, and governor and CEO. During his tenure as Penobscot governor, he was actively involved in the Wabanaki Confederacy comprised of Abenaki, Penobscot, Passamaquoddyy, Maliseet, and Micmac Nations. Jerry is passionate about preserving Tribal culture and has been recognized by the Maine Arts Commission as a master artist of Wabanaki traditional music. In keeping with his Kiowa family traditions, he is a member of the Kiowa Gourd Clan. Jerry is a veteran and served as a commissioned officer and aviator in the Maine Army National Guard. Jerry and his wife Marla live in Rio Rancho, New Mexico.

Emran Rahaman, Assistant Director of Public Works, Seminole Tribe of Florida
Emran is responsible for Tribal-wide operations in the water/wastewater facilities, solid waste, distribution/collections, transportation, storm water budgeting, and maintenance. Emran has more than 14 years in all utility and public works operations with local, county, state and federal governments on safety, quality standards and operating procedures. He works closely with various stakeholders including the Tribal Council representatives and leaders, solicitors, and engineers. He is experienced in building and maintaining coalition relationships with stakeholders at the local, state, and federal levels. Emran is currently responsible for Capital Improvement Plan (CIP) for Tribal infrastructure, which encompasses all reservations lands/properties (100,000 acres) and a total budget of $150M.

Greg A. Starlin, Northeast Regional Training Program Manager, HACH Company
Greg has more than 20 years of experience in the Water and Wastewater field. He was a Resource Recovery Specialist for the city of Fort Collins Water Reclamation for 7 years before becoming a Class “A” Wastewater Operator in the late 80’s. He continued this until summer of 2008 when he became the Northeast Regional Training Program Manager/Technical Instructor/Facilitator for Hach Global Commercial Learning.

Tim Thomas, Sales Manager, Q Ware
Prior to joining the Q Ware team in 2006, Tim spent 24 years at Eastman Kodak (Rochester, NY) in a variety of positions, including 10 years as a Facility Manager at the Kodak Research and Development Laboratories. In that capacity he was responsible for capital projects, building maintenance, health and safety, and a myriad of other facilities-related responsibilities. Tim is also a former New York State Building Code Enforcement official.
CAPT Darrall F. Tillock, Acting Director, Division of Sanitation Facilities Construction, Office of Environmental Health and Engineering, Indian Health Service

CAPT Tillock received a Bachelor of Science degree in Civil Engineering from Oklahoma State University in December 1991. He then began his career serving in Indian country as an Environmental Engineer for the Cherokee Nation of Oklahoma. In the fall of 1993, CAPT Tillock returned to OSU to complete a Master of Science in Civil Engineering. Upon graduation in May 1994, CAPT Tillock received his commission from the Public Health Service and moved to Kayenta, AZ where he spent the next 3 years designing and building water distribution systems on the Navajo Reservation. In March 1997, CAPT Tillock transferred to the Manlius, NY field office where he worked closely with the Saint Regis Mohawk Tribe and the Seneca Nation of Indians to provide sanitation facilities for Indian families. In 1999 CAPT Tillock transferred to the Lafayette, LA field office where he worked with the Chitimacha Tribe of Louisiana, the Jena Band of Choctaw Indians, Tunica-Biloxi Tribe of Louisiana, Coushatta Tribe of Louisiana, and the Alabama-Coushatta Tribe of Texas. Eventually he would also assume responsibility for the Atmore, AL field office and began working with the Poarch Band of Creek Indians. In January 2004, CAPT Tillock transferred to the Nashville Area Office where he began serving as District Engineer. In June 2011, he began serving as the Acting Director of the Division of Sanitation Facility Construction before becoming the Associate Area Director for OEHE in December 2019.

Margaret P. Washko, P.E., Program Manager, United South and Eastern Tribes, Inc.

Margaret started with USET a year ago and is quickly integrating into the family that is USET’s member Tribal Nation utilities and natural resources teams. Margaret is passionate to serve the Tribal Nations in their efforts to secure safe drinking water and reliable wastewater treatment to protect Tribal citizen public health. Margaret started her career in the private sector at a worldwide chemical company resolving wastewater treatment issues in Michigan, Texas, and Germany. Margaret then served in municipal service for 28 years at all levels, most recently as Director of Operations in California, providing oversight for four water plants and three wastewater plants. Highlights of Margaret’s career include design, construction, and startup of the $116M Ellis Creek Water Recycling Facility for Petaluma, CA; utilization of Information Mapping for SOP development to capture the knowledge from a retiring generation for the success of a new generation; return to operations a water supply that was cutoff due to landslides in time to meet summer water demand and manage 14 other emergencies at the same time; and creating a paradigm shift in injury reduction at three organizations securing the safety of the next generation of O&M team members. Margaret is a Grade V wastewater operator certified in CA and a licensed professional engineer in CA and TN. Margaret is a graduate of Virginia Tech.

Lillie Williamson, Tribal Council Member, Environmental, Sanitation, and Emergency Response Director, Jena Band of Choctaw Indians

Lillie is a citizen of the Jena Band of Choctaw Indians, employee, and Tribal Council Member. Lillie has been employed with the Tribal Nation for 20 years, serving first at the capacity of Housing Director, then was promoted to Environmental, Sanitation, and Emergency Response Director in 2001. In 2013, the Jena Choctaw developed the Jena Choctaw Pines Casino, a 50,000 square foot facility. Due to the rural area and the parish’s sewer system already at capacity, the Tribal Nation had to determine the appropriate Wastewater Treatment System to serve the capacity requirement of the Casino. In 2016, Lillie obtained her Class 1 Wastewater Treatment and Collections Operator’s license from the State of Louisiana, then in 2018, received her Class 1 Water Treatment and production operator’s license. Her future goal is to obtain her Class 1 Water Distribution operator license. Lillie is also serving her 4th year as one of the leaders on Jena Band of Choctaw Indians Tribal Council. Among her primary duties, she’s also the Princess Pageant Director and Choctaw Language Director. Some of her accomplishments are as follows: JBC Cemetery Committee (Secretary); JBC Tribal Enrollment Committee (Vice President); Powwow in the Pines (President 2016-2018); JBC Economic Development Authority Board Member; JBC Gaming Authority Board Member; Jena Choctaw Pines Casino Business Board Member; Kisatchie Delta Planning Committee Member (Floodplain Management); USET Natural Resources Committee Member; USET Homeland Security and Emergency Services Committee Member; USET Water & Wastewater Certification Board, Vice President.
John Williford, Certified Water Distribution and Wastewater Collection Operator, Catawba Indian Nation
A citizen of the Catawba Indian Nation, John has been working for his Tribal Government since 2005. John ensures that the water, wastewater, and sanitation department runs smoothly and efficiently. John serves on the USET Certification Board and is certified by USET as a water distribution and wastewater collection system operator. John also holds certifications through the State of South Carolina as a Class C Water Distribution System Operator and an on-site septic installer and inspector.

Corey O. Young, Community Programs State Specialist, USDA Rural Development Louisiana
A resident of Rapides Parish, Corey has served as the Community Programs State Specialist for USDA Rural Development since 2006. Mr. Young is headquartered in the USDA Rural Development State Office in Alexandria, Louisiana. Mr. Young administers the delivery and oversight of both the Community Facilities and Water/Wastewater Programs of USDA Rural Development throughout the state of Louisiana. He provides guidance and assists in the development and implementation of USDA Rural Development’s marketing program in Louisiana. He also leads efforts to coordinate USDA Rural Development’s Community Programs at the local level ensuring a cohesive system of service delivery to rural America. Prior to his current position, Mr. Young served as a USDA Rural Development Single Family Housing Specialist in Thibodaux, Louisiana. Prior to Mr. Young’s governmental service, he worked in the banking industry as a Loan Officer and Mortgage Banker. Mr. Young obtained his Bachelor of Arts Degree from Southeastern Louisiana University.
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