ABOUT MAP

Midwest Assistance Program, Inc. (MAP) has been helping communities and tribal nations find solutions to their infrastructure and development needs through information, resource management, expertise, and technical assistance since 1979. MAP is governed by a volunteer board of directors.

MAP is a member of the Rural Community Assistance Partnership (RCAP) network. RCAP works to revitalize communities through its six regional partners and nearly 200 rural development specialists at the state and local levels in all 50 states, Puerto Rico, and the Virgin Islands. The majority of these communities have fewer than 2,500 residents and are typically economically disadvantaged.

MAP provides solutions to rural communities and tribal nations each year in Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, and Wyoming. Through individualized support from staff, residents find the solutions that will help revitalize their communities. MAP’s staff live in the communities served by the organization and have a deep commitment to the strength, future, and vitality of rural America.

Solid Waste
(Dependent on staff qualifications and availability). Projects whose sole purpose is to address solid waste issues.

Drinking Water
Assistance to find drinking water solutions customized to each town’s infrastructure rehabilitation or replacement needs.

Planning and Development
Assistance provided to a community to resolve a specific short-term problem or meet a particular need related to a facility or the planning necessary for a future facility.

Wastewater
Assistance to find wastewater solutions customized to each town’s infrastructure rehabilitation or replacement needs.

Compliance and Environmental Health
Assistance to help communities understand regulations, standards and best management practices to meet basic health standards.

Source Water Protection
Projects whose sole purpose is to protect surface and ground water supply.

Disaster Management
Assistance related solely to emergency management issues, including vulnerability assessments and emergency response plans.

Capacity Building
Focused on leadership development, outreach, community organizing, or other activities designed to improve community residents’ abilities to make informed decisions.

Operations and Maintenance
Assistance aimed at improving the day-to-day operation of a system, including diagnosis of operational problems/processes and operator training.

Training
Training can be customized to your needs or we have numerous trainings developed for common requirements. We have training programs specifically for board members, city clerks, and operators, as well as presentations for specific topics.

Management and Finance
Assistance to meet managerial and financial capacity guidelines, usually directed at managers and directors of existing systems.

MAP SUPPORTS THE FOLLOWING ACTIVITIES IN YOUR COMMUNITY:

Source Water Protection
Projects whose sole purpose is to protect surface and ground water supply.
## Trouble Shooting

### Chlorination Equipment

#### Chemical Metering Pumps

### Excessive Motor Noise

**Possible Cause**
- Worn ball bearings
- Worn gears or gear posts

**Solution**
- Replace rotor assembly
- Inspect / replace gears

### Motor Doesn’t Work, Fan Doesn’t Turn

**Possible Cause**
- Faulty electrical supply
- Rotor bound to coil

**Solution**
- Check supply voltage circuit
- Replace bearing bracket

### Motor Runs, Fan Turns, Output Shaft Does Not Turn

**Possible Cause**
- Worn or damaged gears

**Solution**
- Replace gears

### Motor Overheats & Turns Off/On

**Possible Cause**
- Incorrect voltage
- High ambient temperature

**Solution**
- Check voltage / frequency data label

### Head Does Not Rotate

**Possible Cause**
- Worn index plate
- Pump head roller stripped

**Solution**
- Turn over or replace index plate
- Replace roller assembly

### Adjustment Ring Will Not Turn

**Possible Cause**
- Seized variable cam
- Seized adjustment ring

**Solution**
- Apply lubrication to cam
- Clean and lubricate ring

### No Pump Output, Pump Head Rotates

**Possible Cause**
- Depleted solution tank
- Suction line weight above solution

**Solution**
- Replenish solution
- Position line 3” above tank bottom

### Tube Leaking

**Possible Cause**
- Pump tube ruptured
- Tube is twisted or not centered

**Solution**
- Replace pump tube
- Clean injection fitting
Crofton was in violation with the Nebraska Department of Environmental Quality (NEDEQ) regarding their wastewater plant. The plant had problems with ammonia levels in its final effluent and its sludge detention time. Crofton received a letter from the NEDEQ warning the community to regain compliance. The NEDEQ also denied approval of a new housing district based on these compliance issues.

MAP contacted the operator in December of 2014 to go over operational logs and procedures, daily lab work, the reportable lab work, operational manual, past DMRs, and did a visual inspection of the system. MAP acted as liaison between operator and NEDEQ representatives. MAP also provided assistance to set up a corrective action plan and advised on the operational changes to the plant. MAP and the operator worked together to generate ideas to keep the final clarifier from freezing and causing additional problems.

Currently, the final clarifier is covered. Daily lab results are very positive and current required lab results are within compliance. A new daily and long term plant operational plan is in place. All of these positive changes are a result of the operator’s dedication and the assistance of MAP. MAP has planned an upcoming meeting with NEDEQ staff and Crofton’s operator to go over current efforts, to release Crofton of violations, and to get the approval of adding a new housing district. MAP will continue working with the city of Crofton.

**Fact:**

10% OF THE GLOBAL DISEASE BURDEN COULD BE REDUCED WITH IMPROVED WATER SUPPLY. NOT ONLY WOULD IT INCREASE HYDRATION, BUT SANITATION AND HYGIENE AS WELL.
December

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Christmas Day

For technical assistance in your area, please contact Midwest Assistance Program.
PHONE: 660-562-2575 | EMAIL: MAP@MAP-INC.ORG | WEBSITE: MAP-INC.ORG
New Budget Year
IMPLEMENT APPROVED BUDGET FOR 2016 AND UTILIZE ANY PRIOR YEAR FUNDS

Schedule your Audit
REQUIRED IF RECEIVING MORE THAN $500,000 IN FEDERAL FUNDS OR CARRYING $1,000,000 IN DEBT.

Verify Meter Readings
CHANGE-OUT AND TEST METERS, CONDUCT PHYSICAL INVENTORY AND CONFIRM METER READINGS.

Track all Assets
CONDUCT INVENTORY OF EQUIPMENT. SHARE CAPITAL ASSETS WITH YOUR INSURANCE PROVIDER AND CONFIRM COVERAGE.

Analysis for Sustainable Rates
TIME FOR RATE REVIEW TO PROVIDE DEBT COVERAGE AND PREPARE FOR CAPITAL PROJECTS.
January

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New Year's Day

Martin Luther King Jr. Day

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PHONE: 660-562-2575 | EMAIL: MAP@MAP-INC.ORG | WEBSITE: MAP-INC.ORG
The Surveys Are Complete!

The SOURCE Survey was sent out last year, and the results have been compiled. Surveys were returned from over 1000 communities; all with a population of less than 5,000. The survey was sent to MAP’s nine state area: Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, and Wyoming.

• The cost of outside help is the leading problem communities face, when seeking assistance.

• Most rural communities fail to plan for their future. Over half do not have a 5, 10, or 15 year plan to guide them to meet their needs, and 67% do not have a plan.

• Good help is difficult to find and keep. Over 25% of communities told us they have to hire new clerks and operators every few years.

Results from the SOURCE Survey will be displayed in the upcoming SOURCE Magazine which comes out in March! This information is also being shared with national leaders to help them understand the current issues facing our rural communities. If you are interested in being on the SOURCE mailing list, please email your address to map@map-inc.org.
February

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Presidents’ Day

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Case Study

GLEN ALLEN, MISSOURI

Problem: Significant Managerial and Financial Capacity Insufficiencies
Solution: Board and Clerk Training

Glen Allen is a small village in central Bollinger County, Missouri. The village has operated its first publicly owned wastewater treatment system since 2008. With only 57 active connections, Glen Allen had become about $14,000 behind on customer collections from lack of board member knowledge, leadership, and an untrained staff.

The residents are on private wells, making collection more difficult without the recourse of water shut-off options. They had significant problems with financial tracking and reporting. They were not in compliance with mandated requirements of both USDA Rural Development and Missouri Department of Natural Resources. Lacking in efficient maintenance, proper oversight, and funding for repairs, the system was failing rapidly.

MAP was contacted by the village in November of 2013 to help rectify the situation and to begin training. Over the last two years, MAP has conducted board trainings, educated the staff on the processes of financial and technical reporting and budgeting for sustainability, and conducted a rate analysis; all resulting in a much needed rate increase. MAP has also trained the clerk on the new bookkeeping software and worked with the auditor to expedite completion of the missing 2008 single audit.

MAP has been able to educate this small community with limited resources on how to strive for and achieve technical, managerial, and financial capacity. MAP will continue to work with the Village of Glen Allen to see them reach and maintain complete wastewater system sustainability.

Fact: American residents use about 100 gallons of water per day, and residents of Sub-Saharan Africa use only 2-5 gallons of water per day.
NEW RULES TACKLE BACTERIA IN DRINKING WATER

The Revised Total Coliform Rule (RTCR) goes into effect on April 1, 2016. The RTCR establishes a maximum contaminant level (MCL) for E. coli and uses E. coli and total coliforms to initiate a “find and fix” approach to address fecal contamination that could enter into the distribution system. It requires Public Water Systems (PWS) to perform assessments to identify sanitary defects and subsequently take action to correct them.

ROUTINE SAMPLING REQUIREMENTS
If any repeat TC+ sample is also E. coli-positive (EC+), then the EC+ sample result is a violation and must be reported to the state by the end of the day that the PWS is notified. Total coliform (TC) samples must be collected by PWSs at sites according to a written sample siting plan subject to primary agency review which are representative of water quality throughout the distribution system. For PWSs collecting more than one sample per month, they must collect TC samples at regular intervals throughout the month, except that ground water systems serving 4,900 or fewer people may collect all required samples on a single day if the samples are taken from different sites.

If your sample is total coliform-positive (TC+), at least three repeat samples must be collected and analyzed for total coliform within 24 hours. The repeat samples have to be collected at the same tap at the as the original sample and within five service connections upstream and downstream. However, a PWS may propose alternative repeat monitoring locations that are expected to better represent pathways of contamination into the distribution system.

ASSESSMENTS AND CORRECTIVE ACTIONS
An assessment has to be conducted if there is an indication of coliform contamination to assess the problem and take corrective action. There are two levels of assessments (Level 1 and Level 2) based on the severity and frequency of the problem.

The completed assessment form must be submitted to the primary agency within 30 days of triggering the assessment. Any sanitary defects that are found in the system as a result of the assessment must be corrected in 30 days or corrected within an agreed time-frame with the primary agency.

For more information on the RTCR and how the RTCR affects seasonal systems, please refer to the Revised Total Coliform Rule: A Quick Reference Guide. http://water.epa.gov/lawsregs/rulesregs/sdwa/tcr/upload/epa815b13001.pdf
Ft. Belknap Indian Reservation in North Central Montana is home to the “Aaniiih” (Gros Ventre) and “Nakoda” (Assiniboine) people. The Prairie Mountain Utilities water treatment facility serving Fort Belknap Agency uses the Milk River as its source. The river was named Milk River by explorers Lewis and Clark because, as they wrote, “the water of this river possesses a peculiar whiteness, being about the color of a cup of tea with the admixture of a tablespoonful of milk, from the color of its water we called it Milk river.”

This color is the result of suspended fine-grained clays and silts. The watershed covers almost 24,000 square miles in Montana and Alberta. This normally docile river meanders through the prairie at an average flow of 618 cu ft/s from Glacier Peace Park to its confluence with the Missouri River. However, the sandbags piled in front of the pump house beside the river attest to the fact that the Milk River can become a roaring torrent with a maximum flow of over 45,000 cu ft/s. Prairie Mountain Utilities has been able to protect the pump house and the water treatment facility from the flood waters that have threatened it in four of the last five years.

Prairie Mountain Utilities is prepared for the flood waters. Is your system prepared for a flood? All drinking water treatment facilities and wastewater treatment facilities should take steps to prepare for, respond to, and recover from floods.

Midwest Assistance Program offers an Emergency Response Planning Guide to help small water/wastewater systems determine possible vulnerable points and identify ways to protect them. Contact your MAP Technical Assistance Provider for more information.

PREPARE FOR A FLOOD
- Monitor weather and river conditions.
- Review and update your emergency response plan and emergency drinking water supply plan where priority customers’ water is restored first. (e.g. Hospitals)
- Pre-disaster activities (set up a system to document damage and costs, take pre damage- photographs of the facility for comparison to post-damage photographs).

RESPOND TO A FLOOD
- Secure equipment, move electronics and important data to a water-tight facility of out of flood-prone areas.
- Clear storm drains and set up sandbags to protect facilities.
- Ensure back-up equipment and controls are in working order.
- Fill storage tanks to full capacity.
- Wastewater utilities should empty holding tanks, ponds and/or lagoons to prepare for increased flow and minimize the chance of an early release.

RECOVER FROM A FLOOD
- Work with response partners to obtain funding, equipment, etc.
- Communicate with customers concerning a timeline for recovery.
- Complete repairs, replace depleted supplies, and return to normal service.
- Assess and document damage into reports to facilitate the sharing of information. Complete state and federal funding applications.
**May**

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**Memorial Day**

For technical assistance in your area, please contact Midwest Assistance Program.

PHONE: 660-562-2575 | EMAIL: MAP@MAP-INC.ORG | WEBSITE: MAP-INC.ORG
There are many simple tasks that should be performed daily which many operators overlook. In the lift station, the pumps are the most vital source that grind and move the wastewater to the lagoon through a force main. This particular system is non-redundant. There is only one pump that moves the wastewater rather than a multiple pump system that alternates cycles. It is very important to open the lift station lid daily for inspection.

At one system in particular, the operator noticed the grinder pumps seemed to be cycling more than usual. Upon opening the lid to the lift station, the operator saw a slight ripple in the water above the grinder pump. The operator then used the “Manual” mode of operation to pump the water down for further inspection. Then the operator noticed a leak in the discharge line to the lagoons downstream of the check valve. The wastewater between the pump and lagoons was draining back into the lift station causing the pump to cycle more frequently. If the operator had not opened the lid to the lift station, the aged pump could have burned up before the operator diagnosed the exact problem. If the lid is too heavy to open, then the operator must utilize the lights on the pump control panel and take note of the frequency of the pump cycle. It is important to keep note of the cycle intervals of the grinder pumps as it may notify the operator of a larger problem.

From the lift station, the wastewater travels through the force main to the lagoon. Frequent checks should be made along the ground under which the main is traveling. Any slumping in the ground could be an indication that a leak may exist.

THE WASTEWATER THEN ARRIVES AT THE LAGOONS WHERE DAILY INSPECTIONS SHOULD BE PERFORMED. THESE INCLUDE:

- The appearance and odor of each cell, making sure it is not turning septic, and free of debris.
- Check for plant growth such as cattails and trees. If present, remove them without damaging the liner or microbial environment.
- Look for signs of burrowing animals.
- Note the condition of the dikes. Look for erosion or damage to the liners. Repair all splits and tears promptly.
- Keep a close eye on the condition of the fence. Prevent all unauthorized access and dumping.
- Check the immediate perimeter around the dikes for seeping.
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The completion of a utility improvement project is likened to building a house. A solid home has a good foundation and a sound roof. The City of Haven, Kansas, a small rural community of 1,194 people, is completing a $4.9 million project that was funded by USDA Rural Development. MAP helped the city explore ways to rehabilitate the city’s drinking water system and build a treatment plant to remove nitrates so the city can have a stable source of water for years to come. This exploration was building the foundation.

MAP helped with planning, policies, and practices needed to operate, administer, and fiscally manage the utility on a sustainable basis. With the pending retirement of the city administrator, the mayor asked MAP to develop an Owners’ Management Oversight Manual (OMOM) for governing leaders and key city officials who will be assuming the duties performed by the administrator. The mayor desires for city leaders to become more involved in the oversight and performance evaluation of the execution of the management plans, policies, and best administrative and operational practices established by the council.

The OMOM is a reference tool which serves as a manual for governing leaders to use to oversee the operation, administration, and fiscal management plans for the system. The OMOM contains information about the policies and management plans the city has adopted for these three areas. The role of the owners is to adopt plans and policies needed for the effective and efficient operations of its drinking water system. The role of staff is to execute and follow these plans. Governing leaders should annually evaluate the execution of these plans by staff.

MAP continues to work with the administrator and other city staff to create an OMOM. The manual will be provided to each council member, the mayor, and key staff. The manual will be in a form which can be modified and shared with the next council members or mayor. The OMOM will be a compendium of knowledge, which leaders can reference to oversee the performance of the utility and to provide direction which facilitates compliance and informed decisions.
M

inimize the cost of water production, the wear and tear on your water distribution system, and depletion of your water source through water conservation.

California’s issues could be just the beginning, as 40 out of 50 state water managers expect water shortages under average conditions in portions of their states in the next decade.

On average, we use 100 gallons per day, which could be reduced by 30% by installing water-efficient fixtures and appliances. Monitor your bills and track your usage to identify spikes in usage which could mean you have a leak. 5-10% of homes have leaks/drips that waste 90 gallons per day or more, with leaky toilets and fixtures being the biggest culprits.

**INDOOR EFFICIENCY TIPS**

**TOILETS** – Install an EPA WaterSense toilet (available since 1994). Check for toilet leaks by placing food coloring in your tank, wait 15 minutes, and if you have color in the bowl, you have a leak. Dual flush toilets are another good option.

**SINKS** – Install water-efficient aerators and repair leaks. Turn off the water when lathering, shaving, or brushing your teeth. Install EPA WaterSense labeled sink faucets and accessories.

**SHOWERS** – Install water efficient shower head. Take shorter showers (less than 5 minutes).

**KITCHEN** – Purchase appliances with ENERGY STAR logo. Run full loads in dishwasher verses hand washing. Chill drinking water in refrigerator verses waiting for cool tap water. Install water efficient Reverse Osmosis (RO) Filter systems.

**LAUNDRY ROOM** – In the laundry room, old washing machines use up to 50 gallons of water per load, while newer front load ENERGY STAR labeled models use between 18-20 gallons. Install ENERGY STAR labeled appliances. Minimize number of loads.

**OUTDOOR EFFICIENCY TIPS**

Install low-water use plants. Seek education on proper watering methods. Do not water if there is already plenty of moisture and adjust by seasons. Adjust sprinklers so they don’t spray sidewalks, driveways, walls, etc… Constantly monitor system for leaks and water waste. Collect rain water for outside uses.

**A FINAL THOUGHT FOR UTILITY SYSTEM MANAGERS**

Have a water conservation plan (MAP staff can assist with this!) which includes water meter replacement and water loss control. Educate and inform consumers on water conservation regularly.
One trend that continues for many small rural communities is that the average Water and/or Wastewater Treatment Facility needs more qualified individuals to help manage the system. Urban growth into larger and more concentrated regions leaves the smallest and most rural communities in a conundrum of how to find a way to locate and lure ‘the right person’ for the job.

Often we expect small community operator’s job duties to entail many variations. As a tribal or city employee, the expectations run the gamut from snow removal, dog catcher, contractor supervisor, budget setter, scientific tester, mechanic, abbreviated plumber or electrician, public communicator, safety expert, excavator/heavy equipment operator, as well as having to know the basics of chemical, biological, and physical processes existing in Water Treatment.

Not only are they often expected to perform such duties, but to do these under the rules and expectations of most other community employees. They also have known (and often inferred) responsibilities for health and safety according to EPA, State Water/Wastewater requirements, and plumbing codes their profession brings along with it.

Certifications are required to operate community water systems. The level of which is determined by the rating of the system in question. Just because the cost of living in many rural areas isn’t comparatively that high in contrast to larger populated areas, the requirements of education, certification, and years of experience required to run some of our smaller, more complex systems may equal that of larger communities.

By contacting your primacy agencies, colleges, professional organizations, and larger media outlets, a community can advertise in a larger geographic area nowadays, thanks to the internet. Despite that, the most qualified operators are in high demand as this industry is still facing a difficult dilemma when it comes to filling in all the positions throughout the nation. Community decision makers need to be cognizant of this when setting up wage/benefit packages and advertising for positions.

You can have the most high tech, automated system around, but without a qualified, trustworthy, and certified operator, consumers could still be at risk.
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**Case Study**

**SCARVILLE, IOWA**

**Problem** Community was in need of financial assistance in response to Primacy Agency wastewater compliance and safety concerns.

**Solution** MAP assisted this community by conducting an income survey to determine loan eligibility status for the community so they can start the financial process in acquiring necessary funding for a wastewater project.

Scarville is a city in Winnebago County, Iowa. The population was 72 during the 2010 census and has gradually been on the decline. Scarville is located in the North central region of Iowa near the Minnesota border. The community is in need of financial assistance to help them in establishing a leach field and septic drain field that will be used to remove contaminants and impurities from the liquid that emerges from the septic tank, or septic system. The septic tank, septic drain field, and associated piping to compose a complete septic system will require substantial financial obligation for a community of less than 40 households.

MAP assisted the community by conducting a survey to determine loan eligibility status for the community so they could start the financial process in acquiring necessary funding for this wastewater project. Grant eligibility was established and a low interest loan eligibility was determined as well.

MAP also completed a Technical, Managerial, and Financial capacity assessment and is in the process of seeing if additional MAP assistance will be needed in the future as financial support is acquired and the project starts to materialize.

The long-term outcome of this project is for the community to acquire adequate grants and loans to take the burden off the residents, as they do not have the financial means to support this large of a project.

MAP will continue working with the primacy agencies, funders, and communities, and view it as a long term partnership for continued success.

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**INFRASTRUCTURE TYPE:** Wastewater  
**PROJECT TYPE:** Compliance and Environmental Health  
**TAP:** Dennis Carroll  
**POPULATION SERVED:** 72

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**Fact:** At any given moment, groundwater is 20 to 30 times greater than the amount in all the lakes, streams, and rivers of the United States.
# October

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Columbus Day
The Consumer Confidence Rule (CCR), enacted by the EPA in 1998, was designed to inform consumers of the quality of the water being provided to them by their public water supplier. This annual water quality report is only required to be produced by community water systems. The EPA defines a public system as having 15 service connections or 25 year-round residents. Most local water purveyors will receive notification from their state between the months of February and April to commence putting these reports together. However, not all states send out this information. Regardless of whether or not you received notification, your system must complete the report and notify your users of the completed report by mail, publishing or making it available to the public on a well-advertised, utility-maintained website no later than the 1st of July.

Midwest Assistance Program (MAP) offers technical assistance to nine states in the Midwest. Each of those states has varying rules to meet the directives of the EPA. MAP has compiled a list of the agencies to contact from each state in order for water purveyors and citizens alike to be better informed regarding the state you work and live in. For more information, contact Midwest Assistance Program.
Due to the lack of insulation, sewage and system components freeze. Unpacked snow is the best insulation. Irregular use when a residence is unoccupied for a long period of time can lead to a frozen system.

A high-efficiency furnace or humidifier can release a trickle of water into the septic system, which can collect, freeze, and block a system. A leaking shower or toilet can release a thin trickle of water into the system also with the same results.

Design problems exacerbate freezing potential. Sewer pipes and pumps not installed with the proper rate of fall will not fully drain out, and water can freeze inside the pipes. A riser cap that is open or cracked can allow cold outside air to be drawn into the system, causing freezing. Also, when water comes to the surface around a septic tank or leaking from the sides of a mound-type system, freezing can occur.

What can a community do about such problems? The best course of action is to contact a professional on-site technician who can diagnose the problem and the proper solution. Don’t attempt self-solutions – they do not work.

Preventative measures are your best approach, and include prior to cold weather putting a layer of up to 12 inches of mulch such as straw hay, or other loose material over the septic tank and pipes for insulation. Even a mat of tall grass left behind works.

Homeowners should spread out activities that use warm water such as laundry or showering to spread out the times warm water is going into the system. Fix things before cold weather sets in. This includes fixing leaking connections, putting heating tape to vulnerable pipes, and inspecting the entry of cold air is blocked. Other measures include replacing system pipes with insulated versions or adding more soil cover over the tank and pipes. Keep vehicles and foot traffic away from buried pipes and septic tanks. Also, if a customer is leaving home for an extended period, have them contact you and pump out utility, septic tank or pumping chambers. If possible, have someone house sit and use water.
Midwest Assistance Program has been designated and approved vendor by the General Services Administration, which means:

- MAP is already a GSA-approved contract holder
- Agencies can bypass the full request-for-proposal process and come directly to MAP
- Less delay getting projects underway
- MAP is the first member of the RCAP network to receive this designation.

MAP has been helping communities and tribal nations meet their infrastructure and development needs through information, resource management, expertise and technical assistance since 1979. MAP provides solutions to more than 400 such communities each year in Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North and South Dakota and Wyoming. Through individualized support from MAP staff, residents are given the knowledge and tools to revitalize their communities. MAP staff members live in the communities served and have a deep commitment to the strength, vitality, and future of rural America.

MAP is always looking for qualified people who are interested in becoming a technical assistance provider. Look on the website for a job description. www.map-inc.org