

Registration Information

REGISTER NOW—IT'S EASY!

- ◆ Register online at www.wetrc.org/wow
- ◆ Register by phone at 800-562-0858 or 253-288-3369
- ◆ FAX your registration to 253-288-3475

LOW \$175 REGISTRATION FEE

Register and pay by March 9, 2012 to qualify for the low advance registration fee of \$175.00. **Thanks to all of the volunteers who contribute to make WOW possible, the registration fee hasn't increased in four years!**

YOUR REGISTRATION FEE INCLUDES

- ◆ Attendance at all technical sessions
- ◆ Continuing Education Units (CEU) and certificate of completion
- ◆ Morning and afternoon refreshments each day
- ◆ Exhibitor reception and displays
- ◆ Banquet dinner and door prize drawings
- ◆ WOW pad holder

SPOKANE LODGING

For your convenience, accommodations have been blocked at the Doubletree Hotel. Special room rates for WOW attendees are available by making your reservations online. Visit the WOW web page at <http://www.wetrc.org/wow/> for a direct link. For the best choice of rooms, make your reservation early!

REGISTRATION CHECK-IN

Check in and pick up your registration packet at the Doubletree:
Monday—11:30 am to 6:30 pm
Tuesday—7:00 am
Wednesday—7:30 am

NEED INFORMATION OR HAVE QUESTIONS?

WOW Registration Questions - Call WETRC at 253-288-3369 or 800-562-0858

Other WOW Questions - Call Washington Certification Services at 253-288-3357 or 877-780-2444

A staff member will be happy to assist you.



Green River Community College
12401 SE 320th Street MS/WV
Auburn WA 98092-3622

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34th Annual Washington Operator Workshop



March 26-29

Doubletree Hotel
Spokane, WA

Sponsored by:
Green River Community College
in cooperation with
Washington Certification Services
and
Washington Environmental Training Center (WETRC)

Workshop Information



The City of Spokane will host the 34th Annual Washington Operator Workshop—the biggest and best technical workshop in the Pacific Northwest designed for waterworks and wastewater professionals. All sessions will be held at the Doubletree Hotel Spokane City Center, conveniently located in the heart of downtown on the beautiful Spokane River.

PLANNED BY OPERATORS FOR OPERATORS

The operators and utility managers on the WOW Program Committee know that you expect the **best value for your training dollar**. They've designed a technical program with **60** relevant sessions and tours. You're sure to find topics to meet your training needs—from basic to advanced, for small systems to large.

EARN CONTINUING EDUCATION UNITS (CEU)

Customize your workshop schedule and earn 0.1 CEU per hour of training, up to a **maximum of 2.1 CEU**.

EXHIBITOR DISPLAY

Monday—11:30 am to 6:30 pm. Attend the exhibitor reception from 5:00-6:30 pm.

Tuesday—7:00 am to 2:45 pm. Have **dessert with the exhibitors** at 12:45 pm.

Prize Drawings—Exhibitors will draw winning tickets for their prize donations during display hours. You must be present to win!

SESSION HIGHLIGHTS

Are You Just Punching a Time Clock?—In your lifetime you will spend more time at work than almost anywhere else. What's your attitude, and how does it affect the quality of your work? At the opening session on Monday, Mary Howell—always a popular speaker— will provide an important reminder of how critical operators are in protecting public health and the environment.

Last Operator Standing—New questions have been developed for this fast-paced, fun, interactive and competitive operator learning experience. It's guaranteed to keep you awake during the evening session on Monday!

Operator Certification Program Updates—Get the most current information about both the Waterworks and Wastewater Operator Certification Programs. Have your questions answered directly by the managers of each program.

Off-Site Utility Tours—Get up close and personal! Attend one of 3 tours as the perfect ending to a great WOW. Pre-registration is required and space is limited to the first 50 registered for each. You must provide your own transportation.

ACTIVITIES

TUESDAY/Banquet and Door Prizes—Enjoy the complimentary buffet dinner and be eligible to win one of many door prizes generously donated by AWWA Sub-Sections, PNCWA Sections, local businesses and industry-related companies.

WEDNESDAY/AWWA Pipe Tapping Competition—BACK BY POPULAR DEMAND! Join us for a fun evening and cheer on your favorite tapping team beginning at 6:00 pm at the **Northern Quest Casino Resort**.

We reserve the right to make program changes.

Workshop Schedule

MONDAY, MARCH 26

11:30 am-6:30 pm	<i>Registration/Exhibitor Display Open</i>
1:00-2:15 pm	Keynote —
2:45-5:00 pm	Emergency Planning for Water Emergency Response Planning Emergency Action Plan (DOH)
	Systems Gone Wild Hydraulic Safety at Lincoln Heights Digester Foaming & Rapid Volume Expansion
	NPDES Permit Compliance Emergency Action Planning Sanitary Sewer Overflow Reporting/EPA Audit
5:00-6:30 pm	<i>Exhibitor Reception</i>
6:30-8:30 pm	Evening Session —Last Operator Standing

TUESDAY, MARCH 27

7:00 am-2:45 pm	<i>Exhibitor Display Open</i>
11:45-1:15 pm	<i>Lunch On Your Own—Dessert With Exhibitors at 12:45 pm</i>
6:30-8:30 pm	<i>Banquet</i>

SAVE MONEY & GROW JOBS

8:00-9:00 am	Valve Operation & Maintenance
9:30-10:30 am	Hydrant Maintenance
10:45-11:45 am	Washington Surveying & Rating Bureau

WASTEWATER TREATMENT TECHNOLOGIES

8:00-9:00 am	Membrane Bioreactors
9:30-10:30 am	Chemically Enhanced Primary Treatment (CEPT)
10:45-11:45 am	Real Time Process Monitoring

TECHNOLOGY TOOLBOX

8:00-9:00 am	Tools for Asset Management
9:30-10:30 am	What's New With GIS
10:45-11:45 am	GPS & Surveying

TRENCHLESS TECHNOLOGY

1:15-2:15 pm	Pipe Bursting
2:30-3:30 pm	Horizontal Directional Drilling
3:45-4:45 pm	Slipline Project

SOLIDS MANAGEMENT

1:15-2:15 pm	Recuperative Thickening
2:30-3:30 pm	Barr-Tech—Residuals Management
3:45-4:45 pm	Peak Phosphorus

OPTIMIZING TECHNOLOGY

1:15-2:15 pm	Technology Trends—Optimize Facility Operations for Energy Savings
2:30-3:30 pm	Utilizing FHSS Wireless Technology for Data Acquisition & Control
3:45-4:45 pm	Variable Frequency Drives & Harmonics

WEDNESDAY, MARCH 28

WATER REGULATIONS

8:00-9:00 am	Capacity Assessment Through Sanitary Surveys
9:15-10:15 am	Funding for Source Water Protection
10:30-11:30 am	Water Operator Regulations & Program Updates

Workshop Schedule

WEDNESDAY, MARCH 28 (Continued)

WASTEWATER FACILITY START-UP

8:00-9:00 am	Brightwater Update
9:15-10:15 am	Spokane County Regional Water Reclamation Facility Startup
10:30-11:30 am	Construction Impact on Plant Operations

UTILITY LOCATING

8:00-9:00 am	New Dig Law & One Call Center
9:15-10:15 am	New Locating Technology
10:30-11:30 am	This is Not Your Father's As-Built

SUSTAINABILITY

8:00-9:00 am	Use Alternatives—Toilet to Tap
9:15-10:15 am	Leak Detection
10:30-11:30 am	Using Meter Data to Evaluate Unaccounted For Water

AMI/AMR

1:00-2:00 pm	Fixed Base vs Drive-By Networks
2:15-3:15 pm	Continuous Leak Monitoring
3:30-4:30 pm	Meters—Where They Were, Where They Are Going

BEING A GOOD NEIGHBOR

1:00-2:00 pm	Odor Control
2:15-3:15 pm	Aesthetic Mitigation
3:30-4:30 pm	Co-Generation

HARD HAT SAFETY

1:00-2:00 pm	Lockout Tagout
2:15-3:15 pm	Confined Space Entry
3:30-4:30 pm	Competent Person

DOH HOT TOPICS

1:00-2:00 pm	Water Quality Monitoring/Total Coliform Rule
2:15-3:15 pm	Implementing the WUE Regulations in WA: A 5-Year Update
3:30-4:30 pm	Asset Management

6:00-8:00 pm **Fun Night & Pipe Tapping Competition**

THURSDAY, MARCH 29

MAINTAINING YOUR DISTRIBUTION SYSTEM

8:00-9:00 am	What Every Operator Should Know About Cross Conn. Control
9:15-10:15 am	Water Main Break Repairs
10:30 am-12:30 pm	An Operator's Guide to Pressure Reducing Valves

WASTEWATER PRETREATMENT

8:00-9:00 am	Pollutants of Concern (MCAP Toxics)
9:15-10:15 am	Local Effluent Limitation Development

WASTEWATER REGULATIONS

8:00-9:00 am	Wastewater Operator Certification Update/Overview Basics
9:15-10:15 am	TMDL—Phosphorus/PCBs/PBDEs/Toxics

FACILITY TOURS—OFF SITE

10:45 am-12:45 pm	Upriver Tour Riverside Park Water Reclamation Facility Spokane County Regional Water Reclamation Facility
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