

Annual Conference Highlight:

Onsite Industry and the OSHA Focus Four

Over the years, we have spent time out in the field with a variety of service providers and have seen a significant number of safety exposures that are unique to our industry workers and in some cases severe. The need to raise awareness and provide access to focused training and management solutions will help reduce worker injuries and help small business to become compliant. WOSSA has been involving our industry in safety training for over three years and are partnering with MOWA at the state conference, to share what we have learned with you.

Interviews of workers and business owners in the industry in Washington have shown a shockingly low understanding of the requirements and the true nature of the unique exposures that they are putting themselves into daily while servicing over a million On-Site septic systems

in the State. Our experience has been that this same scenario is repeated in just about any state that you want to take a look at.



Moreover, small businesses by their nature and limited organizational depth, tend to not have the resources or expertise to develop or implement these types of worker safety programs in spite of the code requirements to do so.

Barriers that the small business owners struggle with to implement into their business models include little to no dedicated resources available and a significant lapse in safety management principles with a lack of worker experience in the



John Thomas - Executive Director WOSSA

hiring cycle. This is worsened with traditionally high turnover rates in the construction industry and an estimated 25% turnover rate in the OSS service industry for pumping and Operations and Maintenance tasks. Code requirements under OSHA and appending state code requirements are commonly

not translated into a usable format that is effectively implemented in our industry small business workplaces. In addition to compliance issues, this lack presents significant workplace exposures

Focus Four Training

Continued on Page 8

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MOWA Convention Registration Due January 13th

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From MOWA's Executive Director

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By Pat Martyn, MOWA Executive Director

By popular demand:
Two-Day Convention with ample CEU opportunties, Resort Hotel offers shuttle service to DECC



We are happy to announce it is Convention Time! Our Annual Convention and the great Minnesota septic get together is coming up on January 30th & 31st, 2017. The site is the Duluth Entertainment Convention Center (DECC), where the organization has had shows in the past, and many like the facility. It is big, beautiful, and will accommodate two great days of information, education, fun, and friendship. The hotel for the convention is the new deluxe Pier B resort, which in addition to an indoor pool, free breakfast, free parking, and free Wi-Fi, is offering us *free shuttle service to/from the DECC and Canal Park from 7:00 am to 11:00 pm. both days.*

This year, by popular demand, we are moving to a two-day format, but rest assured you can still get the same number of CEUs as at past conventions, along with the same networking opportunities and fun events that our Convention Committee has put together. We are very pleased to announce that our keynote speaker this year is Channel 5 Sportscaster and Inspirational Influence Speaker and Author Joe Schmit, presenting Silent Impact: Influence Through Purpose, Persistence, and Passion. Check out this special Wastewater Convention Promo video on our website: www.mowa-mn.com You can find right here in the Little Digger information about the show, and you can tell we are really excited about the prospect of a great event. And, there is a handy registration that you can use to attend the show. There are other ways of registering as well, so choose the one that works best for you. Even if you have to call the office directly, we will get it done.

Attendees year after year cite the benefits of attending. We repeatedly get very high marks for the content of the show. Your opportunity to mingle with friends and colleagues in the industry and hash out items of interest, catch up on news or just some friendly conversation is a real benefit of the show.

Exhibits hosted by the sponsors present the best products available. Reputable vendors will be at the show to display their wares, describe them to you, sell to you if you are interested, and generally, inform and explain. If you are interested in becoming an exhibitor, registration information is available in these pages as well.

Everyone should take advantage of the fact that we are privileged to have decision makers from the Minnesota Pollution Control Agency attend the show. This makes an opportunity to visit with our State regulatory authority, and gain valuable insights into their enforcement responsibility, or ask a question that has been puzzling to you. In addition, the MPCA will present on timely topics, and will be doing their usual great job of informing the industry.

Lastly, do you want to play a more involved role in Board decision making process? Let us know if you are interested in running for a spot on the Board. Elections are held at the Convention, and we are looking for a few good people to fill the posts of departing Board Members.

The is a bi-monthly publication of the Minnesota Onsite Wastewater Association.

Editor: Carla Tourin E-mail: MOWAcarla@aol.com

The articles printed in the publication do not necessarily reflect the opinion of this organization. Readers are encouraged to respond to the articles with their own points-of-view. We welcome industry-related comments or articles. Information or inquires should be sent to any of the following: MN Onsite Wastewater Association, MOWA, 5021 Vernon Ave, So., Suite 241, Edina, MN 55436 Phone: 612.801.5897 Fax: 952.487.4447 Website: www.mowa-mn.com

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2017 Minnesota Onsite Wastewater Convention

"Emerging Issues in Onsite"

Duluth Entertainment Convention Center (DECC)

January 30th-31st, 2017

Conference At-A-Glance

Monday, January 30th

• 7:00 am - 11:00 am Trade Show Booth Set-Up

onsite wastewater association

• 7:30 am - 9:00 am Registration

• 8:00 am - 8:15 am MOWA President's Welcome

8:15 am - 8:30 am NOWRA Update
 8:30 am - 9:20 am MPCA Update

• 9:20 am - 10:10 am Speaker: Dave Gustafson

• 10:10 am -11:00 am Keynote Speaker: Joe Schmit

 11:00 am - 1:15 pm Trade Show & Silent Auction Open / Lunch / Annual Meeting / Open Forum

• 1:00 pm - 5:00 pm MPCA Retest (No fee!)

• 1:20 pm - 3:00 pm Tracks 1-3

3:00 pm - 6:00 pm Vendor Show – Appetizers /

Cash Bar / Games, Prizes

• 5:45 pm- Silent Auction, Sponsor&50-50

Raffle Winners Announced (Must be Present to Win)

• 6:00 pm – 6:30 pm History of MOWA Presentation

Tuesday, January 31st

• 7:30 am - 9:00 am Registration

8:00 am - 12:30 pm Tracks 1 – 4

• 10:00 am -10:50 am Tank Manufacturers Meeting**

• 11:40 am -12:30 pm Closing Session

• 12:30 pm - 1:30 pm Lunch

• 1:30 pm - 4:30 pm Tracks 1 – 4

4:30 pm - 5:00 pm MOWA Board Meeting
 5:00 pm Convention Close

**Tank Manufacturers Meeting Attendees must

register for at least one day of the convention to attend

NEW OPPORTUNITY!

Vendor Scholarship Sponsor

Historically MOWA has conducted a live Auction at its convention to support our scholarship efforts. However, with several members and vendors requesting a variety of opportunities to support this endeavor, we have created the following Sponsorship levels! As a bonus for our generous sponsors we are providing great advertising opportunities at each level!

\$100 - Bronze Sponsor: Acknowledgement on Conference Signage

\$250 – Silver Sponsor: Acknowledgement on Conference Signage and in Conference Packet

\$500 – Gold Sponsor: Acknowledgement on Conference Signage and in Conference Packet, on MOWA Website and Facebook Page

\$750 – Platinum Sponsor: Acknowledgement on Conference Signage and in Conference Packet, on MOWA Website and Facebook Page, plus link to your business website.

In addition each Vendor-Sponsor will be entered into a prize drawing to be awarded by the President on Monday evening (must be present to win)

Lodging Information

Discounted hotel rates available at Pier B Resort!

- Address: 800 West Railroad Street, Duluth.
- Reservations: 218-481-8888
- Mention "Leader 1644" by January 8th for discount rates!
- Rates include free breakfast and shuttle service to/from the DECC and Canal Park!
- Website: http://www.pierbresort.com



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Company Hame.		
(All Attendees from same company sho	ould attempt to register tog	ether)
Contact Name:	Co	ontact Email:
Preferred Mailing Address:		
		Zip/Postal Code:
		Fax: ()
-		
ATTENDEE CONFERENCI	<u> </u>	<u>FEE3</u>
1. <u>Conference Rates:</u>		
MOWA Members		Non-Members*
By January 13th, 2017:		By January 13 th , 2017:
☐ Both Days - 1st Company F	Rep. \$275	☐ Both Days - \$375
☐ Both Days - Subsequent Re		☐ 1 Day: Mon. OR Tues \$275
☐ 1 Day: Mon. OR Tues 1st		
☐ 1 Day: Mon. OR Tues Sub	sequent Rep. \$150	After January 13th, 2017: WALK-IN
		☐ Both Days - \$475
After January 13th, 2017: WAL <mark>l</mark>		☐ 1 Day: Mon. OR Tues \$325
■ Both Days - 1st Company F		*Join or renew your membership today and receive special member conference rates (see back page for
☐ Both Days - Subsequent Re		application)
☐ 1 Day: Mon. OR Tues 1st		The second
☐ 1 Day: Mon. OR Tues Sub		"1st" Company Rep." rate; all other attendees who are members
of the same organization receive the "Sub		
		CONFERENCE FEE \$
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cholarship Sponsorship Fe	es:	
ee details on page 3 of attendee	packet for more information	ation-optional)
Bronze Sponsor	\$25	• •
Silver Sponsor	□ \$50	
Gold Sponsor	□ \$10	
Platinum Sponsor	□ \$25	50
		SCHOLARSHIP SPONSORSHIP \$
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Company or Name for Signag	/e:	
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Circle the day attending: Tradeshow-Name	Name Name Adams	\$35 each X

Attendee Name:_

Please complete Education sign up for each attendee from the same company

MOWA 2017 Convention - Education Schedule & Sign-Up

			MONDAY, JAN	UARY 30, 2017		
Tir	me		Topic	:/(CEU)		SELECTION
8:30 AM	9:20 AM	MPCA Update (1.00 D)				
9:20 AM	10:10 AM	Emerging Issues in Onsite (1.00 D))			I will attend
0:10 AM	11:00 AM	Keynote - Silent Impact: Influence	e Through Purpose, Persistence & l	Passion (0.00)		I will attend
		Track I	Track II	Track III		
Tir	me	Design	Mix	Safety		SELECTION
00 PM	5:00 PM	MPCA Retesting (offered at no cl	harge) <i>(0.00)</i>	,		I w ill atten
20 PM	2:10 PM	Open Forum: Design & Installation (1.00 D)	Gearing Up for Success (1.00 D)	Pathogen Exposure/Mitigation for Workers Exposed to Residential Sew age (1.00 D)		T1 T3
:10 PM	3:00 PM	Open Forum: Design & Installation (1.00 D)	Choosing the System to Fit the Site (1.00 D)	Pathogen Exposure/Mitigation for Workers Exposed to Residential Sew age(1.00 D)		T1 T3
			TUESDAY, JAN	IUARY 31, 2017		
		Track I	Track II	Track III	Track IV	
Tir	me	Maintenance & Service Providing	System Upgrades, Local Programs & Inspections	Safety	Emerging Issues	SELECTION
:00 AM	8:50 AM	Maintainer Overview and What is Needed to be in Compliance (1.00 D)	Open Forum: Local Units of Government/Inspector (1.00 D)	OSHA Construction Focus 4 Overview (1.00 D)	Evaluating CECs in Groundwater at Land Application Sites and LSTS (1.00 D)	T1 T3
:50 AM	9:40 AM	Septic Tank Lid Safety, Riser Treatments, and Tank Modifications <i>(1.00 D)</i>	Open Forum: Local Units of Government/Inspector (1.00 D)	OSHA Construction Focus 4 Overview (1.00 D)	Emerging Issues Facing the Onsite Industry on a National Scale (1.00 I)	T1 T3
0:00 AM	10:50 AM	You Think You are Maintaining Systems & Land Applying Appropriately-Let's Chat! (1.00 D)	Unsew ered Hierarchy, Right- Sizing, and Financing to Get the Job Done (1.00 I)	Fall Hazards (1.00 D)	Evaluating the Impact of Chloride from Water Softening on the Environment (1.00 I)	T1 T3
0:00 AM	10:50 AM			y of the convention to attend this n		I will atten
0:50 AM	11:40 AM	Open Forum: Maintainer (1.00 D)	What Makes a Good Inventory (1.00 D)	Fall Hazards (1.00 D)	Viruses in Minnesota Groundw ater (1.00 l)	T1 T3
1:40 AM	12:30 PM	Open Forum: Maintainer (1.00 D)	Tracking Septic System Data for Forecasting Risk, Improving Management & Preventing Impacts (1.00 D)	Caught-in or -Betw een Hazards (1.00 D)	Emerging Nanotechnologies & Water: Opportunities & Issues (1.00 I)	T1 T3
:30 PM	2:20 PM	Open Forum: Service Provider (1.00 D)	State & Local SSTS Program Administration (1.00 D)	Caught-in or -Betw een Hazards (1.00 D)	MPCA Technical Update (1.00 I)	T1 T3
20 PM	3:30 PM	Open Forum: Service Provider (1.00 D)	County Geo Atlas and SSTS Application (1.00 D)	Struck-by Hazards (1.00 D)	Water Reuse Standard Development in Minnesota (1.00	T1 T3
40 PM	4:30 PM	Septic Tanks: Looking at the Good Old Technology with New Insight (1.00 D)	Open Forum: Inspection (1.00 D)	Electrocution Hazards (1.00 D)	Rainw ater Harvesting & Greyw ater Re-Use (1.00 I)	T1 T3
		k: Payable to <i>MOWA</i>	n Ave., So., #241, Edina		ount Paid: \$	
	Credi	t Card: Fax to (952) 4	87-4447, Mail to - addr	ress above, or Email to	– mowacarla@aol.com	
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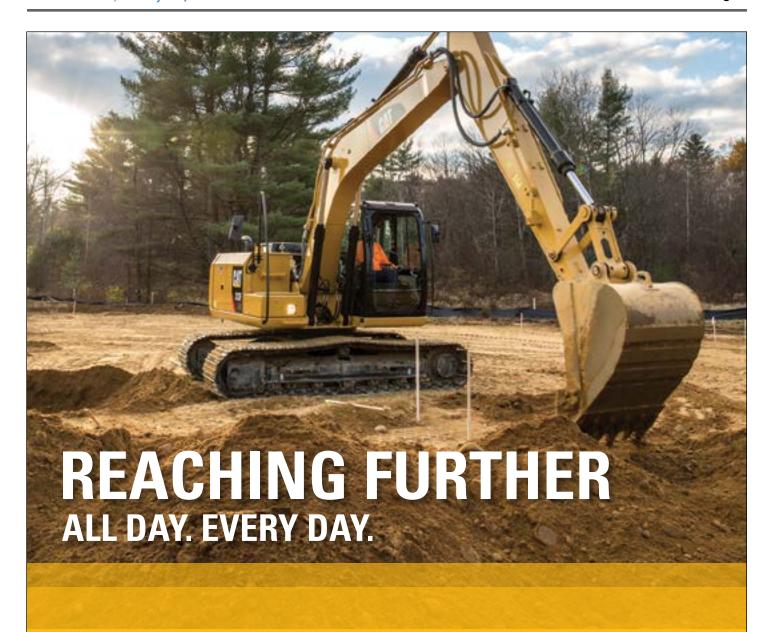
By this signature, I authorize ${\it MOWA}$ to process fees pertaining to this MN Onsite Wastewater Convention

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Exhibitor Application

MOWA Onsite Wastewater Convention January 30-31, 2017--Deadline: January 6th, 2017

Company Name:	(As it should appear on exhibitor sign)
Contact Name: Contact En	nail:
Preferred Mailing Address:	
City: State/Province:	Zip/Postal Code:
Country: Telephone: (Fax: ()
Vendor Representatives: (2 representatives are include with each booth rental)	
1 st Booth: Name 1	Name 2
Circle days attending: Monday Tuesday	Monday Tuesday
2 nd Booth: Name 1	Name 2
Circle days attending: Monday Tuesday	Monday Tuesday
BOOTH PREFERENCE: (See map pg 7) First Choice # 2 nd Choice #	3 rd Choice# prefer not near
EXHIBITOR CONFERENCE FEES	
1. Booth Registration Fees:	PLEASE CHECK APPROPRIATE REGISTRATION FEES
MOWA Member - First Booth space-\$600.00	\$600.00
Non-MOWA Member* – First Booth Space-\$940.00	□ \$940.00
Additional Booth Spaces: \$280.00 each	□ \$280.00 X
*Send in your MOWA Membership Application today and register at the member	•
2. Scholarship Sponsorship Fees: (see details on page 4 of vendo	• • •
Bronze Sponsor	□ \$100 □ \$250
Silver Sponsor Gold Sponsor	□ \$250 □ \$500
Platinum Sponsor	□ \$750
	Scholarship Sponsorship \$
3. Event Sponsorship: (see details on page 4 of vendor packet-option Breaks – both days: Continental Breakfast – both days: Monday Afternoon/Evening Reception Monday Afternoon/Evening Craft Beer* *In consideration of MOWA's no-alcohol policy, Craft Beer Sponsorship arrangements must be made/paid for directions.	\$250.00 \$250.00 \$250.00 \$425.00+ (market price)*
4. Auction item Donation or Cash Donation: (Required for all nor	
If you are bringing an auction item in lieu of \$50.00 please list item(s) be	
ii you are bringing an auction item in lieu or \$50.00 please list item(s) be	Auction/Scholarship donation \$
LATE FEE: \$100.Late fee will be charged if received after January 6, 2016	TOTAL DAYMENT DUE 6
Refund Policy : Written notice of cancellation must be received prior to January 16, 2017. 50% refund will be given less \$25 processing fee.	TOTAL PAYMENT DUE \$ Must be received by January 6 TH 2017
PAYMENT: Check: Payable to MOWA Mail to: MOWA, 5021 Vernon Ave., So., #241, Edina, MN 5543	Amount Paid: \$
☐ Credit Card: Fax to (952) 487-4447, Mail to - address above,	or Email to – mowacana@aoi.com
Type of Card: □Visa □ MasterCard <u>Amount</u> : \$	
Credit Card #	Expire Date: / CVV Code:
Cardholder:Signature, I authorize MOWA to process fees pertain	ture:ing to this MN Onsite Wastewater Convention
I agree to indemnify and hold harmless Minnesota Onsite Wastewater Associatio any incident which may arise while attending any portion of the 2017 MOWA Ann event to be published in MOWA's Little Digger and/or other MOWA-related prom	n (MOWA), from any and all liability, loss, damage, or expense from ual Convention. If applies, I authorize any photos taken of me at this
Signature:	Date:



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Focus Four Training, Continued on Page 8



Note the bottom of the trench protection in relation to the worker

for workers and are resultant in reportable workplace incident injury. The OSHA Focus Four presentation at the MOWA State Conference in 2017 will help OSS service providers understand the requirements and the opportunities they have to keep their

employees safe, and how to get started on creating the safety culture in their small business that will head them in the right direction of becoming compliant to the Minnesota rules.

Who Should Attend

Approximately 1,200 small businesses and their employees install, inspect, repair and maintain both existing and new residential, and light commercial on-site septic systems in Minnesota. If you are involved in just about any aspect of the

Onsite Industry, you will find something in this program that is close to home. So, please join us and share your experience!

Construction Focus Four: Falls; Caughtin or –between; Struck-By; Electrocution

This training will cut across all OSS industry segment target audiences:

- Construction/Installation of Onsite Systems
- Operations and Maintenance of Onsite Systems
- Inspection and Repair of Onsite Systems
- Pumping of Onsite Systems
- Design of Onsite Systems (soil test pits)

Workshop and Training Materials

Raising awareness will help reduce injuries in these workplace hazards related to falls, caught in-between, struck by and electrocution. Workshops will address compliance, program development and management, and provide information on editable forms that can be utilized to become company-specific to all industry segments and combined business models that cross industry segments.

John Thomas is the Executive Director of the Washington Wastewater Association. He will be presenting the Safety Training track at the 2017 Convention.

See Agenda on Page 5 for date/time.

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24" x 2" Riser 3008-GR2



20" x 2" Riser 3009-GR2



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- · 24" x 12" Riser 3008-R12
- . 20" x 6" Riser 3009
- · 20" x 12" Riser 3009-R12
- 20" Riser Pan 3009-RP
- · 12" x 6" Riser 3017-R



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Member Spotlight: Fiedler's Featured in Pumper Mazagine

Career Swap Puts Partners Behind the Wheel of a Pumping Truck

By Dee Goerge, Cover Story, Pumper Magazine, December 2016

It's a happy ending for a nurse, a chicken farmer and a dairyman who joined forces to buy and operate a successful Minnesota septic service business.



The Fiedler's Your Pumping Specialists crew includes, from left, Art Betker, Breanna Vaillancourt, Mike Giese, Cindy Tiemann, Dave Witucki, Jeff Tiemann, Kenton Tiemann, Ted Popp and Darrell Dobis. The fleet behind them includes trucks built by Advance Pump & Equipment and Friedrich's Auto & Truck. (Photos by Brad Stauffer)

When Cindy Tiemann, RN and director of nursing for an assisted living facility, wanted a career change, she never anticipated becoming an owner of a septic pumping business. But her experience dealing with details, paperwork and regulatory licenses were ideal when she and her farming/mechanic husband, Jeff, agreed to a 50/50 partnership with Ted Popp and purchased Fiedler Pumping in central Minnesota, renaming it Fiedler's Your Pumping Specialists Inc.



Ted Popp returns hoses to his Kenworth service truck, built out by Friedrich's Auto & Truck, after pumping a park restroom holding tank.

Ted, who had worked for the company for 10 years, had knowledge about the pumping industry. The Tiemanns had property, facilities and a strong farm work ethic to support and grow the business, located in Royalton, Minnesota. Since the partners purchased the business in 2010, they have added trucks, equipment and services.

BLENDING FARM AND PUMPING

The Tiemanns had a busy life between Cindy's off-the-farm job and their Sandy Hill Farms, where they raised 2,000 acres of crops and chickens for the Gold'n Plump brand. But then Ted talked to them about the septic service business.

It seemed like an opportunity they shouldn't pass up, Cindy recalls, and it turned into a full-time job for her. It also fit well with her husband's skills.

The pumping business leases the 70- by 150foot shop and office building, built in 2012, on the Tiemanns' farm. It houses all the trucks and equipment and has all the tools and conveniences for Jeff or his brother, Pat, owner

of Tiemann Truck and Tractor Repair, to do maintenance and repairs.

Since Jeff isn't a regular driver, running Fiedler's and farming is usually compatible, Cindy says. In the winter, Jeff has more time for the pumping business and does most of the jetting work. In addition to good facilities, the farm also has acreage certified for land application.

"His farming experience is useful, especially from the land application side," Cindy notes. "The same principles apply—application rates, recordkeeping. And my nursing background with documentation makes it easier too."

Working from home also allows her to run for parts, transport employees and assist when needed for both the farm and the pumping business.

FAMILY AFFAIR

Fiedler's also became an opportunity for the Tiemanns' daughter, Breanna Vaillancourt. A business management graduate living in the Twin Cities, Breanna was looking for a change and wanted to raise her family in a rural community.

Fiedler's, Continued on Page 11

Fiedler's, Continued from Page 10

She started working as Fiedler's marketing and quality assurance manager in February 2012. She answers the phone, schedules pumping and other services, and takes care of the marketing. She is also inspired by her parents and Ted, a former dairy farmer.

"Farmers are instilled with an amazing work ethic, so having a boss that shows you how hard you should work is always a great motivator," she says.

While Breanna has committed to the business and become a licensed Type 4 Wastewater Operator in Minnesota, her younger brother, Kenton, 18, is more interested in the farming side of the operation. However, as part of extra credit for high school classes, he worked with Fiedler's as an intern and took classes, earning his maintainer certification. He now works part time on the service side of the operation.

MAINTAINERS ALL

In Minnesota, only one person on staff is required to earn maintainer certification to qualify a company for residential pumping.

"We have the philosophy that the more education the better," Cindy explains. "We decided that we wanted all employees to have the certification to raise the bar." Ted earned it first, then Cindy, then Jeff, followed by three additional employees. The newer employees are in the process of taking the required two classes (three to four days each), passing exams and keeping up with required CEUs.

That, along with having Fiedler's previous owners, Darrell and Linda Fiedler, available as mentors for the first year, was extremely helpful in getting the business off to a good start.

Employee turnover has been low. Fiedler's provides uniforms, company-paid smartphones, contribution-matching IRAs, and paid vacation and training.

"Our employees have a say in what happens," Cindy explains. "We hold quarterly meetings and have one-on-one contact in the shop. We are hands-on owners. We do the same things they are expected to do."

The owners listen to employee suggestions. For example, when Breanna saw another business was sending out random mailers, she suggested Fiedler's start doing it. Now, one of her jobs is to mail notices to remind people not on a regular maintenance schedule how long it has been since they had their tanks pumped. The effort has created a significant increase in business.

Likewise, technicians requested Crust Buster septic tank agitators to reduce wear and tear on equipment and eliminate the need for backflushing tanks. Now, every truck is equipped with a Crust Buster.

EQUIPMENT UPGRADES

"If you are going to have employees work with it, it should be good equipment," Cindy says. "We've tried to make it so that one driver can hop into any truck and be able to run it."

All but one of the five older trucks purchased with the business have been upgraded. The old 1988 GMC truck with a 2,000-gallon steel tank and Gorman-Rupp pump is only used as a backup. The fleet also includes a 2010 Freightliner M-2106 with a 2,500-gallon steel tank and a Jurop/Chandler pump from Advance Pump & Equipment, and several trucks built out by Friedrich's Auto & Truck in Rice, Minnesota, using tanks transferred from Fiedler trucks: a 2013 Kenworth T800 with a 3,700-gallon stainless steel tank and a Battioni pump; a 2007 International 7600 with a 4,300-gallon stainless steel tank and a National Vacuum Equipment (NVE) pump; a 2005 International 2,500-gallon steel tank with a Jurop/Chandler pump; a 2004 International Eagle with a 3,700-gallon stainless steel tank with a Battioni pump; and a 2004 Chevy van used as a service vehicle filled with replacement pumps from Liberty Pumps, risers and lids from Brenlin Company, tools and a Landa jetter.

EXPANDING SERVICES

Residential pumping brings in about 60 percent of the revenue at Fiedler's, with 20 to 40 customers a day between April and October. The smaller trucks work well for lake home customers or residences with narrow driveways. When conditions are suitable, the septage is spread on more than 25 land application sites, including some of the Tiemanns' property. They also haul to area treatment facilities. Fiedler's uses the larger trucks to serve five to 10 commercial customers a day, year-round. Cindy is a licensed service provider and routinely checks and maintains two Nibbler aerobic treatment systems (Aqua Test Inc.) and a community system.

"One of them is a township that hires us for a wetlands area. We go in every couple of weeks to check meter readings, take lab samples and check pumps to see if wastewater is backing up," she explains.

She is listed as certified on the Minnesota Pollution Control *Fiedler's*, *Continued on Page 12*

Co-owner
Jeff Tiemann,
who maintains
the fleet of
vacuum trucks
for Fiedler's
Your Pumping
Specialists,
is shown
working on
a Kenworth
T800 in the
company
shop.



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Fiedler's, Continued from Page 11

Agency website and has obtained new customers through that listing. Further, the company has seen an increase in demand to bring openings to ground level following almost all the counties in the area requiring risers to bring tank access to the surface for easier inspection and maintenance. The newest equipment investment — a Landa hot-water jetter — proved to be a good one for adding income to the business.

"In the past we had a lot of requests for (jetting) and were always referring to other companies. So, we looked into it, and with the minimal cost to purchase and operate one we opted to do so. Why turn away business you can do yourself? We are often slower in the winter months, so this also helped to keep staff busy and customers happy," Breanna says. "Right after we purchased the jetter, we had a rough winter of little snowfall and freezing temps. Due to the lack of insulation, almost all residential systems froze, which kept us busy from February until almost May."

FUTURE SERVICES

Fiedler's owners are pleased with growth in just six years. Cindy notes that they aren't interested in expanding geographically, but want to get more customers on a regular maintenance schedule and provide more services to existing customers in their five-county area.

Breanna tries to schedule the same maintainer for

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customers to provide consistency and the best service. She communicates with drivers via two-way radio, and they also have smartphones to use for directions and other questions.

Besides sending out 3,000 cards in the spring and 50 to 200 reminder cards a month, based on QuickBooks files, Breanna promotes the business through social media, phone books and directories, and ads in six local newspapers. But community involvement may be their best advertisement.

"We try to give back," Cindy explains. Fiedler's is known in the area for the baskets they donate for cancer benefits, parish bazaars, fire department fundraisers, etc. The involvement is the "heart" side of the company, which is complemented by the "smart" side.

"It's important that we promote professionalism in the wastewater industry," says Cindy, who serves on the Minnesota Onsite Wastewater Association board. Providing education opportunities for all staff members is key. And so is good customer service.

FROM EMPLOYEE TO OWNER

Ted Popp never intended to get into the pumping business when he left dairy farming. He simply agreed to help Darrell Fiedler, the owner of Fiedler Pumping, one winter. Ted ended up staying on as an employee for 10 years, and when his boss wanted to sell the business, Ted at 55 was too young to retire. He recognized an opportunity, and so did his longtime acquaintance Jeff Tiemann.

While Jeff and Cindy Tiemann take care of the office and maintenance, Ted has the pumping experience and does service calls. But, he admits, being an owner gives him a new perspective about a couple things.

"Before, I never paid attention to the (Minnesota Pollution Control Agency) because I didn't have to. The biggest challenge is to keep everybody on the same page as far as MPCA and do everything the way you are supposed to do it," he says. "My worst fear is that (drivers) unload in a field they aren't supposed to be in."

To prevent problems, new employees go through three months of training with Ted and other drivers, and they learn how septic systems work. That helps them do a better job and be able to educate consumers about how their systems work.

Keeping employees happy is also important, Ted says. The owners replaced the old trucks and purchased Crust Buster tank agitators to make the work easier. The technicians also appreciate using smartphones instead of paper maps to figure out their routes. As for running a business, Ted says pumping is easier than farming, which is more based on emotions when it comes to selling cows that don't produce well and deciding what crops will do best in a given year. Though ownership can be more stressful, Ted is pleased with the transition from being an employee and being in a strong partnership where everyone does their share.

Courtesy of Pumper Magazine

Convention Preview: Research paves way for innovation

Rainwater Harvesting and Grey Water Reuse

Research Report: Report on Rainwater Harvesting and Grey Water Reuse for Potable and Non-Potable Uses, 2002: Project Manager: Cate Soroczan; Research Consultant: Canadian Water and Wastewater Association Many countries, including some regions in Canada, have a limited amount of water that can be economically delivered to residences as potable water. Limiting factors may be regional, seasonal, remote or urban. They may also relate to the ambient quality of available water and the technology available to treat the water.

To help meet water demand, rainwater harvesting and grey water practices are commonly used in several European countries, as well as some others, whereas they are less frequently employed in North America and effectively prohibited by regulation or custom. To better understand current practices in North America and elsewhere, the Canadian Water and Wastewater Association (CWWA), on behalf of Canada Mortgage and Housing Corporation (CMHC), undertook to review practices involving water reuse in residential and other buildings. This included looking at regulations and standards governing non-potable water.

Methodology

CWWA distributed a questionnaire to all Canadian provincial and territorial drinking water and plumbing regulators, to the same regulators in all U.S. state and federal jurisdictions and to a wide range of CWWA contacts in other countries. The Association received a total of 48 responses: 6 from Canadian jurisdictions; 8 from U.S. jurisdictions; and 34 from other contacts. Responses came from regulatory bodies, water utilities and water districts.

CWWA also researched information using Internet; met with several European suppliers of harvesting equipment and town engineers in Belgium, where harvesting is required by state law; and spoke with officials of France's Ministry of Health.

Findings

Research results indicated that rainwater harvesting and grey water reuse are rarely practiced and almost never encouraged or permitted in Canada or the U.S. The exceptions are areas where there is a critical water shortage, notably Florida and California.

Rainwater/Greywater Reuse, Continued on Page 14

CALENDAR OF EVENTS

MOWA Events

January 30 – 31, 2017—Annual Convention & Tradeshow – Duluth Entertainment Convention Center (DECC) (visit www.mowa-mn.com for details)

Industry Events

February 22 – 25, 2017–Water & Wastewater Equipment, Treatment & Transport (WWETT) Show – at the Indiana Convention Center (visit https://wwettshow.com/ for details)





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Rainwater/Greywater Reuse, Continued from Page 13

In contrast, these practices are used relatively frequently elsewhere, with rainwater harvesting being the more widely practiced of the two and even required in some jurisdictions. Incentives for rainwater installations include subsidies for rainwater tanks, reductions in metered billings and rebates on water barrels for rainwater use in gardens. Only two respondents, from Korea and Tokyo, reported having incentives for grey water reuse installations.

Sanitary use (toilet flushing) and garden irrigation topped the list of uses for both practices.

These results show that rainwater and grey water are rarely used for potable water. In fact, many jurisdictions ban this practice, even though individuals may have installed such systems. Regulations for rainwater and grey water reuse vary between jurisdictions. Many require specific water quality parameters or treatment levels. Most require that pipes carrying harvested or recycled water be clearly marked and cross-connections must be avoided. Plumbing systems for non-human consumption or contact waters are to be completely separate.

Other uses identified in the research include: crop irrigation; ornamental lakes and streams; industrial construction; dust control; street washing/snow melting; and sale to other agencies.

Quality standards range from relatively simple to relatively complex. Generally, if the water is intended for human contact or consumption, it must be treated to fully potable standards. An exception is France, where the technology supply company uses a lesser standard for human contact than for human consumption. It argues that the water quality required for swimming in environmental waters should be sufficient for the quality of water used for bathing, showering and laundry purposes. In more complex water reuse systems, such as found in California, gradations of quality or treatment are required for human consumption or contact down through non- contact situations to irrigation waters.

Rainwater and grey water practices in North American and other jurisdictions are employed primarily at an individual lot level by residential, commercial, industrial and institutional owners, although some are employed at the community level. For additional information specific to the countries studied, go to the complete research study, at http://www.cmhc-schl.gc.ca/publications/en/rh-pr/tech/03-100-e.htm.

Conclusions

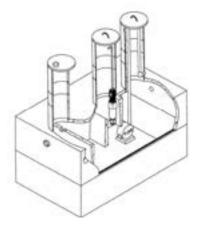
Traditional regulatory practices prohibiting rainwater harvesting or grey water reuse as substitutes for potable water supply are changing. Examples exist in Europe, the Caribbean and other parts of the world that demonstrate

Rainwater/Greywater Reuse, Continued on Page 15

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Rainwater/Greywater Reuse, Continued from Page 14

the viability of these two water sources as means of meeting water demand. However, there is a marked reluctance on the part of most jurisdictions in North America to consider these options.

Applications of these practices are supported by commercially available technologies. Where these practices and technologies are encouraged by regulations, they are increasingly being used. The incentive may be a lack of alternative water supply, or where available water is not an issue, the cost of publicly supplied water may be encouraging acceptance. In France, it is claimed that an average residential rainwater harvesting system can be fully amortized in less than three years.

In Canada, changes to plumbing codes could open the way for many opportunities to reduce fresh water demand. Reuse of rainwater and grey water would be particularly beneficial in areas facing water shortages. CWWA recommends that a national working committee be established to develop a comprehensive report on how rainwater and grey water could be used in Canada to ensure adequate access to water. The committee should also consider modifications needed to plumbing and building codes as well as standards for harvesting and grey water re-use treatment systems. Dave Stark will be presenting on Rainwater Harvesting and Greywater Re-Use for Indoor and Outdoor Applications at the 2017 Convention. See Agenda on Page 5 for date/time.

In Memorium... Bill Olson 1929-2016

Willard Delmer (Bill) Olson, 87, of Columbus (Forest Lake), MN, passed away in peace and with grace on November 9, 2016. He was preceded in death by wife Verna (Strandberg) Olson. Survived by daughter LeeAnn Weigt (Dale), son Jon (Judy), grandchildren Tara Olson Medina (Daniel), Kyle Olson, Lisa Olson, and great grandson Henry Louis Medina, brother Dale (Gloria), sister Avis Mabry, and sister in-law Marie Olson. Born January 4, 1929 to John and Alyce (Johnson) Olson, Bill and his five siblings grew up in Balsam Lake, WI. He graduated from Balsam Lake High School after serving in the U.S. Navy as a Ship Fitter 3rd and 2nd Class on the submarine ship tender USS Howard W. Gilmore AS16. He was discharged in the rank of Seaman First Class, a veteran of World War II. He married Verna Marie Strandberg August 22,1953. In 1954, he and brother John started Olson's Sewer Service and soon after, the company truck was christened with the signature pink paint and motto "Keep your sewer in the pink!" Brother Dale worked with Bill for 27 years in the business which continues to serve the Metro area.

An entrepreneur and advocate for the industry, Bill was a member of the Minnesota Individual Sewage Treatment System Advisory Committee, charter member of the Minnesota Onsite Sewage Treatment Contractors Association, and honored as a Minnesota Onsite Wastewater Association Lifetime Member.



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MPCA Reminders & Tour Schedule

MPCA SSTS talking tour is coming to town

The MPCA is again hosting meetings across Minnesota where local SSTS program administrators and staff can ask questions, raise issues and discuss policy matters with the MPCA's SSTS staff. Last year, 90 jurisdictions were represented at the meetings. We are hoping for a similar turnout in 2017

City	Date	Time	Location	Address
Grand Rapids	1/4/17	1 pm to 4 pm	Itasca County Courthouse, County Board Room	123 NE 4th St., Grand Rapids 55744
Duluth	1/5/17	1 pm to 4 pm	MPCA offices – Small Conference Room	525 Lake Ave. S., Suite 400, Duluth 55802
Pine City	1/6/17	9 am. to noon	Pine County Courthouse – County Board Room	635 Northridge Dr NW, Pine City 55063
Detroit Lakes	1/4/17	1 pm to 4 pm	MPCA offices – Detroit Lakes, Main floor room	714 Lake Ave, Detroit Lakes 56501
Thief River Falls	1/5/17	1 pm to 4 pm	Pennington SWCD Office	201 Sherwood Ave S., Thief River Falls 56701
Bagley	1/6/17	9 am to noon	Clearwater County Courthouse	213 Main Ave N, Bagley 56621
Marshall	1/10/17	1 pm to 4 pm	Lyon County Public Works Building, downstairs room	504 Fairgrounds Rd., Marshall 56258
Benson	1/11/17	9 am to noon	Swift County Courthouse – Commissioners Room	301 14th St N, Benson 56215
St. Cloud	1/10/17	1 pm to 4 pm	Stearns County Service Center, Room 1218	3301 Co Rd 138, Waite Park 56387
Brainerd	1/11/17	9 am to noon	Crow Wing County Land Service Building, Oak Room	322 Laurel Street, Brainerd 56401
St. Paul	1/12/17	1 pm to 4 pm	MPCA Offices, 6-2 Sixth Floor	520 Lafayette Rd N, St. Paul 55155
Mankato	1/17/17	1 pm to 4 pm	Government Center Building, Valley Room, 3rd Floor	410 5th Street South, Mankato 56001
Rochester	1/18/17	1 pm to 4 pm	Peoples Energy Coop in Oronoco	1775 Lake Shady Avenue South, Oronoco 55960

Reminder: "building sewer" requirements in effect

The MPCA reminds all SSTS professionals that the plumbing code has been in effect statewide since 2007. All building sewers are considered plumbing and must meet the conditions of the plumbing code. Notably,

- SSTS designers must submit building sewer plans to the Department of Labor and Industry when designing SSTS for all other establishments and residential buildings with five or more units. This application includes plan submittal instructions. Unless defined as a "state building project," all SSTS in plumbing code-enforced areas are subject to local plumbing program plan approval and inspection requirements. Use this tool to find local plumbing code jurisdictions.
- SSTS installers must hold a current pipelayer certification or individual plumbing license and work for an appropriately licensed business when installing building sewers. Installers must provide adequate notice to the local septic system program AND appropriate plumbing program representative when work requires inspection.
- SSTS inspectors may permit and/or inspect building sewers connected to septic systems for compliance with the Minnesota Plumbing Code when a plumbing inspection is not required or the inspector has prior permission from the local or state plumbing program with jurisdiction.

Find more information about SSTS professionals and building sewers in <u>this factsheet</u>: more information about building sewer specifications can be <u>found here</u>.

MPCA has mailed out tank fee submission forms, return by Jan. 31 (even if you didn't install any tanks in 2016)

The MPCA has sent out tank fee submission forms for 2016 tank installations. Double check the number of septic tanks you installed during 2016 with your local units of government and return the completed form to Sadie Wunder in the Brainerd MPCA office by Jan. 31. NOTE: you need to return the tank installation submission form even if you did not install any tanks in 2016. If you did not install any tanks in 2016, place a zero on the form where it asks for the number of tanks installed in 2016.

The tank fee submission form is also available at the MPCA website.

The MPCA will use the information you provide to generate an invoice you will receive in April 2017.



2017 OSTP Certification Course Descriptions and Offerings

Introduction to Onsite Systems (15 Direct Credits)

Fee: \$360 Exam: Yes

This 15-hour workshop is the foundation for all SSTS certification courses and is best completed prior to the other workshops. It prepares participants for the Basic exam and provides an overview of onsite treatment options and concepts. Enrollment in this workshop includes a copy of the Manual for SSTS Professionals in Minnesota.

Topics include:

- Treatment of wastewater
- Site evaluation
- Wastewater characteristics
- Soil treatment systems
- 10-1 Rochester RCTC Heintz Center 2/6-8/17 10-2 Grand Rapids - Sawmill Inn
- Deadline: 1/30/17 Deadline: 4/17/17
- 10-3 St. Cloud Moose Lodge
- 4/24-26/17 11/13-15/17

Deadline: 11/6/17

Installing Onsite Systems (12 Direct Credits)

Exam: Yes

This 12-hour workshop prepares attendees for the Installer exam and provides information about proper installation practices.

PREREQUISITE: Introduction to Onsite Systems

Topics include:

- Construction planning
- Tools for installing
- Construction practices
- Pipelayer certification
- 112-1 Rochester RCTC Heintz Center 2/9-10/17 112-2 Grand Rapids - Sawmill Inn
- Deadline: 2/2/17 4/27-28/17 Deadline: 4/20/17
- 112-3 St. Cloud Moose Lodge
- 11/16-17/17

Deadline: 11/9/17

Basic Design of Onsite Systems (21 Direct Credits)

Exam: Yes Fee: \$440

This 21-hour workshop teaches attendees to properly design various septic systems in preparation for the Basic Designer exam. Enrollees must have the current manual to use during the workshop. Onsite Manuals are available for \$50.

PREREQUISITE: Introduction to Onsite Systems

Topics include:

- Flow determination
- System design
- Pumps and pressure design
- 20-1 Alexandria Douglas County Public Works Building
- 3/7-10/17 Deadline: 2/28/17

• Tank design

- 20-2 St. Cloud Moose Lodge
- Deadline: 4/25/17 5/2-5/17

Intermediate Design & Inspection of Onsite Systems

(21 Direct Credits) Fee: \$440 Exam: Yes This 21-hour course prepares individuals for the Intermediate Design and Inspection exam. Intermediate Designers can design Type I - IV systems for domestic strength wastewater up to 2,500 gpd. Intermediate Inspectors can review these designs, inspect these systems, and administer on-going compliance with their operating permits. Enrollment in this workshop includes copies of the MPCA Design Guidance.

PREREQUISITE: Full Certification as a Basic Designer or Inspector; Repeating the OSTP Basic Design course is highly recommended and can be counted as continuing education.

Topics include:

- ATUs
- Media filter applications
- Flow equalization 27-1 St. Cloud - Moose Lodge
- Soil treatment design reductions Deadline: 2/7/17 2/14-17/17

Advanced Design & Inspection of Onsite Systems

(21 Direct Credits) Fee: \$440 Exam: Yes This 21-hour course includes a field portion and focuses on the design and inspection of Type IV systems with flows greater than 2500 gpd. This course explores high strength waste, site assessment techniques, and prepares participants for the Advanced Design exam.

PREREQUISITE: Full Certification as a Basic Designer or Inspector and successful completion of Intermediate exam.

Topics include:

- Collection system design
- Nitrogen & phosphorus removal
- Groundwater mounding
- High strength waste

29-1 St. Cloud - Moose Lodge

2/28-3/3/17 Deadline: 2/21/17

Inspecting Onsite Systems (12 Direct Credits)

Fee: \$265 Exam: Yes

This 12-hour workshop identifies Minnesota requirements for existing and new system inspections and prepares participants for the Inspector exam.

PREREQUISITE: Introduction to Onsite Systems.

Topics include:

- Administrative requirements
- New system inspection
- Existing system inspection
- Tools and procedures
- 30-1 Alexandria Douglas County
- Deadline: 5/30/17

Public Works Building

Maintaining Onsite Systems (15 Direct Credits)

Fee: \$310 Exam: Yes

This 15-hour workshop gives participants an overview of system management, the federal requirements for land application of septage, and prepares people for the Maintainer exam.

6/6-7/17

PREREQUISITE: Introduction to Onsite Systems

Topics include:

- Land application rates
- · Record keeping
- Maintaining Type I SSTS
- Soil survey use

415-1 Alexandria - Douglas County Public Works Building

3/22-24/17 Deadline: 3/15/17

Service Provider (21 Direct Credits)

Exam: Yes

This 21-hour workshop prepares attendees for the Service Provider exam and offers an in-depth look into the care of all system types. This course is based on the National O&M Service Provider materials and will include a field component. It is intended for system maintainers, designers or MPCA certified operators who need training for soil-based system management.

PREREQUISITE: Introduction to Onsite Systems

Topics include the management of:

- Type I systems
- Type IV systems

4/18-21/17

- Cluster systems
- System troubleshooting

49-1 Mankato - Morson-Ario VFW

Deadline: 4/11/17

Soils (15 Direct Credits)

Munsell Color Guide Fee: \$310 or \$475 with Exam: Yes This 15-hour workshop prepares attendees for the Soils exam and provides participants with a detailed understanding of how particular soils affect the treatment of sewage. Participants will also receive instruction at a field location. Munsell Color Guides are available for \$165 and Sand Cards for \$10. This class does NOT meet the 6-hour soils continuing education requirement for all Designer and Inspector categories.

PREREQUISITE: Introduction to Onsite Systems

- Topics include:
 - Percolation testing • Field evaluations
- Soil characteristics
- Soil survey use

515-1 Farmington - Dakota County Extension Office

5/23-25/17

Deadline: 5/16/17

515-2 Alexandria - Douglas County **Public Works Building**

6/28-30/17

Deadline: 6/21/17

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2017 OSTP Certification Course Descriptions and Offerings

Installer Continuing Education (12 Direct Credits)

Fee: \$265 Exam: No

This 12-hour workshop will meet the continuing education requirements for any certification but is specifically tailored for Installers. All information will be provided from the perspective of a system installer.

Topics Include:

- Construction safety
- Keys to proper installation
- Pumps and dosing
- Rule change implications

69-1 Alexandria - Douglas County 1/18-19/17 Public Works Building

Deadline: 1/11/17

69-2 Mankato - Morson-Ario VFW

Deadline: 3/27/17 4/3-4/17

69-3 Grand Rapids - Sawmill Inn 11/29-30/17

Deadline: 11/22/17

Pipelayer Certification (2 Direct Credits, 1 Related Credit)

Course begins at 1:00PM Exam: Yes Fee: \$75 This 3-hour workshop is once again offered this year to accommodate a change in the Minnesota Plumbing Code that requires all septic system installers be either certified pipelayers, licensed plumbers, or registered apprentices in order to install sewer or water service pipes outside of a building in Minnesota.

Topics include:

- MN Plumbing Code Pipelaying
- Code compliance bond packet instruction

92-1 Alexandria - Douglas County 1/19/17 Deadline: 1/12/17 Public Works Building

92-2 Mankato - Morson-Ario VFW 4/4/17 Deadline: 3/28/17 Deadline: 11/23/17

92-3 Grand Rapids - Sawmill Inn 11/30/17

General Continuing Education (12 Direct Credits)

Exam: No Fee: \$265

This 12-hour workshop is designed to meet the continuing education requirement for SSTS professional registration. The topics will be varied to give a wide range of information for SSTS professionals.

Topics include:

• Rule change implications

- Pressure distribution
- Working on difficult sites
- MPCA update

60-1 Grand Rapids - Sawmill Inn 1/9-10/17 Deadline: 1/3/17 60-2 Cloquet Forestry Center 3/30-31/17 Deadline: 3/23/17 60-3 Mankato - Morson-Ario VFW 11/2-3/17 Deadline:10/26/17 60-4 St. Cloud - Moose Lodge 12/12-13/17 Deadline: 12/5/17

Maintainer Continuing Education (12 Direct Credits)

Exam: No

This 12-hour workshop is specifically designed as continuing education for those involved in maintaining septic systems.

Topics include:

• 503 regulations

Troubleshooting

• System care

Other establishments

46-1 Alexandria - Douglas County 3/28-29/17

Deadline: 3/21/17

Public Works Building

Design/Inspector Continuing Education (12 Direct Credits)

Fee: \$265 Exam: No

This 12-hour workshop is designed to meet the continuing education requirement of SSTS professional holding a designer and/or inspector certification. The course is will focus on design and inspection issues.

Topics include:

- Rule/policy updates
- Commercial systems
- How to add capacity
- Challenging inspections
- System design with new forms

82-1 Alexandria - Douglas County 4/5-6/17 Public Works Building

Deadline: 3/29/17

Soils Continuing Education (6 Soils-Specific Direct Credits)

Munsell Color Guide Fee: \$240 or \$405 with Exam: No This 6-hour course couples classroom and field training to meet soils-specific MPCA continuing educational requirements for designers and inspectors. Munsell Color Guides are available for \$165 and Sand Cards for \$10.

Topics include:

- Regional geology and soils Local soil hydrology information
- Soils observations
- System siting and design
- 55-1 Cologne Carver County Deadline: 5/11/17 5/18/17 Public Works 55-2 Little Falls - Initiative Foundation 6/13/17 Deadline: 6/6/17 55-3 Bemidji - Beltrami Electric Co-op Deadline: 6/15/17 6/22/17 55-4 Cook - VFW Post 1757 Deadline: 7/20/17 7/27/17 55-5 Alexandria - Douglas County 8/8/17 Deadline: 8/1/17 Public Works Building 55-6 Lamberton - SW Research 8/31/17 Deadline: 8/24/17
- and Outreach Center 55-7 Austin - Holiday Inn 9/19/17 Deadline: 9/12/17

Field Troubleshooting Systems Continuing Education

(6 Direct Credits) Fee: \$240 Exam: No

This 6-hour workshop combines a classroom and field component to give all septic professionals additional knowledge about troubleshooting systems that are experiencing problems.

Topics include:

- Homeowner use issues
- Hydraulic and organic overload
- Afternoon field visit
- Evaluating soil treatment systems
- 64-1 Chaska MN Landscape Arboretum
- Deadline: 6/1/17 6/8/17



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