



# The Source

**The Newsletter of the Water Quality Association of Wisconsin**

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## President's Column

### Let's Find the Positive.

Sometimes the world seems to be turning upside down. The pessimist in me sees the layoffs, social unrest, and sickness spreading like wild fire.

However, as an Army brat it was drilled into my head to always look for the good things life has to offer. I learned at a young age to never take anything or anyone for granted and to live each day with a clean and fun approach. There was a fear that my dad or mom could be called away for months at a time, or get a new assignment on another continent, or attending the funeral of a friend's parent who was killed in a helicopter crash, which was also my reality.

As I talk to customers and other business owners, I hear the negative attitudes and outlooks, which is more dangerous foe than any of the issues we face today. Conversations baiting you into a depressing conversation or a "woe is me" direction can sometimes be the goal of the person you are talking to.

Let's find the positive. As people are at home more during the covid crisis means home projects (water treatment) are on the minds of consumers. Being at home more also increases water usage which leads to more salt delivered on routes. The layoffs around the country have given the trades a new pool of employees to choose from. The health and wellness is also in the forefront of people thoughts, and clean water is what we do. Increased sanitation procedures are becoming more "normal" and will continue well past this pandemic.

So, why do I give you my life story? No, I am not running for office (I am already the president anyway). Growing up on a military post was a utopia, everybody just got along. I could give you a ton of overused clichés like "keep your chin up", "find the silver lining", or "the sun will come out tomorrow", but that is all just a crock. You have to believe the words coming out of your mouth, and if you do that, it will be infectious in a positive way.



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### E-Newsletter

- Save a tree and subscribe to an electronic copy of The Source newsletter. E-newsletter will be delivered to your email address and saves the WQAW paper and postage
- To receive The Source newsletter via email please email: [cheryl@capgroupwi.com](mailto:cheryl@capgroupwi.com)

### Calendar of Events

Cram Session	July 9, 2020
WI JPRA Exam	July 13, 2020
WQAW Convention	Cancelled
Online Convention Education	September 2020

### Note

Watch for 3 continuing educational credits via online seminars in September!

## Q & A with Wisconsin DNR



The Department of Natural Resources (DNR) has been in the process of revising chapter NR 812, Wisconsin Administrative Code (NR 812) for the past three years. They provided an update on the rules and said the process is almost complete, and final rule changes will go into effect soon. The objectives for changing NR 812 are to correct and clarify language, simplify and streamline procedures, update construction standards, and make sure the rule is consistent with federal and state laws, while keeping protections for groundwater and public health.

Changes to NR 812 will go into effect after the rule is published by the Legislative Reference Bureau. The effective date is currently expected to be July 1, 2020, but it may be delayed until August 1 due to the COVID-19 pandemic. DNR has provided a summary of the changes which can be found here: <https://dnr.wi.gov/topic/Wells/documents/NR812Changes.pdf>

According to DNR, the rule makes several changes to NR 812, including:

### Treatment Installation – NR 812.37

- Replace term “safe” or “unsafe” with specific total coliform bacteria test requirement.
- Simplify requirements for private wells to install bacteria treatment, so that treatment installation is allowed without DNR approval if a compliance inspection shows that well construction complies with NR 812.
- Prohibit installation of treatment on private wells or non-community wells that have been ordered to be filled/sealed or ordered to have use discontinued.

### Sampling and Lab Requirements – NR 812.46

- Consolidate all sampling requirements into new section.
- Make sampling requirements consistent for activities that can be done under either license.
- Change laboratory reporting requirement from 30 to 31 days between analysis and submittal of test results to DNR.
- Waive repeat nitrate and arsenic sampling requirement when same pump installer performs pump installing and sampling on the same well within past six months.
- Eliminate laboratory reporting agreements by stating the reporting requirements in rule.

Require sample collection from specific location in system. WQAW has been working with the DNR on this rule for nearly 18 months. Below you will find several questions that were raised by WQAW Board Members and the response from the DNR:

**Question:** Does the proposed rule mandate a property transfer well inspection for all real estate transactions? And specify that can only be done by a licensed pump installer or well driller?

**DNR Response:** No, the proposed rule does not mandate a property transfer well inspection and does not make any substantive changes in the current requirements – just some language clarification and a correction. The inspection is optional but if an inspection is conducted it must meet the requirements in NR 812.44. Since May 2006, section 280.30(3), Wis. Stats., requires that a property transfer well inspection done for compensation may only be done by a licensed well driller or licensed pump installer.

**Question:** In the rule, Sec. 135 NR 812.37, states a water treatment device can only be installed by a Plumber licensed under S. 145.06 if the device is installed downstream of the pressure tank or building control valve, or a licensed pump installer if the device is installed upstream of the pressure tank. What is current law and does 145.06 include a restricted appliance license holder?

**DNR Response:** Current NR 812 requires that the work be done by licensed plumber, but does not reference the applicable statute for a plumbing license. The proposed rule revises NR 812 to add the statutory reference and is rephrased to be grammatically correct. Section 145.06, Wis. Stats., includes a journeyman plumber-restricted appliance or master plumber-restricted appliance.

**Question:** The new rule states “Treatment for control of contaminants shall be considered only after the system owner demonstrates that none of the following alternatives are available or feasible: constructing a new well, reconstructing an existing well or connecting to an alternative water supply.” How does the system owner demonstrate that well construction or reconstruction or connecting to another water supply are not an option? What is current law on this?

**DNR Response:** NR 812.37(2)(e) is current law and is being rephrased to apply only to non-community water systems, not private wells. A system owner needs to evaluate the alternatives listed for their specific site, and provide information to DNR to explain why these alternatives are not feasible.

## Q & A with Wisconsin DNR - continued

**Question:** Is a "well compliance inspection" required whenever and/or at any time when we want to treat a well for bacterial contamination? If not, then when are they required?

**DNR Response:** Yes, anytime someone wants to install a treatment device. Under NR 812.37(3m), "Inspection of the existing well and pressure system for compliance with the construction and location requirements of this chapter is required prior to installation of a water treatment device for the purpose of controlling bacteria in a private water system." Inspection would not be required for something like disinfection which does not involve installing a treatment device.

**Follow-up question:** what about to install a treatment device for contaminants other than bacteria?

**DNR Response:** No, the proposed code does not require a well compliance inspection prior to installing a treatment device on a private well to treat other contaminants, only prior to treatment for bacteria in a private well.

**Question:** Section 147 NR 812.37 (4)(a) and (4)(d) DNR may require installation of a sample faucet and an entry point sample faucet at specific locations prior to approval of water treatment devices. Is this a new requirement and who needs to install the faucet?

**DNR Response:** No, NR 812.37(4)(a) is an existing requirement being revised to allow DNR to specify the location for the required sample faucets. This change is needed to ensure public water systems meet the entry point requirements under the Safe Drinking Water Act. Depending on the specified location for the sample faucet(s), it would need to be installed either by a licensed pump installer or licensed plumber.

**Question:** In the rule, DNR may require owner or operator to shut off or disconnect a water treatment device installed upstream of the first sampling faucet after the well for a period of up to two weeks to obtain a sample of untreated water or to analyze for bacteria or other contaminants. Is this a new requirement?

**DNR Response:** No, NR 812.37(4)(d) is an existing code requirement and is being revised for improved grammar.

**Question:** SECTION 157. NR 812.41 regarding Water Sample Collection, Analysis, and Reporting requires that the pump installer shall collect water samples, submit them to a certified laboratory for analysis, and provide the test results in compliance with s. NR 812.46. Current law was specific to bacteria, nitrates and arsenic and did not require pump installer license? Proposed rule applies to all contaminants and requires well driller or pump installer license to do any sampling on wells, correct?

**DNR Response:** No, these statements are not correct. The language is revised for clarity and to avoid duplication, but the requirements are unchanged. Current law requires the pump installer or their designated agent or the owner to collect the samples for bacteria, nitrate and arsenic analysis after doing pump installation work. Proposed NR 812 language continues to require the pump installer to collect water samples for bacteria, nitrate and arsenic analysis - it does not apply to other contaminants. Proposed language in NR 812.46 continues to allow a pump installer to designate an agent to collect samples, and continues to hold the pump installer responsible to ensure that the sampling and analysis occurs.

**Question:** What national standard does the product need to comply with to be "AUTOMATICALLY" acceptable for use in WI.? Ex.: WQA, NSF. This language will then be identical to DSPS, correct? Or will it supercede DSPS?

**DNR Response:** Under the proposed NR 812.091, products or equipment that are certified for compliance with NSF/ANSI Standard 60 or 61 are approved for use in Wisconsin without a WDNR-specific approval. I don't know if this is identical to DSPS but I believe the concept is similar. I don't think it would supersede DSPS since DSPS codes regulate different products (e.g. water treatment devices) than NR 812 regulates (e.g. well disinfection chemicals products, in-well treatment).

**Question:** Are there lab requirements that are more restrictive than in the past (besides the chlorine)?

**DNR Response:** Yes, there are several laboratory responsibilities that are listed in proposed NR 812.46(8). Most of these have been required in the annual laboratory agreement that labs currently are required by code to have with DNR in order to process and submit private well samples – we are proposing to eliminate the annual agreement and just put the requirements directly in the code.

**Question:** Under the rule, will the homeowner now just need an inspection that passes and no longer need a consent letter from DNR to treat bacteria?

**DNR Response:** Yes, proposed revisions eliminate the current NR 812.37 requirement for written DNR approval prior to installing bacteria treatment on a private well, and replace it with a requirement for a well compliance inspection. The intent is to streamline requirements for well owners while making sure that improper well construction is not contaminating groundwater or drinking water.

## WQAW Educational Opportunities

**The WQAW Cram Session and WI JPRA Exam have been re-scheduled with limited class-size!**

The WQAW's Installers Course webinar's 7-week course was February—March 2020 and we were able to complete all the sessions. Due to the Covid-19 crisis shut-down, WQAW cancelled the May Cram Session and WI JPRA exam but are now re-scheduled for July! **Class size is limited to 10 people**, and the five attendees who were previously registered get the first spot. So, there are still 5 spots open and they will fill fast!

**WQAW Cram Session—Thursday, July 13, 2020** at the Comfort Suite in DeForest, WI. This is great review for your learner before the JPRA exam! This one-day session is a faster-paced review for learners to prepare for the exam. This session is held in classroom-style learning at the Comfort Suites in DeForest, WI.

**Wisconsin JPRA Exam— Monday, July 13, 2020** at the Comfort Suites in DeForest, WI. This exam is administered by the national WQA organization and monitored by an independent proctor. This exam also provides a report card to assist your learner with areas of concern or where they did well.

★ WI JPRA Exam Applications must be completed and returned to Cheryl Lytle by Friday, June 26, 2020 at [cheryl@capgroupwi.com](mailto:cheryl@capgroupwi.com)

➔ Save a seat for your learner by registering online at: [www.WQAW.com](http://www.WQAW.com)

## WQAW Convention is Cancelled; Three Free Educational Credits Will Be Offered!



Due to the Covid-19 crisis, the WQAW Board voted to postpone the September 2020 convention to September 2021 at Chula Vista Resort in Wisconsin Dells.

In September, online educational seminars will be offered with credits from the State of Wisconsin and WQA Certifications at NO CHARGE for the entire water quality industry.

Stay tuned for more details!

## Covid-19 Re-Opening Information Available

Building and business closures for weeks or months reduce water usage, potentially leading to stagnant water inside building plumbing. This water can become unsafe to drink or otherwise use for personal or commercial purposes. EPA recommends that building owners, building managers, and businesses take steps to flush the building's plumbing before reopening.

Looking for information on resorting water quality in buildings for reopening? Both the EPA has a great checklist and the national WQA offers more thorough information in their article 'General Guidance for Water Treatment Professionals on Proper Maintenance of Treatment Systems as Shelter-In-Place Orders are Lifted.'

For more information, please visit:

- [EPA.gov/Coronavirus](http://EPA.gov/Coronavirus)
- [WQA.org/Coronavirus](http://WQA.org/Coronavirus)



## Thank You For Being A WQAW Member!

### WOW! Looks at this wonderful list of 2020 WQAW Members!

WQAW efforts aim to assist our members and their business. If you have any questions or concerns, please contact a WQAW Board of Director listed on the last page of this newsletter.



A. O. Smith	Culligan of Stillwater	Water Specialists
Addie Water Systems Inc.	Culligan of Sturgeon Bay	Kinetico, Inc.
Anderson Water Conditioning	Culligan of Tomah	Kraemer's Water Store Inc.
Aqua Care Services, Inc.	Culligan of Watertown	Maher Water Corp
Badger Soft Water	Culligan of West Bend	Marlo, Inc.
Capital Water Softener, Inc.	Culligan of Winona	Mast Water Technology
Cargill Salt	Culligan Total Water Systems, Baraboo	Meredith's Culligan Water
Culligan of Waukesha	Culligan Total Water Systems, Madison	Metzner's Culligan Quality Water
Culligan International	Dalee Water Conditioning	Packer City Soft Water
Culligan of Burlington	Fox Water Softener, Inc.	Rapid Soft Water Conditioning, LLC
Culligan of Green Lake	Gibson's Watercare Service	Schaefer's Soft Water
Culligan of Horicon	Great Lakes International	Sterling Water, Eau Claire
Culligan of La Crosse	Guthrie & Frey Water Conditioning	Sterling Water, Rothschild
Culligan of N. Fond du Lac	Hanson Soft Water Inc.	Sterling Water, Waupaca
Culligan of Oshkosh	Hellenbrand, Inc.	Water Doctors
Culligan of Red Wing, MN	Huemann Water Management Inc.	WaterCare Services
Culligan of Rice Lake	Kaat's Water Cond., Appleton	Water-Right, Inc.
Culligan of Rock County	Kaat's Water Cond., Manitowoc	Water-Right's Clean Water Center
Culligan of Shawano	Kaat's Water Cond. Plymouth	Watertight WaterCare
		Zeropoint Manufacturing Co., Inc.

## Catch People Doing Things Right!

*Reprinted with permission from Jeff Kortez, who was also a Boot Camp Speaker at the National Water Quality Conference in April 2021.*

Before I became an employee retention speaker and employee retention author, I used to love "strolling" through the facility and catching people doing things right. Not the old "catch people doing things wrong" mentality. It was fun. And you know what, it was amazing how many things that people do right during the course of a day. Instead, we always look for someone doing something wrong. Not only is it an outlook that is counter-productive from an employee retention strategies standpoint, it is also a real downer because it's a negative mindset.

I used to explain to supervisors that you are not running a prison or patrolling the streets looking for criminals, you are leading employees. That implies the positive to me and it certainly sends the wrong message to your employees. It sends the message that you don't trust them and that they are trying to slack off or to screw you any time they get a chance. That's a terrible message to send if you want to retain people in an organization. It's time to shift that mindset because it gives you an opportunity to tell people when they are doing a good job. That's important because in all the studies I have seen 50% or more of the employees in the workforce do not feel appreciated. That's a staggering statistic!

Getting out and "catching people doing things right" is a great way to show appreciation and recognize people for a job well done. When you see something done right, say something to the employee. I see the reaction I get when I do it in facilities I get to tour. People love it. Even saying "please" and "thank you" gets a positive reaction or a smile so you know you are hitting on something that is important to employees.

As I tell supervisors when I am doing employee retention training, "This stuff is simple." I recommend that a supervisor take one stroll a day to catch people doing things right. The benefits outweigh the downside. In fact, I see NO downside what so ever about doing this. If you are selfish, the best thing about this is it makes YOU feel good when you say something positive to someone. As we head into Christmas, this is a great time to start because we tend to be more positive in general. Build on that feeling. After all, 'tis the season to catch employees doing things right.

Check out my other retention articles and retention tools at: [www.jeffkortez.com](http://www.jeffkortez.com)

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