

# TEXAS WATER UTILITIES ASSOCIATION

## POLICIES AND PROCEDURES MANUAL

### *A Guide for Subsidiary Unit Officers*



*"Protecting the Public Health and Our Environment  
Through Educational Excellence"*

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## **FOREWORD**

This booklet is dedicated to the men and women who serve as an officer in a Region, Section, District or Chapter of the Texas Water Utilities Association, without whom the Association could not possibly accomplish its very important mission of protecting the public health and our environment through educational excellence. Each officer is tremendously important, and is genuinely appreciated for their unselfish efforts. Except for certain items which are required in order that (1) water and/or wastewater operator licensing credits be protected or (2) the Texas Water Utilities Association be able to serve the individual members and function in keeping with the requirements of a tax-exempt organization, what follows is a set of rules and regulations for the subsidiary units. It is also a guidebook containing suggestions and a discussion of what has worked for others in accomplishing the mission and objectives of the Texas Water Utilities Association and the regulatory agencies involved.

We sincerely hope that it will help to make you an even more effective leader in your group of water utilities professionals.

## ABBREVIATED GLOSSARY

Because some of the terms used herein may not be familiar to you, following is the intended definition as they are used in the text:

**Association:** The Association is the statewide association of individual and organizational members, organized for governmental and administrative purposes into geographical or technical specialty sub-units of Regions, Sections, Districts, and Chapters.

All Regions, Sections, Districts, and Chapters will function as subsidiary units of the Association, and shall comply with the Bylaws of the Association and this Policies and Procedures Manual published by the Association.

**Central Office:** The Central Office is the headquarters office of the Association. It is managed by the Executive Director and provides a small staff to serve the Association's membership and the subsidiary units.

The Central Office is located in Austin, the State Capitol, so that it is near the legislative and regulatory activity center of Texas government.

**Subsidiary Unit:** A subsidiary, or subsidiary unit, is any organizational unit which is a part of and responsible to a larger unit. Regions, Sections, Districts and Chapters are all subsidiaries of the Association.

**Region:** A Region is a geographical unit of the Association composed of two or more adjacent Districts and Chapters, and with a sufficient number of members to sustain a Regional School each year.

**Section:** A Section is a technical specialty unit of the Association and has statewide coverage. Sections serve the training, educational and informational needs of special areas of interest within the water utilities industry, whether or not normally included in the operator certification programs.

**District:** A District is a geographical unit of a Region, organized to serve Association members in a defined area of the state.

**Chapter:** A Chapter is a geographical unit of a Section, organized to serve Association members in a defined area of the state.

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## **INTRODUCTION**

To be chosen by your peers to serve as an officer is a great honor, and each one so chosen is to be congratulated. The decision to accept that selection and to become an officer in a T.W.U.A. subsidiary represents a commitment on your part to carry out the responsibilities of the office. Members attend your District or Chapter Meetings primarily because of the operator certification and/or other credit they expect to receive, or to receive practical and job related knowledge from doing so. Undoubtedly, they enjoy the refreshments or meal (if provided), visiting, and sharing experiences with one another. However, the officers and members must always keep in mind that the principle goals of these meetings are training and the continuing education credits received through member participation.

Many of your members are not aware that unless their officers do their jobs properly, licensing credit for meetings they attended may not be granted. Should that ever occur, the member's trust in you, as their elected leaders will be damaged. None of us want that to happen to our group; and there is no reason why it should. By following a few relatively simple procedures such problems can be easily avoided.

This booklet is designed to help officers of the subsidiary units of the Association to understand their responsibilities and to execute their duties to the full benefit of the members. You should also know that the T.W.U.A. Executive Director and Staff at the Central Office in Austin will help you in any way they can. The Staff exists to serve you; so don't hesitate to contact them anytime you have a question or need assistance. The current staff includes the following staff positions normally available to assist you:

**Executive Director:** Contact this individual concerning matters of policy. The Executive Director is Russell Hamilton.

**Training Director:** Contact this individual concerning matters dealing with operator licensing credit requests and reports. The Training Director is David Moore.

**Service Coordinator:** Contact this individual concerning special projects, printing, meeting schedules, website changes and updates, advertising, orders and general information. The Service Coordinator is Angela Monroe.

**Accounting & Bookkeeping Clerk:** Contact this individual concerning matters involving invoices from the Association and other financial matters. The Accounting & Bookkeeping Clerk is Donna Martin.

**Membership:** Contact this individual concerning membership matters and for address changes. The Membership & Data Entry Clerk is Henrietta Adee.

**Administrative Assistant:** Contact this individual concerning matters involving your meeting hours/class hours. The Administrative Assistant is Patti Jurgensen.

## **THE REGULATORY AGENCY**

The licensing of certain operational personnel in both the potable water and wastewater sectors of the industry is required by both Federal and State Laws.

In Texas, statutes currently require the Texas Commission on Environmental Quality (TCEQ) - formerly the Texas Natural Resource Conservation Commission - to administer the program for the licensing of potable water operators and for operators working in the field of wastewater. Should you have any questions regarding the laws, or the Agency rules developed from and based on these laws, you should contact the individual below who is responsible for the administration of the licensing programs:

Mr. Russell Gardner, Section Leader  
Operator Licensing Unit  
Occupational Licensing Section  
Texas Commission on Environmental Quality  
P. O. Box 13087 (MC-178)  
Austin, Texas 78711-3087  
512/239-6133

## **DISTRICT/CHAPTER MEETINGS**

The rules that regulate the licensing/re-licensing procedures require training and continuing education for individuals to acquire and maintain their standings as licensed operators. Credits, largely based on the length of time spent in a training situation, are awarded for attendance at approved schools, seminars and the monthly meetings of the Districts and Chapters. Up to two hours of pre-approved credits are allowed for both water and wastewater for Association verified attendance at District and Chapter meetings if certain features of the meetings are in compliance with the quality controls established by TCEQ. Considerations that affect agency acceptance are: the length of the meeting, the content of the program, the demeanor of those present and the attention given to the primary training objective of the meeting.

Again, the TCEQ grants up to two (2) hours of both water and wastewater operator licensing credit per month for attendance at the District and Chapter meetings. No additional credit is given if more than one meeting is held during a single month, nor does extending the length of the meeting beyond the normal two (2) hours gain any credit benefit in excess of the two (2) hour standard.

Members who hold dual or multiple memberships (membership in two or more Districts and/or Chapters) may receive up to two (2) hours credit per month for each monthly meeting they attend of those Districts and/or Chapters in which they hold memberships. If an operator is a member of three (3) approved Districts and/or Chapters and attends the monthly meetings of all three, he will receive up to six (6) hours of both water and wastewater licensing credit for that month.

It is important that member attendance at a C.S.S. or L.A.S. Chapter meeting also earns two hours of licensing credits toward renewal of their voluntary Customer Service or Laboratory Analyst Licensing.

## **SPECIAL TRAINING EVENTS**

Other opportunities for licensing credit are provided when T.W.U.A. and TCEQ give specific and prior approval to the programs of all-day Meetings/Seminars, make-up meetings, Workshops, etc.

Special training events (seminars, symposiums, workshops, all-day meetings, etc.) may be conducted by a subsidiary unit (Region, Section, District or Chapter); however, the Association will be a co-sponsor of all such events. Subsidiary units should not conduct any such activities without prior approval of the Association.

The Association's role may be that of a (1) "Participating Sponsor" or (2) a "Non-Participating Sponsor", depending on the arrangement between the subsidiary and the Association. In either case, the Association can do much to help with promotional mailings and the like.

If the Association is a Participating Sponsor, the Association equally shares in the revenues, expenditures and profits or losses for the event.

If the Association is a Non-Participating Sponsor, the subsidiary will be billed for services provided by the Central Office, and the Association does not share in the revenues, expenditures and profits or losses.

A subsidiary unit planning such events should contact the Executive Director early in the planning process to discuss the Association's role. Formal application for approval of a special training event should be submitted to the Central Office **a minimum of sixty (60) days in advance of the scheduled date**. The Central Office will then process the application through TCEQ for operator licensing credit approval. Subsidiary units **should not** send such requests directly to TCEQ.

## **T.W.U.A. ORGANIZATION**

Every officer should become acquainted with the History of T.W.U.A. to better understand its goals, growth and what events caused it to be organized as we know it today. Recommended reading includes The History of the Texas Water Utilities Association, 1918-1988 by Mr. Leon Holbert, and the Association's Amended Bylaws and Articles of Incorporation, both of which are available through the Central Office . Also, see the Histogram provided as pages 7 and 8 hereof.

Initially, the Association focused its energy on a single annual meeting or "short school" held somewhere in the state. Especially in those days, not everyone that needed training was able to travel to the location of the "short school".

Seeing the need for reaching out to more operators, the Health Department responded by conducting the "traveling short schools" in the 1930's. Instructors in these schools encouraged and assisted in the organization of local groups, who could meet on some frequency to discuss water and wastewater topics and try to help one another. These groups became known as "District Associations". Later, as more and more of these local groups were formed, they were affiliated with the State organization, and became known simply as Districts within the frame-work of T.W.U.A. By 1940, many such Districts were formed, and today all areas of the state are served by Districts. Still, new Districts are sometimes needed to make education and training opportunities readily available to those who have a need. The geographic size of a District is determined by (1) the number of operators that can be properly served, (2) travel distance to attend meetings and (3) the initiative and drive of the officers and members.

## **REGIONS**

In the early days, there was only one annual conference and equipment exposition, known as the "T.W.U.A. Short School". With time, and because of the vast size of the State of Texas, Regional Schools were introduced. Somewhat concurrent with the establishment of Districts, Regional Schools became more or less fixed in location and regular in annual occurrence. The Regional Schools service areas are now recognized as Regions of the Association. The nine Regions of the Association and their Regional School sites are:

Central Texas	Killen	Permian Basin	Odessa
Central West Texas	Abilene	Southeast	Beaumont
East Texas	Tyler	Southwest Texas	Various
North Central Texas	Arlington	West Texas	Lubbock
Panhandle	Amarillo	Far West Texas	Ft Stockton

The geographic boundaries of the Regions are defined for organization and administration purposes, with each including two or more Districts and/or Chapters, as shown on the next page.

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CENTRAL TEXAS REGION

Brazos-Colorado  
Capitol Area  
Central Texas  
Central Texas C.S.S.  
Highland Lakes  
Tri-Sota Valley

CENTRAL WEST TEXAS REGION

Big Country L.A.S.  
Bosque River  
Central West Texas  
Fort Concho  
Leon River  
Lone Star  
Northwest Texas  
Pecan Valley  
Pecan Valley P.E.S.

EAST TEXAS REGION

Arkla-Tex C.S.S.  
Cedar Creek  
Central East Texas  
Cotton Belt  
East Texas  
East Texas L.A.S.  
East Texas P.E.S.  
Lake Country  
North Sulphur/Sabine L.A.S.  
Northeast Texas  
Piney Woods  
Piney Woods L.A.S.  
Red River Valley

NORTH CENTRAL TEXAS REGION

Apollo  
Blacklands  
Metrocrest  
Mid-Cities  
North Central Texas  
North Texas  
North Texas L.A.S.  
North Texas P.E.S.  
Texoma Land  
Twin Basin  
White Rock

PANHANDLE REGION

Canadian  
Panhandle

PERMIAN BASIN REGION

FAR WEST SCHOOL

Central Rio Grande  
Permian Basin  
Permian Basin C.S.S.  
Permian Basin L.A.S.  
Sierra Madera

SOUTHEAST REGION

Deep East Texas  
Green Forest  
Gulf Area  
Harris County M.H.P.  
Houston L.A.S.  
Rice Belt  
Sam Houston  
Southeast C.S.S.  
Trinity Neches Sabine  
Trinity Valley

SOUTHWEST TEXAS REGION

Alamo L.A.S.  
Armadillo Country  
Border  
Citrus  
Coastal Bend  
Golden Crescent  
Guadalupe Valley  
Hill Country  
Hot Wells  
Mission  
Rio Grande Valley C.S.S.  
South-Central Texas P.E.S.  
Winter Garden

WEST TEXAS REGION

Caprock  
Greenbelt

## **ROLE OF REGIONS**

As the Association has grown, the role of the Region has become very important in assisting the Districts in their training programs, and providing Association administrative and record keeping functions. Under what is currently referred to as the "Regional Concept", each District and Chapter may receive assistance (technical session planning, speakers, etc.) by contacting their Regional Chairman. The Regional Chairmen are kept very current on Association matters and serve as a "connecting link" between the Central Office and the Districts and Chapters. The Regional Chairman may also host an Officer's Workshop so that training is provided to the officers of the Districts and Chapters in the Region. Each officer of a District and/or Chapter should make every effort to attend the workshop.

Regional officers are referred to a second Policies and Procedures Manual, entitled "A Guide for Regions and Regional Schools" for additional assistance.

## **SECTIONS**

The growing complexity of the water utilities industry has led to the creation of another unit within the Association structure known as Sections. Sections have been formed to meet the training needs of certain specialized fields. The Association now has a Laboratory Analysts' Section, a Pretreatment & Environmental Section, and a Customer Service Section. Each Section may form Chapters to serve its members in various geographic areas of the State. Two of the existing Sections (C.S.S. and L.A.S.) have, with Association approval, developed voluntary licensing programs for their particular area of expertise. All licenses so issued must note both the Association and the Section as the licensing organization. A listing of the Chapters now existing in these Sections is as follows:

### LABORATORY ANALYSTS' SECTION

Alamo Chapter  
Big Country Chapter  
East Texas Chapter  
Houston Chapter  
North Texas Chapter  
North Sulphur/Sabine Chapter  
Permian Basin Chapter  
Piney Woods Chapter

### CUSTOMER SERVICE SECTION

Arkla-Tex Chapter  
Central Texas Chapter  
Permian Basin Chapter  
Rio Grande Valley Chapter  
Southeast Texas Chapter

### PRETREATMENT & ENVIRONMENTAL SECTION

East Texas Chapter  
North Texas Chapter  
South-Central Texas Chapter  
Pecan Valley Chapter