

SECRETARY:

Note: It is the practice in some units to have one individual serve as both Secretary and Treasurer. In other cases the offices are separated with one person filling each office. If you are uncertain, refer to your Bylaws to determine how your group has chosen to handle the two positions.

The office of District or Chapter Secretary carries with it many functions that have a direct effect on each member and the organization as a whole. The Secretary maintains the records of all activities and has the primary responsibility in the accounting for and the protection of the individual member's operator, laboratory analyst or customer service certification credits.

The duties of the District/Chapter Secretary will normally include:

1. Keeping up with the accuracy of all Membership Rosters.
2. Mailing meeting notices to the members, or arranging for the T.W.U.A. Central Office to do so.
3. Keeping an accurate record of meeting attendance by the individual members.
4. Recording the proceedings (minutes) of all meetings.
5. Submitting a completed Monthly Program Report to the Central Office each month, **and within five working days following the monthly meeting.**
6. Attending to the unit's general correspondence.
7. Maintaining the unit's official files.
8. Submitting Member Attendance Record Report to the Central Office within five working days following the meeting.

Attendance reports are especially critical since they relate directly to operator licensing credit being extended by the TCEQ. Instructions and a sample of the "Individual Membership Application", "Organizational Membership Application", "Membership Renewal Notice", and an "Address Change Form" are provided as Attachment IV. A Monthly Program Report and Policy Procedures may be found as Attachment V. A Visiting Member Form is attached as Attachment VI.

The Central Office **must** have a good day-time phone number for the Secretary. It is sometimes necessary to contact the Secretary to verify a member's year-to-date hours for a member's renewal or upgrade, or at the request of TCEQ.

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The Social Security number is an especially critical item for each of your members. When the Central Office processes your unit's membership submittals, the local unit is sent a current roster plus the appropriate membership cards. If an error is discovered, a "Member Social Security Number Correction Statement" must be completed. A sample copy of this form is provided as Attachment VII.

The Secretary is also responsible for submitting the "Vital Information Form" to the Central Office as soon as possible after officer elections are held, but in all cases by December 31st. This listing of the subsidiary unit's officers is prepared after your unit's annual elections or when a change in officers occurs. A copy of this form is included as Attachment VIII.

Please do not submit attendance records, program reports or other documents to the Texas Commission on Environmental Quality. The TCEQ asks that all correspondence of this nature be sent directly to the T.W.U.A. Central Office for review and processing.

TREASURER:

The duties of the District or Chapter Treasurer will normally include:

1. Only those units having "Dues Collection Authority" from the Central Office may collect annual dues for the Association and must comply with the provisions listed on the application, a copy of which is attached as Attachment XIV.
2. Promptly depositing all monies collected to the credit of the subsidiary unit. All checks for local membership dues received from the Central Office should be deposited **within five (5) days following their receipt.**
3. Certifying the accuracy of and making payment for all bills and vouchers.
4. Maintaining an itemized record of all receipts and disbursements of the subsidiary unit's funds.
5. Reporting the financial condition of the unit as required.
6. Advising as to the appropriateness of the existing subsidiary dues structure.
7. Assisting with the audit process.
8. Submitting the "Annual Financial Report" and Audit Letter to the Central Office by March 15th (See Attachment IX).

It is important that dues for all renewing members be submitted directly to the Central Office by the renewing member. Dues should be paid as soon as possible, but in no case should they be received by the Central Office later than thirty (30) days after the due date on the notice. Failure to do so will cause membership benefits to cease (lower member pricing on various purchases, reduced member

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registration fees for training events, meeting notices, Annual and Regional School fliers, the *Texas Water Utilities Journal* and monthly meeting certification credit). Members whose renewal dues have not been paid will be dropped from the active rolls of the Association thirty (30) days after their due date. New member's dues shall be sent directly to the Central office by the member unless the subsidiary unit has "Dues Collection Authority". Dues amounts for new members **must** comply with the established pro-rate dues amounts established by the Association.

For the protection of the subsidiary unit's officers, the Central Office requires that all subsidiary units (making Association dues payments) do so with a check drawn on the District or Chapter bank account. Please do not endorse checks written/delivered to you by others, or write personal checks, for this purpose.

As in all organizations, the financial records of the unit should be kept in good order and be well protected at all times. Each Region, Section, District and Chapter is required to file its Annual Financial Report and Audit Letter with the Association's Central Office no later than March 15th each year. This deadline is essential since it relates to the Association's ability to submit the Texas Water Utilities Association reports to I.R.S. as a part of our tax-exempt organization procedures.

Please **never, never, never** send Association monies to the Texas Commission on Environmental Quality. That causes confusion and problems for them, you, and the Central Office. Mail all monies directly to the Texas Water Utilities Association.

SPECIAL NOTE: If the offices of Secretary and Treasurer are not combined, these two individuals must work closely together to ensure the Central Office receives accurate membership information as well as the proper dues amount from each District or Chapter.

PROGRAM CHAIRMAN:

Note: In some units, a standing Program Committee is charged with the duties of the Program Chairman, while in others the Vice President (or another officer) may have these duties.

The Program Chairman shares with the Secretary the high priority responsibility for protecting the individual member's operator licensing credits and makes the primary contribution to creating opportunities for the educational and professional growth of the members.

Each subsidiary unit which seeks to receive operator licensing credit from the Texas Commission on Environmental Quality must provide an acceptable program at each meeting which contributes to the education and training needs of its members. If these conditions are not met, two things may happen:

1. The members are cheated of an opportunity for professional advancement.
2. The members are subjected to the possibility of receiving **no licensing credit** for attendance through no fault of their own.

If there is a question as to whether a particular program topic would qualify for operator licensing credit, make sure by checking with the Central Office beforehand.

Please don't take chances on this matter. Here are a few suggestions for the Program Chairman:

- ** Plan in advance. It is a good idea to prepare a meeting schedule, including the Program Topic and Speaker's Name, at the beginning of the year. In this manner, you can avoid the pitfall of waiting until the last minute to arrange for a program, and making a hurried and unwise choice. A sample meeting schedule is provided as Attachment X.
- ** The best approach is generally that of selecting the desired topic first, and then selecting a speaker who can present it properly. Try to provide programs on topics applicable to both the potable water and wastewater sectors of our industry, since credit is available for both, rather than on topics, which apply to one or the other.
- ** If you have scheduled a program a considerable time beforehand, a reminder call to the speaker should be made about two weeks before the meeting. Ask your speaker whether you can help with a projector, screen, chalkboard, or other audio-video equipment.
- ** Select program speakers with care. Most of the water utility vendor companies may be called on to present a program, and most of them do an excellent job. A few, however, tend to "give a commercial" for their particular product line instead of "keeping it educational". You'll generally not offend anyone by reminding them to keep their presentation educational (non-commercial) because of the certification credit requirements. It is recommended that each scheduled program speaker be given a copy of the Association's "Program Speaker's Guidelines". A copy is provided as Attachment XI.
- ** Good programs on a variety of excellent topics can be secured from the TCEQ and other State agencies, consulting engineers, holders of political office, other municipal employees, news media representatives, commercial laboratories, educational agencies, service companies, other water related organizations and (so often overlooked) our own members.
- ** Ask for help when needed. The Central Office has a limited Film Library and a small staff on hand to help you. If you need help putting together a schedule; locating someone to present a particular topic; providing you with a film for your use; or in any way relating to making sure a quality program is presented each time you meet -- call the Central Office. The Staff will be happy to help.
- ** Prepare to introduce the speaker. Make sure you have collected all the information you will need to introduce him/her properly at the appropriate time (name, organization, position, educational background, experience, topic, etc.).

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- ** Be the speaker's host. When the speaker arrives at the meeting, make sure that he/she feels both welcome and appreciated. Offer to help with any equipment set-up that is needed. Introduce the Speaker to others at the meeting and make sure he/she is properly seated.
- ** Introduce the Speaker. Be sure to "publicly" express your appreciation to the Speaker for helping your unit to serve the educational and training needs of your members. Ask those in attendance to give the speaker a welcoming applause, followed by the courtesy of being attentive to the presentation.
- ** It is also good for either the Program Chairman or the President to thank the Speaker again at the conclusion of the program. You may also wish to send a letter or certificate of appreciation to the Speaker.

If your meeting notices are printed and mailed by the Central Office (see Association Services, Attachment XII), the Program Chairman is usually the party responsible for making certain the office staff has all the information needed to assure the accurate preparation and timeliness of the notice.

If your unit's Secretary mails the meeting notices, and if the program topic is included in the notice, make sure he/she has the proper information in a timely manner.

The office of the Program Chairman is uniquely important. Please take your responsibility very seriously.

AWARDS CHAIRMAN:

Some units have a standing Awards Committee, in lieu of an Awards Chairman. Every unit in the Association family has members who deserve recognition. It is sad to note that many who serve with distinction in their subsidiary unit, make notable contributions to the water utilities field or labor in behalf of the public in an exemplary manner, are never openly appreciated. The recognition of extraordinary achievement through a system of awards is one way in which operators can be repaid for performances, which exceed the expected and reach the higher levels of excellence. To accomplish this goal, each subsidiary unit should have an active awards program.

The Association, through its Awards Committee (statewide coverage), seeks from the Regions, Sections, Districts, and Chapters, the names of the most qualified candidates for annual awards. There are several categories of awards each having specific criteria.

A listing of these categories follows:

1. W. T. "Doc" Ballard Memorial Meritorious Service Award
2. Daniel C. Allen Memorial Distinguished Service Award
3. The Outstanding Professional Award

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4. The Outstanding New Professional Award
5. One or more Exemplary Service Awards in each of the following categories:
 - a. Education and Training
 - b. Public Education
 - c. Association Leadership
 - d. Community Improvement
 - e. Community Service
 - f. Heroism
 - g. Operator of the Year

ORGANIZATIONAL AWARDS

1. Leadership Award
2. Alliance Award
3. Public Education Program Award
4. Safety Program Award

You may find that you want to utilize these same Award titles locally, or you may wish to add others more fitting to your unit's tradition. We do suggest that you try to select the most qualified individual in all categories, and that you include those award categories listed. Always make a concerted effort to keep any awards selection from being a "popularity contest", or you will destroy the very purpose of the program.

Quite often, the Awards Chairman of a District or Chapter will choose to ask a representative of management from the various municipalities and other entities, who employ members of the unit, to submit nominations for the various awards. The Awards Chairman, and the other officers, may wish to nominate someone for service rendered directly to the District or Chapter. Nomination usually takes the form of a brief biographical sketch of the individual being nominated, together with a nominating letter or a completed form designed for this purpose.

At the Region or Section level, nominations may be sought from the Districts or Chapters in the Region or Section in much the same manner. The Awards Chairman, together with the other officers, will be able to nominate those who are deserving of recognition for services directly related to the Region or Section.

The Central Office will mail an "Individual Awards Packet" to the Chairman of each Region, Section, and to the President of each District and Chapter each year. The Chairman or President will be asked to forward it to the unit's Awards Chairman. Each Region, Section, District and Chapter (1) should make a diligent effort to seek out a qualified nominee in each of the categories in which an award is to be presented, (2) should make an award locally, and (3) should forward the necessary information for their unit's winner to become an Association Award Nominee. The

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completed packet must be returned to the Central Office so that it is received no later than January 1st. The Association's Awards Committee will then meet and select the most qualified recipient from all nominees in the various award categories. The Association's awards are presented at the Awards Banquet at the Annual School.

PUBLIC EDUCATION OFFICER:

Note: In some units, a Reporter may perform some or all of the functions herein described for the Public Education Officer.

The technologies and regulations associated with the water utilities industry grow more complex each day. The public once seemed to have a blind trust that their drinking water would be safe and their wastewater would be disposed of without further concern on their part. This has changed, and today's public may be far less trusting in these areas. There is very little understanding of the problems arising in the water utilities field and therefore, little appreciation is demonstrated for the persons involved in providing these services to the community. The public has practically no concept of the education and training required of utility personnel.

While the public today is generally more demanding, it does not necessarily follow that they are more knowledgeable about the water they use.

A Public Education Officer in each unit can do a number of things to help with the need to educate the public about the importance of water and the water utilities profession.

Here are some suggestions:

- ** Make sure the members are aware of the Association's Member Items (see under Association Services, Attachment XII) and encourage them to wear them in their community.

Wearing these items will often cause someone to ask the question "What is the Texas Water Utilities Association?". When they do, the member has been given an opportunity to talk about the training and licensing program for the water utilities profession.

- ** Send a Press Release to the newspaper (and other news media) in the city where your group is to have its next meeting. A sample Press Release of this type is available from the Central Office.
- ** Send a Press Release to the newspaper (and other news media) in the city or town where an award recipient lives or works. A sample Press Release of this type may also be secured from the Central Office.

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- ** Encourage members of your subsidiary unit, and their utilities, to participate in Water Utilities Awareness Week. The Association's Public Education Committee sponsors this event in the first full week of May each year and a useful coloring book is available from the Central Office.

An attractive eight-page, two color brochure, entitled "*WATER: A GROWTH INDUSTRY, What's in it for you.....*" is available from the Central Office. These brochures are excellent for use at a Career Day, Job Fair, or similar activity or to use as a hand-out when conducting a facility tour or open house.

- ** Encourage members of your subsidiary unit to have their utility participate in the District or Regional "Best Tasting Water Contest". This is another project of the Association's Public Education Committee, in cooperation with the Laboratory Analysts' Section. Regional winners in both the Groundwater and Surface Water events are invited to compete in a "Taste Off" (to determine who will be recognized as having Texas' Best Tasting Water) at the Annual School in March.
- ** Encourage members of your unit to contact their local school to encourage them to participate in the "Water is Life" Poster/Essay Contest. The Association's Public Education Committee mails invitations out to some 400 School Districts in January. The contest is open to students in grades 4, 5, and 6, and U.S. Savings Bonds are presented to the top three entries in the State.
- ** Encourage members to provide programs to the local civic clubs - Lions, Kiwanis, Rotary, Garden Club, etc.
- ** Contact the Central Office and ask that someone from the Public Education Committee contact you if you are interested in other ways in which you might help in your area.

OTHER WATER/WASTEWATER ORGANIZATIONS

Sometimes, and especially so for those relatively new to the water utilities profession in Texas, the maze of organizations in existence must seem like no more than "alphabet soup".

This section will provide a brief description of some of the related organizations (collected from various sources).

A.W.B.D.-TX stands for the Association of Water Board Directors-Texas. Membership is made up of various districts related to water utilities. Contact: 1617 Fannin, Suite 900, Houston, Texas 77002, (713) 759-1377.

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A.W.W.A.-TX stands for the American Water Works Association-Texas. Membership types include Individual, Operator, Utility, and Organizational. Their primary devotion is to the potable water sector. Contact: PO Box 80150, Austin, Texas 78708, (512) 238-9292. <http://www.tawwa.org>

T.E.E.X. stands for the Texas Engineering Extension Service. It is a part of the Texas A&M University System, and it offers many courses designed for the water utilities industry. Contact: Water and Wastewater Training Program, Texas Engineering Extension Service, Texas A&M University, College Station, Texas 77843-8000, (979) 845-6246.

T.G.W.A. stands for the Texas Groundwater Association. It is designed to advance the interests of those engaged in the water well industry. Contact: 206 San Jacinto Bldg., Austin, Texas 78701, (512) 472-7437.

T.M.U.A. stands for the Texas Municipal Utilities Association. Membership is composed of utility directors. T.M.U.A. is an affiliate of T.M.L. (Texas Municipal League). Contact: 1821 Rutherford Lane, Suite 400, Austin, Texas 78754, (512) 719-6300.

T.R.W.A. stands for the Texas Rural Water Association. Membership includes corporations and certain other entities providing water and/or wastewater service to rural areas, towns and communities. Contact: 1616 Rio Grande, Austin, Texas 78701, (512) 472-8591. <http://www.trwa.org>

T.S.P.E. stands for the Texas Society of Professional Engineers. Membership is made up of those engaged in professional engineering. Contact: P.O. Box 2145, Austin, Texas 78768, (512) 472-0286.

T.W.C.A. stands for the Texas Water Conservation Association. It serves to conserve, develop, protect and utilize the state's water resources. Contact: 206 San Jacinto Bldg., Austin, Texas 78701, (512) 472-7437.

T.W.D.B. stands for the Texas Water Development Board. This agency offers water conservation assistance and a revolving loan fund for certain water related capital projects. Contact: P. O. Box 13231, Austin, Texas 78711-3231, (512) 463-7850. <http://www.twdb.state.tx.us>

T.W.Q.A. stands for the Texas Water Quality Association. Membership consists of those who manufacture or distribute water quality devices and systems. Contact: 1904 Sam Houston Drive, Victoria, Texas 77901.

T.W.U.A. stands for our organization, the Texas Water Utilities Association. We are often referred to as the water and wastewater operator training organization in Texas. Contact: 1106 Clayton Lane, Suite 112 West, Austin, Texas 78723-1093, (512) 459-3124, FAX: (512) 459-7124. <http://www.twua.org>

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W.E.A.T. stands for the Water Environment Association of Texas. It is an affiliate of W.E.F. (Water Environment Federation) with primary devotion to the domestic and industrial wastewater sector. T.W.U.A. is the recognized Operator Association for the W.E.F. Contact: 512 E. Riverside Dr., Austin, Texas 78704, (512) 693-0060. <http://www.weat.org>

CLOSING COMMENTS

Although each subsidiary unit is allowed considerable self-determination in governing itself and setting goals, always remember that it is a part of the Texas Water Utilities Association and does not stand alone. The helping hand of the Central Office is extended at all times.

The foregoing Policies and Procedures Manual, and its attachments, were initially adopted by the Association's Management Committee at a regular meeting conducted on April 18, 1990, and have received periodic updates by the Executive Director.