



Commonwealth Utilities Corporation

Rota Branch Office

songsong Village, P.O. Box 1166
Rota, MP 96951



July 9, 2013

Mr. Gary Bird
Executive Director
Hawaii Rural Water Association
1325 S. Kihei Rd., Ste. 200
Kihei, Maui, HI 96753

Re: Jill Parker

Dear Gary,

I would like to take this opportunity to express my heartfelt thanks to Jill Parker, on behalf of the Rota, CUC staff, for the fine presentation presented by Jill, here in Rota during the week of June 27th. As you well know training is very hard to get here on Rota, let alone quality training, and that's what all received from Jill. She came well prepared, with Power Point presentation that were clear and easy to understand. Along with that, she was very knowledgeable about the subjects and provided real time experiences that added greatly to the presentation.

Safety was one of the topics that really hit home with the operators. It showed areas that we need to improve as a whole, but also helped to point out the lack of equipment and PPE that needs to be standard equipment for all operators. I have taken advantage of the training to upgrade our equipment and PPE supplies.

All of the staff are looking forward to seeing Jill again, not only to receive more training but also, to once more to enjoy hearing of her experiences in the water field and in life.

I would not hesitate to recommend Jill for further training with CUC and would be honored to be used as a reference.

Sincerely,

A handwritten signature in black ink, appearing to read "Ricardo R. Saavedra".

Ricardo R. Saavedra
Water Manager Rota

CC: Charles A. Monglona, Director Rota
Alan W. Fletcher, Director CUC



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Mr. Gary Bird
Executive Director
Hawaii Rural Water Association
1325 S. Kihei Rd., Ste. 200
Kihei, Maui, HI 96753

Re: Jim Watts

Dear Gary,

I would like to take this opportunity to express my heartfelt thanks to Jim Watts, on behalf of the Rota CUC staff, for the fine presentation presented by Jim here in Rota.

On the week of June 27th Jim was in Rota to provide training for the CUC water department. Once more the quality of the training was excellent, it was to the point and provided information that the operators could put to use. His videos were very helpful; they were detailed in what they presented listing tools, parts and operation in plain terms the operators could understand.

During his time on Rota, we had a very large leak that was on top of an old WW II Japanese tunnel. The top of the tunnel had caved in and the hole was about ten feet deep and around five more feet below that to the bottom of the tunnel. It was a very dangerous deep hole. Some of the crew wanted to explore the tunnel, but Jim pointed out the true danger and they respected his opinion and did not go in the tunnel.

Jim's experience is not only an asset in the class room but just as important in the field. I can speak for all of the CUC staff that his time training on Rota was greatly appreciated.

I would not hesitate to recommend Jim for further training with CUC and would be honored to be used as a reference.

Sincerely,

Ricardo R. Saavedra

Water Manager Rota

CC: Charles A. Monglona, Director Rota
Alan W. Fletcher, Director CUC



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Mr. Gary Bird
Executive Director
Hawaii Rural Water Association
1325 S. Kihei Rd., Ste. 200
Kihei, Maui, HI 96753

Re: Rota Operator Training June 2013

Dear Gary,

Thank you for the excellent training your program provided to the operators here in Rota. We know that with Hawaii Rural Water we receive only the best. I have been in the water industry for some time now and can say that your programs are by far some of the highest quality.

The training for operator certification was right on the money, it was well orchestrated, very easy to see and read Power Point presentations, right to the point and clearly understandable.

The area that I was impressed most was your ability to relate to the operators, I do think that this is a fine quality that all have displayed from Hawaii Rural Water. It really made the operator feel, that you made them part of the program.

All of the operator's commented to me that they hope next time you can stay longer on Rota. We all know that you have much more to present.

Hard to believe but all commented on how much they enjoyed the tests you gave them. They were able to understand better how things come together, like, primary and secondary standards.

I would not hesitate to recommend Hawaii Rural Water for further training with CUC and would be honored to be used as a reference. We are looking forward to your next training session here in Rota.

Sincerely,

A handwritten signature in black ink, appearing to read "Ricardo R. Saavedra".

Ricardo R. Saavedra

Water Manager Rota

CC: Charles A. Monglona, Director Rota
Alan W. Fletcher, Director CUC

WATER & Wastewater Operations/PPUC

P.O. Box 10207 Koror, Palau 96940

Tel: 680-488-8760/488-8762 Fax: 680-488-8764

July 2, 2013

Gary Byrd
HRWA Executive Director
1325 South Kihei Road
Suite 200
Kihei, HI 96753

RE: JIM WATTS LEAK DETECTION AND WATER OPERATOR INSTRUCTOR

Mr. Byrd:

In March 2013, Jim Watts came to Palau for two weeks to teach classes for our water operators and train two new employees hired to learn how to operate our leak detection equipment. Twelve water operators received certificates on several topics presented by Mr. Watts. The classes taught are listed below:

1. Back Flow Prevention
2. Water Meter Repair
3. Leak Detection in Water Mains

The Republic of Palau serves a population of 14,000 people in Koror and Airai. A population of 14,000 should use around 1.4 million gallons of water per day. The Airai Water Treatment Plant produces 3.5 million gallons per day. Approximately 2 million gallons is leaking into the ground and unaccounted for. The goal of the Palau's leak detection department is to reduce this loss from 2 million gallon per day to less than 0.14 million gallons per day. The Palau Water and Sewer Corporation has recently purchased several pieces of leak detection equipment with the goal of finding water leaks. By locating and repairing these water leaks we can help preserve this scarce resource during drought years.

After completing a grueling day in the classroom Jim was only too eager to meet our leak detection employees at midnight to teach the subtle nuances of leak detection. Jim has had considerable on hand experience locating water leaks for over 25 years. Leak detection works best at night when there is low water usage and less traffic noises, making it easier to hear leaks in the water system. Under Mr. Watts's direction the technicians learned how to locate water leaks as well as the best places to look for water leaks. In two short weeks, Jim's guidance helped our crews locate over 30 water leaks.

Fixing these water leaks helped the water department increase water pressure throughout Koror by over 30 psi. He help train our crews how to repair ARV's which had not been serviced in years. While we still have a lot of work and training to complete, we really appreciate the help Jim and Hawaii Rural Water Association provided. The Palau Water and Sewer Corporation has made great strides in providing good, healthy, reliable water to the Republic of Palau. We still need continued

training for our employees. Any continued assistance from Hawaii Rural Water Association to help train our employees will be appreciated.

Thank you again for Hawaii Rural Water Association's help.

Sulang,

Larry R. Gilson, P.E
Operations Advisor

Cc: The Honorable Elbuchel Sadang
Minister of Finance
Chairman of Water and Sewer Transition Committee

ALAN M. ARAKAWA
Mayor



DAVID TAYLOR, P.E.
Director

PAUL J. MEYER
Deputy Director

**DEPARTMENT OF WATER SUPPLY
COUNTY OF MAUI**

200 SOUTH HIGH STREET
WAILUKU, MAUI, HAWAII 96793-2155
www.mauiwater.org

March 15, 2011

Hawai'i Rural Water Association
1325 South Kihei Road, Suite 200
Kihei, Hawai'i 96753

Dear Sir or Madame:

**SUBJECT: SUPPORT FOR HAWAII RURAL WATER ASSOCIATION
SOURCE WATER SPECIALIST**

Thank you for the opportunity to communicate our appreciation and satisfaction for the support the Hawaii Rural Water Association (HRWA) team has provided over the last year and a half. They have assisted with important and sometimes critical technical assistance, including but not limited to: certification training, field investigations, data gathering and compilation, and grants funding. Value added functions include those areas government agencies may not have prioritized or allocated resources to, and training that would not likely happen due to travel-related and other considerations. The Source Water Specialist continues to be an important link for us to reach out to other private water systems and the public in our source protection efforts.

Mahalo for your time and consideration, and we hope our comments are useful.

Sincerely,

A handwritten signature in black ink, appearing to read "DT", written over a horizontal line.

DAVID TAYLOR, P.E.
Director of Water Supply

DT:EMB:atn
P:\DOCS\2011\031411_NRWA support letter.doc

"By Water All Things Find Life"



Charlene Sakamoto - Program

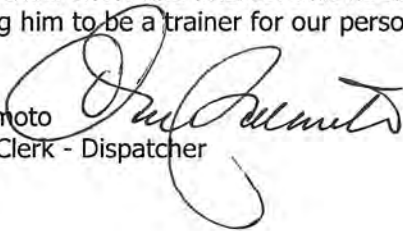
From: Charlene Sakamoto
To: gary@hawaaiirwa.org
Subject: Program

Good Morning,

I am the Supervisor for our Field Operations Dispatch Office and I would like to tell you that your training specialist, Gary Byrd is excellent. I myself have taken a class from him and found him to be an excellent trainer. He has recently been assigned to training some of our personnel who are planning to take their DSO Certification. I must tell you that I have never seen our employees so enthusiastic on attending any class before. Gary's technique is very unique and some how he manages to keep all of these employees always hungry to come back for more of his class. He keeps their attention at all times and he connects with each of his students.

I understand that you are losing your federal funding and would just like to take the time out to tell you that this instructor is someone that your organization needs to keep and he is a very valuable person. We appreciate the extra effort and interest that he has taken in each individual. Again Gary is a keeper and thank you for allowing him to be a trainer for our personnel.

Aloha,
Charlene Sakamoto
Water Service Clerk - Dispatcher



Gary Byrd

From: **Yamami, Jodi M.** (jodi.yamami@doh.hawaii.gov)
Sent: Tue 3/15/11 9:10 AM
To: James Watts (jwatts100@live.com)

Hi Jim,

Since Gary Byrd has joined Hawaii Rural Water Association (HRWA), I have received many compliments about him and his training program. He has made himself available to a vast amount of operators on all islands of Hawaii in a short period of time and has developed strong relationships with many water systems and their operators. I believe the operators have great respect for Gary, and that is something that is not easily attainable for many instructors.

Besides the fact that the HRWA training program is free, I believe that many operators attend his scheduled trainings and request specific trainings from him because he has the ability to teach in a classroom but still make it vividly applicable in field operations. He has a broad spectrum of knowledge in all areas of water system operations. And if there is something he doesn't know, he always takes the time to research topics and provide answers at a later date.

Many operators call on Gary to help them with specific training needs and he always makes time in his busy schedule and provides them with a high quality training course. The most widely requested training is exam preparation. In Gary's first few months on the job, he was asked by some Maui County water treatment plant operators to help them prepare for the upcoming exam. Some of them had taken the exam before and had failed, but after Gary's help, all of them passed. Since then the Maui County distribution system operators have asked for Gary's help and he is now teaching a series of topics in preparation for the next exam. Initial reviews on the course have been extremely positive.

HRWA and Gary have made my job easier by providing quality training for Hawaii water operators. Not only have trainings been provided but Gary has been so flexible in allowing me to tailor the program to meet the needs and requests of the operators.

Thank you for helping Hawaii operators. We are lucky to have both HRWA and Gary here in the islands.

Jodi Yamami
State of Hawaii, Department of Health
Safe Drinking Water Branch
(808) 586-4258

On Mon, May 9, 2011 at 8:44 AM, Higa, Andrew <ahiga@hawaiidws.org> wrote:

Hello Erin!

Jodi Yamane

just informed me that I finally past the level three DSO exam...after numerous failed attempts, I am giving you the full credit for my passing of this exam...If you were here, I would kiss you!....You have gained a friend for life in me.....Thank You and I wish all the best for you that you can handle....We will be in touch.....Aloha and Fore ever Grateful, Andrew

Andrew R. Higa

Water Service District Supervisor I, S. Kohala/Waimea

Department of Water Supply - CofHI

65-1234 Opelo Road

2-17-11

Hi Jim,

I want to also thank you for your assistance.

By the way one of our wastewater operators, George Blas, passed his level 2 collection exam this week, and we are all excited about that, and know the HRWA likely played a role in that accomplishment.

Regards,
Robert Lorenz, PE
Chief Engineer, CUC



Commonwealth Utilities Corporation



July 30, 2010

Mr. Jim Watts
National Rural Water Association (NRWA)
Water/Wastewater Circuit Rider
55 Manino Circle # 206 Kihei, Hi 96753

Dear Mr. Watts:

We here at the Commonwealth Utilities Corporation (CUC) of the Commonwealth of the Northern Mariana Islands (CNMI) appreciated our visit with you and Mr. Taani Taumalolo, NRWA ARRA Circuit Rider, on February 17, 2009 here in Saipan. As a follow-up to our discussions we invite and welcome the NRWA to assist the CUC in the CNMI with various training activities. Specifically, we request assistance with leak detection, and cross-connection control and backflow prevention training as soon as it can be scheduled. We welcome any and all training opportunities that can be provided by the NRWA. Please contact myself at Robert_Lorenz@cucgov.net or Mariano Iglecias, (miglecias@cucgov.net) Operations Manager, to assist with coordinating your future visits, and training activities. Thanks again for meeting and visiting with us.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Lorenz".

Robert J. Lorenz, PE
Commonwealth Utilities Corporation
Chief Engineer, Sanitation Engineering Department

Cc: Mariano Iglecias



Commonwealth Utilities Corporation

Water Division



HRWA
Jim Watts and Gary Byrd
1325 S Kihei Rd, STE 200
Kihei, (Maui) HI 96753

Jim and Gary,

CUC would like to extend our appreciation for your visit to Saipan and Tinian. The training and knowledge you give our people is very valuable to our employees. The help with troubleshooting our island and informing our people of different strategies to solve problems was a great help.

The chlorine crew on Saipan was able to receive 2 training sessions one on chlorine cylinder repair and one on chlorine handling and safety. These courses are very beneficial to the crews as it gives them hands on and classroom knowledge do help them complete their jobs more efficiently and safer.

The repair crew was able to get some hands on training with leak detection. The leak detection using the sounding equipment is great experience for all employees on the repair/troubleshooting crews. It helps them develop skills to help troubleshoot areas and find leaks to eliminate water being wasted.

The Tinian crew was able to receive a sampling procedure and chlorine calculation training course. The proper sampling procedures and calculations are very important for accurate reporting purposes. It also helps the utility conserve chlorine and provide better quality drinking water to the people.

Once again thank you for all the help and time you were able to give our crews. We look forward to having you come back and give more support and training to develop our operations crews. It is great to have HRWA as extra support as we work toward providing reliable, environmentally sensitive and efficient Water and Wastewater services for the people of the CNMI at the lowest reasonable cost while providing safety to the employees and community.

Thanks again,

Travis Spaeth P.E.
CUC Operations Engineer

rec'd
2/4/11



Commonwealth Utilities Corporation



February 18, 2011

Mr. James Watts
Hawaii Rural Water Association
National Rural Water Association
Water/Wastewater Circuit Rider
55 Manino Circle
Kihei, Hawaii 96753

Ref. No.: 02-11-041

Dear Mr. Watts:

The Commonwealth Utilities Corporation (CUC) of the Commonwealth of the Northern Mariana Islands (CNMI) wishes to extend our thanks for your work in our region during your team's recent trip to the CNMI. Some of this work included direct contact with CUC water operators on Tinian and also a weeklong operator's water distribution class that was coordinated with the CUC office in Saipan.

We see the direct benefit of having Hawaii Rural Water Association (HRWA) in a continued relationship with CUC, as this training will help keep CUC staff up-to-date with compliance, operational and safety issues in the water and wastewater industry. We envision HRWA's continued support in providing technical assistance and capacity building to our many water/wastewater staff and operators at CUC.

We look forward to future visits from your staff and look forward to scheduling your next visit to the CNMI.

Sincerely,

ABE UTU MALAE
Executive Director