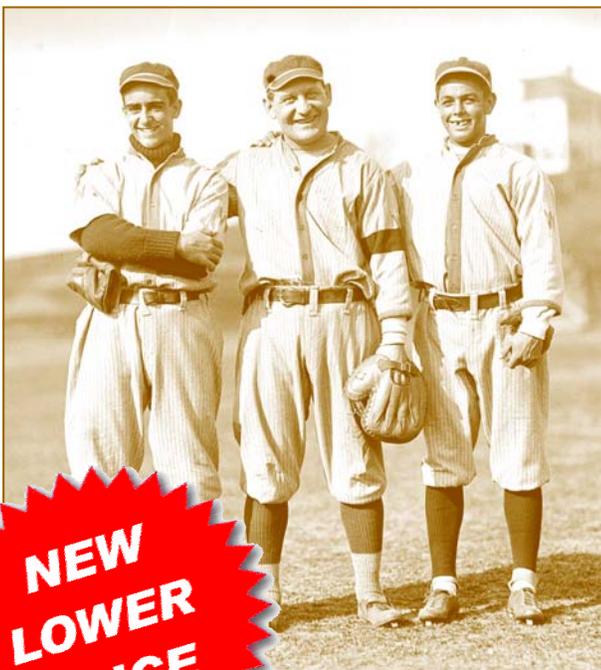


IWQA CONVENTION AND TRADESHOW

Courtyard Marriott
1150 S. Harrison Street
Ft. Wayne, IN

June 26-27, 2014



**NEW
LOWER
PRICE**

IWQA BOARD IMPLEMENTS MAJOR REDUCTION ON ANNUAL CONVENTION PRICING

I congratulate our Board of Directors in continuing to take aggressive moves to insure that IWQA provides its members with services that they cannot get anywhere else for the value.

The IWQA Board understands that one of the most important services that it can provide to the membership is to sponsor an Annual Convention and Trade Show where there are numerous networking and educational opportunities for IWQA Members. The best way to assure this is to do everything that is possible to have a good attendance at the Show.

The Board's latest decision was to implement a major reduction in the Convention fees, setting them as low as possible, so that it is affordable for every member to attend. This cost savings should encourage members to not just send one representative to the Convention, but to be able to afford to have multiple representatives in attendance.

Please note the new pricing structure on Page 4 of this publication. **With this pricing, you can't afford not to attend!**

To our Exhibitor/Associate Members, the Board has done the same for you. Our Exhibitor pricing has been significantly reduced as well.

So this year's Annual Convention and Tradeshow offers great educational seminars, including the WQA CWS Test Preparation Course. There is fun and social time offered with the TinCap's ballgame and our annual golf outing. In addition, there is plenty of business networking time as well.

Come to the Annual Convention and Tradeshow to learn, network and have fun at a great value.

One additional note, if you are not currently an IWQA member, make the investment now. By joining now, you get the Convention member discount. You are also supporting your industry association in its efforts to represent your interests.

Bob Pope
Executive Director



OSHA Takes a Stand on Texting While Driving

I have spent quite a bit of time over the past several months talking about heat stress and the General Duty Clause. What does that have to do with texting while driving – four words – The General Duty Clause. Most employers get so caught up in worrying about compliance with specific safety standards that they sometimes lose sight of the fact that they are responsible for providing their employees a place of employment free of all hazards. Yes, I know the General Duty Clause say “recognized” hazards; but let’s be realistic. If there is an obvious hazard in the workplace to which your employees are exposed, you are going to have a hard time convincing OSHA that you did not consider it a hazard. This is especially true in the case of something that has been in the forefront of the news as much as texting while driving.

OSHA has stated that it will consider an employer to be exposing its employees to a recognized hazard concerning texting while driving if the employer:

- Requires workers to text while driving,
- Creates incentives that encourage or condone texting while driving and/or
- Structures the work so that texting while driving is a practical necessity.

Right now you are saying to yourself, I am fine because I don’t do any one of those three things. You might be right, but are you? How much do you know about how your managers incentivize those who work for them to work above their potential with positive or negative incentives? Perhaps not every day, but are there any days when the only way to get all the work done is to communicate while traveling? Unless you are absolutely sure that you can answer these questions correctively you are at risk. Even if you feel that you can, what would your employees say to an OSHA compliance officer during a confidential interview?

OSHA expects you to have distracted driving policy as part of your safety program and to train you employees with regards to distracted

driving. Your distracted driving program should have five components:

- You should prohibit texting while driving.
- You should establish work procedures and rules that do not make it necessary for workers to text while driving in order to carry out their duties.
- You should set up CLEAR procedures, times and places for drivers’ safe use of texting and other technologies for communicating with managers, customers, and others.
- You should incorporate sage communications practices into worker orientation and training.
- You should eliminate financial and other incentive systems that encourage workers to text while driving.

OSHA has announced that it is prepared to act quickly when it receives a credible complaint that employees are required to text while driving, either directly or indirectly. If the OSHA investigation bears out the complaint a citation will be issued, and I would expect that such a citation would be serious. In addition I fully expect compliance officers to review contractor safety programs to determine if the program contains material and training on distracted driving. The absence of such material may well result in serious citations.

This should not be too difficult a program to institute. But, be sure you do more that add a page or two to your safety program. Be sure to do the training and also be sure that you enforce the rules you establish. Finally, this program should not stop a texting while driving. Your program on “Distracted Driving” should cover anything else an employee might feel inclined to do while they are behind the wheel on company business.

QUESTIONS?

As a DBX Member, you can use your Legal Services Plan. Just contact Attorney Gary Auman at

937-223-6003 for your FREE monthly consultation.





Thursday, June 26, 2014

- 7:00 a.m. - 10:00 a.m. Registration Open (**Courtyard Marriott**)
8:30 a.m. - 12:30 p.m. WQA Certification Exam Preparation Course
1:30 p.m. - 4:30 p.m. WQA Exam
7:30 a.m. - 9:00 a.m. IWQA Board of Directors Meeting
10:00 a.m. - 3:00 p.m. Golf Outing at **Donald Ross Golf Club**
7102 S. Calhoun St., Ft. Wayne, IN

4:00 p.m. - 4:30 p.m. Vendor Tabletop Set-Up
(**Courtyard Marriott Patio Area facing Parkview Field**)

There will be an indoor location in case of inclement weather. This will be casual with signage and business cards. Each Vendor will be provided with large, custom signage with their logo and product details included.

4:30 p.m. - 7:30 p.m. Tabletops and Ballgame Buffet

7:05 p.m. Ft. Wayne TinCaps vs. Dayton Dragons
Guests have the option to stay in the Marriott Patio area during the game or walk over to their assigned seats in Parkview Field.



Friday, June 27, 2014 (**Courtyard Marriott**)

- 7:00 a.m. Registration Opens and Vendor Set-Up
7:30 a.m. Breakfast Buffet
8:00 a.m. - 8:30 a.m. Annual Membership Meeting
8:30 a.m. - 9:15 a.m. CFO - Financial Basics with Larry Herrmann of Paradigm Management Corp.
9:15 a.m. - 9:30 a.m. Break
9:30 a.m. - 10:15 a.m. New Product/Chemical Labeling and How It Affects Dealers with Kristin Eby
10:15 a.m. - 11:00 a.m. The Do's and Don'ts of Transportation of Chemicals in Company Vehicles with Kristin Eby
11:00 a.m. - 11:15 a.m. Break
11:15 a.m. - 12:00 p.m. UV Systems
12:00 p.m. Exhibitor Tear-Down

- I am a Dealer
- I am a Manufacturer/Supplier and have included or will send a digital copy of our logo for pre & post-event promotion and recognition signs at the event



Company Name _____

Company Address _____

City, State & Zip _____

Phone & Fax _____

Email _____

Attendees _____

- ~~\$400~~ **Tabletop Exhibitor For Members (Includes Custom Signage) NOW ONLY \$125.00!**
Includes 1 Registration, 6 ft. Draped Table, 1 Ballgame Ticket, Buffet Dinner & Beer, Friday Breakfast & Seminars
- ~~\$500~~ **Tabletop Exhibitor For Non-Members (Includes Custom Signage) NOW ONLY \$225.00!**
Includes 1 Registration, 6 ft. Draped Table, 1 Ballgame Ticket, Buffet Dinner & Beer, Friday Breakfast & Seminars
- ~~\$185~~ **Additional Exhibitor Representative NOW ONLY \$90.00!**
Price per additional Exhibitor Rep. includes 1 Registration, 1 Ballgame Ticket, Buffet Dinner & Beer, Friday Breakfast & Seminars
- ~~\$525~~ **Non-Exhibiting Manufacturer/Supplier Members (per person) NOW ONLY \$250.00!**
Includes 1 Registration, 1 Ballgame Ticket, Buffet Dinner & Beer, Friday Breakfast & Seminars
- ~~\$60~~ **Thursday Baseball Game Only for Spouse or Child NOW ONLY \$30.00!**
1 Ballgame Ticket, Buffet Dinner & Beverages
- ~~\$95~~ **Thursday Golf Only NOW ONLY \$65.00!**
Includes Lunch, 2 Beverage Tickets, Golf Prizes and 1 Golf Registration
- ~~\$185~~ **Dealer Registration for Members NOW ONLY \$125.00!**
Includes Tabletop Admission, 1 Ballgame Ticket, Buffet Dinner and Beer, Friday Breakfast & Seminars
- ~~\$235~~ **Dealer Registration for Non-Members NOW ONLY \$150.00!**
Includes Tabletop Admission, 1 Ballgame Ticket, Buffet Dinner and Beer, Friday Breakfast & Seminars
- Additional Dealer Registration from the Same Firm ONLY \$90.00!**
Includes Tabletop Admission, 1 Ballgame Ticket, Buffet Dinner and Beer, Friday Breakfast & Seminars

Total Due: \$ _____

Payment Information

- Check to IWQA Visa MasterCard AmEx Discover



Card Number _____

Name on Card _____

Expiration Date _____ Billing Zip code _____



Company Name

All sponsorships will include pre & post-event recognition as well as onsite event signage!*

Golf Outing Sponsorships:

- \$75 Hole
- \$100 Closest to the Pin
- \$200 Beverage Ticket
- \$100 Longest Drive
- \$100 Longest Putt
- ~~\$200 Box Lunch~~ **SOLD**



Convention Sponsorships:

- ~~\$150 Nametag Sponsor~~ **SOLD**
- \$200 Breakfast Buffet Sponsor
- \$200 Ballgame Buffet Sponsor
- \$200 Ballgame Beer Sponsor
- \$150 Seminar Handout Sponsor
- \$150 General Event Sponsor



Return Fax: (937) 278-0317 or mail: IWQA, 2077 Embury Park Road, Dayton, OH 45414
Questions? Contact Rachel at rpinkus@assnsoffice.com

HOTEL ROOM RESERVATIONS:

Just call the Courtyard Marriott in Ft. Wayne at 1-866-704-6163 and tell them you are with the Indiana Water Quality Association.

This will guarantee you the Special Room Rate of \$122.00 per night.

THE CUT-OFF DATE TO RESERVE YOUR ROOM IS: **JUNE 8th, 2014!**

Registration

WQA CWS Test Preparation Course

Thursday, June 26, 2014 • Fort Wayne, Indiana

WQA CWS Test Preparation Course (0.4 CPD)

This exam prep course is a review of the material from the CWS exam study kit. For best results, close reading of all the kit books and materials is strongly recommended prior to attending the course. Course attendance without prior study does not assure exam success. We will be covering highlights on water treatment, contaminants, their origins, chemistries, and treatment technologies.

INSTRUCTOR: The Water Quality Association (WQA) recently promoted Dean Jarog, CWS-VI, to the position of education and professional certification trainer. Jarog, who joined WQA in 2012, had previously served as a laboratory analyst. With 16 years of experience working in research and development for Everpure, Inc., Jarog has trained numerous employees of water treatment product dealers and manufacturers. The trainer position was created to increase WQA's capacity to tailor its WQA educational materials to meet the organizational and business needs of member companies. Jarog will also provide on-site water treatment seminars in support of participating companies' educational and professional certification efforts. Jarog's undergraduate work was in Biology and Chemistry at the University of Illinois in Chicago. He has a Master's Degree in Environmental Engineering from Illinois Institute of Technology, and holds a Level VI certification with the WQA. He has several patents and has done extensive research on carbon and its application to water filtration equipment.

DATES & TIMES

COURSE DATE:
Thursday, June 26, 2014
8:30 a.m. – 12:30 p.m.

EXAM DATE:
Thursday, June 26, 2014
1:30 p.m. – 4:30 p.m.

**Register by mail or fax.
Call the certification
department with inquiries:
630 929 2503**

COURSE LOCATION

Courtyard Marriott
1150 South Harrison Street
Fort Wayne, IN 46802

FEES

PREREGISTRATION:
\$100 WQA/EWQA Member
\$200 Non-member

ONSITE REGISTRATION:
\$150 WQA/EWQA Member
\$250 Non-member

Note: Membership in a state/regional association qualifies for member price. Registration fee does not cover exam fee. See separate Certification Exam Registration Form. Call about discounts for multiple attendees from your company.

INFORMATION (Please print.)

MR. MRS. MS. _____
WQA MEMBER NUMBER

FIRST NAME MI LAST NAME

COMPANY

MAILING ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE

COUNTRY

PHONE FAX

EMAIL

METHOD OF PAYMENT

Check: (payable to WQA)

Charge: MasterCard VISA AMEX Discover

CHECK NUMBER

CREDIT CARD NUMBER EXP. DATE SECURITY CODE

CARDHOLDER'S NAME

SIGNATURE

MAIL OR FAX FEE AND FORM TO:

Water Quality Association • Attn: Certification Department
4151 Naperville Road • Lisle, IL 60532-3696 USA
Phone: 630-505-0160 • Fax: 630-505-9637

A not-for-profit organization

BE SURE TO MAKE A COPY FOR YOUR FILES.

Cancellation Policy: All cancellations must be in writing (signed faxes accepted). Cancellations received after 5:00 pm (CST) of the sixth business day preceding the seminar (e.g. 5:00 pm, Wednesday, for a seminar beginning on Thursday of the following week) and before final day prior to the seminar will be subject to a 20% cancellation fee. No refunds will be given for no-shows or for cancellations received on the day immediately prior to the seminar or the day of the seminar. If WQA cancels the seminar due to low preregistration, fees will be refunded.

CERTIFICATION EXAM REGISTRATION FORM



**IWQA ANNUAL MEETING AND TRADESHOW
FORT WAYNE, IN
COURTYARD MARRIOTT
1150 SOUTH HARRISON STREET • FORT WAYNE, IN 46802**

EXAM DATE TIME:

Saturday, June 26, 2014

1:30 p.m. – 4:30 p.m.

INFORMATION

WQA MEMBER NUMBER _____

- MALE
 FEMALE

CONTACT FIRST NAME _____ LAST NAME _____

COMPANY NAME _____

MAILING ADDRESS _____

CITY _____ STATE/PROVINCE _____ ZIP/POSTAL CODE _____

COUNTRY _____

COMPANY TELEPHONE _____

COMPANY FACSIMILE _____

EMAIL _____

Call for discount information if five or more from the same company attend the same testing session. You may attend either session.

METHOD OF PAYMENT

Check: (payable to WQA Aquatech USA) Check # _____

Charge: MasterCard VISA AMEX Discover

CHECK NUMBER _____

CREDIT CARD NUMBER _____ EXP. DATE _____ SECURITY CODE _____

CARDHOLDER'S NAME _____

SIGNATURE _____

EXAM REGISTRATION FEES

(Select all that apply.)

BASIC EXAMS	(MEMBER/NONMEMBER)
<input type="checkbox"/> Water Specialist (CWS)	\$115 / \$215
<input type="checkbox"/> Sales Representative (CSR)	\$115 / \$215
<input type="checkbox"/> Installer (CI)	\$115 / \$215
<input type="checkbox"/> Certified Contractual Operator (CCO)*	\$115 / \$215

* Preregistration for the Certified Contractual Operator (CCO) for Very Small Systems MUST be received in the WQA office NO LATER than four weeks prior to the exam date in order for the person to be tested at that scheduled session. You cannot register on site for the CCO exam. The CCO exam can only be taken by persons who have already completed all other requirements for the CCO title.

SPECIALTY EXAMS (MEMBER/NONMEMBER)

(to be taken only by currently certified individuals)

<input type="checkbox"/> Deionization by Ion Exchange	\$90 / \$170
<input type="checkbox"/> Disinfection	\$90 / \$170
<input type="checkbox"/> Filtration	\$90 / \$170
<input type="checkbox"/> Ozonation	\$90 / \$170
<input type="checkbox"/> Reverse Osmosis/Ultrafiltration	\$90 / \$170

SUBTOTAL (U.S.) \$ _____

GRAND TOTAL (U.S.) \$ _____

NOTE:

Preregistration Deadline

A copy of this form plus payment must be received by six business days prior to the testing session for all exams EXCEPT the Certified Contractual Operator (CCO) Exam. Registrations received after the preregistration deadlines are subject to the on-site registration fee.

On-Site Registration

An on-site registration fee of \$25.00 is charged for on-site registrations AND all registrations received after the preregistration deadline. Fee must be paid before exam scores are released. WQA DOES NOT GUARANTEE that persons registered on-site can be accommodated for testing.

Refunds

Full refunds are made if the examinee cancels the exam registration by six business days prior to the exam session. NO REFUNDS are given if cancellation is received AFTER the cancellation deadline. NO REFUNDS are given for "NO SHOWS" who don't appear for preregistered exams.

MAIL, FAX, OR EMAIL COMPLETED FORM TO:

Water Quality Association • Attn: Certification Department
4151 Naperville Road • Lisle, IL 60532-3696 USA
Phone: 630-505-0160 • Fax: 630-505-9637
Email: dleblanc@wqa.org

BE SURE TO MAKE A COPY FOR YOUR FILES.



SURVIVING AN OSHA INSPECTION

If you have not felt the brunt of an OSHA inspection recently, chances are you will do so soon. Inspection efforts are escalating! Our firm has been involved in many of them. Often it is a disgruntled employee who brings in OSHA - not the "random" inspection. Also, accidents which find their way into newscasts and newspapers frequently trigger inspections as well. In fact, most police and fire departments now call OSHA while they are on the scene of a job related accident. When OSHA appears, the employer's initial response will determine its success in avoiding and defending citations. **OSHA's first visit after an accident is the most important event in the life of the investigation.** Don't think that you have "nothing to hide." Procedures should be in place for dealing with an inspection. With planning, employers can manage the inspection effectively to minimize work disruptions, present the employer and its worksite in the best light possible, maintain positive employee relations and preserve sound relationships with the government agency. Failing to plan, however, may result in excessive civil penalties, significant abatement costs, criminal prosecutions, negative media coverage, and deteriorating employee relations. Taking effective steps before, during and after a government inspection or investigation is critical to limiting your liability.

Remember that you are entitled to representation in an OSHA inspection and OSHA must give your company a reasonable opportunity to have your safety consultant or OSHA attorney travel to your facility before the inspection commences. Don't be in a hurry to let OSHA into your facility. Some larger clients of the firm have made Compliance Officers ("C.O.") wait as much as two hours for us to arrive - but this is at the outer limits of a reasonable time frame.

When OSHA appears, you have two options - permit the inspection or refuse it. If the inspection is permitted, strict parameters need be set in order to keep the compliance officer from having the opportunity to engage in a fishing expedition for additional violations. Whether to grant access frequently depends upon the facts and circumstances surrounding the citation and the working environment at time of inspection. Generally, however, if the C.O. appears with a proper complaint, he should be permitted to inspect, but only for the item identified in the complaint. The employer's limitations on the inspection should be stated to the C.O. and those limitations should be strictly followed. Remember, OSHA is empowered to expand the inspection scope and issue citations for other violations which may be in plain sight as the C.O. moves between the entrance to the work place and the area of the inspection. Anything seen is fair game! It is so important to limit the compliance officer's exposure that it is not unusual for an employer to cause the C.O. to walk outside and around the facility and therefore enter by a back or side door immediately adjacent to the area of inspection.

An employer has the right to deny access until a search warrant is obtained. Some benefits exist in requiring a warrant - it identifies the scope of the inspection, the time limitations for performing the inspection and gives the employer time to get its house in order before the compliance officer returns with the Court order. Requesting the warrant is most advised, if there are numerous items listed on the complaint or a "wall-to-wall" inspection is intended. Historically, compliance officers are not more zealous about the inspection, when required to obtain a warrant - contrary to what you may think.

Well before OSHA appears, you should establish a protocol for an inspection and designate a team which will be the only individuals interfacing with OSHA. One individual should be designated to keep tight control over the entire process - preferably someone who is not "over talkative."

Stick with the following hints and avoid being overly cooperative or overly communicative (a high level of cooperation won't do anything to mitigate your exposure to liability contrary to what you have heard):

- Designate one safety knowledgeable manager to interface with OSHA now and in anticipation of future visits.
- Consider whether to immediately employ an experienced safety consultant or OSHA attorney to handle the initial inspection and the balance of the matter so as to keep you isolated from being exposed to the C.O. and saying and doing the wrong things. OSHA will wait until your representative arrives, so don't be in a hurry!
- Review C.O.'s credentials and obtain full name and office address.
- Determine if the inspection is caused by complaint, is random or post-accident.

**For Newsletter and Website
Advertising Opportunities
Call Rachel Pinkus
at: (937) 278-0308
or email your request to:
rpinkus@assnsoffice.com**

- Inquire as to the scope of the inspection (specific piece of equipment, area or wall-to-wall) and get a copy of the complaint at the outset and confine the inspection to the items in the complaint.
- If wall-to-wall inspection, consider requiring search warrant.
- If narrow inspection, reach agreement as to approach for inspection and confine the scope of inspection.
- Walk with C.O. (elbow to elbow) through entire inspection.
- Try to postpone employee interviews until you have a thorough appreciation of what occurred, who was involved, what OSHA Standards are applicable and whether your company was in compliance at the time of the accident. Your representative is entitled to brief employees in anticipation of their interviews and this is well worth the time and effort.
- If the C.O. asks what happened – don't guess! – even if you think you know.
- Take pictures of anything OSHA takes pictures of from the same angle and at the same time.
- Provide no unsolicited information and permit no one else to do so.
- Don't provide documentation to OSHA until you and your safety experts have thoroughly reviewed the documentation – consider whether the information can be provided in a form that states the company's position in the most positive light.
- Take minutes/notes regarding everything C.O. does and says, including those to whom he speaks (he has the right to interview employees outside of your presence but you may be present when supervisors are interviewed). Be careful what you write. It is discoverable.
- If C.O. has a video recorder, be cautious that, while it may be pointed to the ground, it is recording audio (a favorite trick).
- Don't take pictures or write emails during or after the inspection that could be used against you – they are discoverable.
- Refrain from having employees write witness statements of events which caused the inspection – these statements are admissible at time of trial and are seldom beneficial.
- A company representative can be present when the C.O. interviews a supervisor and a knowledgeable representative should

always be present and ask for a copy of any written statement taken immediately upon conclusion of the interview – don't let the supervisor sign the statement until you are sure it properly states the testimony of the supervisor.

- Limit a C.O.'s conversation with employees at their work stations and don't permit the employees to group themselves around the C.O. to engage in group discussions.
- Avoid reenactment of accidents and merely permit the C.O. to review the normal operations.
- Take thorough notes at the “closing conference” when the C.O. reviews his findings – an experienced attorney skilled in OSHA defense should be present if it is a significant matter such as a fatality.
- Determine whether to contest any citation based upon the costs involved, the penalty amount, the severity of the citation, the precedent set, the ability to abate the alleged violation (time and method), likelihood of future violations and the impact on other possible collateral litigation. An informal settlement conference is available at OSHA's offices but seldom beneficial.

Remember, that almost always a company can receive a substantial reduction in the monetary penalty imposed but the real consideration is whether by settling the case you are agreeing to change your methods of operation in some fashion which will, at least, be expensive or, at most, be totally impractical and substantially impede effective and economic production. Don't measure the success of the outcome of the investigation by the number of dollars that the penalty has been reduced, but instead by how the agreed to abatement efforts do not impede your normal operations. Also, other types of civil court actions and administrative proceedings may arise out of the accident and OSHA's documentation will be discoverable.

OSHA's enforcement activities have changed dramatically in the recent years and your approach to dealing with the agency needs to be reconsidered, if you are to survive an inspection. Few attorneys and consultants are adequately equipped to deal with safety issues, especially when there are serious accidents. Take the time now to consider how you will approach an inspection before your day comes.

For further information utilize your Legal Services Plan and contact Bob Dunlevey, Dunlevey, Mahan & Furry at (937) 223-6003.





WQA Announces Changes to Professional Certification Scheme

Lisle, Illinois - In coordination with the unveiling of its new Modular Education Program (MEP), the Water Quality Association is proud to announce some important changes to its professional certification scheme.

Beginning in March 2015, WQA will offer two advanced-level certifications—Master Water Specialist and Master Service Technicians—and four core titles, Certified Water Treatment Representative, Certified Water Specialist, Certified Installer and Certified Service Technician.

While the title will live on, the Certified Water Specialist (CWS) designation will cease to exist in its current form. Certified professionals holding the titles of CWS-V and CWS-VI will be redesignated as Master Water Specialists, and professionals holding the titles of CWS-I, CWS-II, CWS-III and CWS-IV will be redesignated simply as Certified Water Specialists. All Certified Water Specialists will be able to work through the advanced curriculum of the new MEP program to achieve the Master Water Specialist title.

Individuals currently holding the Certified Installer (CI) designation will retain that title. They will also have the opportunity to progress to the level of Certified Service Technician and subsequently to the Master Service Technician level.

Individuals currently holding the Certified Sales Representative (CSR) title will be redesignated as Certified Water-Treatment Representatives (CWRs). Certified professionals may also pursue any other core certification title through the MEP.

Through the MEP, WQA will offer a variety of educational pathways designed for non-technical office staff, sales and marketing personnel, equipment installers, service technicians and system designers. Upon completion of any education pathways, the learner will receive a certificate of completion, which differs from a title-bearing certification.



Dr. Tanya Lubner

Beginning March 2015, to become eligible for certification, all non-certified enrollees will be required to complete the foundational learning activities, which consist of the Basics curriculum badge followed by the Fundamentals curriculum badge. Once the Fundamentals badge is achieved, the learner may proceed to the core material, where they can choose from four different certification paths, including:

- 1) The **Certified Water Treatment Representative** path, which is appropriate for office staff, sales and marketing personnel;
- 2) The **Certified Water Specialist** path, which is intended for system specifiers and designers;
- 3) The **Certified Installer** path, which is geared toward equipment installers; and
- 4) The **Certified Service Technician** path, which is intended for service technicians.

After achieving the core-level certification, Certified Water Specialists may go on to earn the Master Water Specialist designation while Certified Service Technicians may pursue the title of Master Service Technician.

“These fundamental changes to how WQA educates and certifies professionals were made with the input of numerous volunteers and a top learning design firm,” explains Tanya Lubner, Ph.D., WQA director of education and professional certification. “We wanted to provide training options for a variety of different types of employees, regardless of whether they plan to pursue certification, while also reimagining our certification structure to mirror the precise training needs of the companies we serve. We feel our new programs will provide even more value, both to the learner and his or her employer.”

Questions about the new MEP and professional certification structure may be directed to the WQA Education Department at 630-505-0160.

WQA is a not-for-profit trade association representing the residential, commercial, and industrial water treatment industry. To best serve consumers, industry members and government officials, WQA has an ongoing dialogue with other organizations representing all aspects of the water treatment industry. Since 1959, the WQA Gold Seal certification program has been certifying products that contribute to the safe consumption of water. The WQA Gold Seal program is accredited by the American National Standards Institute (ANSI) and the Standards Council of Canada (SCC).



SAVE THE DATES!

2014 WQA Mid-Year Leadership Conference

September 9-11, 2014

Williamsburg Lodge
Williamsburg, VA

2015 WQA Aquatech USA

April 20-24, 2015

Las Vegas, Nevada

Hard facts about 6 common water-softening myths

David Perry, Executive Director of the Arizona Water Quality Association

Myth No. 1: You can soften water with a salt-free system. That is just not possible. Systems that say they are no-salt softeners are actually just scale inhibitors. Some can decrease the scale inside appliances; some will hardly affect that scale at all. These alternative treatment firms may use magnetic, catalytic, electric or electro-dialysis equipment. Most of these firms offer no independent confirmation that they can remove calcium or magnesium ions from water or reduce scale formation. Often these systems are coupled with a carbon filter to make drinking water taste better. But the best way to reduce hardness in water is by installing an ion-exchange softener. It will remove hardness — the scale-forming calcium and magnesium — by replacing it with sodium chloride or potassium chloride.

Myth No. 2: By removing dissolved solids from water you will deprive your body of healthy nutrients like calcium and magnesium, prevalent in hard water. The problem with that argument is that the calcium and magnesium in your water are in an inorganic form that your body cannot digest in the way that it can the minerals in your food or dietary supplements.

Myth No. 3: Softened water leaves a film on your skin because something has been added to your water. It's true that your skin will feel softer and less dry after a shower in softened water because your natural body-moisturizing oils are better able to reach your skin's surface. In addition, those soaps, shampoos and shower gels will suds up faster. After your shower in soft water, you are actually much cleaner than when you shower in hard water.

Myth No. 4: Softeners add extra salt to your water. That is not really happening because the softening process is an ion-exchange system that removes the salts holding the calcium and magnesium and replaces them with other salts. You're not really adding to the total salt level in your water. By comparison, an 8-ounce glass of Coca-Cola has 30 milligrams of sodium while an 8-ounce glass of softened water has less than 12.5 milligrams. According to the Centers for Disease Control, a typical 1-ounce slice of bread has between 80 and 230 milligrams of salt, depending on the brand.

Myth No. 5: Drinking water purified in a reverse-osmosis system or in a distiller will leach essential minerals from your body. This old and untrue story can be found all over the Internet. Nothing is purged from your body by drinking filtered or distilled water, according to Perry. The EPA actually advocates use of reverse osmosis to remove some substances from drinking water. Generally, you should also avoid any company that uses scare tactics regarding the safety of your municipal drinking-water supply.

Myth No. 6: Water from a reverse osmosis system or a distiller **will be acidic. RO/distilled water does have a lower pH level. That's because these systems remove dissolved bicarbonate solids but not acid-producing carbon dioxide. Without the bicarbonates to neutralize it, there is carbonic acid in the RO water. But it is not a health concern, nor will it endanger your water pipes. Although the pH level of untreated tap water will be about 7; the level of RO water is about 6. Soft drinks and sports drinks typically have a pH of 2.5; orange juice is at 3 pH; and coffee is at 4 pH. We drink all these beverages all the time without major problems.**



Indiana Water Quality Association

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MEMBERS and BELONGERS

Are you a lively member
Or do you just belong;
Do you merely wear a button
Just to join the throng?
Come up to the meetings
Join in friendly greetings,
And show you are a member
Just to help the work along.
Don't be just a joiner,
But work with hand and heart
To show you are not a slacker

And glad to do your part.
Visit the sick and needy;
It will come back two-fold.
Workers of this caliber
Are worth their weights in gold.
Don't be just a dead timber,
But work in association's hive;
Don't say you haven't got the time,
Help keep the association alive;
For you will pass away some day

