

News and Information from ESG Operations, Inc.



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We are here to serve you. If you have any questions regarding our services, please feel free to contact us at (678) 475-9212

**CORPORATE PROFILE**

ESG Operations, Inc. was established in 2003, and is one of the nation's fastest growing utility and public works management companies. ESG provides operations, maintenance and management of utility and public works systems along with a wide range of engineering consulting services .

**Our goal is to make a measurable difference in every community in which we provide services.**

# The Clarifier

## Waycross Assistant Project Manager Jeff Buchanan Called to Active Duty

Jeff Buchanan, who serves as Assistant Project Manager for ESG/Waycross, Georgia, recently received news that he is being deployed overseas. We recently caught up with Jeff to get his thoughts and feelings as he prepares to depart.



**How long have you been a member of the National Guard?**

20 years

**Do you know where you will be going and for how long?**

December 5th I will be going to Camp Shelby, Mississippi for 3 months of pre-deployment training, and will be in-country in February.

**Were you surprised to be called up for active duty?**

Yes and No. Hard to believe I actually got called up, but not surprised, because other units were being activated.

**How is your family taking your assignment?**

I have 2 boys, (12 and 15 years old) the youngest was very upset, but both are making the adjustment now of Daddy leaving.

**Do you know what unit you will be assigned to?**

Troop B, Special Troops Squadron, 278th Armored Cavalry Regiment

**What do you think you will miss most?**

FAMILY & FOOD!!!

**Is there anyone else from your home area that received notice for duty?**

No, I do not know of anyone else that I know personally going over right now.

**Where do you report first, and then when will you actual go overseas?**

After the 3 month training, hard to say, I heard mention of Iraq, Kuwait, Afghanistan...I really don't know at this time.

► **Turn to Page 7 inside** for more of our interview with Jeff Buchanan and other Project News from ESG/Waycross.

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# Driver Behavior, Distractions and Accident Factors

It is common knowledge a distracted driver is more likely to be involved in an accident, but how much more likely? According to the National Highway Traffic Safety Administration – **DRIVER INATTENTION IS THE LEADING FACTOR IN MOST ACCIDENTS AND NEAR ACCIDENTS.**



Nearly 80 percent of accidents and 65 percent of near-accidents involved some form of driver inattention within three seconds before the event. Primary causes of driver inattention are distracting activities such as cell phone use, inattention, misdirected attention, and drowsiness.

In a study supported by the National Highway Traffic Safety Administration, the behavior of drivers of 100 vehicles equipped with video and sensor devices was tracked for a full year. During that time, the vehicles were driven nearly 2,000,000 miles yielding 42,300 hours of data. The 100 vehicles were involved in 82 accidents, 761 near crashes, and 8,295 critical incidents.

**Why were 100 vehicles involved in 82 accidents?** Not surprisingly. . .

- Distracted driving was the leading cause. The most common distraction for drivers is the use of cell phones. Interestingly the number of crashes and near-crashes attributable to dialing was nearly identical to the number associated with talking or listening. Dialing is more dangerous but occurs less often than talking or listening.
- Reaching for a moving object increased the risk of an accident or near-accident 9 times; looking at an external object by 3.7 times; reading by 3 times; applying makeup by 3 times; dialing a hand-held device (typically a cell phone) by almost 3 times; and talking or listening on a hand-held device by 1.3 times.
- Drivers who frequently conduct distracting activities are more likely to be involved in inattention-related accidents or near accidents.
- Drowsiness was also a significant problem that increased a driver's risk of an accident or near-accident – these drivers were four (4) times more likely to be involved in an accident.

Think about your favorite sport or hobby—**what happens when you lose focus?** Your opponent scores, your project is ruined or damaged, etc. The same theory applies to driving, except the stakes are much, much higher —losing your focus drastically increases your likelihood of being involved in a motor vehicle accident, serious injury, legal action, and even fatalities.



**Stay safe**—avoid common driving distractions such as cell phone use, reaching, driving drowsy and stay focused on the task at hand—**driving.**

## Project News and Recent Highlights

### OPELIKA, ALABAMA

# TEAM OPELIKA

CONTINUING TO MAKE A DIFFERENCE



## NEW State-of-the-art Sportsplex and Aquatics Center ESG Prepares for Expanded Role with the City of Opelika

As announced in the Summer issue of *The Clarifier*, Team Opelika is gearing up for an expanded role with the City of Opelika as the city prepares for the grand opening of the new state-of-the-art Sportsplex and Aquatics Center. This magnificent 32 million dollar project is the largest project in the City's 154 year history. The 75,000 square foot facility, constructed on 76 acres, contains racquetball courts, indoor heated pool, indoor walking track, double gym, aerobics room, cardio room, weight room, 5 lighted soccer fields with two control building and restrooms, walking trails, amphitheater and lake. A unique feature of the facility will be the Adult Activity Center which is a 6,000 square foot addition to the sports and recreation center which features a computer lab,

a media center, a game room, a warming kitchen and a 5,000 square foot common area.

Team Opelika will be responsible for maintaining all of the physical structures as well as all of the landscaping for the new facility. Within the next 30-45 days, ESG will begin hiring new associates to assist with Team Opelika's expanded role with the city. **Project Director Mike Hilyer** and his team are currently in the process of purchasing the \$144,000 in equipment that will be needed to handle the day-to-day operations of the Sportsplex and Aquatics Center. A Grand Opening and Ribbon Cutting Celebration was held Sunday, September 20.

## Opelika's Surplus Sale Fund Enables Team Opelika to Purchase Needed Tools

**As the City of Opelika approaches the end of their fiscal year,** Team Opelika is busy completing last minute projects that have been funded in this year's budget. Also, each year at this time Team Opelika goes through the process of purchasing small tools needed for the Project using the proceeds from the Surplus Sale Fund. It is a long and tedious process of quotes and pricing in order to get the very most from the funds available, but it is well worth it. This year ESG/Opelika was able to purchase \$13,380.00 in small tools!

## *Congratulations*

- To **Percy Marks**, Cemetery Superintendent at Team Opelika, who was married on August 29, 2009. Congratulations, Percy!
- Ashley Thomas, the daughter of **Melvin Thomas** of Team Opelika, was recently honored by the City of Opelika. Turn to Page 4 to read more about this remarkable young lady. Congratulations to Melvin and the entire Thomas family.



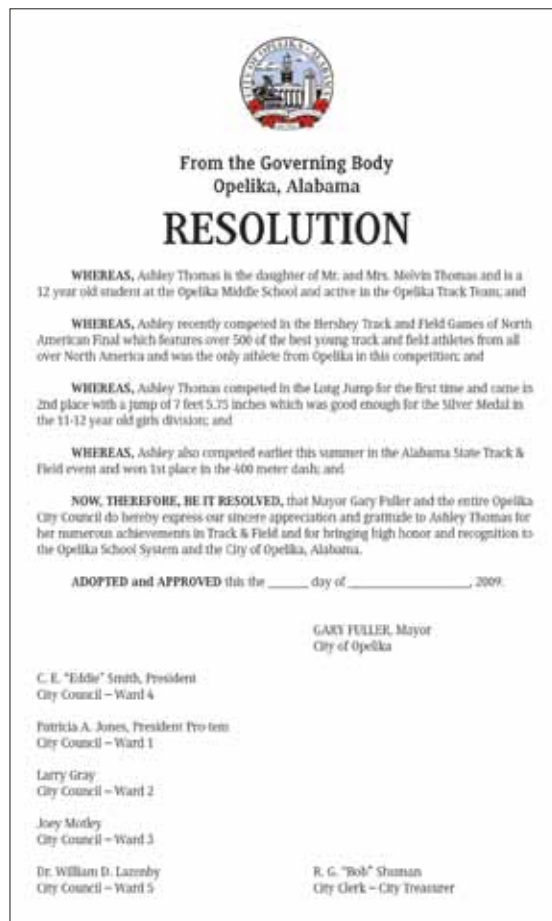
# Project News and Recent Highlights

## more from Team Opelika

**Opelika athlete competes with over 500 of the best young track and field athletes in North America**

## Ashley Thomas Competes in the Hershey Track and Field Games

**Twelve year old Opelika Middle School student, Ashley Thomas,** is a stand out young athlete. Recently, Ashley (who is the daughter of Mr. and Mrs. Melvin Thomas) competed in the Hershey Track and Field Games of North American Final which features over 500 of the best young track and field athletes from all over the United States. Ashley was the only athlete from Opelika in this competition. She competed in the Long Jump for the first time and came in 2nd place with a jump of 7 feet, 5.75-inches which was good enough for the Silver Medal in the 11 to 12 year girls division. Earlier this summer Ashley also competed in the Alabama State Track & Field event where she won 1st place in the 400 meter dash.



**Recently Opelika Mayor Gary Fuller and the Opelika City Council** recognized Ashley for her outstanding achievement in track and field with a Resolution from the City and recognition at a City Council meeting. The ESG family joins with the City of Opelika in congratulating Ashley on this high honor.



**Mayor Gary Fuller and the Opelika City Council** recognize Ashley Thomas on her outstanding achievements in Track & Field, as well as for bringing high honor and recognition to the Opelika School System and the City of Opelika. Ashley is a student at Opelika Middle School and a member of the Opelika Track Team.

*In the photos above Mayor Fuller presents a framed Resolution to Ashley who is pictured with her parents, Mr. and Mrs. Melvin Thomas, and ESG/Opelika Project Director Mike Hilyer.*

## TUPELO, MISSISSIPPI



## Project Manager Chris Holloway and ESG/Tupelo Team are proud to serve the City of Tupelo

**The ESG/Tupelo Team is proud to serve the citizens of Tupelo, Mississippi.** Recently Project Manager Chris Holloway hosted a dinner for Tupelo's city leaders. ESG is proud to welcome new Mayor Jack Reed and City Council members—Markel Whittington, Fred Pitts, James (Jim) Newell, Nettie Davis, Jonny Davis, Mike Bryan and Willie Jennings. ESG/Tupelo looks forward to working with these city leaders in the days ahead.



Meet Tupelo Project Manager Chris Holloway



Safety Meeting at ESG/Tupelo—pictured Barry West, Linda Tutor, Ben Barton, Bobby Hall, Gerald Hamblin, Roy Myers, Christopher Holloway and Chris Holloway



Clarifier—150 feet

## Project Goals Underway at Tupelo

- Finalize Permit Renewal—which is almost completed
- Clean up underway at major pump station
- Clean up continues at Central Pumping Station
- Cross training for ESG/Tupelo Associates
- Several associates are completing wastewater certification requirements
- Continue to build strong relationship with Tupelo City Leaders.



Pump #1 RAS Pumps

# Project News and Recent Highlights

## ROCKDALE COUNTY, GEORGIA

### Rockdale Project Awarded Three New **Special Projects** for the County

The ESG/Rockdale Project was awarded three new special projects to perform for the County:

- Oversee the completion of a Local Limit Evaluation for the Rockdale County Wastewater System.
- Installation of Poly Aluminum Sulfate (PAS) and Magnesium Hydroxide chemical feed systems for the removal of phosphorus at both the Honey Creek and Scott Creek Wastewater Treatment Facilities.
- Rockdale County continues to benefit and rely on their partnership with ESG Operations, Inc. to implement solutions for their wastewater system.

### **ESG Implements Innovative Effort to Aid in Sludge Disposal which Represents Significant Savings to County**

The ESG Rockdale Project has purchased a Semi-Tractor Truck to be able to utilize Semi-Trailers for sludge removal at the Almand Branch Wastewater Facility. The semi-trailers will replace the use of smaller roll-off sludge boxes and will bring a **substantial cost savings** to the County in sludge disposal.

### ESG Continues to be a **Solutions Provider**

Some upcoming out-of-scope projects for the Rockdale County Project include:

- ESG will be installing temporary tanks and pumping systems in order to bypass the 900,000 gallon UASB Equalization Tank (EQ Tank). The EQ tank must be bypassed so that the dome cover and some of the glass lined steel panels can be replaced.
- ESG will be coordinating the repair of the roof on the UASB Reactor Tank. The roof has deteriorating support members due to the aggressive nature of the UASB process and is in need of repairs.

## Welcome, New Associate

### **Antoine Joe** Joins Rockdale Team as Operator at the Quigg Branch Wastewater Treatment Facility

**Antoine Joe** was recently hired as an Operator at the Quigg Branch wastewater treatment facility. Antoine has his Georgia Class III Wastewater Certification and 10 years of experience in the industry with both a maintenance and operations background. We are glad to welcome Antoine to the RockdaleTeam.



ESG Associate **William Chase**



ESG Associate **Joseph Deputy**

## CERTIFICATION NEWS at ESG/Rockdale

- **William Chase**, Operator in Training, received his Georgia Class III Wastewater Certificate.
- **Joseph Deputy**, Mechanic, received his Georgia Class III Wastewater Certificate. Congratulations on your hard work and dedication.

## A Special Word of Thanks and Appreciation

Special thanks to everyone for your thoughts and prayers for **Becky Alexander**, Office Manager at the Rockdale Project. Becky is recovering well from her accident and we are glad to have her back and on the mend.



## WAYCROSS, GEORGIA



### more from our cover story

Assistant Project Manager **Jeff Buchanan** will be spending 2010 on a scenic vacation overseas, compliments of the United States Army. He will be deployed with the 278th

Armored Cavalry Regiment as a Communications Team Chief beginning in December.

When we recently talked with Jeff we asked him one final, important question as he prepares to leave family, friends and ESG and head to Iraq...

### Is there anything you can think of that ESG can do for you?

*ESG has been extremely helpful. Everyone has been so great just with the calls and e-mails. I may be able to get internet in the field. There is a way to get a service, I need to check it out, but I am pretty sure I can stay in touch by internet.*

Jeff, please keep in touch and let us know how you are doing and where you are. We are grateful for your love for our country and the sacrifice you are making for each of us.

**If you would like to wish Jeff a safe journey**, you may email him at [jbuchanan@esginc.net](mailto:jbuchanan@esginc.net) or send a card or note to:

**Mr. Jeff Buchanan**  
**ESG Operations, Inc.**  
512 Alice Street  
Waycross, Georgia 31501

## More Project News

### FROM WAYCROSS



We have had several projects keeping us busy this period in Waycross. **Marsha Bryson** has been heading up the City's effort to surplus unused and unserviceable items in the warehouse. This project has not only cleared up lots of space, but has generated considerable revenue for the city, which is quite important in this economy. On the city's biannual inventory, Marsha was able to demonstrate a 0.02% variance. This was an exponentially lower percentage of variance than the city operated warehouses, and actually enabled the city to meet its state-mandated inventory accountability number. Many thanks to Marsha for all her excellent work.

We have also brought on a new leachate client at the wastewater plant, Broadhurst Environmental. This will generate significant income for the city, as Broadhurst generates a very large volume of leachate. They also landfill our sludge, so this gives the city a chance to recoup some of this money.

**Wayne Smith** (who works in the laboratory under June Justice) recently passed his Water Laboratory Analyst Certification. Congratulations to Wayne!

**The Fabrication Team** here in Waycross is finishing up with the meter cleaning and rebuilding station, and is preparing to put it in service. This will save thousands of dollars a year in new meter



**Meter Cleaning Table**

purchases. They have also begun fabrication of the biodiesel production unit for the Vidalia project. This equipment will enable Vidalia to generate their own fuel for use in diesel powered equipment.

# Project News and Recent Highlights

## VIDALIA, GEORGIA

### Vidalia's Southside WWTP Featured in Industry Magazine

The City of Vidalia's Southside WWTP was featured in the June 2009 issue of *Treatment Plant Operator* (TPO) magazine as **Top Performer Plant**. The article "From Treatment to Trees" was four pages with photographs of ESG/Vidalia associates, the spray fields, and aeration basins at the plant. The article detailed the water treatment process, the safety program at Vidalia, and how the City of Vidalia and ESG Operations makes safety our personal goal by taking a sound and safe approach to managing wastewater and recycling effluent. The magazine recognized the City of Vidalia for winning the 2008 U.S. EPA Clean Water Act Recognition Award—First Place among Non-Discharge Plants. Congratulations, Team Vidalia, for this significant recognition!



**Conversion to Diesel Lawn Mowers.** Robbie Akins, Paul Pratt and James O'Neal began the conversation in April of this year. Through the support of the City of Vidalia, ESG converted its mowing operation to utilizing diesel powered lawn mowers, with a goal to develop a Bio-diesel program before the end of the year. Early on fuel usage was found to be considerably less—the average gas consumption by mowers last year was approximately 49 gallons a week. The diesel mowers are averaging around 34 gallons a week. With the assistance of Team Waycross, who is fabricating a Bio-diesel processor, the Vidalia project plans to be in full operation before the end of 2009.

**Spencer Ricks** was a presenter at the Vidalia Kiwanis Club meeting on July 21. His presentation included a description of the Southside WWTP and the process for land application.



James O'Neal has received certification in Mosquito Pesticide



Spencer Ricks recently spoke to the Vidalia Kiwanis Club



Mark Durden (left) and Chris Campbell (right)

### PROJECT HIGHLIGHTS from Vidalia

**Mark Durden** and **Chris Campbell** recently attended a workshop sponsored by ITT Flyght in Savannah. Knowledge was gained in the areas of installation, operation, maintenance, and repair of submersible pumps.

Congratulations to these ESG associates for these outstanding accomplishments:

#### New Certifications

**James O'Neal**—Mosquito Pesticide through the Georgia Department of Agriculture. (*James is photographed below left*).

**Frank Landrum**—Wastewater Operator Class II

**Phillip Davis**—Wastewater Operator Class III



Phillip Davis (left) and Frank Landrum (right) recently received Wastewater certifications



### WAKULLA COUNTY, FLORIDA

## Wakulla County Receives Approval for \$2.3 Million for New Solid Waste Transfer Station

**Wakulla County Gets Garbage Funding.** With much help from Project Manager Cleve Fleming's expertise and contacts, Wakulla County has been approved for \$2.3 million dollars of funding for a new solid waste transfer station. Wakulla County Commissioners have signed a letter of intent to go forward with the project. The \$2.3 million includes a grant for more than \$700,000 from federal stimulus money, plus a low-interest loan of \$1.49 million from the U.S. Department of Agriculture's Rural Development program. The new transfer station will include a 70-foot by 80-foot roof-covered tipping floor with covered trailer bay transfer station structure.

**ROW Mowing.** At the request of County Commissioners, ESG Wakulla and the Florida Department of Transportation have been working together to accommodate the growth of the native wildflowers that grow and bloom on Wakulla County's roadsides. ESG Wakulla has reduced the easement footage for mowing and have agreed to not mow the roadsides that have blooming wildflowers. It has been an overwhelming success with both Commissioners and residents alike, who all enjoy the natural beauty.

**Re-naming of Lower Bridge Road.** On Monday, August 3, 2009, road signs were replaced on Martin Luther King Jr. Memorial Road, formerly known as Lower Bridge Road. Commissioner George Green called the road dedication a "very, very happy day" and thanked Cleve Fleming and his crew for getting "right to work" on the name change. The road crew has spent many hours replacing all of the road signs.

### Welcome **New Associates** at ESG Wakulla

**Brian Harvey** is the Engineer Intern and will work side by side with Brent Pell our current Engineer. He is a part-time employee. Brian is married to Samantha and has two children; Landon age 3½ and Madilyn age 1½. He lives in the Crawfordville area and is attending FSU where he will be graduating with a Civil Engineering degree in May 2010. Brian came to ESG through the Workforce program.

**Mike King** recently joined the Wakulla Team to help with the massive mowing of roadsides that ESG Wakulla faces every spring. "He is a conscientious worker who keeps his equipment cleaned and maintained," says Todd Baldwin.

## Spotlight



**Don Kemp**  
**Road & Bridge Supervisor**

**Don Kemp**, aka "Duck", has been with Wakulla County Public Works (now operated by ESG) for the past 33 years. He started working as a laborer and worked his way up to Road Supervisor in 1989. Don is both friend and supervisor to his crew, and has earned all of their respect.

Don prefers to personally handle the "call-outs" during the week and week-ends, so his Road Crew does not miss any quality time with their families. When asked what he likes most about working for the Road & Bridge Department, his reply was "working with the general public".

When Don is not working, he likes to spend his time with his wife of 33 years, Wanda. They both enjoy fishing, slipping off to Biloxi, Mississippi, for a little gambling, and going to a little place in the woods to camp and hunt.

# Project News and Recent Highlights

## WARNER ROBINS, GEORGIA



ESG/Warner Robins Associates recently enjoyed a cookout in appreciation and recognition of their hard work and perseverance.



The refurbishing of Aeration Basin #6 is almost complete

## Project Highlights from ESG/Warner Robins

- Land application approved for the Talton Property
- Aeration Basin refurbishing is completed on Basin #8—and Basin #6 is almost completed; therefore, three out of the 8 basins have now been refurbished.
- Five ESG/Warner Robins associates are scheduled to take their Class III test, both in water and wastewater.
- Hosted the Wastewater Lab for Analyst and Operators instructed by the Georgia Rural Water Association.
- New truck for the Water Department
- We are glad to welcome new associate, **Kristie Kelly**, to the Laboratory Department.
- **Upcoming Project Goals** include completing the Sanitaire Survey deficiencies; Well Assessments with the City's Engineer; Revises Sludge Management Plan to include Wastewater Plant #1 and continue Cross Training in all departments.



## ESG/Warner Robins Family News

- We have two new babies added to the ESG/Warner Robins family—**Scott Willis** (Wastewater Department) is the proud father of a baby girl, and **Tracy Williams** (Water Department) has a new baby boy. Congratulations!



# Project News and Recent Highlights

## PERRY, GEORGIA



*Antwann Fann (left) and Steven Lee (right) were praised by the Mayor and City Council of Perry for their quick response in handling a medical emergency of a local citizen*

## ESG Associates Commended for Assisting a Citizen in Need

In July, while out working, **Steven Lee** and **Antwann Fann** provided help and assistance to a fallen citizen in need of medical attention. They summoned emergency personnel, directed traffic around the victim, and tended to the citizen until EMTs arrived. The Mayor and City Council of Perry praised them for their quick response—and we commend them for helping to “make a difference”!

## FAMILY NEWS FROM PERRY

- **Kelly Riddle** (Line Maintenance Technician) married Sunshine McKelvy on June 20, 2009.
- **William Crowe** (Line Maintenance Technician) married Georgia Payne on July 18, 2009.
- **Chad McMurrian** (Wastewater Operator) married Jessica Williams on July 18, 2009.
- Julian Icard married Tiffany Usher on March 14, 2009.
- **Larry Yockachonis** (Assistant Project Manager) married Cindy Padgett on April 8, 2009.
- Brooke Taylor Pennington (daughter of Administrative Assistant, **Jessica Pennington**) celebrated her first birthday on July 3, 2009. Brooke is pictured here enjoying a birthday celebration!



## other project news

FROM THE ESG/PERRY TEAM

- **WWTP personnel** reviewed and updated the City’s grease trap program, which included the addition of many new customers and increased pumping frequencies. This was done to control the City’s existing grease buildup in the sanitary sewers.
- In an attempt to reduce the City’s unaccounted for water loss, **ESG personnel** have been conducting meter checks and calibrations, and reviewing daily leak reports to notify customers of leaks on their side of the meter. **This has reduced lost water by nearly 50%.**
- **Ryan Bode** passed his Collections State exam in July 2009.
- **Brandon Lewis** passed his Operators Class III exam in July 2009.
- **Line Maintenance** has been really proactive on fire hydrant repairs for the City. At startup, the City had more than 70 hydrants that needed repair or maintenance.



## upcoming project goals

- The ESG/Perry Team will continue to work with the City of Perry to further reduce unaccounted for water loss.
- Work to increase EPD withdrawal limits at water plants to meet future growth of the City of Perry.
- We are currently in the planning stages of building a Line Maintenance Office, workshop and pole barn to store City equipment.
- Upon completion of current phase of construction, begin working with contractors to complete the final stage of construction, upgrading the plant from 3.0 MGD to 4.5 MGD.
- Continue working with Constantine Engineering on the planning and construction of a new sewage pump station, along with sewer pipe lining to reduce inflow and infiltration at the WWTP.
- Develop and implement a City backflow prevention program.





# ESG Operations, Inc. takes great pride in being a 100% American owned and operated company.

An Update from Sean Meyer | Senior Technical Services Manager



## FIELD SERVICES

### Company Programs:

1. **OP10** – Process Modeling and graphing for upcoming awards is available.
2. **GBA** – 7.0 Release coming soon. Becky Alexander from the Rockdale County Project has generously volunteered to help the company cut costs by learning the Crystal Reports program and help build customized reports for all projects.
3. **MS Project** – The Wakulla project is implementing this program to assist in scheduling road grading and right-of-way maintenance. Hopeful outcomes from this program are:
  1. More efficient routing of the graders.
  2. Fuel and maintenance cost savings.
  3. A sense of competition to complete the job the fastest, and always the safest among the group.
  4. Cross training of the grader operators across the routes to ensure all routes are covered when a position is down due to TOWP, illness, or vacancy.
4. **SEMS** – Upcoming Summer Camp release.

### Upcoming Inspections and Awards:

1. **FWPCOA** – Safety Plant of the Year.
2. **GAWP** – Collection System of the Year.
3. **GAWP** – Distribution System of the Year.
4. **GAWP** – Safety Plant of the Year.
5. **GAWP** – Laboratory Plant of the Year

**Server and email** — We have increased the GBA log files being dumped to twice per month to increase speed and keep you from being locked out.

**The GAWP GWEF along with Wastewater and Safety Plant of the Year Committees** are planning to hold various meetings throughout the year at ESG's Macon office in an effort to get the facilities and operators south of the Atlanta Metro area involved in the technical presentations, plant tours, inspections and awards.

**We are currently building the Field Services Directory on the server.** This directory will contain the "PM in a Box," a compilation of plans, processes, and reports for all startup projects.

The directory will also contain a set of "Best Management Practices". The BMP directory will include items that the industry and ESG Projects have found to work the best and that can be shared amongst the group rather than reinventing the "so called wheel" each time a plan or process is needed. We plan for its release sometime in late 2010.

## LABORATORY

- After many months of hard work, the Wastewater Laboratory Manual is set to release next month in October.
- **Cindy Mason** has been selected to be the ESG Company Lab Director.
- We would like to thank the following people for their help with the Laboratory Manual:
  - **Cindy Mason and Delia Spann**
  - **Paula Doughty**
  - **Sharon Kelly**
  - **June Justice**
  - **Derrick Askew**
  - **Jeff Faye**
  - **Todd Baldwin and John Roberts**
  - **Robert Akins**
- Quick glimpse of a few sections:
  - Bound and Numbered Benchbooks
  - SOPs
  - QAQC program
- Available on the server:
  1. Updated CFR access and possible Standard Methods
  2. Recommended laboratory's QA Manuals, NELAP certification, most current DMRQA, and fee schedule
- Laboratory Excellence Assessment
- Chemical Hygiene Plan
- Laboratory Training Program and set of Core Competencies for wastewater laboratory analysts



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