

## Don A. Christiansen Regional Water Treatment Plant Breaks its Own Record!

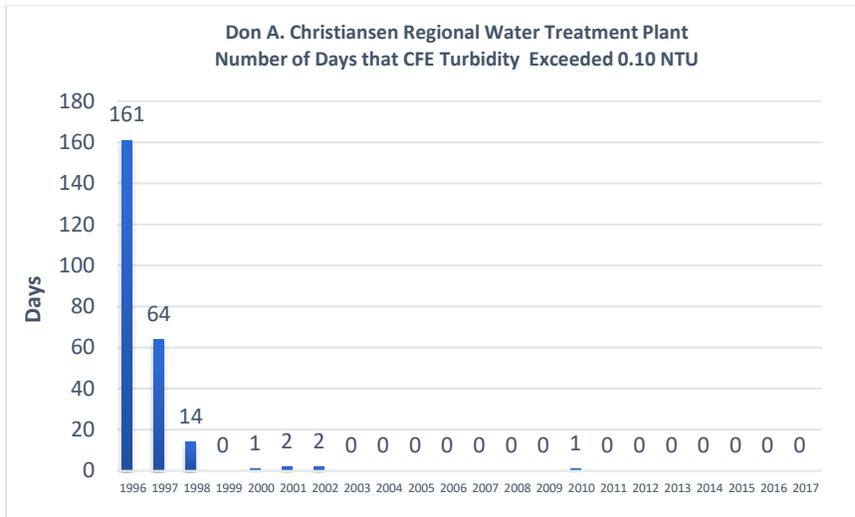
The Don A. Christiansen Water Treatment Plant is nationally recognized for producing some of the best water in the nation through AWWA's Partnership for Safe Water program. It was first recognized with the "Award of Excellence" in 2003 and became the 2<sup>nd</sup> treatment plant in the nation to receive that award. The "Award of Excellence" is based not only on finished water quality, but also by convincing a peer review panel of experts from across the country, through data and narrative, that a comprehensive approach is in place at the plant to prevent a failure that could lead to a contamination event. The "Award of Excellence" is unique because it is not just a one-time award, it is one that is earned and maintained each year by proving that excellence is being maintained.

David Hardy says that the key to this level of sustained performance has been achieved by following a "simple recipe" -- "It begins and ends with people – we hire excellent people – set stringent performance goals – and provide continuous (weekly) training to those people to ensure they have the knowledge skills and abilities to achieve those goals".



From Front to Back: Tony Bradford, Travis Nielson, Brett Barrus, Jon Franklin, Tyler Harvey, Joe Huish, Dave Hardy, Russ Franklin, Brett Taylor and Kurt Myers.

Part of achieving success is setting goals. In 1997 the plant set a goal to maintain finished water quality below 0.10 NTU 100% of the time. The graph below shows the improvement that has happened over the past 21 years. From 2003 to February 3, 2010 (*"Black Wednesday" as the plant refers to it*) the plant had recorded 2781 consecutive days without exceeding their goal. The goal reset and so did the number on the board. On Monday December 18<sup>th</sup> of this year, the plant successfully broke its own record for achieving this remarkable record.



Each night at midnight if the goal is achieved, a magnetic number on the “goal board” is replaced. Also tracked is the greatest number of consecutive days the plant has gone without exceeding this goal.



**The Don A. Christiansen  
Regional Water Treatment Plant**

“It’s All About Water”  
People • Safety • Quality • Integrity

The Don A. Christiansen Regional Water Treatment Plant  
has operated **2782** consecutive days with a final  
effluent turbidity reading below 0.10 NTU.

The Plant Record for maintaining this level of performance is  
**2781** days.

“Water quality doesn’t just happen; it requires constant attention to the water  
and the treatment processes by the Operator in charge of doing so”

Congratulations to the staff at the Don A. Christiansen Regional Water Treatment plant for crossing this milestone and taking so serious their charge to protect public health on a continuous basis!