

# Accurate News

"Accurate News" is a publication of Accurate Labs  
Stillwater, OK 74074

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April-June 2001

## A Funny Thing Happened on the Way to...

I have watched the evolution of Accurate Training Center with great interest. During the last three and a half years I have observed a growth and maturation much like a child's. There is that early period when it had to crawl before it could walk, the first steps, and now it is off and running.

When we first started the center, we had to "guess" at what courses to offer, how many, what curriculum to provide, and how many attendees to expect. Sometimes we were wrong and classes didn't fill up. We offered them anyway, sometimes to as few as three or four people. It was hard to do, but we had a certain sense of faith that we were doing the right thing and that conditions would improve. We felt like it was only a matter of time before ATC was recognized for providing a superior level of training.

Each year we have seen a higher level of interest and attendance. Up until now it has been slow steady growth. Well, a funny thing happened along the way. Suddenly, it seems as though the word is out. The number of calls we get is skyrocketing. Rather than waiting until the last minute to see if a class is going to have sufficient attendance, we are seeing our classes fill up months in advance. Several times lately we have had to find a way to "create" a new class because demand was greater than anticipated. In fact, it has not been unusual for some classes to have twice as many students apply for a reservation as we feel we can comfortably accommodate.

I guess there is good news in this for both ATC and the operator community. Obviously for us it is good to have success and see the center able to carry itself.

Also, for the operators, we have seen a renewed sense that training and education are an important aspect of their careers. The most common complaint before we started ATC was "we aren't learning anything at the classes being offered." The most common now, "you're trying to teach me too much!" That is music to our ears.

Dr. Ali Fazal  
Director

## Time is of the Essence

Often, customers call wanting additional analysis or re-analysis of a sample we received a month or more ago. This can pose a problem when the sample is either out of holding time or has been disposed according to our policy. We attempt to hold samples for 30 days after the report has gone out. The report will be generated within one to ten business days after sample receipt. So, this gives the customer about one month to six weeks to request any analysis on their sample.

Please look at your lab reports as soon as possible after you receive them. This will give you adequate time to request additional testing and allow us to retrieve the sample before it is too late. It is also easier for us to find a sample that has just recently gone to storage...and we appreciate anything that makes our job a little easier!

Ken Crawford  
QA/QC Manager



## Accurate to Increase Some Prices

If there is anything we hate, it is announcing a price increase. We have tried hard to keep prices low by internal efficiency improvements. However, there is a limit to what can be achieved this way. Sometimes external factors are more powerful than all our plans and effort. That has certainly been true this year, with the prices of fuel and lab supplies rising dramatically.

This will be the first price increase we have had in the last three years, with the exception of an increase of two dollars per sample for Bac-T tests last year. We have not changed the price of the majority of our tests. Only about 10% of our price list is affected. We have tried to keep the increases reasonable, but sufficient to keep us from having to raise prices again in the near future. Most customers will probably not even notice there has been a change.

These prices will become effective April 1, 2001. Of course, those customers who have pricing quotes in place will not be affected until those quotes expire. If you have any questions about these changes please do not hesitate to call. We will be glad to discuss them with you.

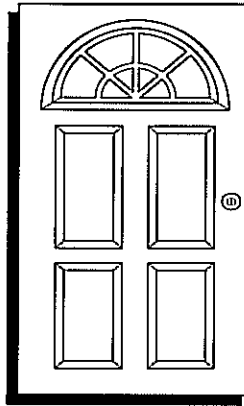
Jane Wheeler  
Office Manager

## Accurate to Have New Home in Tulsa

You may recall, in the last newsletter I told you Accurate was looking for a new facility for our laboratory and training center in Tulsa. I am happy to report we found an ideal building and the purchase should take place just about the time you read this. We will not actually be able to relocate to the new building until late 2001 since our lease on our present site is not up until then and the current tenant of the new building cannot vacate until fall.

Even though this new facility, which is located near 42<sup>nd</sup> and Sheridan in the heart of Tulsa, will not help us immediately, it does allow us to make plans. It also shows our commitment to the Tulsa area. We look forward to being able to expand our services there by late this year. Until then, we will continue to try to upgrade services as much as our current location allows.

Mike Butler  
Tulsa Lab Manager



## New Classes and Renewal Classes At Accurate Training Center

Accurate Training Center has developed some new classes and renewal classes from which everyone can benefit. The new classes include *Activated Sludge, Pretreatment, Aspects of Management, and Math* (Beginning, Intermediate, and Advanced).

The operators can enroll in these classes for a full day with eight hours of credit or a half-day with four hours of credit. A full-day, eight-hour class is \$75 tuition and we take the students out to lunch. We also include refreshments throughout the day. The half-day, four-hour classes are \$50 tuition and include refreshments, but does not include lunch. We recommend enrolling for the full, eight-hour day classes. The operator will gain more benefits from the full day exposure to the material and subject than from the half-day.

The *Activated Sludge and Pretreatment Classes* are very good classes if you work with or need to improve your knowledge and skills with Activated Sludge and Pretreatment Operations. If you are having special Activated Sludge or Pretreatment problems and situations, this is the best time to come to class. We anticipate these two classes

will be real popular. So please do not hesitate to call now to find out more about the classes and to enroll in them.

The "*Aspects of Management*" Class is conducted by George Drye, our Lab Manager. The students will learn about Personalities and Behaviors, Communications and Listening, Delegating, Mentoring, Training, Coaching, and Organizational Politics. This class is a good class for anyone who has supervisors, employees, and / or the public that they deal with on a regular bases. We conducted this class last year with a lot of success.

The *Math Classes* are set up as one-day classes in either water or wastewater operations. The operator has a choice of enrolling in the Beginning, Intermediate, or Advance One-Day Math class in either the Water or Wastewater Operations. These are good classes for those needing to sharpen their math skills for work or preparation for the state exams.

Call Clarke Hodson at 1-800-516-5227 for further information or to enroll in any of the above classes.

Clarke Hodson  
Accurate Training Center

## UCMR Testing Ready to Go

Drinking water systems that serve 10,000 or more are required to begin testing for the Unregulated Contaminant Monitoring List 1 compounds during the 2001-2003 period.

This is a somewhat exotic list of pesticides, herbicides, and other chemicals which have never been monitored before. Data will be collected to decide if these parameters need to be monitored on a regular basis.

Unfortunately, these compounds are not all tested for by a single method. In fact, the 12 compounds are scattered across about half a dozen methods. This means the testing is going to be a little expensive due to the amount of work each sample will require. The low volume requirement (each water plant will require only one or two samples each time) will also make it difficult for labs to offer discounts on these tests. As part of the effort to get ready, Accurate participated in an EPA certification for perchlorate, one of the compounds of interest, and became the *only UCMR certified laboratory in Oklahoma*.

We have received many calls on this subject during the last few months. There is obviously a lot of confusion and lack of information about this program. We have yet to speak with anyone who knew exactly what their plan was and when they would start! Whenever that time arrives, Accurate is ready, able, and willing to perform these analyses. Please let us know if we can help!

Vernon Seaman  
Marketing Manager

## Accurate Training Center Another Successful Year

Accurate Training Center had a very successful year in 2000. We want to thank all the Municipalities, Rural Water Systems, Industries, Businesses, Indian Tribes, and Individuals who participated in our training classes. With out their support we could not provide the quality training though out the year.

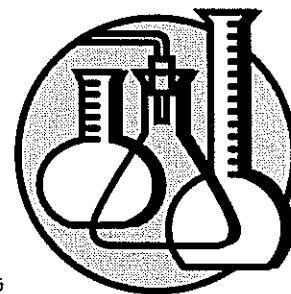
We are looking forward to providing another full year of classes to the operators and personnel in the state of Oklahoma, Kansas, and Arkansas.

Thank you for using Accurate Training Center for all of your training needs.

Clarke Hodson  
Training Administrator

## New TOC Analyzer on Line

Accurate purchased a new TOC analyzer in the last quarter of 2000. It is made by Tekmar-Dohrmann and is called the Apollo 9000. This new instrument, which is now checked out and running, will allow us to provide accurate analysis of both waters and wastewaters from the low ppb range up to the high ppm range. It uses what is referred to as an "Infra red combustion" technique to determine the concentration of organic carbon in a water sample.



This technique does not identify individual organic compounds the way a gas chromatograph can. Instead, it combusts all the organic compounds in the sample and measures the evolved CO<sub>2</sub> that is formed to quantify TOC.

This can be a useful way to estimate potential COD and BOD levels in wastewater. Also, it is imperative to know TOC levels in order to control the formation of disinfection byproducts in drinking water.

Whether your need for TOC analysis is in water or wastewater we can help. Please call us if you would like a quote or more information about this test.

Ricky McIntyre  
Wet Chemistry Manager

## Diazinon Update

Diazinon is found throughout the Southeastern and Southwestern parts of the U.S. according to the EPA. Tests by the National Effluent Toxicity Assessment Center detected Diazinon in 65% of municipal effluents tested, with the highest concentrations occurring in southern states during warm weather months. A wide spectrum organophosphate pesticide, Diazinon is used in commercial and agricultural applications to control insects, nematodes, flies, and as seed treatment. It's also used extensively by homeowners for control of grub worms and fire ants on lawns, as well as general household insect control.

Because the pesticide is used by a variety of potential discharges, Diazinon can enter a WWTP system at many collection points. Storm water inflow and infiltration may also contribute to effluent toxicity levels.

—from "Piperonyl Butoxide as a Tool in Aquatic Toxicological Research with Organophosphate Insecticides" by G.T. Ankley, J.R. Dierkes, D.A. Jenson, and G.S. Peterson. 1991.



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## Activated Sludge and Pretreatment Classes Coming in June

Accurate Training Center is holding Activated Sludge and Pretreatment Classes in June. Both of these classes can be used for renewal hours for ODEQ.

The Activated Sludge Class is scheduled for June 19, 20, 21. This class will be very helpful for those operators who deal with or will be dealing with Activated Sludge.

The Pretreatment Classes is scheduled for June 26, 27, 28. This class is especially informative for those operators and personnel who deal with Pretreatment for Municipalities and / or Industries.

Both of these classes are a "Must" for any wastewater treatment plant operator or supervisor

is \$75 per day per student. Advanced enrollment is required. For more information, please contact Clarke Hodson at Accurate Training Center at 1-800-516-LABS (5227).

JUNE						
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Accurate Labs will pick up your samples along seven statewide routes. Please call.



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