

BlueBits



\$4000 Saved!

A plant Superintendent called USABlueBook searching for two replacement high-end peristaltic chemical metering pumps. The supplier had quoted the two pumps at over \$2000 each, which was rough on his budget.

Kevin Taylor, Product Manager, told him we didn't offer an equivalent, and asked why the current pumps weren't working. The customer said the solenoid diaphragm pumps had a very erratic output from day to day.

After going over his application, Kevin found that his discharge tubing was dripping the liquid into an inlet channel. There was no backpressure at all. Kevin sold the customer two spring-loaded injectors for just under \$100 total.

Two weeks later, the customer and his Director of Operations called. They said that after installing the injectors, the output of their pumps was within 1% from day to day. Kevin's suggestion saved them over \$4000.

The customers really were happy to deal with an operator instead of a salesman that would have just sold them two expensive pumps they didn't need.



News from the Field

Helps you, helps us: a win-win situation

When you receive an order, inside the box you will find one of the cards shown at right. These "How did we do?" cards list a few questions to rate our service to you, and leave space to write any comments you may have.

Please take a few minutes to fill out and return this card, because it is one of the best ways we have to see if we are doing everything possible to help you out. We read every single card we receive, and really enjoy the written responses (and the artwork, too)!

When you fill out a card, please—don't hold back! If you are happy with a particular Customer Service Rep and say so, we always tell them. If you have any trouble with your order, you will quickly receive a call so we can make things better.

Any special requests? Here's your chance to make them!

This card provides a great chance to make requests or suggestions for our catalog. Customers sometimes ask that we carry a particular product that we don't currently offer. If a few people request it, it's likely we'll pick up the product.

It's nice to know so many people appreciate our habit of tossing a few tootsie pops in with every order. We've also had requests ranging from a "Ladies of USABlueBook Calendar" (nope, they'd beat us up!) to beef jerky instead of tootsie pops inside the order box (yes, as a one-time joke).

Chance to win \$50 USABlueBook credit!

Another good reason to fill out the card is we hold a monthly drawing for a \$50 USABlueBook gift certificate. You can't win if you don't return the card!

A few of your comments

We enjoy so many of the responses we receive, it's hard to pick a few. Still, here are some we particularly liked:

"Would have given service rep a 5 but don't want them to get a big head. Thanks for the continual great service."

"I just started a new account and thought it would be a real pain. Boy was I surprised. It was very easy. Thanks!"

"What a cute idea to put the candy in the order! I'm new here and my boss let me open the package because he knew I'd be surprised. I have no influence on where he places orders, but you can bet I'll be smiling next time it's from USABlueBook."



Have a great summer everyone! Get out and enjoy the water!

Summer 2007

News and Bits from
USABlueBook



So, when you receive your order, please return your card. It lets us know what's on your mind, and really does help us to serve you better.



Yikes! It's Inspection Time!

Do you have an upcoming inspection from a State or Federal agency? Staff often wonder, "What are they going to look at?" and, "How can we prepare for the visit?"



USABlueBook now offers a DVD training program on Wastewater Regulatory Inspections that will help you pass your inspection with flying colors.

The first disc follows two training experts on a walk-through of a typical treatment plant. They address plant features and problems that will likely turn up on an official inspection, starting with the headworks and going through plant operations and the laboratory.

The second disc contains the full text of the EPA NPDES Compliance Manual. This includes an EPA-suggested list of plant features and processes included on a regulatory inspection. You can print out this list and use it to make your own evaluation of the listed facilities before the scheduled visit.

Time spent correcting plant equipment and operating problems prior to an inspection could help avoid a lot of explaining later on. You can find the new DVD "Wastewater Regulatory Inspections" on page 1069 of the 118 Catalog.



Ah, the Smell of the Treatment Plant in the Summer...

Summer brings lots of sunshine, warmth, fun—and strange smells at the treatment plant. You don't have to live with it, though. USABlueBook offers a number of ways to clear up any foul odors that may be lingering around.

Masking agents mask the funky odors with a pleasant scent (cherry, pine, etc). Our most popular masking agents are 20-pound deodorant blocks which are air-activated and gradually dissolve over 12 to 14 weeks.



These 20-lb deodorant blocks dissolve in air

Windscent Sleeves are another air-activated masking agent. These refillable sleeves last about 90 days and provide a nice scent when air passes through them.

If you prefer a liquid masking agent, try the PlantPRO Sludge De-Odor Super Concentrate. Apply by chemical feed pump or sprayer, or simply pour it directly onto the odor source.

Odor eliminators or neutralizers contain a water-soluble blend of essential oils and extracts that absorb and destroy odors on contact. These liquids are typically dispersed using sprayers, foggers or atomizers. They are environmentally safe and will work indoors as well as outdoors.

Odor-eliminating enzymes digest odor-causing organics and eliminate the source of the odor. Our Formula 52 is a liquid enzyme that you can spray or pour directly on the odor source.

See pages 219 to 221 of our 118 Catalog to read more about these odor control products.

Finding "Misplaced" Tools

Have you ever finished filling an excavation and then remembered that you left a wrench or shovel in the hole? Or found that a black wrench lying in tall grass is hard to find, if not forgotten? We all have.



Painting your tools helps them "pop out" in the grass

To minimize this problem, you can paint your department's tools a bright color, such as orange, yellow or red. The easiest way is to keep a spray can of your selected color handy, and spray all new tools as soon as they are received. If you don't do it right away, you might forget, or they will get dirty and have to be washed before painting.

Identifying your department's tools with a distinctive color also keeps them from getting mixed with equipment from other departments. And, if they have been loaned out, there is a better chance of them finding their way back home. If you need paint, try reflective spray paint found on page 798 of our 118 Catalog.



Great People

Harry Von Huben receives George Warren Fuller Award!

Harry Von Huben, Product Manager at USABlueBook, was recently awarded the George Warren Fuller Award by the Illinois Section, AWWA. This award is the most prestigious in the water treatment industry, and is given to individuals who have made substantial contributions in the water supply field.

Harry has been active in the water supply field for almost his entire working career. He worked as Superintendent of Water for public water supplies in the Chicago area for several years.

Later, he worked for Region 5 USEPA where he helped implement the requirements of the Safe Drinking Water Act.

Among his professional accomplishments are Life Member of AWWA, past chairman of the Illinois section, past chairman of the West Shore Water Producer's Association, and active participation on various state and national committees.

He has been an instructor for water supply certification courses and the author/technical editor of several water supply publications. He holds a BS in Civil Engineering from the University of Illinois.

Harry is currently in charge of the Reference Material section at USABlueBook, where he is responsible for choosing the books, software and videos in the catalog. USABlueBook is proud to have Harry as a member of our team.



Harry displays his George Warren Fuller award

Contest Winners!

Steve Gurzler, City of Glen Falls, NY, won a \$100 Home Depot gift card at the NY Water Event in April.

Keith Wamback, Town of Long Lake, NY, won a \$100 Home Depot gift card at the NYRWA in May.

And, Charles Wilson, Progress Energy / Brunswick Nuclear Plant in Southport, NC, won a \$50 Home Depot gift card from the BlueBits 118 Catalog trivia contest. Congratulations to our winners!



Above: Keith Wamback with his winning letter.



Right: Steve Gurzler shows his gift card.



Break Time!

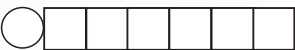
Word Jumble

Unscramble the word jumbles below. Then unscramble the letters in the circles to find the answer to the puzzle below!

LGUEDS



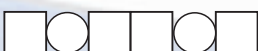
ITGNFTI



PSMUP



VSOLHE



Question: How can you tell when a toilet is sick?

Answer: It looks a little ○○○○○○○○

You can see the answer at www.usabluebook.com/Newsletter/answer73.html

off the mark.com by Mark Parisi



BlueBits

News and Bits from **USABlueBook**

Look inside for:

- News from the Field
- Tech Talk
- Great People
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USABlueBook 118 Virtual Catalog

Our 118 Virtual Catalog provides a super-fast way to find your product without flipping through the “Big Book”. It’s really useful! Features include:

- A simple, easy-to-use interface
- Quick search by key word, product item number, page number or linked index
- Linked table of contents for main catalog categories
- Order directly from the page with internet access
- Single and facing page view modes
- Zoom options and print page feature

To find our virtual catalog, go to **www.usabluebook.com** and click on the Virtual Catalog button. Or call 1-800-548-1234 today to get a copy of the virtual catalog on CD.

Need a quick \$50?



Who doesn't? If you have an interesting or funny work story to share, send it to us at stories@usabluebook.com. If we publish it, you'll receive a \$50 Home Depot gift card or a \$50 USABlueBook credit. What a deal!



Calendar

Upcoming Trade Shows

Come visit us at the following tradeshows. Many of our shows also offer field training opportunities:

Louisiana Rural Water Assn.	Alexandria, LA	July 16 to 20
American Public Works Assn.	San Antonio, TX	Sept. 9 to 12
IRWA Mini-Conference & Training	Worley, ID	Sept. 12 to 14
National Rural Water Assn.	Philadelphia, PA	Sept. 23 to 26
Tri-State Seminar on the River	Primm, NV	Sept. 27 to 29
WEFTEC	San Diego, CA	Oct. 13 to 17

