

How big is my bill?

An elderly lady called the Kingbrook Rural Water Association office in Arlington, South Dakota and said that her water bill was way too high for a woman living all alone.

When Lowell Corbin, Supervisor, drove out to her home and checked the meter and line, he could find nothing wrong.

He knocked on the door and asked her some questions about her water usage. As they were talking, Lowell heard the toilet flush.

Lowell asked, "I thought you live alone?" The lady affirmed. Lowell said, "Well, I just heard the toilet flush".

The lady beamed and said, "Oh, that is my precious Lily, my cat. She just loves to flush the toilet and watch the water twirl down".

—submitted by Lowell Corbin



News from the Field

Water Park Rescue

Here's a summer story to warm up a cold day: last June 21st Hurricane Harbor, the aquatic park at Six Flags St. Louis, shut down due to a series of failed chemical feed pumps. This was bad news since St. Louis is noted for its summer heat and humidity. The customer made about a dozen calls to local suppliers and vendors, attempting to find replacement pumps to get the park back in operation, without success.

Help is on the way!

Ron Zito, Senior Technical Advisor and 12-year USABlueBook employee, received several desperate calls from the customer around midmorning. Since USABlueBook did not have the exact pump they required in stock, Ron and Don Samuelson, our Repair>Returns Manager, customized four pumps that were in stock to meet the customer's requirements.

The customer also really needed the pumps by that evening. Ron looked for a cheap delivery rate to send four 100-pound pumps same-day delivery, but the best deal he could find offered next-day delivery for \$3000. The customer asked if someone from USABlueBook could meet a Six Flags representative halfway between USABlueBook and St. Louis, which is about a seven hour drive. It turned out the customer could not find someone to drive up halfway, so Ron offered to drive the pumps down himself.

Road trip time

Ron left USABlueBook around 2:00 pm and showed up at Six Flags around 9:00 pm. It seemed that every security guard and parking lot attendant were waiting for him to show up. He delivered the pumps in time for the 11:00 p.m. arrival of the pump installer. The pumps were installed overnight and the water park was fully operational again the next day.

Instead of spending the night in St. Louis, Ron opted to drive back home that night. He even showed up for work the next day! Ron says that he enjoyed taking an unexpected road trip in the middle of the week—especially to help a customer in need. Thanks Ron, for really coming to the rescue!



Ron Zito in the trusty USABlueBook van.

Happy New Year!

Wishing all of you a happy and safe 2007!





Save Yourself the Trouble with Pre-Engineered Chemical Feed Skids & Systems



As budgets get tighter, facilities continue to look for ways to reduce costs. As a result, chemical feed skids and systems have been growing in popularity. Some reasons are:

Standardized Design

Pre-engineered or standard systems let you use a common platform with a variety of pump sizes and accessories. This greatly reduces costs and delivery time because there's

no need to design a new system for each order.

Components in these systems are based on the chosen pump type and skid configuration. Since you don't have to select each individual component, you usually only need to purchase one item.

Installation & Startup

Installation is easy—the system arrives ready to run. The operators only need to make electrical, main solution inlet and discharge connections. Since most components are preassembled, you can be up and running the same day that you receive the product!

Operation & Maintenance

Skids and systems can greatly improve your chemical feed system's operation and make maintenance easier. The components that ensure you receive accurate, reliable chemical feed into your system are already included.

When you need to service the pump, a skid lets you easily isolate the pump and remove it without shutting down the whole process. If you use a two (duplex) pump system, you can continue adding chemical while servicing the main pump.

Custom Engineered Systems

You may need special accessories or materials to meet a more specific application. In this case, a custom system is your best option.

Whether you are looking for a standard or custom system, USABlueBook can provide you with a quality product. Check out our offering on pages 135-137 of the 117 catalog. Call us for information on custom skids. And, keep your eye out for our new skids and systems that will be available in the # 118 catalog in Spring 2007.



Why frozen pipes crack:

Water is one of the few substances to expand when it freezes. Ice frozen at a pressure of one atmosphere is about 8% less dense than liquid water.



This is due to hydrogen bonds forming between the water molecules, which line up molecules less efficiently (in terms of volume) when water is frozen.

—from Wikipedia, the Free Encyclopedia

Wind Chill Indexes

Brrr! It's cold out there! If you have to work outside in the winter, make sure you have the proper clothing. We offer a full line of warm clothes, gloves and boots for winter work—see the Workwear section of the USABB catalog for more information.

Wind Speed in MPH	Equivalent Wind Chill Temperatures at Actual Temperature Readings (°F)									
	50	40	30	20	10	0	-10	-20	-30	-40
calm	50	40	30	20	10	0	-10	-20	-30	-40
5	48	37	27	16	6	-5	-15	-26	-36	-47
10	40	28	16	4	-9	-21	-33	-46	-58	-70
15	36	22	9	-5	-18	-36	-45	-58	-72	-85
20	32	18	4	-10	-25	-39	-53	-67	-82	-96
25	30	16	0	-15	-29	-44	-59	-74	-88	-104
30	28	13	-2	-18	-33	-48	-63	-79	-94	-109
35	27	11	-4	-20	-35	-49	-67	-82	-98	-113
40	26	10	-6	-21	-37	-53	-69	-85	-100	-116
Over 40 (little added effect)	LITTLE DANGER (for properly clothed person)				INCREASING DANGER			GREAT DANGER		
(Danger from freezing of exposed flesh)										



Great People



Meet...Dale!

Dale Van Diggelen holds the “Customer Service Lead – Training” position at USABlueBook. He has over 7 years of experience and has taken over 80,000 calls!

So, what’s your background? I’ve “worn a lot of hats” in the years I’ve been here, including working in the Warehouse, training new Customer Service Reps, and acting as an assistant to Tech Support.

Favorite thing about USABB: They give us the tools to get the job done right.

Favorite customer moment(s): I enjoy getting positive feedback from customers we have helped. For instance, I placed an order for a pump going to a customer in Iowa on a Monday afternoon. Tuesday morning, the customer called and said he “he nearly fell on the floor” when the UPS driver handed him the pump at 10:00 am! He was blown away by our quick service, and I was pleased he took the time to let us know.



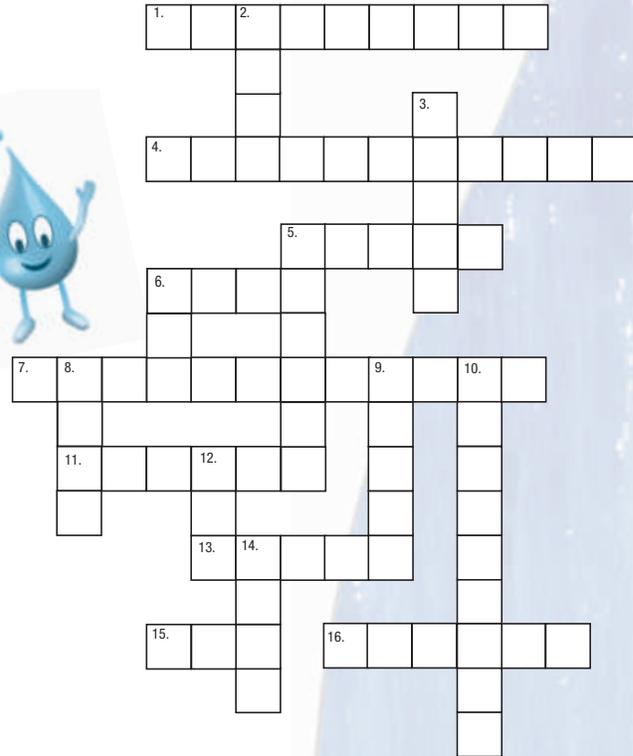
Break Time!

Conversion Factors

Here are some little-known conversion factors you may not have been aware of:

- 1000 aches = 1 kilohurtz
- Basic unit of laryngitis = 1 hoarsepower
- 8 nickels = 2 paradigms
- 4 sails = 2 parasails
- 1 trillion pins = 1 terrapin
- 1 millionth of a fish = 1 microfiche
- 10 cards = 1 dekacards
- Half of a large intestine = 1 semicolon

USABlueBook Crossword Puzzle



off the mark .com by Mark Parisi



ACROSS

1. Provides emergency power
4. Offers everything for water and wastewater operations
5. $H_2O =$
6. _____ cipality
7. Measure of water’s electrical conductance
11. _____ and nails
13. Protect each hand in a _____
15. Environmental Protection Agency
16. _____ First

DOWN

2. National Rural Water Association
3. Transports water to treatment plants
5. Season when pipes freeze
6. Dirt + water =
8. Occupational Safety & Health Administration
9. Use to control flow
10. Get the Best _____
12. Drink coffee in a _____
14. _____ Detection

BlueBits

News and Bits from **USABlueBook**



Calendar

Catalog # 118 coming in April!

Phone 1-800-548-1234 today to reserve your copy of the newest USABlueBook catalog!

Call to update your information in January to be entered in a drawing for a \$100 Home Depot gift card.



Upcoming Trade Shows

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

South Dakota Rural Water Assn.	Jan 8-11	Pierre, SD
Evergreen Rural Water Assn.	Feb 6-8	Yakima, WA
Midwest Water Industry Expo	Feb 14-15	Wisconsin Dells, WI
Illinois Rural Water Assn.	Feb 20-22	Effingham, IL
Minnesota Rural Water Assn.	Mar 6-8	St. Cloud, MN
Nebraska Rural Water Assn.	Mar 12-15	Columbus, NE
Kansas Rural Water Assn.	Mar 27-29	Wichita, KS
Pennsylvania Rural Water Assn.	Mar 27-30	State College, PA



*Splash says,
"Happy St. Patrick's
Day March 17!"*

We Want to Hear from You!

Have an interesting or funny 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. Well, what are you waiting for?

Look inside for:

- News from the Field
- Tech Talk
- Great People
- Break Time!