

IGWA Bulletin



IGWA PRESIDENT'S MESSAGE

We are not far from our Annual Convention (January 7-9, 2008). I would like to see as many attendees at the Convention as possible. Roger Batt has worked hard and has a great lineup of topics and speakers for Continuing Education Credits. It is also a great time for participants to see the Vendor Tradeshow and many Exhibits during this time. The Association has accomplished a lot over the last year. Some of these projects and issues remain. I would like to thank everyone that has taken their personal time to help and give support to the Association and Industry. It is this help and support that makes our Association strong and keeps our Industry on track and profitable.

There is something that IGWA members need to give the Board and that is direction and ideas to help improve the employees in the drilling and pump industries. I keep hearing for the most part that nobody is for hire. While that is hard to fix, there is concern from IDWR that some people are not completing work to their expectations. It takes new people to move our industry forward. As I understand, there are two drilling schools in the United States. It is practical to help new drillers attend a school by supporting them financially or in-kind. The question is, "How much help would the Association like to give?" Please think about this and let the Board know your thoughts. This would be a great discussion topic during one of the breaks at the Annual Convention.

The National Ground Water Convention and Expo will be held in Orlando, Florida in December. I and others will attend this event and hope to see many of you from Idaho in attendance as well. NGWA has a great lineup of topics and speakers and they always provide an opportunity for Drillers, Pump Installers and Manufacturers and Suppliers to converse with each other in a relaxing and

Continued on page 4



FOREMOST DRdrills



EXCELLENT PRODUCTIVITY,
POWERFUL VERSATILITY.

Foremost Dual Rotary (DR) drills have been working successfully around the world since 1979. Over the years, the DR method has proven to provide exceptional drilling performance in unconsolidated overburden. DR operators regularly drill and case through hundreds of feet of boulders, cobbles, sand and gravel where casing hammers and under-reamers have been unsuccessful. The Foremost DR also delivers excellent productivity for a variety of open-hole applications, making it one versatile, powerful and truly unique machine.

To learn more about our complete line of products and services, visit www.foremost.ca or call 1-800-661-9190.

Foremost Industries LP

For information please call:

J. Arden Godshall - Technical Sales - DR Drills
14201 S E McGillivray Blvd, Vancouver, WA 98683
Tel: 800-598-0130 Fax 360-256-1921
E-mail: arden_godshall@foremost.ca Website: www.foremost.ca



DESIGN • BUILD • PARTS • SERVICE

FOREMOST




The Rockies are 2M Country



4" Subs, Big Iron Centrifugals, 6"-7" Sub Turbines

 **GOULDS PUMPS** 4" Subs, Sump, Sewage, Effluent, Jets, Centrifugals

 **Franklin Electric** Sub Drive, Sub Monitor, 6" & 8" Motors

FPS 4" Submersible Pumps and Motors

Quick **PAK** Packaged Sub Drive Kits

Centrilift Centriline Submersible Pump Cable and UF Cable

Johnson screens™ Stainless Steel Well Screens, Chemical Rehabilitation

Tom Billingsley
Meridian Branch Manager
Cell 208-871-0134

Scott Bishop
Idaho Falls Branch Manager
Cell 208-520-4637

Dennis Sylvester
Post Falls Branch Manager
Cell 208-691-1850

Meridian, ID 1-800-285-7875 Idaho Falls, ID 1-877-982-7867 Post Falls, ID 1-877-457-0150 Billings, MT 1-800-234-7426 Missoula, MT 1-800-326-6795 Bozeman, MT 1-866-556-8385 Denver, CO 1-800-336-4631 Albuquerque, NM 1-800-344-8238

www.2mco.com

positive atmosphere.

The Pacific Northwest meeting is February 1-2 and is also a great show to attend. It is at this time of year that you might be able to get away. We always try to work with the other states on Continuing Education, so it is nice to talk to them and acquire new ideas and ways to keep programs at a "high quality" level. I would personally like to see Continuing Education move towards a more "hands-on" style of Workshops like Downright Drilling sponsored last spring in their Mud School. We also need input from all of you on what would be beneficial to you to improve your operations.

I have truly enjoyed serving as President of the IGWA and appreciate the Board and membership's support. After my term, I will continue on as a Board member and look forward to working with the new President, current Board and incoming Board members.

Gary Duspiva, MGWC

CONTINUING EDUCATION COMMITTEE VACANCIES

The Continuing Education Committee is composed of five members drawn from the drilling community-including former drillers. This spring, three of the five members' terms will expire. These members have agreed that they can stay on the committee, but would step aside if other drillers stepped forward to take a turn on the committee. Ideally, the members represent different areas of the state, and we currently do not have a representative from Eastern Idaho.

If you or someone you know is interested in getting involved, or would like to know more, please contact either me or Roger Batt. My contact information is as follows:

Alan Lloyd; P.O. Box 514; Albion, ID 83311
Ph/Fax: (208) 673-5595; Cel: 312-2920
email: rockstars@atcnet.net

Alan Lloyd, CEC Chairman



Commander Pro[®] Constant Pressure 4" Submersible Packaged Systems



Cruise
Control for
your Water
System!



- Designed for the professional pump installer
- Easy installation
- Increases flow as demand increases
- Adjustable constant pressure
- Built-in diagnostics
- Automatic pump and motor protection
- Smart Reset[®] technology



IDAHO FALLS 1411 Commerce Way Idaho Falls, ID 83401 Ph. (208) 528-7473 (800) 210-7454 Fax: (208) 528-7475	TWIN FALLS 299 Eastland Drive S. Twin Falls, ID 83301 Ph. (208) 733-7450 (877) 700-7473 Fax: (208) 733-7506	DRIGGS 512 N. Main, Bldg. A Driggs, ID 83422 Ph. (208) 354-6696 Fax: (208) 354-6697	NAMPA 1521 11th Ave. N Nampa, ID 83687 Ph. (208) 318-0299 Fax: (208) 318-0303	COEUR D'ALENE 11300 N. Warren Hayden, ID 83835 Ph. (208) 772-4008 (877) 772-4008 Fax: (208) 772-5115	POCATELLO 3484 Highway 30 West Pocatello, ID 83201 Ph. (208) 232-6600 Fax: (208) 232-6606	BOISE 7000 West Victory Rd. Boise, ID 83709 Ph. (208) 947-8300 (800) 444-7473 Fax: (208) 947-8305
---	---	--	--	--	---	---

VISION & SERVICE: THE PERCEPTION OF YOUR COMPANY

Do you remember the last time you received good service? Many of you are shaking your heads, “no”. It’s troublesome in today’s world, with such low unemployment, the antics we are willing to put up with from those we do business with.

So why do we? Have we become so accustomed to poor service that we just expect it? Absolutely. I actually expect poor service when I dine out or go to a movie. I’m pleasantly surprised when I receive adequate service. Imagine how ecstatic I get when I receive really good service.

Typically when I travel through airports on connections, I’ll find myself in one of the many restaurants working on my computer. Since time is short and airlines no longer offer edible meals, I usually order off the menu while hacking away at emails.

Last August, while returning home from a business trip to North Idaho, I found myself in a restaurant at the Spokane airport. It was early in the morning so breakfast was near the top of my “to do” list.

The waitress attending all the guests was hustling around the tables, keeping coffees and waters full, while smiling and having polite conversation with those who were receptive. What a pleasant surprise!

I’m a picky eater so I rarely order exactly what’s offered on the menu. I’ve always got to have something special. Yes, I’m one of “those”. My smiling waitress had no problem with my special order and my meal was served in a timely fashion.

By the end of the meal, I’m smiling and happy. Trust me when I say I’m not a morning person. My family can attest. Yet, by the end of breakfast, I was in a great mood and ready to take on the day.

What happened? The food wasn’t that good. The coffee was too bitter and my eggs were basically tasteless. What happened was that I received service. Not just service, but Good Service!

Good service is something that every business should strive to achieve. Those that master the art become successful. Those that don’t muddle around for years, breaking even, and then finally going broke once the economy shifts.

Good service is something that makes you stand out amongst the crowd of competitors most industries have.

The question is: What IS Good Service? To me it means exceeding the expectations of the

Continued on page 7

customer on a consistent basis in all areas of the “sale”. For you it will be different. It’s so different for everyone that there is not ONE good answer that is all serving.

The term “Perception is Reality” comes to mind. How we are perceived by our potential pool of customers is actually what we ARE. Take a step back and look hard at your company and employees. Be realistic. What do you see?

If what you see differs from what you “want” to see. You’ve got work to do.

Whatever perception you want your customers to see takes diligent work and training. You have to first decide what your company is all about. Some call this a Vision or Vision Statement. Basically, it’s just a statement of fact on how you want to do business. It can be as long or short as you’d like. IBM’s Vision Statement is a full two pages long. 2M Company’s is a simple two word catch phrase. There are no rules to the Vision Statement. Its goal is to hold you accountable to your customers.

Once you’ve got your Vision, you need to decide how to go about displaying that Vision to the public. The ultimate goal is for your customer’s perception to match your Vision.

It’s not enough for you to believe in and strive for your Vision, but for your employees to do the same. This is the hard part. You’ve got to train and “sell” your employees in believing the same service policies and practices as you believe in.

Remember my waitress from earlier? She’s no longer a waitress. I tried to hire her away from the restaurant but she already landed at another company & was finishing up her two weeks notice. Her services are in demand! No, not serving coffee, but having the right attitude and truly believing in good service. Apparently, I wasn’t the only one who recognized these attributes in her.

Having a Vision and sharing it with your employees are key. It is now most important to consistently execute the practices needed to make the Vision a reality. Day in and day out. Year after year. Consistently.

Dedicate your Vision to service and follow through. So many claim they care about Service then don’t train their people to execute it properly. We’re all in business to Serve our customers. By excelling in the Art of Service, we not only improve the perception of our own business, but the reputation of our entire industry.

*Buzz Mills
President—2M Company, Inc.*

INNOVATIVE QUESTIONS...EFFECTIVE ANSWERS

About this time of year, I like to sit down with myself and take time to ponder and analyze the business books for the current year-to-date and compare numbers with those of previous years and with the goals which were set about this time last year. The exercise has always been interesting, to say the least. Most of the ideas for changes for the future of the business were conceived during those episodes.

Credit goes to a long-time business colleague for introducing me to something I'll share with you. He would just stop what he was doing and verbally ask himself, "Why am I doing this?" or "Why am I doing it this way?" Then he would ask himself, "Could I do it better, easier, and more efficiently if I did it differently?" After some analytical thought, he'd try something different. He said if you could ask yourself the right questions, you would be challenged to find the right answers. Lots of people think they already have the right answers when they don't even know what the question is.

I think he is correct because I've followed his example and am pleased with the results. So, if I may, I'll suggest some questions that may be helpful, or may spark ideas for questions of your own. These are in no particular order. Just some questions that have helped me find answers.

- ◆ What could I do to make my employer more successful?
- ◆ How could I make money buying inventory?
- ◆ What additional inventory would it take to provide more prompt service and better meet the needs of my customers?
- ◆ How could I rearrange my pricing to improve the bottom line?
- ◆ What modifications to our equipment would be to our advantage?
- ◆ If we changed our procedures, would it make us more efficient?
- ◆ What new services could we offer to produce a greater profit margin?
- ◆ What would we have to do to drill four average wells every week?
- ◆ Of the advertising we do, what is the most effective?
- ◆ What would happen if we started our workday at 7:30 a.m. and started the drill rig by 8:00 a.m.?

Improving the way we think is the first step to progress. You have heard it said, "If you always think what you always thought, you will always get what you always got." So, take the time to analyze your situation. Ask yourself some innovative questions. Then find answers to those questions to make some very progressive business decisions. Set some

Continued on page 9

goals based on those decisions now, to be implemented this next year. Make your next year the best year ever.

Have a great Holiday season!
Henry Baker, IGWA Board Member

p.s. The agenda for the 2008 annual convention in early January is being finalized. It promises to be the best ever. Your comments and suggestions have been taken into consideration, and we have tried to implement those into the courses offered. They should be most helpful and beneficial. More information will be forthcoming. We have all learned in this industry that it is better to learn and lead than to guess and follow. We invite you to join the IGWA. At the urging of Webb Malone, the Berkeley Pump territory rep at the time, I joined 25 or so years ago. He said it would be a great asset to my business. How right he was! Every convention has had something of much greater value than the price of membership. Don't miss out!

IGWA Annual Convention

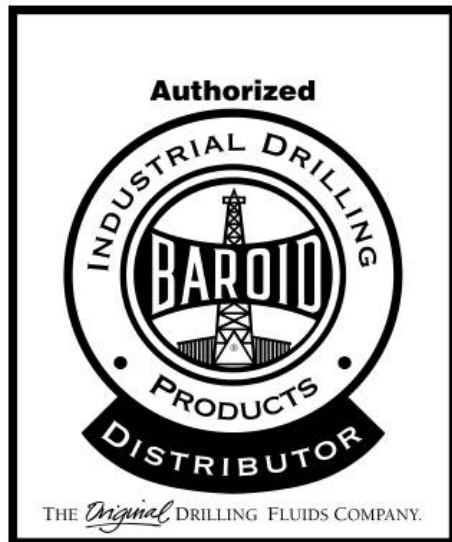
January 7-9, 2008

***DoubleTree Riverside
Boise, Idaho***



There will be 12.5 CEC's available for licensed drillers. The M&S Tradeshow will take place in conjunction with the Convention. We will hold a banquet on Tuesday, January 8th (evening) and be entertained by Freddie Pierce (comedian).

For The Best Products
In The Industry...Look
For The Best Distributors.



You'll Find Them Where You
See This Sign.

- ◆ Grouts ◆
- ◆ Drilling Fluids ◆
- ◆ Well Cleaning Chemicals ◆

To locate the Baroid IDP
distributor nearest you contact:

Baroid Industrial Drilling Products

Product Service Line, Halliburton

P.O. Box 1675
Houston, TX 77251
(877) 379-7412 or (281) 871-4613
www.baroididp.com

OR

Ron Peterson
Mobile: 801-712-0939

Kirby Donald
Mobile: 503-702-5731

Chris Burnell
Mobile: 775-233-8787

Jack Sowers
Mobile: 425-501-5230



VARIABLE SPEED DRIVES For Pumping Applications

Red-e-VFD Pump Panels w/ABB Drives

- ◆ 3HP-1,000HP, INDOOR OR OUTDOOR PACKAGES
- ◆ UL LISTED AND LABELED, UL508 I C P's
- ◆ SITE-SPECIFIC, PRE-PROGRAMMED AND TESTED
- ◆ ABB SYSTEM INTEGRATOR AND ABB DIRECT SERVICE STATION

For more information: Phone - 208.323.5300 Fax - 208.323.5311 www.red-e-vfd.com
Or visit our new manufacturing facility at 6515 Business Way, Boise, Idaho

Atlas Copco

ATLAS COPCO CMT, USA, INC

2525 NW St. Helens Rd. Portland, Or. 97213

P.O. Box 10343 Portland, Or. 97296

Phone 503-459-4145

Toll Free 866-229-1336

Fax 503 459-4147

DICK KELLER
503-781-8005

JIM LAAS
360-608-6196

BRAD DOANE
503-459-4145

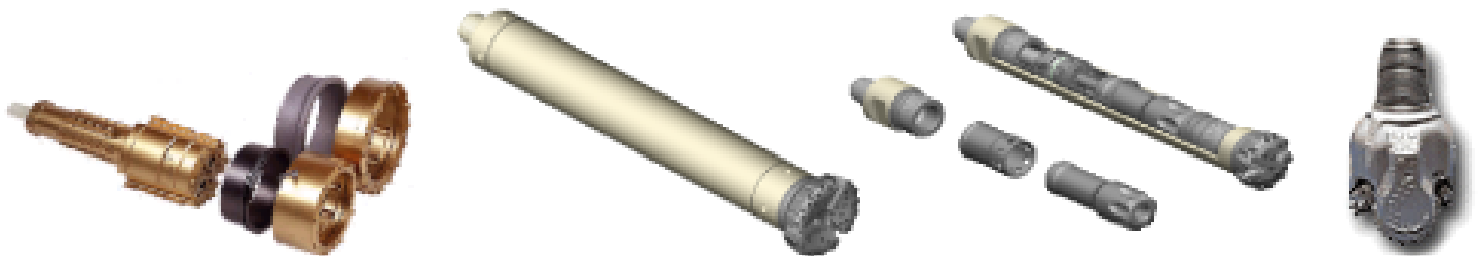
TIM PARKS
503-806-2330



LINE OF WATERWELL DRILLS

x	Capacities of 6" - 20" Holes	x	Over 100 Years of Drilling Technology
x	On-board IR Air Compressors	x	Technical Expertise
x	Single Source Manufacturing	x	5 Different Available Models
x	Air, Mud, & Foam Drilling	x	Engineering Excellence
x	Rotary & Downhole Drilling	x	After Sales Support

DOWNHOLE DRILLS, SYMETRIC DRILLING SYSTEMS & BAKER HUGHES TRICONE BITS



FIELD SERVICE AVAILABLE ON ALL MAKES AND MODELS



JOHN MANSFIELD

503-819-3766

SPECIAL INVITATION TO UPCOMING EVENTS

Join us in Orlando: “Keys to Winning State and National Legislative Campaigns” will feature your peers talking about the hot topics of the day: the expansion of rural water systems, regulation of water withdrawals, mandatory connection ordinances and geothermal heat pump driller certification. Please join us for this NGWA Expo workshop on Tuesday, December 4, 11:00 a.m. at Orange County Convention Center, Orlando, FL.



Join us in Washington: We hope many of you will join us February 25-26 for the 2008 NGWA Washington Fly-in, and continue your efforts to educate policymakers about ground water and your business. For a progress report on 2007, see the NGWA Expo Program or the November *Water Well Journal*.

If you have suggestions for or comments on the following preliminary 2008 NGWA Washington Fly-in topics, email creimer@ngwa.org by November 27.

Preliminary topic 1: Where federal funding is used, require a higher level of voluntary interest in a public water system, e.g. 75 percent say they want system, if mandatory connection will be enforced. Additionally, the concept would call for financial support to well owners for the decommissioning of well systems, if they will not be used or maintained following water line extension.

Preliminary topic 2: Continue efforts to gain passage of legislation to provide a federal residential (30% up to \$2,000) and a business (10%) tax credit for

Continued on page 13

PQ PRODUCTS, INC.	800-624-6820
927 E. Farwell Road	509-624-6820
Spokane, WA 99208-9577	Fax 509-467-4515
Call PAUL QUERNA For:	
Product Application Assistance	
Professional Service	
Quality Products	
Competitive Prices	
"Filling the Needs of the Drilling Industry"	
Paul@PQProducts.com	www.PQProducts.com

geothermal heat pump system installation.

Preliminary topic 3: Support federal funding for ground water monitoring, so the fundamental data to optimize the use of ground water resource is available.

Preliminary topic 4: Work to gain the release of money from the federal Leaking Underground Storage Tank Fund to help address what is one of the most-often cited ground water contamination sources.

Suggested topic 5: _____

NGWA's Government Affairs Committee will finalize next year's fly-in topics in December and welcome your input prior to making their decision.



NGWA Government Affairs Team

SCHOLARSHIP REPORT

The Annual IGWA Convention is about two months away. I hope everyone will remember to bring an item for the raffle drawings, which will close before the banquet on January 8th. Gary and I will be donating an Amish Quilt for the raffle. It is large in size and very beautiful. This has been a tradition at the Annual Convention for quite some time. There will be an auction (silent or live) in conjunction with the raffle drawings to help boost the Scholarship Fund depending upon the number of items we have.

The Scholarship Committee will finalize the activities and always appreciates the generosity of the Industry. I look forward to serving on the Committee at the Board's pleasure. Committee members have helped me learn the process of how everything works and I thank them for this.

Louise Duspíva - Chairwoman



FERGUSON®

Pump & Drilling Division

a **WOLSELEY** company

FERGUSON YOUR ONE STOP SOURCE for the finest quality pump and drilling products in the Northwest. Free delivery on our trucks.



We custom build VTLS, Submersible Turbines and Centrifugal Pumps.

Please contact your local Ferguson location for more information:

Bellevue
(208) 788-0234

Coeur d'Alene
(208) 667-8093

Nampa
(208) 465-0400

Soda Springs
(208) 547-1828

Blackfoot
(208) 684-9681

Idaho Falls
(208) 522-6994

Pocatello
(208) 238-1091

Sandpoint
(208) 255-4888

Boise
(208) 376-6660

Lewiston
(208) 743-1508

Rexburg
(208) 359-1585

Twin Falls
(208) 733-3770

www.ferguson.com

BE > THINK > INNOVATE >

EXPANDED RANGE FROM 0.5 TO 5 HP

SmartFlo™

CONSTANT PRESSURE SYSTEMS

KEEP THE PRESSURE UP!

The Grundfos range of SmartFlo systems are complete packages allowing you to ensure constant water pressure in any home, irrigation or small commercial application. Once installed, the SmartFlo system will constantly adapt pump performance to meet the demand for water. Even if every member of a household is using water at the same time – in the shower, in the kitchen, to wash the car, and to irrigate the lawn – the SmartFlo system makes sure that the water pressure remains undiminished.



For more information, please contact:

Robertson SUPPLY, INC.

Nampa, ID. (208) 466-8907
Twin Falls, ID. (208) 734-8195
Idaho Falls, ID. (208) 524-5862
Ontario, OR. (541) 889-2879

Boise, ID. (208) 322-4755
Pocatello, ID. (208) 234-4600
McCall, ID. (208) 634-8248

GRUNDFOS 

2007 OFFICERS AND DIRECTORS

President Gary Duspiva (*Gary Duspiva Well Drilling*)
25050 Pet Lane ♦ Parma ID 83660
Ph 208-722-5304 ♦ Fax same ♦ Cell 208-899-3131

Vice President Brett McCarty (*McCarty Drilling & Pump*)
10045 Memory Lane ♦ Rathdrum ID 83858
wellman50@msn.com
Ph 208-687-9170 ♦ Fax 208-687-4385
Hm 208-687-1072 ♦ Cell 208-661-6674

M & S President John Kersten (*2M Company, Inc*)
120 E Victory Rd ♦ Meridian ID 83642
jkersten@2mco.com
Ph 208-884-0687 ♦ Fax 208-884-0280 ♦ Cell 208-870-9459

M & S Vice President Chad Draper (*Robertson Supply*)
607 Meadow Drive ♦ Emmett ID 83617
draper_cr@yahoo.com
Fax 208-466-8900 ♦ Cell 208-989-4556

Director Henry Baker (*Pump Service, Inc*)
103 W 500 S ♦ Burley ID 83318
pumpservice@safelink.net
Ph 208-678-9042 ♦ Fax 208-678-9043
Hm 208-678-1114 ♦ Cell 208-300-9040

Director Steve Baker (*Pump Service, Inc*)
103 W 500 S ♦ Burley ID 83318
pumpservice@safelink.net
Ph 208-678-9042 ♦ Fax 208-678-9043
Hm 208-678-1114 ♦ Cell 208-300-9040

Director Roger Buchanan (*Andrew Well Drilling*)
3405 N. 15 E. ♦ Idaho Falls ID 83401
roger@andrewwelldrill.com
Ph 208-522-2794 ♦ Fax 208-522-2798
Hm 208-524-1191 ♦ Cell 208-681-3517

Director Rob Dawson (*Rob Dawson Drilling, Inc*)
PO Box 339 ♦ Cambridge ID 83610
dawson0344@msn.com
Ph 208-257-3389 ♦ Fax 208-549-0305 ♦ Cell 208-550-0948

Director Tom Richardson (*H2O Well Service, Inc.*)
1582 W. Hayden Ave. ♦ Hayden Lake, ID 83835
tomrr@h2owell.com
Ph 208-772-4004 ♦ Fax 208-772-4892 ♦ Cell 208-818-0588

Past President: Tony Hackett (*Down Right Drilling & Pump*)
6025 Little Freeze Out Rd ♦ Caldwell ID 83607
downright@peoplepc.com
Ph 208-454-3098 ♦ Fax 208-454-0010
Hm 208-459-4079 ♦ Cell 208-484-8472

The IGWA is not liable for the content presented in this Newsletter



Idaho Ground Water Association

55 SW 5th Avenue, Suite 100
Meridian, ID 83642

PRSR STD
U.S. POSTAGE
PAID
Meridian, Idaho
Permit No. 71