

**OPERATORS ROUND TABLE
DU PAGE PUMPING STATION
January 20, 2017
9:00 AM**

Status of DuPage Water Commission

The Commission's sales for the month of December were a total of 2.0 billion gallons. This represents an average day demand of 66.1 million gallons per day (MGD), which is higher than the December 2015 average day demand of 63.2 MGD. The maximum day demand was 71.0 MGD recorded on December 21, 2016, which is higher than the December 2015 maximum day demand of 67.6 MGD. The minimum day flow was 60.3 MGD.

The Commission's recorded total precipitation for the month of December was 1.8 inches compared to 4.9 inches for December 2015. The level of Lake Michigan for December 2016 is 579.1 (Feet IGLD 1985) compared to 579.3 (Feet IGLD 1985) for December of 2015

Water Conservation

Tours were held for local High Schools, where students viewed a presentation on the Water Journey from Lake Michigan to residents' taps. They also toured the Pumping Station to get a better understanding how the system works. The attendees also received water conservation educational information and tools to utilize at their homes.

Ongoing: Staff is working with SCARCE to earn their Earth Flag. The process consists of a green audit, staff training in recycling and conservation, an action that involves the Commission in the community (i.e. a book drive, cleaning a creek, adopting a highway, etc.), and finally presenting the Earth Flag to the Board Members. Staff has completed the green audit and is working with SCARCE to set up a date for staff training.

New Customer

The Village of Bartlett is investigating becoming a customer of the DuPage Water Commission. If both parties agree to terms, design and construction of the improvements to supply the Village of Bartlett will commence this spring with delivery of water expected in May of 2019.

Pipeline Maintenance

Butterfield Rd. and Fairfield Ave. valve replacement work has been completed. Valve replacement work at Butterfield Rd. and Marshall Ave. in the City of Oakbrook Terrace is scheduled to begin in March/April of 2017.

Staff continues work on cathodic protection test station installations along several transmission main routes.

Staff continues collecting cathodic protection test point data.

Instrumentation / Remote Facilities Overview

A Request for Board Action was approved to authorize the General Manager to execute a 3-year term contract with AT&T for telephone services over fiber optic.

Quick Response Electrical Contract QRE-7/15

Work Order Authorization No. 9 is ongoing. This work order allows for the reinstallation of electrical equipment necessary to operate the valve remotely. The remaining work includes the reinstallation of electrical equipment and the installation of power, control, and SCADA wiring.

Facility Construction

Storage System Improvements

A Final Balancing Change Order was issued for actual units expended during the Work; for Additional Work performed to completely blast clean the interiors of the standpipe pilasters, which was unintentionally omitted from the specifications; and, recommends Final Acceptance of the Work at a net decrease in Contract Price of \$1,580.00. This action would also approve release of all monies held in retention conditioned upon receipt of all contractually required documentation.

DuPage Pumping Station

The Masonry Rehabilitation and Window Replacement Work at the DuPage Pumping Station has been completed.

A Change Order was issued for The Masonry Rehabilitation and Window Replacement Work at the DuPage Pumping Station with Mertes Contracting Co. The Change Order recommends additional window replacements at the DuPage Pumping Station. Certain window replacements were identified during the Condition Assessment however were not slated for replacement this fiscal year. Since the Commission received such a favorable bid, and the actual work performed and the proposed widow replacement will eventually come in under

the original Contract Price, staff is recommending having the windows replaced during this fiscal year. Approval of the Change order would increase the Contract Price by \$34,470.00.

Security

The Commission is continuing to update its Emergency Response Plan (ERP) and its Vulnerability Assessment as our system grows.

It is imperative that all Commission's padlocks at the metering stations are not locked out of the loops. The Water Purchase Agreement requires the Commission to have access to all metering stations at any time.

Winter Operations

With the Spring around the corner, we are starting to experience changing weather patterns, and we need to start thinking about bouts of freezing and thawing temperatures. We need to make sure all catch basins and storm drain are open to help prevent localized flooding

Make sure to keep the water moving in your elevated tanks to prevent any water quality problems.

Make sure the overflow drains and vents are clean and drain properly to prevent any freezing problems.

You cannot exceed the 1.7 times allocation.

You must take water at a constant rate.

Manhole lids are in place

Catch basins are clean

Meter Testing

Annual Customer Meter Calibration Program

The annual customer meter testing program is underway and is approximately 51% complete.

Rick Nolan Meter Technician and should be contacted with any questions or concerns.

The Commission is available to test the large customer meters. We can test 6" 8" and 10" turbine meters. Please contact John Schori at (630) 834-0100 if you have any questions concerning this service.

The Commission has installing 4 different magnetic flow meters in different Naperville meter stations. The Commission will compare meter readings for approximately a year before deciding which manufacture will be selected.

Regulations

Illinois to require lead testing in schools and daycare centers.

Additional Lead and Copper regulations are due in 2017

Water Quality

The Commission is not feeding chlorine at this time.

The City of Chicago has lowered its Fluoride feed rate to reach the new 0.7 mg/l recommendation.

Water Rates

Water rate for 2016 \$4.80/1000 gallons

O&M \$4.80/1000 gallons

No rate increased is expected at this time.

Other

The Commission invites you to view all Committee and Commission Agendas which can be found on our website at www.dpwc.org.

Please contact the Commission with any changes in water department personnel, phone and/or pager numbers. This is an important part of our ERP for system emergency purposes.

Please provide the Commission with a valid e-mail address. All meeting minutes will be distributed via e-mail.

The next Operators Round Table will be April 21, 2017 at 9:00 A.M. or before if events warrant.

AWWA

[01/17/17 - Pump Station and Pumping Equipment Considerations \(Aurora\) IEPA#11145](#)

1/17/2017

Location: Aurora, Illinois *Time:* Registration at 7:30 AM

[1/18/17-3/8/17-Water Distribution Sys O&M for Class C/D 8-week Night Class \(Westmont\) IEPA#10561](#)

1/18/2017

Location: Westmont, Illinois *Time:* Registration at 6:00 pm; Class from 6:30-8:30 pm

[01/23- 02/13/17 Manage for Success \(Buffalo Grove\) Night Class IEPA#11112](#)

1/23/2017

Location: Buffalo Grove, Illinois *Time:* Registration at 4:30 pm

[No Water No Beer Event](#)

1/30/2017

Location: Chicago, Illinois

[02/07/17 - SCADA 202 \(Westmont\) IEPA#10899](#)

2/7/2017

Location: Westmont, Illinois *Time:* Registration at 7:30 AM

[WATERCON2017](#)

3/20/2017 » 3/23/2017

Location: Springfield, Illinois *Time:* 8:00 AM

Questions & Answers

If you have any comments concerning these issues or would like to have a topic discussed at the next Round Table Meeting, please feel free to email me at mcghee@dpwc.org.

Handouts:

1. DuPage Laboratory Bench Sheet for October, 2016, November, 2016, and December, 2016.
2. IPRF Winter Safety "At Work and at Home"

Operations/Minutes/Ort170120.doc

OPERATORS ROUND TABLE

Village of Addison	Jim Russo	Village of Itasca	Absent
Argonne National Laboratory	John Daum	Village of Lisle	Justin Ross
Village of Bensenville	Absent	Village of Lombard	Absent
Village of Bloomingdale	Elias Vega	City of Naperville	Pat O'Malley
Village of Carol Stream	Brian Evans	Village of Oak Brook	Absent
Village of Clarendon Hills	Joe Ferrel Joe Coons	City of Oakbrook Terrace	Absent
City of Darien	Absent	Village of Roselle	Mike Schulz Mike Bills John Heinz
City of Downers Grove	David Moody	Village of Villa Park	Tom Venchus
County of DuPage	Absent	Village of Westmont	Mike Ramsey
City of Elmhurst	Absent	City of Wheaton	Al McMillen
Village of Glendale Heights	Jeff McCumber	Village of Willowbrook	Absent
Village of Glen Ellyn	Absent	Village of Winfield	Absent
Village of Hinsdale	Absent	City of Wood Dale	Absent
Illinois American Water Works Company	Absent	Village of Woodridge	Mike Kaczmark

DUPAGE WATER COMMISSION LABORATORY BENCH SHEET
MONTHLY REPORT FOR OCTOBER 2016

LEXINGTON SUPPLY

DUPAGE DISCHARGE

DAY	FREE CL ₂ mg/l	TURBIDITY NTU	PO ₄ mg/l	FREE CL ₂ mg/l	TURBIDITY NTU	TEMP °F	pH	Fluoride	PO ₄ mg/l	P.A.C. LBS/MG	ANALYST INT
1	1.00	0.09	0.54	0.98	0.08	62	7.4	0.8	0.55	0	AM
2	1.10	0.09	0.55	1.00	0.08	62	7.4	0.8	0.53	0	AM
3	1.00	0.10	0.53	0.98	0.08	63	7.4	0.8	0.56	0	AM
4	1.10	0.10	0.57	0.97	0.08	63	7.4	0.7	0.59	0	CT
5	1.00	0.10	0.54	0.99	0.08	63	7.4	0.8	0.54	0	AM
6	1.00	0.10	0.53	0.99	0.08	62	7.4	0.8	0.54	0	AM
7	1.00	0.10	0.56	0.96	0.08	62	7.4	0.7	0.52	0	AM
8	1.00	0.10	0.57	0.99	0.08	63	7.4	0.8	0.55	0	KD
9	1.00	0.10	0.56	0.98	0.08	63	7.5	0.8	0.57	0	KD
10	1.00	0.10	0.58	0.99	0.08	63	7.4	0.8	0.55	0	AM
11	0.99	0.09	0.56	0.99	0.08	62	7.4	0.8	0.54	0	AM
12	1.10	0.09	0.58	1.00	0.08	63	7.4	0.8	0.57	0	KD
13	0.95	0.09	0.57	0.98	0.08	63	7.4	0.8	0.59	0	KD
14	1.00	0.10	0.53	0.95	0.09	64	7.4	0.8	0.58	0	KD
15	1.00	0.09	0.55	0.98	0.09	64	7.4	0.8	0.59	0	AM
16	1.00	0.10	0.57	0.97	0.08	64	7.4	0.8	0.58	0	KD
17	1.00	0.10	0.55	0.95	0.08	64	7.4	0.9	0.58	0	KD
18	1.00	0.10	0.56	0.95	0.08	64	7.4	0.8	0.59	0	KD
19	0.99	0.10	0.55	0.97	0.08	63	7.4	0.8	0.57	0	AM
20	1.03	0.10	0.53	0.95	0.09	64	7.5	0.8	0.55	0	AM
21	1.00	0.10	0.53	0.97	0.09	63	7.5	0.8	0.56	0	AM
22	1.00	0.09	0.54	0.97	0.09	63	7.5	0.8	0.56	0	CT
23	0.98	0.10	0.57	0.96	0.09	63	7.5	0.8	0.55	0	AM
24	0.98	0.10	0.56	0.97	0.09	64	7.4	0.9	0.55	0	AM
25	1.00	0.10	0.53	0.98	0.08	64	7.4	0.8	0.56	0	AM
26	1.00	0.10	0.54	0.95	0.08	65	7.4	0.8	0.55	0	KD
27	0.95	0.10	0.58	0.97	0.08	66	7.4	0.8	0.58	0	KD
28	0.96	0.10	0.57	0.94	0.08	66	7.4	0.8	0.57	0	KD
29	0.96	0.09	0.57	0.95	0.08	65	7.4	0.7	0.55	0	CT
30	0.98	0.09	0.58	0.95	0.09	65	7.4	0.7	0.57	0	CT
31	0.99	0.09	0.56	0.94	0.08	65	7.5	0.8	0.57	0	RC
AVG	1.00	0.10	0.56	0.97	0.08	64	7.4	0.8	0.56	0	
MAX	1.10	0.10	0.58	1.00	0.09	66	7.5	0.9	0.59	0	
MIN	0.95	0.09	0.53	0.94	0.08	62	7.4	0.7	0.52	0	


Terrance McGhee
Manager of Water Operations

DUPAGE WATER COMMISSION LABORATORY BENCH SHEET
MONTHLY REPORT FOR NOVEMBER 2016

LEXINGTON SUPPLY

DUPAGE DISCHARGE

DAY	LEXINGTON SUPPLY		DUPAGE DISCHARGE		TEMP °F	pH	Fluoride	PO ₄ mg/l	P.A.C. LBS/MG	ANALYST INT	
	FREE CL ₂ mg/l	TURBIDITY NTU	FREE CL ₂ mg/l	TURBIDITY NTU							
1	0.95	0.09	0.53	0.96	0.07	65	7.4	0.8	0.59	0	RC
2	1.00	0.09	0.54	0.95	0.08	65	7.5	0.8	0.61	0	CT
3	0.97	0.10	0.56	0.94	0.07	63	7.5	0.7	0.57	0	CT
4	0.97	0.07	0.59	0.97	0.09	64	7.6	0.7	0.52	0	CT
5	0.98	0.10	0.56	0.97	0.07	64	7.5	0.8	0.59	0	RC
6	0.94	0.08	0.54	0.95	0.08	65	7.5	0.8	0.59	0	RC
7	1.00	0.07	0.54	0.98	0.08	65	7.5	0.8	0.58	0	CT
8	0.96	0.10	0.55	0.98	0.07	66	7.6	0.7	0.58	0	CT
9	0.92	0.09	0.55	0.94	0.08	65	7.5	0.8	0.59	0	RC
10	0.97	0.10	0.54	0.95	0.07	64	7.5	0.8	0.58	0	RC
11	0.94	0.10	0.55	0.95	0.07	65	7.5	0.8	0.59	0	RC
12	0.97	0.10	0.57	0.96	0.07	66	7.5	0.8	0.59	0	RC
13	0.93	0.10	0.56	0.94	0.07	66	7.6	0.8	0.60	0	CT
14	0.96	0.09	0.53	0.95	0.08	64	7.5	0.8	0.59	0	RC
15	0.96	0.10	0.54	0.95	0.07	63	7.5	0.8	0.59	0	RC
16	0.93	0.10	0.55	0.94	0.07	64	7.5	0.8	0.57	0	CT
17	0.94	0.08	0.54	0.94	0.07	63	7.5	0.7	0.59	0	CT
18	0.97	0.10	0.54	0.96	0.08	62	7.5	0.7	0.59	0	CT
19	0.97	0.10	0.56	0.96	0.07	62	7.5	0.8	0.58	0	RC
20	0.98	0.09	0.59	0.96	0.07	61	7.5	0.8	0.59	0	RC
21	0.97	0.09	0.58	0.95	0.08	62	7.5	0.8	0.59	0	CT
22	0.98	0.08	0.59	0.96	0.08	61	7.6	0.7	0.59	0	CT
23	0.94	0.09	0.56	0.96	0.06	64	7.5	0.7	0.58	0	RC
24	0.96	0.08	0.57	0.96	0.06	61	7.5	0.8	0.56	0	RC
25	0.98	0.08	0.58	0.97	0.07	61	7.5	0.8	0.60	0	AM
26	0.96	0.09	0.53	0.97	0.08	61	7.5	0.8	0.58	0	AM
27	0.94	0.07	0.58	0.96	0.09	61	7.5	0.8	0.58	0	AM
28	0.96	0.09	0.53	0.95	0.09	59	7.5	0.8	0.54	0	AM
29	0.97	0.08	0.55	0.95	0.06	61	7.5	0.8	0.53	0	CT
30	0.97	0.08	0.58	0.96	0.09	60	7.5	0.9	0.57	0	AM
31										0	
AVG	0.96	0.09	0.56	0.96	0.07	63	7.5	0.8	0.58	0	
MAX	1.00	0.10	0.59	0.98	0.09	66	7.6	0.9	0.61	0	
MIN	0.92	0.07	0.53	0.94	0.06	59	7.4	0.7	0.52	0	


Terrance McGhee
Manager of Water Operations

DUPAGE WATER COMMISSION LABORATORY BENCH SHEET
MONTHLY REPORT FOR DECEMBER 2016

LEXINGTON SUPPLY

DUPAGE DISCHARGE

DAY	FREE CL ₂		TURBIDITY		PO ₄		TEMP °F	pH	Fluoride	PO ₄ mg/l	P.A.C. LBS/MG	ANALYST INT
	mg/l	NTU	mg/l	mg/l	mg/l	NTU						
1	0.98	0.10	0.54	0.97	0.09	60	7.4	0.8	0.54	0	AM	
2	0.95	0.10	0.54	0.94	0.08	60	7.4	0.8	0.57	0	AM	
3	0.99	0.11	0.54	0.96	0.08	61	7.4	0.8	0.56	0	CT	
4	0.97	0.10	0.53	0.96	0.09	59	7.4	0.8	0.54	0	CT	
5	0.97	0.10	0.58	0.95	0.08	57	7.4	0.7	0.56	0	AM	
6	0.95	0.10	0.54	0.94	0.08	56	7.4	0.7	0.57	0	AM	
7	0.98	0.11	0.55	0.95	0.09	56	7.4	0.8	0.57	0	KD	
8	0.96	0.12	0.57	0.96	0.08	56	7.3	0.8	0.57	0	KD	
9	0.95	0.12	0.58	0.94	0.08	56	7.4	0.8	0.54	0	KD	
10	0.99	0.10	0.58	0.96	0.08	56	7.4	0.8	0.54	0	AM	
11	0.95	0.10	0.55	0.94	0.08	55	7.4	0.7	0.56	0	AM	
12	0.97	0.10	0.55	0.94	0.09	55	7.4	0.8	0.58	0	KD	
13	0.98	0.10	0.58	0.95	0.09	54	7.5	0.7	0.57	0	KD	
14	0.98	0.10	0.57	0.95	0.08	53	7.4	0.7	0.55	0	AM	
15	0.98	0.10	0.56	0.95	0.09	53	7.4	0.7	0.56	0	AM	
16	0.97	0.10	0.53	0.96	0.08	53	7.4	0.7	0.54	0	AM	
17	0.95	0.10	0.54	0.96	0.08	53	7.5	0.7	0.54	0	KD	
18	0.95	0.09	0.56	0.94	0.08	52	7.5	0.8	0.59	0	KD	
19	0.99	0.11	0.57	0.95	0.08	52	7.5	0.7	0.56	0	AM	
20	1.00	0.09	0.53	0.97	0.08	50	7.4	0.7	0.55	0	AM	
21	0.99	0.11	0.54	0.97	0.08	50	7.4	0.7	0.55	0	KD	
22	0.98	0.11	0.55	0.97	0.10	50	7.4	0.8	0.56	0	KD	
23	0.99	0.11	0.55	0.98	0.09	50	7.3	0.8	0.55	0	KD	
24	1.00	0.10	0.59	0.97	0.08	50	7.4	0.8	0.56	0	CT	
25	1.00	0.10	0.54	0.98	0.09	50	7.4	0.8	0.56	0	CT	
26	1.00	0.10	0.54	0.98	0.08	51	7.3	0.8	0.54	0	RC	
27	0.98	0.10	0.54	0.96	0.08	50	7.4	0.9	0.53	0	RC	
28	1.00	0.09	0.54	0.98	0.09	50	7.4	0.8	0.54	0	CT	
29	0.96	0.09	0.54	0.97	0.09	50	7.4	0.8	0.56	0	CT	
30	0.99	0.09	0.53	0.95	0.09	51	7.4	0.8	0.55	0	CT	
31	0.97	0.09	0.57	0.97	0.08	48	7.4	0.9	0.54	0	RC	
AVG	0.98	0.10	0.55	0.96	0.08	53	7.4	0.8	0.55	0		
MAX	1.00	0.12	0.59	0.98	0.10	61	7.5	0.9	0.59	0		
MIN	0.95	0.09	0.53	0.94	0.08	48	7.3	0.7	0.53	0		


Terrance McGhee
Manager of Water Operations

WINTER SAFETY

At Work and At Home

Some of you may like winter weather; some may not. But the reality is that we have to deal with it in Illinois. Here's some hazards we face with cold weather, ice and snow.

- DRIVING
- SLIPS, TRIPS & FALLS
- LADDER SAFETY
- SNOW PLOW SAFETY
- SNOW REMOVAL
- DECORATIONS, LIGHTS & ELECTRICAL HAZARDS

To drive in winter weather conditions:

- Allow extra time so you are not rushing.
- Completely clean off windows and lights of snow and ice.
- Slow down
- Always wear seatbelts!
- Keep your fuel tank full...fill up when you're half empty.
- Ensure tires have good tread. Consider a snow-rated tire.
- Inspect your vehicle's mechanical status periodically. Check fluids like windshield solvent.
- Follow other vehicles at a safe distance.... stopping time is increased due to loss of traction.



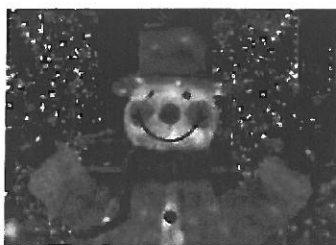
Slips, trips and falls occur more frequently in winter due to slippery conditions.

Here's what you can do to mitigate fall injuries:

- Clear walkways of snow & ice; use melting chemicals.
- Use handrails when using stairs.
- Make sure that footwear has a good tread on the sole.
- Use shoe grips or spikes that are easily put on and taken off. YakTrax are good for this.
- Mop up entry ways to clear water; use mats; put signs up to note wet areas.
- Remember to WALK LIKE A PENGUIN; take small steps with feet spread and arms out from sides.

Decorations and Electrical Hazards:

- Use heavy duty extension cords.
- Inspect for damage to cords and bulbs.
- To prevent overloading an outlet, never connect more than three sets of lights to one extension cord.



- Inspect ladders before use:

Only use OSHA approved ladders, and insure your weight does not exceed design.

Always face ladder when ascending and descending.

Always utilize three points of contact when on a ladder.



Always have a ladder spotter when possible to insure stability.

- Never run cords through windows or doors or stretched across walkways creating tripping hazards.
- Keep trees and plants away from heat sources like fireplaces and space heaters.
- Have a fire extinguisher in the building and know how to use it. IPRF provides this training.

Snow Removal:

- Do not shovel after eating or while smoking.
- Take it slow and stretch out before you begin.
- Push the snow rather than lifting it.
- If you do lift it, use a small shovel or only partially fill the shovel.
- Lift with your legs, not your back.
- Do not work to the point of exhaustion.



Snow Thrower/Blower Safety Tips:

- If the snow thrower/blower jams, turn it off before removing obstruction.
- Keep your hands away from the moving parts.
- Refuel your snow blower when it is off, never when it is running.

Snow Plow and Removal Safety:

It's plowing season and it's time to think about what it takes to be safe while getting your job done. Driving a snow plow is hard work. It requires driv-



ing for long hours in conditions that many other drivers consider too risky for travel. While you are concerned with providing safe and clear travel for motorists, you must not overlook your own safety.

- Start work physically and mentally rested and properly clothed.
- Check all equipment before each use. Inspect the lights, brakes, windshield wipers, defroster, plow bolts and chains, spreader and auger, flares and other safety equipment.

WINTER SAFETY, continued

- Know your route. Perform pre-storm route inspection observing landmarks and the locations of possible hazards (guardrails, curbs, railroad tracks, bridge joints, mailboxes, manhole covers, etc.) which may be hidden by falling or plowed snow.
- Choose the speed appropriate for conditions. Resist the urge to get the job done in a hurry.
- Be considerate of motorists having trouble driving in the snow.
- Be brief when using the radio. Report stranded motorists. Observe all traffic laws and signal your intentions clearly. Always wear your seatbelt.
- Before leaving the cab, set the brakes and disengage the power to the spreader and snowplow.
- Watch for signs of fatigue. Staring for hours at the driving snow can have a hypnotizing effect on drivers. The long hours and stress can take their toll as well. If you feel the on set of fatigue, take a short break – get out and walk around the truck.

Another hazard faced in winter is exposure to cold.



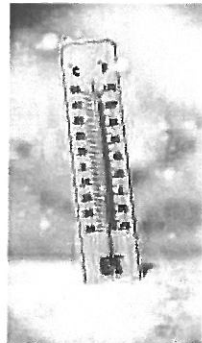
This can result in frostbite and hypothermia. Hypothermia is a medical emergency that occurs when your body loses heat faster than it can produce heat, causing a dangerously low body temperature. When your body temperature drops, your heart, nervous system and other organs can't work normally. Left untreated, hypothermia can eventually lead to complete failure of your heart and respiratory system and to death. Shivering is likely the first thing you'll notice as the temperature starts to drop because it's your body's automatic defence against cold temperature – an attempt to warm itself.

Frostbite is an injury caused by freezing of the skin and underlying tissues. First your skin becomes very cold and red, then numb, hard and pale. Frostbite is most common on the fingers, toes, nose, ears, cheeks and chin.

Exposed skin in cold, windy weather is most vulnerable to frostbite. But frostbite can occur on skin covered by gloves or other clothing.

Because of skin numbness, you may not realize you have frostbite until someone else points it out.

If you suspect either, get medical attention and seek warmth.



IPRF HAS ADDED SOME NEW FACES TO OUR TEAM!

SHERISE WILLIAMS

Sherise was hired in July of 2016 as a Claim Specialist. She came to us with 10 years claims handling experience and has been a bright addition to the unit.



REBECCA MIRANDA

Rebecca joined us as a Claim Specialist in October 2016. She brings more than 15 years of experience. Her outgoing personality has been very welcoming to the team, as well as our members.



DANIEL STELLA

Daniel joined our team as a Supervisor in November 2016. He brings more than 20 years of experience in the industry. He has been a supervisor for 9 of those years. Dan has a very engaging personality and has adapted very quickly to the IPRF philosophy.



IPRF PROMOTIONS KEVIN O'ROURKE

Kevin was promoted to Supervisor on October 31, 2016. He started with IPRF in June 2010 as a Claim Specialist. Over the years, he has helped in the training of new employees and has served as a mentor to some of our team members. In 2015, Kevin was designated to lead the newly create IPRF CAT team. He also served as a backup for claim assignments when supervisors were out of the office. Kevin has been a valuable member of the team and we are looking forward to his continued success in his new leadership role.

