



Water Ways

Volume VI – Winter 2010



Pictures from around the State



Illinois Rural Water Association



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Volume VI - Winter 2010

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MISSION STATEMENT

“Protecting and preserving the water and wastewater resources of Rural Illinois through education, representation and on-site technical assistance”.

ON THE COVER: Picture taken by Denise Burke on December 30, 2009 of the IRWA office with snow falling outside.

Water Ways is the official publication of the Illinois Rural Water Association, P.O. Box 6049, Taylorville, Illinois 62568, and is published quarterly for distribution to members as well as other industry associations and friends. Our website is www.ilrwa.org. Articles and photographs are encouraged. Advertising and submissions should be mailed to the above address or e-mail us at ilrwadb@ilrwa.org.

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Happy FOIA New Year?

by Frank Dunmire, Executive Director

As the clock was striking upon the midnight hour December 31, 2009 it was not only ringing in the New Year but it was also ushering in several new laws. This month's article will focus on one law, or Act, in particular that underwent major changes – the Freedom of Information Act (FOIA). All of the changes enacted were in answer to concerns over whether or not public bodies and public records are both transparent and accountable.

First (and probably most importantly) the Act finally statutorily created the position of a Public Access Counselor within the Illinois Attorney General's office. This Public Access Counselor (PAC) will be part of the Public Access Bureau inside the Attorney General's office, which includes several Assistant Attorneys General and professional support staff working to respond to FOIA and Open Meetings Act issues raised by both the general public and government officials. Working under the direction and supervision of the Attorney General, the PAC has authority to review requests for documents under FOIA and determine whether those documents should have been produced under FOIA. The PAC also has the authority to determine whether a public body has violated the Open Meetings Act. As part of this Public Access work, the Attorney General, through the PAC, has subpoena power, may issue advisory opinions to guide public bodies, may issue binding opinions in FOIA disputes and may sue to enforce binding opinions. Upon receipt of a request for review, the PAC is to determine whether further action is necessary and; 1. If the Public Access Counselor determines that the alleged violation is unfounded, he must so advise the requester and public body and no further action shall be taken or 2. In all

other cases, he or she must, within seven (7) working days of receipt, forward a copy of the request for review to the public body and specify the list of records or other documents the public body must furnish for further review before issuing a ruling. Attorney General, Lisa Madigan, recently appointed Cara Smith as the PAC and her contact information is as follows:

Cara Smith, Public Access Counselor

Public Access Bureau

500 S. 2nd Street

Springfield, Illinois 62706

E-mail: CSmith@atg.state.il.us

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(1-877-299-3642)

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Probably the most daunting task that the Act has created for public bodies will be that of designating, training and certifying one or more people to serve as a Freedom of Information Officer. The Act requires that "Every public body shall designate employees, officers, or members to receive training on compliance with this Act. Each public body shall submit a list of designated employees, officers, or members to the Public Access Counselor. Within 6 months after the effective date of this amendatory Act of the 96th General Assembly [January 1, 2010], the designated employees, officers, and members must successfully complete an electronic training curriculum, developed and administered by the Public Access Counselor, and thereafter must successfully complete an annual training program. Thereafter, whenever a public body designates an additional employee, officer, or member to receive this training, that person must successfully complete the electronic training curriculum within 30 days after that designation." In addition, every public body must prominently display at its office and



make available certain information, including the name(s) of its FOIA officer(s). The office also must display and make available: 1. Information on how to submit a FOIA request; 2. A brief description of the office, including its purpose, budget and number of employees; and 3. Any public body that has a website must also post this information on its website.

In an effort to clear up some confusion as to who might fall under the requirements to the new FOIA Act, it then went on to deal with expanding the definition of a Public Body to include "all legislative, executive, administrative, or advisory bodies of the State, state universities and colleges, counties, townships, cities, villages, incorporated towns, school districts and all other municipal corporations, boards, bureaus, committees, or commissions of this State, any subsidiary bodies of any of the foregoing including but not limited to committees and subcommittees thereof and a School Finance Authority created under Article 1E of the School Code."

The definition of Public Records also received like treatment and was defined to include "all records, reports, forms writings, letters, memoranda, books, papers, maps, photographs, microfilms, cards, tapes, recordings, electronic data

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Happy FOIA New Year?

continued from page 5

processing records, electronic communications, recorded information and all other documentary materials pertaining to the transaction of public business, regardless of physical form or characteristics, having been prepared by or for, or having been or being used by, received by, in the possession of, or under the control of any public body.” According to the Attorney General’s website, www.ag.state.il.us/government, some examples of public records available under FOIA are: orders; rules; reports or studies; contracts; names, titles and salaries of public employees; and the voting records of public bodies. Information can be available in electronic as well as paper format.

One of the changes that particular attention should be paid is that of response time. In the past Public Bodies

had seven (7) working days in which to respond to any FOIA request, with the recent changes in the Act, you must now respond within five (5) business days after the public body receives the request. In other words, day 1 of the response timeline is the first business day after the request is received by the public body not the date that the request was received by the public body. And before you ask, receipt of the request is considered to be met whenever any employee or official of the public body receives the request for information and not when the actual FOIA officer receives it.

In past years non-compliance to FOIA requests of violations of the Opens Meetings Act were most likely dealt with through “nasty grams” from the AG’s office and/or scathing news accounts.

No more. With the enactment of the new FOIA, those that violate the Act risk the possibility that a court could ultimately impose a civil penalty of between \$2,500 and \$5,000 per FOIA violation – definitely incentive enough for everyone to comply with these new changes.

It is impossible for me to hit on all of the changes that this Act will have upon how you conduct your public business so the IRWA will have a session on FOIA changes during its Annual Technical Conference in Effingham next month. Agendas and registration forms were mailed out towards the end of December. If you have not received one please see pages 16-20 or go to our website at www.ilrwa.org and download one. Hope to see all of you in Effingham February 16-18!



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Illinois Rural Water Association Completes Security Assessments for Public Water Supplies

*by Mark E. Mitchell,
Source Water Protection Specialist*

Recently, the IRWA staff completed 50 Security Assessments for Public Water Supplies throughout the state of Illinois. These evaluations were done completely on a voluntary basis and the information gathered and compiled was shared only with the Water Superintendent or Responsible Operator in Charge (ROINC), depending on who was interviewed in the information gathering portion of the project. It was then left up to that person to decide how to share that information with the governing body for that individual supply.

For these Security Assessments, the water supply was broken down into 4 basic parts; Source, Transmission Main, Treatment Facility and the Distribution System.

The source (surface, ground or purchase) and each well, intake or connection was considered on an individual basis. It was determined whether the source was located in an isolated or populated area, if the controls were inside a secure building or pole mounted, if the control boxes were locked and if the area was well lighted and relatively clear of obstructions so that it was clearly visible from the road or street.

The transmission main was considered as an integral part of the system and was evaluated based on the length of the main in feet or miles, if there are remote hydrants, air release valves, booster pumps or pressure reducing stations. If any of these were present, how are they secured? Have there ever been incidents of tampering or theft of water from remote hydrants? If there are remote

hydrants, are they secured with hydrant locks or shut off at the watch valve in front of the hydrant?

The water treatment facility was the next item looked at, and the same items were considered for the treatment facility as were considered for the source; however additionally considered were things like: Are all chemical deliveries monitored by system personnel? Is there a key control system in place? Does the facility have an intrusion alarm and if so is it utilized? Are there security cameras in place for monitoring when an operator is not present? Is there a SCADA system present and if so, are remote operations possible?

The distribution system was a very detailed inspection and took the most time to evaluate in most cases. Fire hydrants, valves, water storage tanks (both elevated and ground storage), bulk water sales stations were just the beginning of the items inventoried and evaluated in this task. Are the access doors locked on elevated tanks? Are the sites fenced and well lighted? Is the bulk water salesman in a place that is readily accessible, yet well lighted and in a populated area? Are fire hydrant locks used? Are valves exercised and readily accessible?

Once the field evaluation was completed by field staff this information was passed on to one of two staff members that then made a final evaluation and compiled all the information into a report form. Pictures by field staff were a very large part of these reports. After a final evaluation, results and recommendations



were inserted into these reports along with commendations for what the system personnel were already doing right.

It brings me great pleasure to note that in all of these Security Evaluations that were completed for Public Water Supplies state wide, all were making great strides in protecting a very vulnerable public service. IRWA was able to make at least a few recommendations in every case, but then again isn't that the idea of every study, evaluation or inspection that you have ever went through?

I would like to thank personally and on behalf of the Illinois Rural Water Association, each individual who took time out of an already busy schedule to take us to all of these places in your water supply and to be thoroughly quizzed on what you are doing or have done to enhance security in your public water supply. I have an even higher degree of respect for each and every one of you and the great job you do each and every day, and we know you do it thanklessly. But believe me when I tell you this; you are appreciated for the tireless efforts to protect the public from those who would try to harm us. 💧



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
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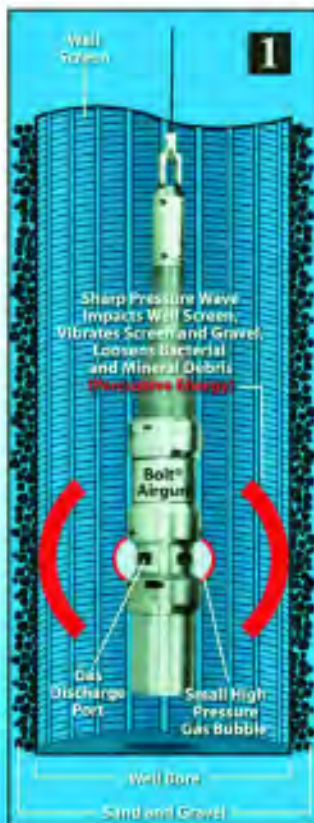
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Wednesday, February 17th	8:00 a.m.-4:00 p.m.
Thursday, February 18th	8:00 a.m.-9:00 a.m.

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SPORTSMAN RAFFLE

The exhibitors will be donating sports related prizes for the raffle. Attendees have the opportunity to purchase raffle tickets for these prizes with the winners announced at the conclusion of Casino night. Last year we purchased new equipment for the staff to better assist our members and sent a portion of the proceeds to rural water lobbying efforts in Washington D.C.

NEW PRODUCTS/SERVICES ROOM

Back again this year is the new products/services room. Stop by the Jefferson Room to see the presentations for the new and improved products or services our exhibitors have to offer. A new presentation will begin every 45 minutes. The schedule of sessions will be included in your packet at the conference.

These sessions will be included for CEU's this year.



CONFERENCE AT A GLANCE

Tuesday, February 16th		Registration Open: 8:00 a.m.—4:00 p.m.	
9:00 a.m.—10:30 a.m.	Opening/RD Update/ARRA Funding		
10:30 a.m.—11:15 a.m.	Break/Exhibit Hall Opens		
	WATER	WASTEWATER	BREAKOUT
11:15 a.m.—12:00 p.m.	Trenching & Shoring	IEPA Update	Regional Water Supply Planning Committee
12:00 p.m.—1:00 p.m.	Lunch Buffet—Ticket Required		
1:00 p.m.—2:30 p.m.	Disinfection Alternatives—Solid Form	Slip-lining of sewer lines vs. replacement	ILWARN
2:30 p.m.—3:00 p.m.	Break/Exhibitor Drawings		
3:00 p.m.—4:30 p.m.	Surge Protection in Distribution Systems	Infrared Thermography for Electrical Troubleshooting	IRWA Annual Meeting
4:30 p.m.	Water Taste Test/Awards Ceremony		
6:00 p.m.—8:00 p.m.	Hospitality Night		
Wednesday, February 17th		Registration Open: 8:00 a.m.—4:00 p.m.	
8:00 a.m.	Exhibit Hall Opens		
9:00 a.m.—10:30 a.m.	Re-Ox/Controlling Organics	Combined Sewer Overflows—Long Term Plans	Wage & Hour Laws
10:30 a.m.—11:00 a.m.	Break/Exhibitor Drawings		
11:00 a.m.—12:00 p.m.	Rate Studies	Aeration-Lagoon Treatment	Wage & Hour Laws (continued)
12:00 p.m.—1:00 p.m.	Lunch Buffet/Ticket Required		
1:00 p.m.—2:30 p.m.	IEPA Regulatory Update	Visual Inspection of Collection Systems	Disconnect Policy/ FOI Act
2:30 p.m.—3:00 p.m.	Break/Exhibitor Drawings		
3:00 p.m.—3:45 p.m.	Making the Internet Useful	Laboratory Procedures	Open Meetings Act/ Home Rule/
3:45 p.m.—4:30 p.m.	P2D2—Prescription Pill & Drug Disposal Program	Laboratory Procedures (cont'd)	The Fight Over Water Resources
6:30 p.m.—9:30 p.m.	Casino Night/Announcement of Sportsman Raffle Winners		
Thursday, February 18th		Registration Open: 8:00 a.m.—9:00 a.m.	
7:30 a.m.—8:30 a.m.	Breakfast Buffet/Ticket Required		
8:30 a.m.—10:00 a.m.	Gas Chlorinators & Chemical Feed Pumps	Confined Space Entry/ Competent Person	
10:00 a.m.—10:15 a.m.	Break		
10:15 a.m.—11:45 a.m.	Asset Management for Water and Wastewater Utilities Made Easy	J.U.L.I.E. Update	
11:45 a.m.—12:00 p.m.	Closing Ceremony/Grand Prize Drawing		

SESSIONS AT A GLANCE

WATER SESSIONS

Rural Development Update - Patrick Lydic, State RD Office
This may be the time for public water supplies to upgrade or expand their systems. Come hear about the funding available from Rural Development including federal stimulus dollars.

ARRA Funding - Don Craig, IRWA
Supportive information about the American Recovery & Reinvestment Act (ARRA) funds available and how IRWA ARRA Circuit Riders can be of assistance to rural utilities.

Trenching & Shoring - Ken Riley, Kundel Industries
Be Safe - NOT Sorry! Find out why you should use a trench box and how to use one once you have it.

Disinfection Alternatives - Sploid Form, Arch Chemicals
Conventional disinfection chemicals are coming under fire from several directions. Attend this session to learn about a new process that may fit your disinfection needs.

Surge Suppressors - Maria Braun, JCM Industries
Anybody reading this like fixing water main breaks? The equipment covered in this session can provide protection against possible breaks.

RE-OX/Controlling Organics - Nick Stanley, Water Solutions Unlimited
Updates with case studies on uses and applications in controlling organics using RE-OX.

Rate Studies - Don Craig, Illinois Rural Water Association
Completing a regular rate study is imperative to keep proper revenue coming into utilities. This session will review the basic study used by IRWA staff and detail the statistical and financial data needed to complete a study.

IEPA Regulatory Update - Dave McMillan/Anthony Dulka, IEPA
Regulations keep coming and they keep changing. Attend this class to hear about both the new and the changes to old ones.

Making the Internet Useful - Steve Wilson, IL State Water Survey
Like it or not, the internet is here to stay. Learn how to use it to provide additional resources for your system and yourself.

P2D2 - Prescription Pill and Drug Disposal Program - Paul Rater, Pontiac High School
Topics covered in this session include: The P2D2 network & IL-IN Sea Grant and Passing the Torch - Educating the Next Generation for Pharmaceutical Environmental Stewardship.

Gas Chlorinators/Chemical Feed Pumps - Bill Redfern, Sidener Environmental
Hear about the safety precautions you need to take when dealing with chlorine and chlorinators.

Asset Management for Water and Wastewater Utilities Made Easy - Ryan Costello, SEMS Technologies
Learn about the asset and inventory management programs for drinking water and wastewater utilities, and how to implement these programs and effectively use software tools to help automate this process.

WASTEWATER SESSIONS

IEPA Update - Bob Voss, IEPA
Bob will be giving an update of IEPA regulations and information regarding certification testing.

Slip lining of Sewer Lines vs. Replacement- Gary Pennrod, Insulation Technologies, Inc.
Come to this session to learn about cost in place (vs. of existing storm and sanitary collection systems).

Combined Sewer Overflows - Long Term Plans - Joe Pisan, Donohue & Associates
How to survive a CSO long-term plan without breaking the bank.

Infrared Thermography for Electrical Troubleshooting - Randy Spangler, Papper Maintenance
Using infrared cameras to track heat in electrical motors and systems for maintenance/diagnostic analysis.

Aeration in Lagoons: Design, Treatment & Energy Comparisons - John Hilde, Air Diffusion Systems
The treatment benefits of aeration in lagoons, with design and energy comparisons. (And potential energy savings and grants).

Visual Inspection of Collection Systems - Marty Coor, Coe Equipment
How can you see what's going on out there in your sewer lines? This class will provide information on the techniques available to "see" the inside of those lines.

Laboratory Procedures - Andy Groover, Suburban Labs
This session will provide information that may have you taking a second look at the way you perform lab testing.

Confined Space Entry/Confined Person - Joe Lawson, IDOL
There are still people dying out there in confined spaces. Don't be a statistic. Learn or get a refresher of the safety measures needed when going in.

J.U.L.I.E. Update - Dave Koen, J.U.L.I.E.
Always call J.U.L.I.E. Before you dig up ANYTHING, including sewer lines. Hear about the program before the spring building season.

BREAKOUT SESSIONS

Regional Water Supply Planning Committee Report - Dr. Derek Winstanley, Mahomet Aquifer Consortium
Attend this session to hear some recommended standards for water supply planning.

ILWARN - TRA

IRWA Annual Meeting
Come and catch up on what your Association has done in the past year. The newly-elected board members will also be seated at this meeting.

Wage & Hour Laws - Ken Kelly, KTG Labor Consultants
Do you have to give rest breaks & lunch breaks? The difference between "Flex" & "Comp" time? Who can be an exempt/salaried employee? Find out the answers in this and more!

Disconnect Policy, FOI Act, Open Meetings Act, Home Rule, & Water Resources - Mike Antoline, The Office of Mike Antoline - "You can't disconnect me!" Mr. Antoline will update you on the rules for water and sewer disconnects for governmental bodies as well as the changes in the Freedom Of Information Act, the DANGEROUS and sweeping changes in the Open Meetings Act. Other Topics that will be covered include:
Was Your Ordinance Valid? - The Power of Non-Home Rule vs. Home Rule Municipalities and The Fight over Water Resources Becomes A War!



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Non-Member - \$140.00

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PLEASE CIRCLE WHICH DAY YOU WILL BE ATTENDING (for one day registration only)

TUESDAY WEDNESDAY THURSDAY

All fees must be paid when registering - no purchase orders or special billings

NO REFUNDS AFTER FEBRUARY 5, 2010

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Upgrading the Trickling Filter WWTP at Morrison

by Gary Chase, Wastewater Technician

The City of Morrison, Illinois, will be upgrading the existing Trickling Filter plant in 2010, to replace worn out treatment plant equipment and upgrade the operational control system. Morrison is located in west central Whiteside County with 4,600 residents and 1,814 wastewater connections.

Shane Osborn is the WWTP Superintendent, who has been with the City for 11 years, and is a Class 3 wastewater operator and Dan Milnes is the Assistant wastewater operator, who has been with the City for eight years.

The original WWTP was built in 1940, which consisted of: one bar screen, one grit channel, two 140,000 gallon horizontal primary clarifiers, a 70' diameter trickling filter and a final clarifier. In 1960 additional treatment units were added, these consisted of: one more bar screen, two more grit channels, one more 70' diameter trickling filter, two 40' diameter final clarifiers, two 50,000 gallons chlorine contact tanks, and an aerobic secondary digester.



Shane Osborn, WWTP Superintendent

With the addition of the two secondary clarifiers, in 1960, the old secondary clarifier was converted to a third primary clarifier. In 1980 the two 70' diameter trickling filters were covered with aluminum, to retain the water temperature, for nitrification treatment to function during the winter months. This was one of the major improvements for meeting year round Effluent standards and the main reason the trickling filters will be retained in lieu of another type of secondary treatment. Also in 1980 a standby diesel generator was installed at the WWTP and can supply power to the entire WWTP.

In 2006, the trickling filter distributor arms were rehabilitated. The primary anaerobic digester was operating until August of 2007. This is when the roof fell inside the digester. The digester is currently used as a sludge thickener. Primary sludge is pumped to the sludge thickener then transferred to the aerated secondary digester. The digested sludge is land applied to farm ground in the spring and fall of the year. The City will fund the upgrade with an EPA loan. The City did not qualify for a Grant. Baxter and Woodman, Crystal Lake, Illinois, is the engineering firm doing the design on the WWTP rehabilitation.

Improvements to be made in the rehabilitation:



1. New lift pumps from the wet-well in the basement
2. Install an automatic bar screen
3. A Eutek T-Cup grit removal cone. The existing three grit channels will be abandoned.
4. Rehabilitation of the three horizontal primary clarifiers with new chain, sprockets and flights.
5. New scum removal in primary clarifiers will be discharged back to the head of the plant.
6. The secondary clarifiers will be sandblasted and painted and both gear reduction units will be rebuilt.
7. The sludge thickener tank will be converted to an aerobic digester with fine-bubble diffusers, with sludge transferred to the secondary digester by pumping.
8. The secondary digester will have the coarse-bubble diffusers removed and replaced with fine-bubble diffusers. This will remain as the point where digested sludge is removed for land application.
9. The WWTP has seasonal disinfection and uses gas chlorine. May

continued on page 22

Upgrading the Trickling Filter WWTP at Morrison

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switch over to liquid chlorine for safety purposes.

- 10. The WWTP footprint will not change, since the new units will be replacing the old units.

As mentioned earlier, the successful operation of the trickling filters have saved the City of Morrison the cost of a newer technology system for secondary treatment. 💧



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Old anaerobic digester with roof missing

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One of the Five Wettest Years on Record

by Greg Bates, IRWA Board President
District 5-At Large

It is hard to believe that we could have had a wetter year in 2009 than we did in 2008 but news reports that I listened to the other day reported that we were 15 inches above normal in rainfall so far this year. As a purveyor of water it is hard to sell a product when it falls from the sky on a frequency of every other day. This excessive rainfall, coupled with a slow down in new housing construction, has had a negative financial impact on our company, Jersey County Rural Water and in talking with other water companies; they are experiencing the same effect. I know that in our case it has been the worst 2 years in the past 20 as far as water sales and new construction and has put a strain on the com-

pany's operating budget. The lower sales revenue has made it difficult to keep expansion projects going for future growth of the company as well as complete projects like tank paintings and pump station upgrades.

The extreme rainfall over the last 2 years has also had led to unexpected expenses in several other ways. These additional expenses include water main and service line repairs and replacements due to washouts in ditches and creek beds. In many cases, the large amounts of rainfall has changed the creek channels or widened the ditches resulting in main washouts. The erosion of the creeks and drainage ditches necessitated

the re-boring and installation of new pipe to prevent an unwanted or unplanned outage of water service. The past two years we have seen an excess of over 15 such washouts in a 3 county area that we know about, totaling about \$120,000.00 in damage. The



excessive rainfall has also slowed down our in-house construction work as well as our contracted construction work which is occurring on the 67 corridor for the extension of Highway 255. These state projects have deadlines which have become increasingly difficult to meet due to the wet conditions. If (and that is a big IF) you can complete a project, then the clean up efforts become difficult (if not impossible) due to wet soil conditions and the very short windows to get the work done.

The old-timers say that basements that have never seen water before can no longer lay claim to that enviable fact. I'm sure that a lot of you readers have been affected in some way or another by all of the record rainfalls this past year and hopefully, 2010 will be a year with less rainfall and more sunshine. Happy New Year! 💧



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The Power to Empower Yourself

by Amy Twain

A set of goals would empower you and you could then proceed to begin and follow your journey or voyage by setting your desired goals. Goal setting is indeed very necessary if you would like to empower yourself, as it is the initial step towards a more satisfying and fulfilling life. So to use personal empowerment to develop and further enhance your life, ample support from family, friends and relatives are essential and you need discipline as well to create and come up with the right and best decision in your life. Goal setting could be in the form of the achievable and the feasible and also,

those which are not within your ability and your budget but that could be addressed later.

Personal empowerment will allow you to follow the dreams that are not within your means now. Take those small steps and set attainable and reachable goals within a brief time frame so that you would feel empowered when you accomplish them. Achieving goals become easier as you pursue and persist to empower yourself. You could take your time to experience your growth personally as it can be very empowering to aspire to move on and be more in life. There are

several rewards you can reap to personal empowerment but you really need to think forward as goal setting would enhance your life for the better and likewise help you to attain more.

Inspiring moments are also helpful and it could enliven you more and move on to pursue and foresee more personal goals. As you pursue and reach every small goal, you can see positive and better changes in you and the succeeding set of goals become more and more challenging. You would begin to look for-

continued on page 25



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ward to it and personal empowerment would form a life you truly desire and always dreamed about. Every personal growth would heighten and intensify your sense of power and ideas and ambition are no longer out of reach. You may also need to map out a group or team of action to handle with the several obstacles in life as they delay and postpone one's progress.

Always bear in mind to keep pushing yourself and think positive at all times, as they can be so empowering. Get rid of the negative vibrations and feelings. It will take time, yet try to make it a routine to think more on a positive note. Turning negative into something opti-

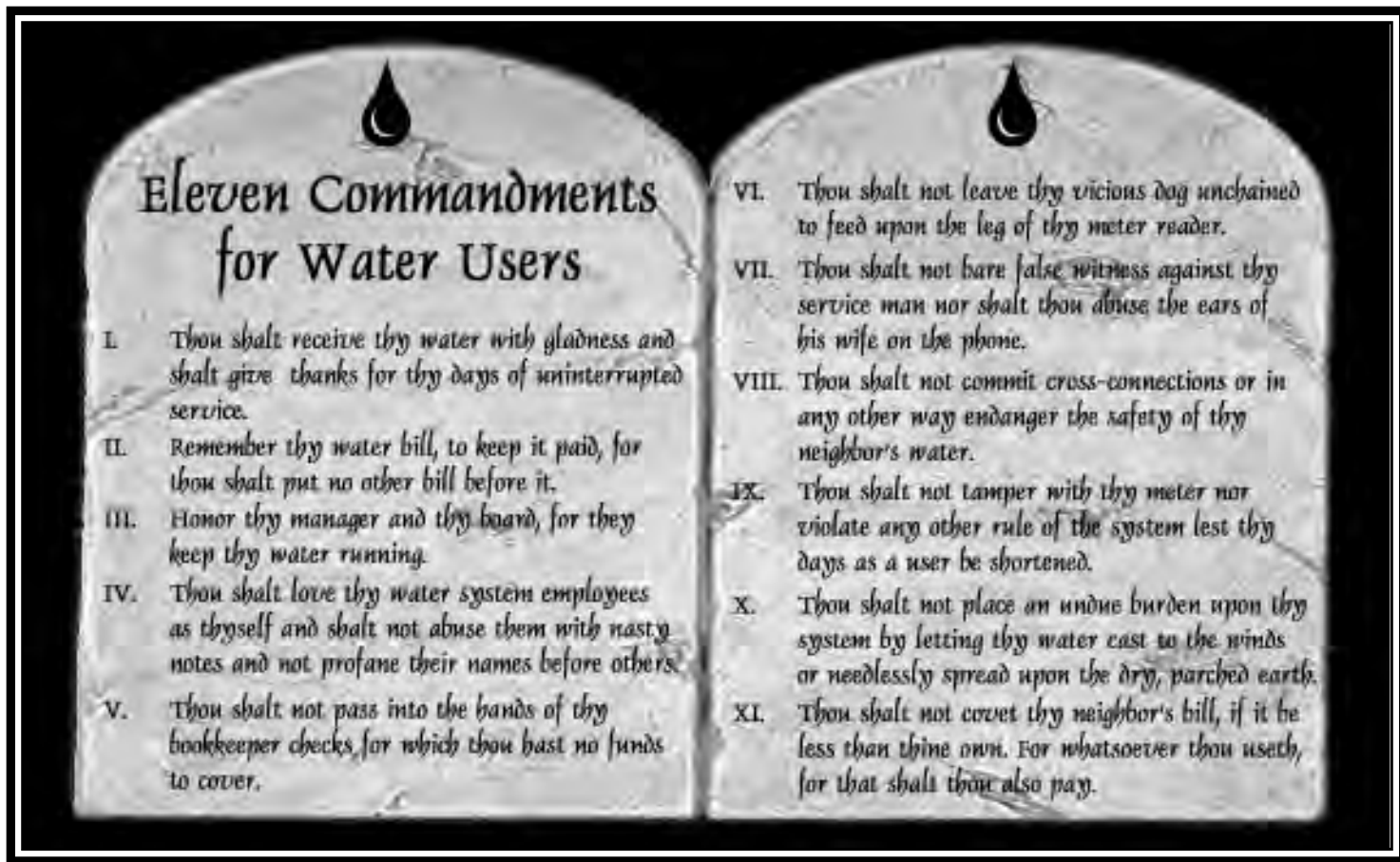
mistic is a good distinctive feature and never, ever giving up as endurance and perseverance and patient and tolerant in overcoming the many barriers and hindrances, and always looking forward is truly important to empower oneself. To create something out of your own life, there are myriad of ways out there but each begins with a small step.

To begin empowering yourself, you have to do things which truly interest you and along the way, you would be the person ever you will hold in high regard. Don't stop empowering yourself because your personal empowerment and growth as a person will bring about self worth and positive image. 💧

About The Author

The author of this article Amy Twain is a Self Improvement Coach who has been successfully coaching and guiding clients for many years. Amy recently published a new home study course on how to boost your Self Esteem overnight.

More info about this "Quick-Action Plan for A More Confident You" is available at <http://www.FabulousSelfEsteem.com>.





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