MISSOURI SMALLFLOWS ORGANIZATION

Outhouse Post

A Quarterly Publication — *Fall 2026 Edition*

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Upcoming Classes

Needing CEU's?
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A Note from the MSO President

Happy Fall Members!
This is my favorite time of year. The beautiful leaves, bonfires, pumpkin spice everything…yes, I am that girl! It's the cozy lead into my FAVORITE holiday Christmas!I know, groan away. I am also THAT girl!

As we head into the home stretch of our busy season, before mother nature forces us to slow down, remember to take the time to enjoy life outside of the poo. Go to the local high school football games, the bonfires, the chili cookoffs. We all know the twelve systems you must put in before the ground turns to white stone, will make it in anyway. There is always a way to do both. Balance is an important part of life. It isn't always easy to balance your business and your home life, but it is important.

We had a GREAT time at the annual MSO Member Appreciation event! Watching the Springfield Cardinals play is always an exciting and fun experience. This year, I was able to bring our oldest grandson, Owen, to his first baseball game. He's only two but in our family, we start early!

Next month is the annual Onsite Wastewater Mega Conference co-hosted by NOWRA (National Onsite Wastewater Recycling Association), CPOW (Colorado Professionals in Onsite Wastewater, NAWT (National Association of Wastewater Technicians), and SORA (State Onsite Regulators Association). This event is October 25th through 28th in Westminster, Colorado. There will be a Roe-D-Hoe held there. Could you be the next Colorado State Champion? Remember, Nick Dykes was the Ohio State Champion last year! If you are a state champion, you automatically qualify for the national finals held at the WWETT Show in Indianapolis, Indiana. This is another great show running from February 22nd to 25th, 2027. Both events are a great place to receive quality education and network with our industry's leading professionals.

January is only a few short months away! Make sure you are making plans to attend the MSO Annual Conference and Tradeshow. We have an all-star lineup this year and some exciting new classes to offer. Margaritaville is a fun time! I ask the question to contractors I see all the time" Will I see you at the conference?". The answer I frequently get is "I don't need the CEU's this year. "GUYS AND GALS!!! CEUs are necessary to continue your business, I get it…but it's 3 days in JANUARY. The conference provides so much more than just required education. We see a few handfuls of the contractors that come every year regardless of how many credits they need. These are the big guys. The ones that have been around since Nick Dykes was in diapers. They come to make the connections and to see the new products available. They compete in the Roe-D-Hoe. They support MSO. Come join us!

Sincerely,
Your pumpkin spice loving president, Jessi Wood

MISSOURI SMALLFLOWS ORGANIZATION

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Sneak Peek of the MSO Conference January 18-20, 2027

Get ready for an energizing and valuable MSO Conference experience! The MSO Conference Planning Committee is hard at work creating an exciting agenda for the 2027 MSO Conference & Trade Show, taking place January 18–20 at Margaritaville Resort in Osage Beach.

This year's conference will offer even more opportunities to learn, connect, and grow. We'll kick things off on Monday, January 18 with a Pre-Conference Session focused on Drip Irrigation, followed by a Welcome Reception in the Exhibit Hall and the start of our annual Roe-D-Hoe competition.

Conference sessions begin Tuesday, January 19 and continue through noon on Wednesday, January 20. Attendees will be able to choose from four concurrent session tracks, including a brand-new Business Track designed in response to member interest and industry needs.

Registration opens in October, so be sure you're signed up for email updates and ready to reserve your spot. We look forward to seeing you in person for another outstanding MSO Conference & Trade Show!







H2Ozarks - More than a Septic System

Written by: Olivia Schaap

More Than a Septic System: Saving the Home Her Father Built

When we think about home disasters, we usually think about trees falling on the roof or the pipes bursting. But when a septic system fails, it can destabilize your life and upheave your home just as badly. When Jerri's septic system started failing, she had few options as a retired single homeowner. The failure was so significant it threatened her ability to remain in the generational home her father built more than 50 years ago. It took over $30,000 dollars, five months, and an installer willing to go the extra mile to get Jerri's life, and septic system, back on track.

The Problem Nobody Wanted

Jerri first realized something was wrong when a friend noticed water standing in her basement. But this wasn't ordinary rainwater — the basement had filled with sewage, and the floor drain was clogged. The culprit was her aging septic system, which had been installed over half a century ago. The average septic system lasts for 25-40 years, and Jerri's had reached the end of its lifespan.

Finding the source of failure quickly became complicated. No one could find where the septic tank was located. Because the home had a basement, the septic tank was buried much deeper than usual, and contractors dug a trench along the sewer line just to locate the tank. Jerri spent thousands of dollars out of pocket on investigations, design work, and emergency efforts just to get answers.

It was determined the entire septic system would have to be replaced — that meant digging out the existing tank and replacing all the lines in the drainfield. But the site had significant challenges: the house sat on a hill, the existing tank was located downhill, and the new drainfield needed to be installed uphill in the front yard. . Contractor after contractor declined the work.

"[They] come out and look at it, but they don't want the job because it's going to be too big," Jerri explained.

Several bids were exorbitantly expensive, and as a retiree on a fixed income, Jerri's options were limited.

She spent hours making phones calls, trying to find someone who could finish the work that had been started.



H2Ozarks - More than a Septic System Cont'd

An Upheaval of Daily Life
"My brother said I should just sell the house, but I couldn't do that, our daddy built it."

Meanwhile, the failing system was disrupting Jerri's daily life. Her belongings in her basement were ruined. Fearing additional sewage backups, she drastically reduced her water use.

"I cut down everything [that required water]. I had to go to an Airbnb or hotel to take a shower. I just evacuated my home," Jerri told us.
At one point, Jerri's stress became so bad she considered selling personal belongings to pay for repairs, and she worried she might have to sell the family home altogether.

"I was trying to sell anything I had to come up with the money. I don't know what I would have done [without H2Ozarks]. My brother said I should just sell the house, but I couldn't do that, our daddy built it."

Finding the Right People
Jerri's story turned a corner after she connected with Stefanie, who manages the H2Ozarks' Septic Tank Remediation Program. Jerri credits Stefanie with helping her navigate an overwhelming process. Stefanie could answer questions, connect Jerri to septic professionals, coordinate details, and provide guidance when she felt lost. "Stefanie was my angel," Jerri said. "I felt like I'd been rescued."

Stefanie also helped Jerri find the right installer - Josh Boyd stepped in after many others had passed on the job.



"I started doing this work by taking the jobs nobody wanted," Boyd said, when asked why he would take such a complicated system. "I learned a lot that way."

"Jerri's [system] was a little bit challenging... but she's one of those people that makes it worth doing. She appreciates the work."

With the right people on the job, Josh went to work replacing Jerri's septic system.

H2Ozarks - More than a Septic System Cont'd

Digging Up the Past
There was still one last surprise in When Josh went to dig out the old tank, what he found shocked him - it wasn't an industry-standard concrete tank, but an old metal propane tank. Jerri told us the tank was installed by her father.

"It was pretty neat. That's the first time I found a propane tank." Boyd said.

While repurposed materials might seem useful, wastewater can create corrosive gasses that degrade metal. Concrete, plastic, or fiberglass septic tanks are the industry standard used today.

Starting From Scratch
To fix the system, Boyd's crew installed a new concrete septic tank where the propane tank used to sit. Due to poor soils that drain slowly and have trouble absorbing wastewater, they also added a pump system that transports wastewater 240 feet uphill to a drainfield in Jerri's front yard. The new drainfield holds eight 100-foot lateral lines and a curtain drain to address the difficult soil and drainage conditions. It was one of the more complex residential systems Boyd had tackled.

Thanks to a solution-driven installer and the financial assistance from H2Ozarks, this project was completed in October 2025, restoring reliable wastewater treatment to the property and protecting local water quality.

The difference it's made in Jerri's daily life isn't taken for granted.
"I can take a shower, flush the toilet, even run a dishwasher," Jerri said with almost reverence.

Jerri can finally live in her home again. She can use her water without fear of sewage backing up into the basement. The problems that once dominated her daily life have disappeared. And just as important, Jerri was able to stay in the home her father built, which holds irreplaceable significance and family legacy. What once felt like an impossible and tragic situation is now a success story thanks to the partnership and financial assistance we were able to provide.

For Jerri, the project was about far more than replacing a septic system. It restored peace of mind, protected a family home, and allowed her to continue living safely and comfortably in the place she loves.

The H2Ozarks Septic Tank Remediation Program is made possible by funding from the Arkansas Department of Agriculture Natural Resources Division.

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October 20th, 2026

Trickling through Media Filters

Location: Jefferson City, MO - Cole County Health Dept.
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.0
Select: Basic: 0, Advanced: 6.0, Inspectors: 5.0
Onsite Soil Evaluators: 0, Perc Tester: 0
DNR Wastewater CEU's: 6.0
Member Price: $150 Non-member price: $350

October 21st, 2026

Drip Irrigation

Location: Jefferson City, MO - Cole County Health Dept.
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.5
Select: Basic: 0, Advanced: 6.5, Inspectors: 6.0
Onsite Soil Evaluators: 4.0, Perc Tester: 0
DNR Wastewater CEU's: 6.5
Member Price: $150 Non-member price: $350

October 21st, 2026

Basic Soils & How to Read a Soils Report

Location: St. Charles, MO - St. Charles Admin Building
Class Times: 8:30 AM - 2:00 PM
DHSS General CEUs: 5.0
Select: Basic: 5.0, Advanced: 5.0, Inspector: 0
Onsite Soil Evaluators: 5.0, Perc Tester: 2.0
DNR Wastewater CEU's: 0
Member price: $150 Non-member price: $350

October 22nd, 2026

Earthen Structures & Above-Ground Dispersal Methods

Location: St. Charles, MO - St. Charles Admin Building
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.5
Select: Basic: 3.5, Advanced: 4.0, Inspectors: 3.0
Onsite Soil Evaluators: 1.5, Perc Tester: 0
DNR Wastewater CEU's: 6.5
Member Price: $150 Non-member price: $350

November 4th, 2026

Types of Drainfields & Water Management

Location: Kearney, MO - Kearney Winsupply
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 7.5
Select: Basic: 5.5, Advanced: 6.0, Inspectors: 0
Onsite Soil Evaluators: 1.0, Perc Tester: 0
DNR Wastewater CEU's: 6.5
Member Price: $150 Non-member price: $350

November 5th, 2026

Drip Irrigation

Location: Kearney, MO - Kearney Winsupply
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.5
Select: Basic: 0, Advanced: 6.5, Inspectors: 6.0
Onsite Soil Evaluators: 4.0, Perc Tester: 0
DNR Wastewater CEU's: 6.5
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MORE INFO

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December 1st, 2026

Drip Irrigation

Location: Troy, MO - Lincoln County Health Dept.
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.5
Select: Basic: 0, Advanced: 6.5, Inspectors: 6.0
Onsite Soil Evaluators: 4.0, Perc Tester: 0
DNR Wastewater CEU's: 6.5
Member Price: $150 Non-member price: $350

December 2nd, 2026

Basic Soils & How to Read a Soils Report

Location: Troy, MO - Lincoln County Health Dept.
Class Times: 8:30 AM - 2:00 PM
DHSS General CEUs: 5.0
Select: Basic: 5.0, Advanced: 5.0, Inspector: 0
Onsite Soil Evaluators: 5.0, Perc Tester: 2.0
DNR Wastewater CEU's: 0
Member price: $150 Non-member price: $350

December 10th, 2026

Drip Irrigation

Location: Imperial, MO - Ganey Engineering
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.5
Select: Basic: 0, Advanced: 6.5, Inspectors: 6.0
Onsite Soil Evaluators: 4.0, Perc Tester: 0
DNR Wastewater CEU's: 6.5
Member Price: $150 Non-member price: $350

December 11th, 2026

Trickling through Media Filters

Location: Imperial, MO - Ganey Engineering
Class Times: 8:30 AM - 4:30 PM
DHSS General CEUs: 6.0
Select: Basic: 0, Advanced: 6.0, Inspectors: 5.0
Onsite Soil Evaluators: 0, Perc Tester: 0
DNR Wastewater CEU's: 6.0
Member Price: $150 Non-member price: $350

2027 CEU Opportunities

Missouri Smallflows will offer several ways to earn CEUs throughout 2027:

- Online Classes – Self-paced learning available online
- In-Person Seminars – Educational sessions offered throughout Missouri
- REALTOR® CE Classes – Specialized onsite wastewater training for real estate professionals
- Missouri Smallflows Conference – Join us in January for education, networking and CEU opportunities

The 2027 seminar and class calendar will be posted soon. Watch for dates, locations and registration details.

REGISTER NOW

MORE INFO

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MSO Awards Nominations

MSO Accepting Nominations for MSO Awards

Every year there is an opportunity for outstanding members to be nominated for two different awards. We recognize our professionals' ability to go above and beyond to further the industry or help someone in the community. Nominations are currently being accepted and can be submitted on the MSO website.

MSO Member Service Award

MSO created the Service Award to recognize members that contribute to the organization to further their mission and goals. Members may nominate other members that they feel are worthy of this award.

This award would encompass a member that has shown service to the association through volunteerism and promoting the industry. It can be an Annual Award. Qualities of the individual would be evaluated but not limited to the following:

- Active membership with MSO
- Actively participate in a project or committee
- Show initiative to complete a specific project
- Promoting the association's goals or the industry

Lifetime Achievement Award

MSO created the Lifetime Achievement Award to recognize members that have promoted the industry and the association over several years. Members may nominate other members that they feel are worthy of this award.

This award would be a member that has shown years of dedication to the association and industry. Exemplary service to the industry, volunteerism to the association and building opportunities for future professionals would be some of the qualities examined for this member.

- Long-time member of MSO
- Served on the MSO Board of Directors
- Actively participated in projects or committees
- Mentored professionals to better the industry



Submit your nominations to the website below:

https://mosmallflows.org/annual-conference/

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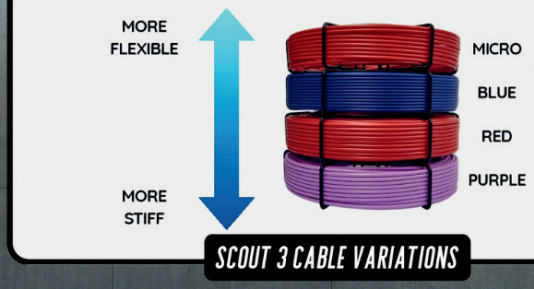
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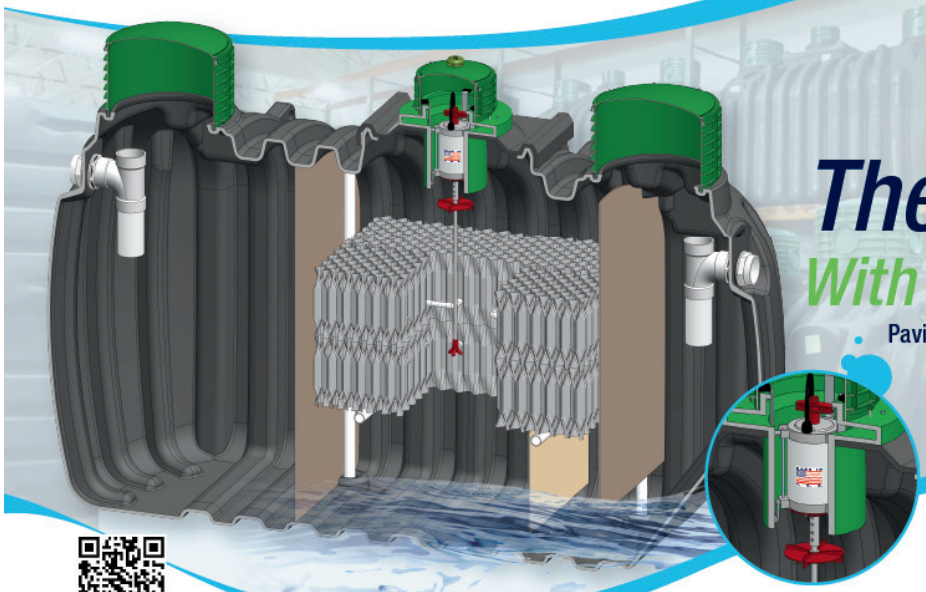
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WHAT DO YOU GET WITH YOUR MSO MEMBERSHIP?

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MSO is continually working on bringing you more benefits for your dollar. In an industry where regulations evolve, technology advances, and compliance is critical, MSO membership ensures you're never behind the curve.

Benefits of being a member of MSO

- Membership in both MSO and NOWRA
- Discounted rates for MSO classes and the MSO Annual Conference
- Quarterly MSO newsletters with industry updates and news
- CEU tracking for all MSO-sponsored continuing education classes
- Over $100 off any 1 - day class seminar
- Over $185 off Registration for Pre-Conference or Conference & Trade Show
- NEW: Member - Download your seminar certificates & see your class history!
- Access to business insurance discounts with several insurance companies

By partnering with our national organization, National Onsite Wastewater Recycling Association (NOWRA), we are able to bring you more benefits for your MSO membership price.

NOWRA BENEFITS INCLUDED WITH MSO MEMBERSHIP

- Membership with NOWRA
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- Attend the NOWRA Conference at the membership rate
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Meet the Missouri DHSS Onsite Wastewater Program Staff

For the first time in several years, the Missouri Department of Health and Senior Services Onsite Wastewater Program is fully staffed - an important development for Missouri's onsite wastewater community.

MSO is pleased to welcome the current DHSS Onsite Wastewater Program team and looks forward to working alongside them in the years ahead. Members will also have an opportunity to meet members of the team at the **2027 MSO Convention in January**.

John Campbell, Onsite Wastewater Program Manager
John Campbell holds both a bachelor's degree (2006) and a master's degree (2010) in Biological Sciences from Missouri S&T. He began his career in public health regulation in July 2016 with the Phelps/Maries County Health Department, where he gained hands-on experience overseeing local environmental health programs.

In August 2018, John joined the State of Missouri as an Environmental Public Health Specialist, covering all aspects of the Bureau and building a broad skill set across statewide environmental health operations. His focus shifted fully to the Onsite Program in January 2025, and later that year-October 2025-he stepped into the role of Onsite Program Manager.

Throughout his career, John has been dedicated to safeguarding public health, strengthening environmental compliance, and supporting communities across Missouri.
John lives in rural central Missouri with his wife and five children. His hobbies revolve around family, the outdoors, and community involvement, whether watching his kids play sports, hunting, fishing, or working on the farm. He is an avid bow hunter and serves as an assistant softball coach and assistant NASP archery coach.

Josh Eitel, Onsite Wastewater Program Associate
Joshua Eitel graduated from Truman State University in August of 2023 with a Bachelor of Science in Agricultural Sciences. He began his career in public health working at the Missouri Department of Health and Senior Services in December of 2025, with his first-year milestone quickly approaching.

This position with the Onsite Wastewater program has cemented Joshua's desire to establish a career working for the State of Missouri. This is because as a born and raised Missourian, protecting public health and supporting Missourian communities is of the utmost importance to him.

Joshua lives in central Missouri. His interests include; sustainability, conservation, and outdoor activities such as hunting and fishing. He looks forward to continuing to develop his skills and knowledge in the onsite wastewater program as well as marrying his fiancée in the fall of 2027.

Meet the DHSS Staff Cont'd

Rich Hamby, Onsite Wastewater Program Specialist
Richard Hamby comes to the DHSS onsite program from Benton County Health Department where he worked as an EPHS for nearly 7 years. There he acted as the primary regulator for environmental public health across the county, gaining a vast amount of knowledge as he worked to permit and inspect a large volume of basic and advanced systems throughout a diverse geological landscape.

Prior to that he was a Natural Resource Specialist for the U.S. Army Corps of Engineers where he worked at multiple lake projects in outdoor stewardship and conservation, ecological restoration, recreation, and public safety. Rich was selected from an internship program provided to active college students and recent graduates following his studies in biology and natural sciences at the University of Alaska Anchorage (UAA), earning his B.S. in Geoscience.

Rich is a native Tennessean, born and raised near Memphis where he studied allied health sciences, and worked as an EMT. From there, he joined the military where he lived, worked and traveled across the globe. There he learned core values, character, teamwork, and resiliency as he provided direct medical support to other U.S. service members, local communities, and foreign nationals while working in combat operations on small teams overseas. Rich returned to his duty station in Alaska from an OEF deployment where he met a USAF Nurse from Tennessee who soon became his wife. Together, they share a son and daughter, and reside near Truman Lake in Warsaw, MO.

Charlene Smith, Public Health Environmental Associate
Charlene has been with the Onsite Wastewater Program since May 2025.

MISSOURI DEPARTMENT OF HEALTH & SENIOR SERVICES



MISSOURI SMALLFLOWS ORGANIZATION

Having a fully staffed Onsite Wastewater Program creates new opportunities for communication and collaboration between DHSS, MSO and professionals throughout the state.

MSO looks forward to continuing that relationship through training, industry discussions, educational events and opportunities for members to connect directly with program staff.

Be sure to join us at the 2027 MSO Convention in January, where you'll have the opportunity to meet members of the DHSS Onsite Wastewater Program team in person!

CEU Options with MSO

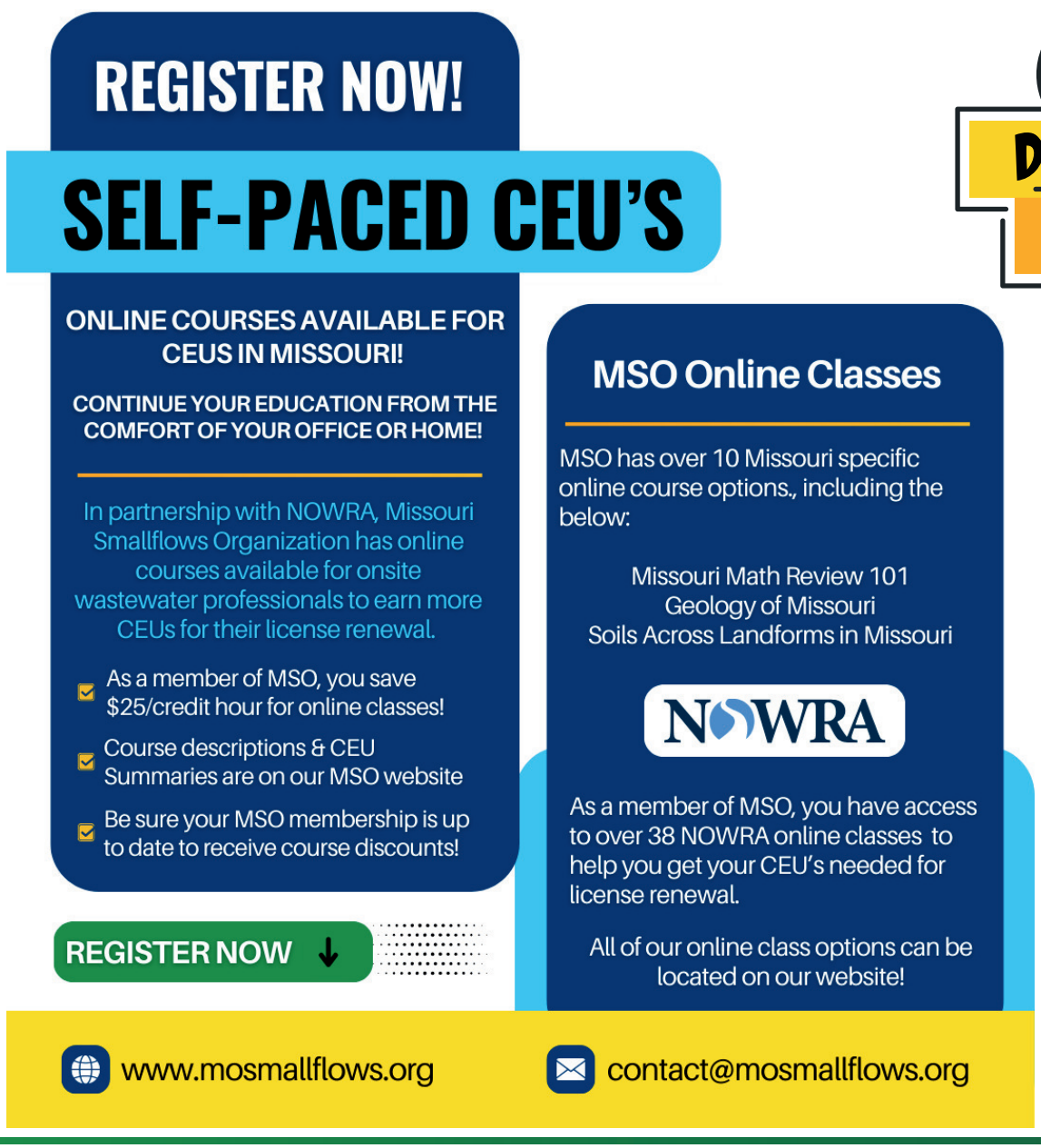
Need to wrap up your CEU requirements for the next renewal period?
MSO offers three flexible ways to obtain the CEUs you need while connecting with the industry.

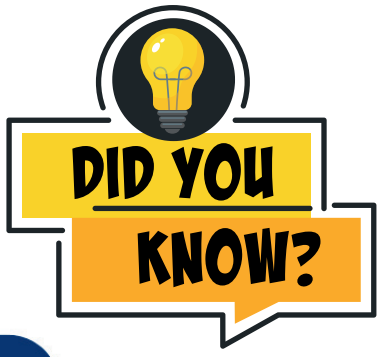
1. The Annual Conference & Trade Show
Our signature event is the "one-stop shop" for credits.

2. Monthly In-Person Seminars
We bring the classroom to you with rotating seminars scattered across the state.

- *Note: These classes require a minimum number of attendees to proceed, so early registration is key to ensuring the class stays on the calendar!*

3. On-Demand Online Learning
Can't make it to a live event? Our online portal (via NOWRA) allows you to learn at your own pace.







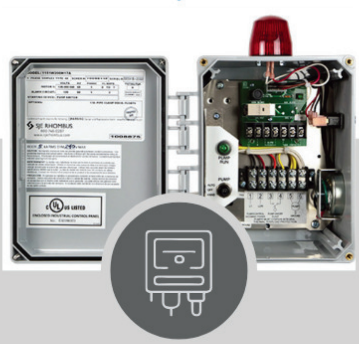
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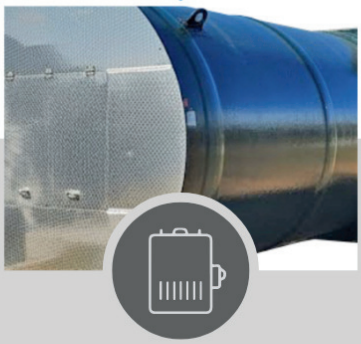
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Emerging Professionals at MSO

Learn. Connect. Ask Questions. Build Your Future.

Starting out in the wastewater industry comes with a lot of questions - and sometimes the hardest part is knowing who to ask.

The Emerging Professionals group is bringing a dedicated opportunity to the MSO Conference for newer professionals to connect with one another, learn from experienced industry professionals, and have open conversations about the challenges of getting started.

WHAT TO EXPECT AT THE CONFERENCE

Emerging Professionals Panel Discussion
Hear from experienced installers, soil evaluators, engineers, and other industry professionals as they share real-world experiences, challenges they faced when starting out, and lessons learned along the way.

Topics will include:

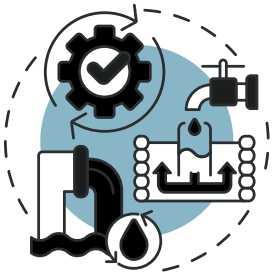
- Bidding jobs & building a successful business
- Hiring and retaining good employees
- Understanding soil morphology reports & engineer designs
- Communicating effectively with customers
- Knowing when to walk away from a job and protecting your reputation

Ask the Questions You've Been Afraid to Ask
Have a question you don't want to ask in front of a room full of people? Submit it anonymously and let our panel tackle it.

Emerging Professionals Mixer + UNO Tournament
Come meet other emerging professionals, make connections, share experiences, and have a little fun. Join us for a mixer and UNO tournament with prizes!

Come Be Part of the Conversation
Whether you're brand new to the industry or still finding your footing, your questions, experiences, and ideas matter.

Come ready to learn, connect, and help shape the future of our industry!



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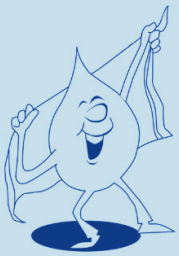
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We had a great time with members and their families on August 29 at the Springfield Cardinals Game Member Event!

Thank you to those who joined us!









A BIG Thank You for Being Part of MSO

Missouri Smallflows is more than an organization – it is a community of professionals who share knowledge, support one another and help strengthen the onsite wastewater industry across Missouri.

We are grateful for every member who participates, attends events, shares their experience and continues to help MSO grow.

Events like our annual Springfield Cardinals member event gives us a chance to step away from the work, enjoy time together and connect.

We're grateful for the community we continue to build together and look forward to seeing you at the next event!



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