



Website Utilization

2024 Utility Technology [Conference](#)



Tennessee Association
of Utility Districts

Vital for Tennessee's future





Ken Schoonover

Territory Manager

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West Virginia, Virginia, North Carolina

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Introduction – AVK



Aage Valdemar Kjaer
"AVK"



Niels Aage Kjær
OWNER & CEO



Introduction – American AVK

- San Francisco, CA 1985
- Fresno, CA 1990
- Minden, NV 2007





Introduction – Quality





Make Technology Work for you





Websites and Tools to know

[Downloads - AVK SUPPORT](http://www.avksupport.com) = www.avksupport.com

Datasheets



Submittals
Spec Sheets
Cut Sheets

General Downloads



Certificates
Warranties

Brochures

Operation & Maintenance Manuals



Manuals
Parts Lists
Troubleshooting

Pricing & Sign-Off Sheets



List Price - All
List Price - Product
Sign Off Sheets



Websites and Tools to know

[Downloads - AVK SUPPORT](http://www.avksupport.com) = www.avksupport.com

AVK SUPPORT Expect... AVK

[Downloads](#) [Resources](#) [Contact us](#) [Shop](#) [Spanish Site](#)



[Downloads](#) [Resources](#) [Contact us](#) [Shop](#) [Spanish Site](#)

- AVK Certified
- Customer Portal
- Webinar
- Traffic Repair Kit Tutorial
- Extension Kit Tutorial



Websites and Tools to know

[Downloads - AVK SUPPORT](http://www.avksupport.com) = www.avksupport.com

Installing an Extension Kit

Expect... **AVK**



Extension kits are in lengths of 6" - 60" with 6" increments.
Same kit for all types of AVK Dry Barrel Hydrants

Reference materials



Remove Bonnet



Reinstall Nozzle Section



Remove Nozzle Section



Reinstall Bonnet



Install Extension Barrel



Test Installation

Reference materials



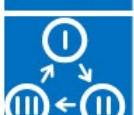
Required tools



Materials



Part Numbers and shipping information



Watch Step by Step Process



Component List



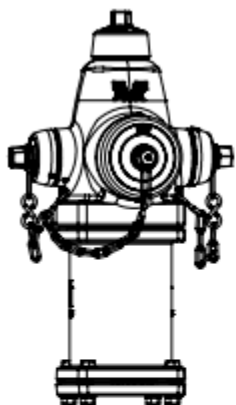
View online instructions at AVKSupport.com

Expect... **AVK**



Websites and Tools to know

[Downloads - AVK SUPPORT](http://www.avksupport.com) = www.avksupport.com



27M/PHH-01	1.5'	127	280	4,087
27M/PHH-02	2.0'	136	300	4,087
27M/PHH-03	2.5'	145	320	4,087
27M/PHH-04	3.0'	154	340	4,189
27M/PHH-05	3.5'	163	360	4,291
27M/PHH-06	4.0'	172	380	4,393
27M/PHH-07	4.5'	181	400	4,495
27M/PHH-08	5.0'	190	420	4,597
27M/PHH-09	5.5'	200	440	4,699
27M/PHH-10	6.0'	209	460	4,801
27M/PHH-11	6.5'	218	480	4,903
27M/PHH-12	7.0'	227	500	5,005
27M/PHH-13	7.5'	236	520	5,107
27M/PHH-14	8.0'	245	540	5,209

Only Part Number You
Need to Place a PO.

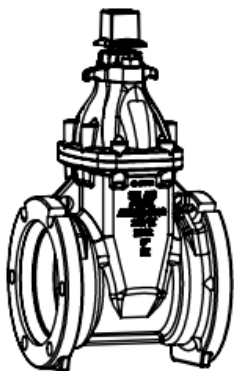


Websites and Tools to know

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**Series 45/MMN
FULL WALL DUCTILE
MJ X MJ To AWWA C509/C515**

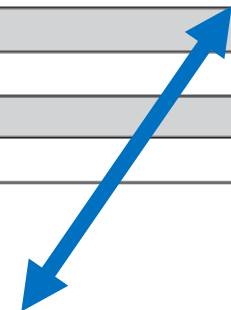
Mechanical joint ends NRS
Ductile iron
NRS
250 PSI
Size 4"-16" *
* For 2" MjxMJ see Series 25



AVK Ref. #	Size	Weight		Price US \$
		kg	lb	
45-080-MMN	3"	20	43	1,049
45-100-MMN	4"	28	62	1,171
45-150-MMN	6"	47	103	1,495
45-200-MMN	8"	71	155	2,379
45-250-MMN	10"	109	240	3,709
45-300-MMN	12"	153	337	4,693
45-350-MMN*	14"	360	794	14,501
45-400-MMN*	16"	363	800	15,729

less MJ accessories

*** 14"- 36" discount applies**



MSRP +/-.

Safe Engineers Estimated
Cost for budgets, etc.

Distributor can provide
market pricing.



Virtual Factory Tours – American AVK YouTube Channel





Virtual Factory Tours – American AVK YouTube Channel



AmericanAVK

@AmericanAVK · 538 subscribers · 106 videos

American AVK: Home of the best engineered hydrants and valves under the earth. >

americanavk.com



Subscribe

Great for Specification and Maintenance Research

Home Videos Shorts Playlists Community

Created playlists

Sort by



AVK Spanish Videos

[View full playlist](#)



Learning Module Videos

[View full playlist](#)



Learning Bursts

[View full playlist](#)



American AVK

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American AVK Webinars

[View full playlist](#)



Product Overview

[View full playlist](#)



Maintenance and Installation

[View full playlist](#)



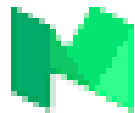
Social Media: Navigating the Currents



YouTube



Medium



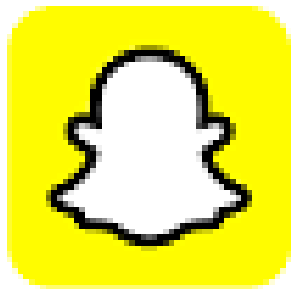
Medium

facebook

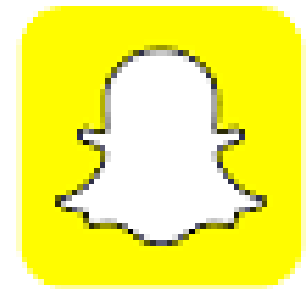


Pinterest

Pinterest



You





Social Media: Navigating the Currents



- Ride the Twitter waves!
- Regular tweets about product launches
- Safety tips
- Industry trends keep followers informed.
- Use relevant hashtags like
#WaterWorksWednesday and
#FireSafetyFriday to put your content in front of
relevant eyes.
- Research your hashtags!
- #NOTGUILTY



Social Media: Navigating the Currents

Entenmann's

“Who’s #notguilty about eating all the tasty treats they want?”





Social Media: Navigating the Currents

Research What you Post

The Algorithm Connected the two totally separate issues using the Trending Hashtag
#NOTGUILTY

Entenmann's





AIS Certification



AMERICAN AVK COMPANY
2155 MERIDIAN BLVD., MINDEN, NV 89423
PH. 775-552-1400 FAX 775-783-1031

**Government Funding
Certificates Request Form**
Some Certs have a charge

STEP 1: TYPE OF CERTIFICATE REQUESTED

- AIS/BABA - EPA
- AIS/BABA - USDA
- BUY AMERICAN
- BUY AMERICA - DOT
- BUY AMERICA - FHWA
- ST - 3 / PA STEEL ACT

Project _____
 Engineer: _____
 Email: _____
 Other: _____

IMPORTANT: Step 1 MUST be submitted with the customers PO. American AVK Company cannot provide Certification Letters without the project funding information.

STEP 2: PROJECT INFORMATION

AVK SO #: _____
 Other: _____

Project Name: _____
 Project Location: _____
 Contractor Name: _____
 Contractor Address: _____

CUSTOMER
 PO#: _____
 ACCT. #: _____
 CONTACT: _____
 Email: _____

IMPORTANT: Step 2 MUST be submitted to receive an actual signed AVK Certification Letter.

MUST BE REVIEWED AND APPROVED BY

Territory Manager: _____ Date Requested: _____
TM Signature Required Date _____
 AVK Email: _____ Needed: _____

To bid AIS or BABA projects simply tell your AVK Territory Manager the project is AIS and if possible confirm whether it's EPA or USDA.

IF you want, just give the AVK TM the engineer's name and we'll call and confirm.



AIS Certification



AMERICAN AVK COMPANY

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PH. 775-552-1400 FAX 775-783-1031

Government Funding
Certificates Request Form
Some Certs have a charge

STEP 1: TYPE OF CERTIFICATE REQUESTED

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> AIS/BABA - EPA | <input type="checkbox"/> BUY AMERICA - DOT | Project |
| <input type="checkbox"/> AIS/BABA - USDA | <input type="checkbox"/> BUY AMERICA - FHWA | Engineer: _____ |
| <input type="checkbox"/> BUY AMERICAN | <input type="checkbox"/> ST - 3 / PA STEEL ACT | Email: _____ |
| | | <input type="checkbox"/> Other: _____ |

IMPORTANT: Step 1 MUST be submitted with the customers PO. American AVK Company cannot provide Certification Letters without the project funding information.

STEP 2: PROJECT INFORMATION

<input type="checkbox"/> AVK SO #:	_____	CUSTOMER
<input type="checkbox"/> Other:	_____	PO#: _____
Project Name:	_____	ACCT. #: _____
Project Location:	_____	CONTACT: _____
Contractor Name:	_____	Email: _____
Contractor Address:	_____	

IMPORTANT: Step 2 MUST be submitted to receive an actual signed AVK Certification Letter.

MUST BE REVIEWED AND APPROVED BY

Territory		Date
Manager: _____		Requested: _____
	<i>TM Signature Required</i>	Date
AVK Email: _____		Needed: _____

Once a Purchase Order is received by AVK we have the Territory Manager document everything required for AVK Engineering to Certify the Project Specific order as complying with AIS regulations.



American AVK
2155 Meridian Blvd
Minden, NV 89423

December 19, 2023

Subject: American Iron and Steel Certification for Web Water 30" Parallel
Mainline
Aberdeen, SD
AVK SO No. 78799

I, John Wilber, certify that the (melting, bending, galvanizing, cutting, etc.) processes for (manufacturing or fabricating) the following products and/or material shipped or provided for the subject project is in full compliance with the AIS requirement as mandated by Section 746 of Title VII of the Consolidated Appropriations Act of 2017 (Division A - Agriculture, Rural Development, Food and Drug Administration, and Related Agencies Appropriations Act, 2017) and subsequent statutes mandating domestic preference.

Item, Products and/or Materials, and location of delivery (City, State):

1. AVK 6" S65 Gate Valves QTY: 6

Such processes for AIS took place at the following location:
Minden, NV

Best Regards,

John Wilber

John Wilber, P.E.

Once the product is manufactured, tested, packed and shipped then AVK Engineering will complete the letter based on whether it is confirmed to be AIS EPA or AIS USDA, etc.

The Territory Manager will then send the AIS Certificate to your staff.



AVK Customer Portal



[Home](#) | [Orders](#) | [Shipments](#) | [Sign in](#)

Customer Service





Purpose

In order to continue to provide our Customers the most up to date information about their orders, AVK has created the Customer Portal.

When incoming calls were analyzed, the top calls were requesting information regarding orders and shipments.

With the new Customer portal, Territory Managers and Customers can get the most up to date information at any time.





Customer Portal View

Create a User Friendly Customer Portal



→ Sign in

Register

Redeem invitation

Sign in with a local account

* Username

customer@avkus.com

* Password

.....

Remember me?

Sign in

Forgot your password?



Customer Portal View

Grow with the times



BILL PAY

Home : About : Contact

Online Payment or Interactive Voice Response

Customers now have the convenience of paying their bill online via the Internet or by Interactive Voice Response. [Click here to pay your bill by Internet](#) or call toll-free, (866) 923-2187, to pay by telephone.

A convenience fee of \$3.95 for card-type transactions or a \$2.35 fee for E-Check transactions will apply.

PLEASE NOTE: Electronic payments do not represent a payment agreement, and normal disconnect for non-payment dates will still apply. In addition, this payment may post to your utility account on the following business day. Please contact Sparta Electric System with your payment confirmation number if you suspect your initial electronic payment may have been unsuccessful.



Sparta Electric & Public Works

Add to Favorites
Make A One-Time Payment

1 Add Account Information

* Indicates required field

Account Number *

Find Your Account Number

Phone Number *

Continue

No Thanks



Sparta Electric & Public Works

Add to Favorites

Enter Payment Information

* Indicates required field

Payment Method *

Credit Card

Debit Card

Bank Account

There is a \$3.95 convenience fee to use this service

Card Number *

Card Expiration Date *

03 - Mar

2024

ZIP/Postal Code *

Payment Amount *

Enter dollars and cents

0.00

E-Mail Address

To receive confirmation e-mail

Re-type E-Mail Address

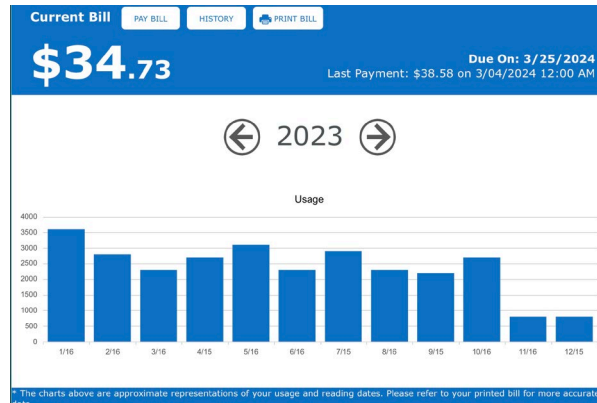
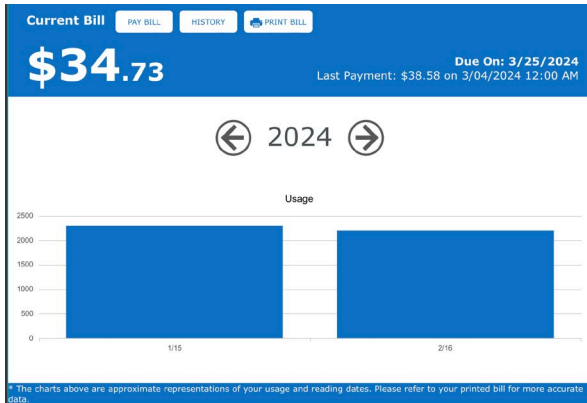
Mobile Phone Number



Customer Portal View

Give your Customers

Ease of Use



O'Connor Utility District Transaction History - last 13 months.

History Balance **\$34.73** [PRINT](#) [BACK](#)

Transaction Date	Code	Description	Check Number	Amount	Balance
03-05-2024	WT	Water Billing Charge		\$28.53	\$34.73
03-05-2024	LK	Leak Ins Protection		\$1.80	\$6.20
03-05-2024	LP	Line Ins Protection		\$4.40	\$4.40
03-04-2024	WT	Web Card Payment	K34B34	(\$32.38)	\$0.00
03-04-2024	LK	Web Card Payment	K34B34	(\$1.80)	\$32.38
03-04-2024	LP	Web Card Payment	K34B34	(\$4.40)	\$34.18
02-27-2024	WT	Water Billing Charge		\$2.94	\$38.58
02-07-2024	WT	Water Billing Charge		\$29.44	\$35.64
02-07-2024	LK	Leak Ins Protection		\$1.80	\$6.20
02-07-2024	LP	Line Ins Protection		\$4.40	\$4.40
01-25-2024	WT	Web Card Payment	84654R	(\$17.40)	\$0.00
01-25-2024	LK	Web Card Payment	84634R	(\$1.80)	\$17.40
01-25-2024	LP	Web Card Payment	84614R	(\$4.40)	\$19.20
01-08-2024	WT	Water Billing Charge		\$17.40	\$23.60
01-08-2024	LK	Leak Ins Protection		\$1.80	\$6.20
01-08-2024	LP	Line Ins Protection		\$4.40	\$4.40
12-14-2023	WT	Web Card Payment	7069D6	(\$17.40)	\$0.00



MUNI-LINK
powered by LINK COMPUTER CORPORATION



OPENGOV

Expect ... **AVR**



Customer Portal View

If you, or your distributor, select Orders, you will be able to view all orders (open/closed). If you want to see the details of the order, simply click on the order ID.

Orders

Order ID ↓	Customer PO	Customer	Order Date	Order Open
SO-64	9740	ACME Dist.	4/28/2020	No
SO-646	973	ACME Dist.	4/24/2020	No
SO-644	97184	ACME Dist.	4/13/2020	No
SO-64	971	ACME Dist.	4/8/2020	No



Customer Portal View

After clicking on the Order ID, the Order Details opens and shows you, or your distributor, all the specifics of that order. This includes, Ship To Address, each line item with part number, description, qty, qty shipped, etc.

Order Details

Order ID *

SO-646

Customer PO

97401

Order Open

No Yes

Ship To Address

Anywhere
USA

Order Lines

Line No.	Customer Part No.	No.	Description	Qty	Qty Shipped	Rem. Qty	Ready To Ship	Quote No	Shipment Date	Ship Date Chg No	Location State	TruckNo	Production Date
10000	5503SW4145	41-080-410462905	3"SWNG CHK/NO L&W/RUBR SEAT/A2	2	2	0	0		4/28/2020		NE	T10722	
20000	5504CVAVK	41-100-410462905	4"SCV/316/NO L&W/EPDM SEAT/A2	5	5	0	0		4/28/2020		NE	T10722	



Customer Portal View

If you, or your distributor, select Shipments, you will be able to view shipments. You can click on an individual shipment to get more specific details.



Shipments

Name ↓	Customer PO	Sales Order	Shipment Date	Shipping Agent	Package Tracking No
DN-998	94828	SO-	11/15/2019	Mercer	Flatbed 5 Drop
DN-99	948	SO-	11/15/2019	Mercer	Flatbed 5 Drop
DN-997	94824	SO-	11/13/2019	Mercer	Flatbed 5 Drop
DN-9975	94922	SO-	11/13/2019	Mercer	Flatbed 5 Drop
DN-9964	949	SO-	11/8/2019	FEDEX GROUND	776939313897



Customer Portal View

If you, or the distributor, select an individual shipment, you can view all the specifics of that shipment; including shipping agent, ship to address, truck number, etc.

Shipment Details

Name * DN	Shipment Date 11/15/2019	Ship To C&M
Customer PO 94828	Shipping Agent Mercer	Ship To Address
Sales Order SO-62 Open Order	Package Tracking No Flatbed 5 Drop	

Shipment Lines

Line No	Customer Part No	No.	Description	Location State	Qty Invoiced	Qty Shipped Not Invoiced	Quantity	Quote	Shipment Date	Truck No
1	510150305039006	03-050-3900A	1.5"NPTXNPT SS/OL/EPDM/ECO/A4	NV	0	0	0		11/15/2019	T08527
2	5104F4546	45-100- 5602634429	4"FLXFL OS&Y/DUC/LZ/A2/RUST	NV	0	0	0		11/15/2019	T08527



Customer Portal View



California Water Services

Account · Account ▾

\$0.00

Open Order Amount

\$2,863.66

Invoice Value

Summary Documents Approvals Portal View Account Activity Quotes Sales Activity Details Tools Related

Orders

+ New Order ↻ Ret

Order ID ▾	Customer PO ▾	Customer ▾	Order Date ▾	Order Open ▾
SO-64598	0000133165	California Water Services	4/23/2020	No
SO-64092	0000131553	California Water Services	3/11/2020	No
SO-62847	0000128046	California Water Services	11/25/2019	No
SO-62269	CCR-1000821	California Water Services	10/16/2019	No
SO-62260	0000126528	California Water Services	10/15/2019	Yes
SO-62082	0000126229	California Water Services	10/3/2019	No
SO-62074	NC Susie	California Water Services	10/3/2019	No
SO-61400	0000124234	California Water Services	8/16/2019	No



AVK Certified!

600

Students

70

Courses

3

Great Reasons

The AVK Online Modules cover all features, benefits, installation and maintenance topics for each of our products. Take one course or take an entire Series and get AVK Certified. You can enroll one person or your whole team. AVK offers over 25 courses on a variety of our products. The videos on this page have been changed to a video format. All interactions and quizzes have been removed to provide an idea of what are modules can offer you and your team. Below are two sample modules you can view now. Contact your Territory Manager to get enrolled today.



3 reasons to get

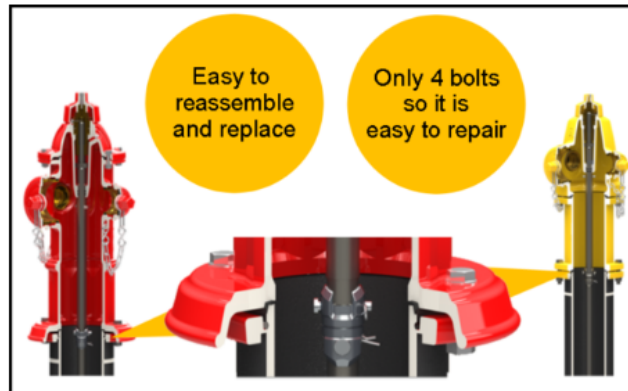


- 1 GET CERTIFIED**
Completion of these courses are recommended for all Utilities, Distributors, and Contractors to provide you or your customers with the best solutions.
- 2 KNOW THE PRODUCTS**
These modules include an in-depth look at our Fire Hydrants, Gate Valves, Butterfly Valves, Post Indicators and all of our other products.
- 3 BE EXCLUSIVE**
This certification is an exclusive opportunity to learn about the latest American AVK products with an in depth look at our innovative features.



AVK Certified!

AVK Dry Barrel Hydrants feature a safety Breakable Flange and Breakable Stem Rod Coupling design. This allows the hydrant head assembly to be struck by a vehicle and “Break Away” reducing the impact to the water main. In the event the hydrant head assembly has been broken away, the following repairs will be necessary.

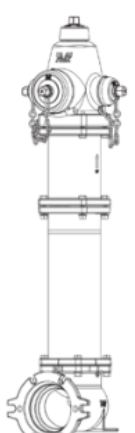


**Click the Image to View
Our Series 27 Dry
Barrel Hydrants
Maintenance Manual**

AMERICAN AVK COMPAN

INSTRUCTION MANUAL

- TABLE OF CONTENTS
- EXPLODED ASSEMBLY / PARTS LIST
- INTRODUCTION / DESCRIPTION
- RECEIVING AND STORAGE
- INSTALLATION AND TESTING
 - INSTALLATION
 - TESTING
- OPERATION AND MAINTENANCE
 - HYDRANT TOOLS
 - OPERATION
 - MAINTENANCE PROCEDURES
 - LUBRICATION
 - INSPECTION
 - DISASSEMBLY FOR INSPECTION
 - REASSEMBLY AFTER INSPECTION
- REPAIR PROCEDURES
 - TRAFFIC REPAIR KIT
- OPTIONAL EQUIPMENT
 - EXTENSION KITS
 - TAMPERGUARD WEATHERSHIELD
 - THRUST BEARING OPERATING ASSY.
 - MONITOR ELBOW
- TROUBLESHOOTING GUIDE
- PARTS AND SERVICE
- WARRANTY





AVK Certified!

AVK Webinar Series 27





Contact Information



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West Virginia, Virginia, North Carolina

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