

EFFECTIVE UTILITY MANAGEMENT FOR SMALL WATER & WASTEWATER SYSTEMS - WORKSHOP

September 8, 2014

8:15 AM - 2:30 PM

252 Lower Bogue Road

Torrington, CT WPCA

Registration starts at 8:00AM

FREE!!

Sponsored by EPA & ASRWAA

Seating limited to 12 sign-ups

Register now!



Limited resources, rising costs, aging infrastructure, more stringent regulations, a changing workforce and increases in extreme weather events have changed the way we think about what makes a drinking water or wastewater system effective. By working with small system managers across the country, EPA and USDA have developed the *Rural and Small Systems Guidebook to Sustainable Utility Management*.

10 KEY MANAGEMENT AREAS

Product Quality
Customer Satisfaction
Employee & Leadership Development
Operational Optimization Financial Viability
Infrastructure Stability
Operational Resiliency
Community Sustainability/Economic Development
Water Resource Adequacy
Stakeholder Understanding & Support

Attend this interactive workshop to:

- ***Learn about the key management areas***
- ***Identify your strengths and weaknesses***
- ***Exchange information with your peers on common challenges and potential solutions***
- ***Get ideas for developing a workplan around your priorities that will better prepare you for current and future challenges***



Developed by:



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WORKSHOP ACTIVITIES

Overview of Key Management Areas
Utility 'Self Assessment' Exercise
Self Assessment Results Discussion
Improving Outcomes Based on Assessment
Practices, Tools, and Measures
Resources for Improvement
Action Plan Discussion and Exercise

Feedback from Past Workshops

"Great job—hope I can come back to share my success story after using the tools"

"Great opportunity to learn and hear from peers about similar challenges"

"Exercises and lessons worked well—will be very useful back at my system"

"A great session for a new board member—but comprehensive enough for 'seasoned pros'"



atlantic
states

RURAL WATER & WASTEWATER ASSOC.

*materials developed by
EPA and USDA
5 TCH's for all Operators
Seating Limited to First 12 Sign-ups*

Class 1425 Registration Form

(Please complete one form for each person who will attend)

Name: _____ E-mail: _____

Agency: _____ System ID #: _____ # of service connections: _____

Type of System: Water Wastewater Tribal
 Community Non-community Non-community/Non-transient N/A

System serves a population less than 10,000: Yes No N/A

Mailing address: _____ City: _____ State: _____ Zip: _____

Phone: (_____) _____ Operator Certification # : _____ Title: _____

**September 8 - Torrington WPCA - 252 Lower Bogue Road
Torrington, CT 06790 - Contact Michael Burton:
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