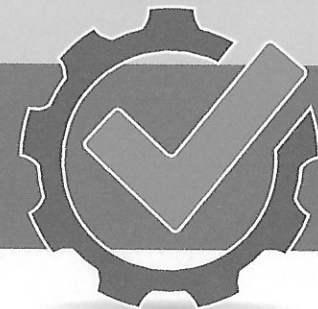


CERTIFICATE of COMPLETION



has attended

AWWA Customer Service Training Program
Course 2: The Business of Customer Service

Completion Date:

Location:

Credit/Hours:



**American Water Works
Association**

Name of Certifying Trainer or Manager