

Course 3 Description

The course, Utility Industry Operations, is designed to emphasize your understanding of your role as a member of the larger community of water industry professionals who are serving the public by working for water utilities responsible for a safe and adequate water supply. As a result, the basic ideas of the water cycle, water fundamentals, water conservation, treatment, and recycling options are also presented as part of the background required for understanding water utility rules, regulations, policies, basic terminology, and operations.

Course 3 Objectives

The course objectives for each chapter are listed as follows.

Chapter 1: Understanding the Basics of Water Science

- » Understand and explain the water cycle
- » Identify the common steps of a communications plan
- » Be able to express to customers and others the importance of water quality and why it is necessary to be good stewards of the water we have
- » Explain how climate change is affecting our water supplies and the water cycle

Chapter 2: Understanding the Rules and Regulations

- » Understand and summarize the main points of the Safe Drinking Water Act and how it affects water utilities and customers
- » Comprehend the rules pertaining to the Consumer Confidence Report and why it is important to customers and consumers
- » Appreciate and articulate the importance of the Clean Water Act and its influence on water quality

Chapter 3: The Fundamentals of Water Systems

- » Understand the fundamental components of water treatment, water quality, and water distribution from a customer service representative viewpoint
- » Apply terms and definitions of water utility operations into daily customer service duties

Chapter 4: The Value of Water

- » Understand the affordability of water and the need to adequately price costs for sustainable systems
- » Articulate water conservation measures to customers, consumers, and the general public
- » Be familiar with the need for protecting watersheds and the tools for managing a watershed
- » Understand the benefits of recycling and the reuse of water
- » Incorporate into discussions with customers the steps and tips to conserve water