

Customer Service Training Program

Course 3: Utility Industry Operations

Declaration of Relevancy:

This course is designed to educate all utility personnel on all basic aspects of the operation and maintenance of a safe and compliant water utility. Those that work in only one aspect of a water treatment and delivery system will become familiar with other functions within systems. This includes water system components, rules and regulations, water quality, and the water cycle.

Declaration of Use:

This course will give the attendee knowledge of all aspects of the operation and maintenance of a safe and compliant water utility enabling them to understand the water system as a whole. Those that work in only one aspect of a water treatment and delivery system will become familiar with other functions within systems. This includes water system components, rules and regulations, water quality, and the water cycle.

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