

AWWA Customer Service Certificate Program

Course 3 - Utility Industry Operations

8:00 AM – 4:30 PM

8:00 Introduction

1. Welcome, introductions, logistics
2. Purpose and goals
3. Benefits and overview of Course 3.

Chapter 1 – Understanding the Basics of Water Science

1. The Water Cycle
2. Climate Change
3. The Importance of Water Quality
4. Communication Plans
5. Water as the New “Oil”
6. Characteristics of Successful Utilities

9:30-9:45 Break

Chapter 2 – Understanding the Rules and Regulations

1. The Safe Drinking Water Act
2. The Consumer Confidence Report
3. The Clean Water Act

11:45 – 12:30 Lunch

Chapter 3 – The Fundamentals of Water Systems

1. What is a Water System?
2. Types of Water Use
3. Water Treatment Fundamentals
4. Water Quality Fundamentals
5. Water Distribution Fundamentals
6. Terms and Definitions for Utility Operations

2:00 – 2:15 Break

Chapter 4 – The Value of Water

1. The Value of Water
2. Water Conservation
3. Recycling and Reuse
4. Watersheds
5. Desalination
6. Water Footprint

3:15 – 4:15 Role Play

Form teams and work through the scenarios

4:15-4:30 Questions, Wrap-up, and Evaluation