

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO01
Course Title: NASSCO LACP Codes for Lateral Side and Building Sewer Condition Assessment
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

A discussion on the development and application of NASSCO Version 7 coding for use in condition assessment and renewal of private lateral and building sewers.

1. Discuss the NASSCO condition assessment coding system
2. Recognize the differences between codes and inspection methods for LACP vs PACP inspections
3. Connect LACP codes to corresponding grades
4. Explain how LACP codes fit into an asset management program

Code: MO02
Course Title: Introduction to Waste Treatment Facilities
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

This session will introduce the concepts of how to get creative and think outside the box for the purposes of building, siting and assembling the "Team of Professionals" needed to build your own waste treatment processing plant.

1. Analyze what is needed for development of a waste treatment facility
2. Recognize what resources are available to help with your project
3. Discuss the capital costs of creating a waste treatment facility
4. Develop a business plan for a waste treatment facility

Code: MO03
Course Title: Wastewater Disinfection During COVID
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

We will discuss wastewater fundamentals beginning with history of chlorine and why disinfection is needed. We will discuss what we have seen in the industry over the years with disinfection and how COVID has changed the way we need to do business. Educational pieces will also include detention time and reasons to dechlorinate. Latest disinfection technologies will be discussed and shared.

1. Discuss the importance of disinfection
2. Recognize the latest advancements in technology
3. Identify areas of improvement since COVID-19
4. Explain the differences in disinfection methods

Code: MO04
Course Title: Maintenance Hole, Pump & Lift Station Structure Rehabilitation Technologies
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

The largest size pipes in most systems are the 48-inch vertical concrete maintenance holes located about 350 feet apart on every sewer gravity system. These structures are a major source of I & I, root & corrosion problems. The U.S. Environmental Protection Agency (EPA) released a survey showing that \$271 billion is needed to maintain and improve the nation's wastewater infrastructure.

Trenchless technologies have become a major alternative to traditional digging for replacement for pipelines and maintenance holes. This session will use an understandable approach using photos, videos and case history covering the following:

1. Problems such as: infiltration, exfiltration, roots, corrosion, and structural defects

2021 WWETT Education Program Course Codes, Title, Day, Time

2. The steps required to prepare the surface for the lining
 3. Where can trenchless technologies be used
 4. The five basic styles of technology used for replacement & rehabilitation of maintenance holes and structures and case histories of each
 - Dig & Replace
 - Trenchless spot repairs
 - Spray on or Trowel applied corrosion barrier coatings
 - Structural Calcium aluminate corrosion preventing liners
 - Structural fiberglass reinforced cured-in-place corrosion barrier liners
1. Discuss conditions that increase costs of maintenance and shorten the life of manholes & pump stations
 2. Recognize the applications that require dig and replace, and which are candidates for trenchless technology
 3. Review the trenchless technology options available for maintenance hole rehabilitation
 4. Discuss the unique equipment required for different trenchless rehabilitation

Code: MO05
Course Title: Understanding the Differences and Proper Applications for Submersible Wastewater and Effluent Pumps
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

This session focuses on the understanding the differences between sump, effluent and sewage pump applications as well as the differences between sump, effluent, sewage and grinder pumps. The various types of construction and design used by pump manufacturers will be reviewed such as motors, bearings, impellers, seals and cord entrances, and a brief overview on the different types of switches used in pumping applications. The discussion will also include a basic checklist when diagnosing and trouble shooting common pumping issues as well as the dangers of selecting a pump based on horsepower and how amperage correlates with pump performance.

1. Discuss the different types of components and why they are used by manufacturers to produce pumps
2. Explain the difference between sump, effluent, sewage & grinder pumps and how to select the correct product for the application
3. Demonstrate some basic steps on how to troubleshoot a system to know if the pump has failed or not
4. Understand the importance of pump certifications

Code: MO06
Course Title: Equipment Financing Tips for Business Owners
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

This presentation will be an overview of various equipment financing products available to business owners from financing to leasing, including Sale Leasebacks, working capital products and Lease to Own products. It will review a typical sales and financing process all the way from a quote, pre-approval, final approval to funding. Additionally, it will cover tips like how to evaluate a proposal, an approval letter and how to determine which is the best financing option for your business. This presentation will also talk about typical myths of financing and suggestions to make the best decision for your particular business situation.

1. Evaluate competing equipment financing products to determine which financing option is best for your business
2. Compare the positives and also the down sides between various financial products
3. Explain the financial approval process and required documentation on equipment financing transactions
4. Discuss various financing myths

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO07
Course Title: Access Riser and Lid Safety: Standards and Practice
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

Do you know what's under that hatch or access lid? What standards and guidance can we use to help protect our staff, clients, and the public? This presentation will discuss the current state of industry regulations, common and best practices, and safety solutions relating to onsite wastewater systems. Emphasis will be placed on how these solutions can be installed effectively.

1. Identify safety solutions currently available
2. Evaluate economic costs and benefits of safety measure implementation
3. Discuss steps needed for effective on-site system safety measures

Code: MO08
Course Title: UV Light- A Valuable Weapon in the Battle Against Pathogens
Date: Monday, 5/3/2021
Time: 9:00am-10:00am

Viral pandemics and increases in antibiotic resistant bacteria (superbugs) have re-awakened the need for disinfection. Being a physical disinfection method, rather than a chemical one, eg chlorine, UV light is very fast, and it does not generate toxic byproducts. This presentation will compare the two techniques, and present data on relative disinfection effectiveness. While the principal application is now treated wastewater effluent, disinfection of air (including air with suspended water droplets) is being increasingly used. This cost effective method can greatly improve air quality in buildings, airplane cabins, and other systems that recirculate air.

1. Identify the urgent need for better disinfection
2. Explain the relative merits of UV versus Chlorine disinfection
3. Discuss wastewater disinfection in regard to superbugs
4. Describe use of UV to purify air circulating systems

Code: MO09
Course Title: Lateral and Building Repair Technologies
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

With the quickly evolving rehabilitation market for private-side and building sewer renewal, this presentation overviews the available technologies in the United States and possible advancements that may be introduced to the US market. Videos and hands-on interaction with the rehab techniques will be part of this presentation. The presentation will not include any sales oriented information that may provide a market advantage to a vendor.

1. Discuss available renewal technologies for lateral and building sewers, with a cost-benefit relationship for educating potential clients
2. Draw direct relationships between LACP codes and the application of the renewal technologies
3. State the standard of care for the design, installation and testing of the technologies
4. Recognize and mitigate risks with the technologies from standard of care

Code: MO10
Course Title: Necessary Products to Start a Wastewater Treatment Facility
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

This session will introduce the participants to the different waste treatment technologies that are available. By the end of the session you will be able to evaluate equipment based upon your needs and the type of waste you will be dealing with to make educated, informed decisions.

2021 WWETT Education Program Course Codes, Title, Day, Time

1. Evaluate the different waste treatment products currently available
2. Identify the benefits and drawbacks of each product
3. Discuss logically which product will meet your projected needs
4. Recognize the advantages of each product

Code: MO11
Course Title: Biological Treatment: Overview, Design and Maintenance
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

This presentation will review the principles commonly used to treat wastewater onsite. Participants will gain a better understanding of the treatment and hydraulic fundamentals of each type of system, including extended air, suspended growth, SBR, fixed film, packed bed, sand filters and others. Topics covered include properties of biological treatment, design considerations, system modifications, basic components of each type of system and operations and maintenance considerations.

1. Explain the basic principles of aerobic biological treatment of wastewater
2. Compare the different type of aerobic treatment systems commonly used for advanced treatment of onsite wastewater applications
3. Describe the process for designing advanced wastewater treatment systems
4. Identify the critical operation and maintenance requirements for advanced treatment systems

Code: MO12
Course Title: Portable Sanitation and Special Events
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

Special events don't happen without portable sanitation. This course has been designed for everyone who works at a portable sanitation company. Whether you are a service technician, owner, or sales rep, you need to know what it takes to get the contracts and then deliver excellence in the field. We will cover the full range of topics required to do a great job for your customers and to keep your staff safe.

1. Communicate with customers throughout the bidding process, during the event, and at the post-event meeting
2. Identify key considerations in determining the optimal number and types of portable units required
3. Determine ideal and acceptable placement configuration options at various special events
4. List behaviors you should employ and those you should avoid when placing, servicing, and picking up special event units

Code: MO13
Course Title: Recycling Machines and Combination Unit Applications
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

Recycling Machines, a comparative assessment between recyclers and standard combination units.and Combination Unit Applications.

Code: MO14
Course Title: Submersible Pump Designs, Applications, Pump Sizing, and Best Practices
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

2021 WWETT Education Program Course Codes, Title, Day, Time

This session focuses on submersible pump designs and differences including which pump to use for which application, pump sizing and best practices in the field. Other topics include: pump capacity requirements; how flow is calculated, minimum velocity requirements in pipe, and how it keep the forcemain clean; TDH calculation and the benefits of an accurate design; solids-handling requirements; and minimum pump run times. There will be an actual example of sizing pumps to a specific onsite application, including examples with appropriate charts and tables.

1. Discuss the differences between sump, sewage, and grinder pumps in order to properly apply in the appropriate application to maximize product life cycle
2. Explain basic sizing techniques and applications for each type of pump and certain special situations which can negatively affect each if misapplied
3. Perform basic calculation of Total Dynamic Head by means of a specific application example including all necessary major and minor friction loss factors (pipe sizes, flow rate, fittings, and valves)
4. Discover how a pump operates as a system not just an appliance which removes unwanted water and waste and the effects of improper maintenance and installation

Code: MO15
Course Title: Asset Protection, Tax Reduction and Estate Planning
Date: Monday, 5/3/2021
Time: 10:30am-12:00pm

Is your financial house in order? Discover the tools you can use to become invincible to lawsuits, save thousands in taxes, and achieve financial peace of mind. By the end of the presentation you will know how to avoid the most common asset protection mistakes made by business owners, service professionals and their advisors. How can you protect 100% of your professional and personal assets from lawsuits? How can you protect your business, property, and personal assets in the event of a judgment in excess of liability insurance or an exclusion in a policy? How can you minimize vicarious liability for the acts of other professionals and staff? We will discuss five strategies you can use to reduce income taxes by up to 40% each year. How can you eliminate the capital gains tax on the sale of a business, real estate, stocks or other assets? Techniques to avoid probate and eliminate all estate taxes to pass assets to heirs tax free will be reviewed. We'll also discuss how to effectively use corporations, trusts, wills, and family limited partnerships.

1. Structure business for lawsuit protection and prevention
2. Reduce liability insurance costs
3. Minimize taxes
4. Create successful estate and business succession plan

Code: MO16
Course Title: How Hydro-Jetters Really Work to Clean Service Lines
Date: Monday, 5/3/2021
Time: 10:30am-12:30pm

The demand for "Service Jetting" (Hydro-Jetting service-lines inside buildings, side-sewers & area-drains) is a fast-growing & profitable part of our industry. Water is the cleaning tool of Hydro-Jetting (hence the name), yet there is a lot of confusion and misunderstanding with regard to how a Hydro-Jetter really works as a "High-Pressure Pumping System" for cleaning pipelines. In this session we will discuss how a Hydro-Jetter puts water to work to clear blockages & clean pipes, covering how to maximize a Jetter's ability "feed" the Water-Jets of a Jetting-Nozzle for maximum pipe-cleaning & blockage-busting power. We will also break down the true relationship of a Jetter's GPM and PSI capability, and discuss how a Jetter's "size" is really determined by its combination of GPM and PSI, and how that combination relates to various types of cleaning in various sizes of pipes.

1. Discover how a Jetter really functions as a High-Pressure Pumping System for cleaning pipes
2. Break down the combination of GPM and PSI - the true "performance capability" of any Hydro-Jetter
3. Demonstrate how GPM vs. resistance creates PSI, and together they are Cleaning-Power
4. Discuss "Nozzle Logic" for Hydro Jetters

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO17
Course Title: Laterals and Grouting
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

Though grouting technology has been in the market for decades, it is having a renaissance to meet the value-based market for eliminating I/I from sewer systems. NASSCO has been developing tools for contractors to meet this new demand for services by developing updates specifications, standards and research to support the market and provide new opportunities for contractors.

1. Define the grouting process for sewers and its market potential for contractors
2. Summarize the applicability of grouting as a stand alone rehabilitation process and as an integral part of other rehabilitation technologies
3. The How To's of grouting for laterals connections to mains and manholes
4. Implement a strategy for training and certification

Code: MO18
Course Title: Federal DOT Regulations and the Wastewater Industry
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

During this session we will discuss what participants need to know about DOT regulations with regard to driving heavy equipment on the highways. Topics will include load securement, alcohol and drug issues for business owners and what to expect at road side inspections.

1. Recognize DOT regulations as they relate to the wastewater industry
2. Discuss how being better informed on the Federal DOT regulations will impact your ability to do your work
3. Identify areas within the regulations you need to be more aware of
4. Pass this information on to your employees and contractors

Code: MO19
Course Title: Non-Concrete Tank Installation and Buoyancy Control 101
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

The technique used for installing septic, pump, and holding tanks is critical for long-term reliability. Additionally, for all tank installations, the risk of flotation due to the presence of groundwater above the bottom of the tank should always be considered. The goal of this presentation is to prompt regulators, designers, and installers to increase their awareness of tank installation technique and think about buoyancy for the installation of any tank installation. This presentation will begin with non-concrete tank best installation practices, including excavation requirements, bedding, backfill selection, placement and compaction. Will include a discussion surrounding passive and active force relationship between flexible and rigid buried structures and the surrounding soil. The installation will be followed by a discussion of buoyancy and associated control measures. When a rigid object such as an empty septic, pump, or holding tank is partially or fully submerged in groundwater, an upward force is exerted on the object that is equal to the weight of the displaced groundwater. This presentation will develop two simple models for understanding and quantifying buoyant force. Engineering controls, such as ballast systems, concrete pads, and anchors and associated best installation practices are presented. This presentation will include a discussion of Archimedes' principle, basic geotechnics of buried tanks, uplift forces, buoyancy control function, and installation and buoyancy control best practices.

1. Implement best practices when installing a thermoplastic tank and tank buoyancy controls
2. Think critically about the importance of tank installation technique as well as the need for buoyancy controls for any tank installation
3. Recognize how upward and downward forces that create and resist uplift on a buried tank are created
4. Articulate why buoyant force on a tank occurs

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO20
Course Title: Evolving an Industry: The Opportunities Presented by COVID-19
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

Portable sanitation has more than proven itself to be an essential industry. Yet only with the advent of COVID-19 did many sectors of the economy come to realize what we provide and how much they need it. From the beginning, the PSAI was on the job helping portable sanitation companies educate customers, evolve services, find supplies, and keep their staff safe. This session will cover the opportunities for portable sanitation companies to reinvent themselves and their services as we all continue to respond to the changing business environment.

1. Discuss emerging portable sanitation-related standards since COVID-19 and how they compare to those in place prior to the epidemic
2. Review tactics that portable sanitation companies are using to evolve and grow their businesses in the changed environment since COVID-19
3. Identify areas of potential business opportunities in light of evolving standards and customer demands
4. Create an action plan to prepare for the coming summer rental season

Code: MO21
Course Title: Trenchless Pipeline Rehabilitation Overview
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

Collection systems are the wastewater utilities largest investment. The U.S. Environmental Protection Agency (EPA) released a survey showing that \$271 billion is needed to maintain and improve the nation's wastewater infrastructure.

Trenchless technologies have become a major alternative to traditional digging for replacement for pipelines and maintenance holes. This session will use understandable approach using photo's, videos and case history to cover the following:

1. Problems such as: infiltration, exfiltration, roots, corrosion, and structural defects.
 2. The new advanced technologies available to remove heavy deposits to prepare for pipes for lining
 3. Where can trenchless technologies be used.
 4. The five basic styles of technology used for replacement & rehabilitation of gravity & pressure pipelines.
 - Dig & Replace
 - Trenchless spot repairs
 - Slip liners including continuous, sectional, and spiral wound liners
 - Cured-in-place pipe liners
 - Folded and Re-formed pipe liners
1. Discuss the conditions that increase costs of maintenance and shorten the life of pipelines
 2. Review the applications that require dig and replace and which are candidates for trenchless technology
 3. Discover the trenchless technology options available for pipeline rehabilitation
 4. Discuss the unique equipment required for different trenchless rehabilitation methods

Code: MO22
Course Title: Basic Electrical Theory/Troubleshooting Floats & Controls
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

This presentation is intended to introduce basic electrical theory, a better working knowledge of how control panels works, and how to safely and correctly identify problems in the field. We will discuss electrical terms and what they mean, explain the physical and electrical differences in floats and how they work, and control panel components and how they relate and work together in a control panel. We will touch on multi meters, the proper ways to troubleshoot a float, and tricks to point us in the right direction when troubleshooting a panel.

2021 WWETT Education Program Course Codes, Title, Day, Time

1. Discuss Components - what they are and how they work, physically and electrically
2. Explain theory of operation for residential & light commercial onsite control panels
3. Read schematics and wiring diagrams to give a basic understanding of installation and troubleshooting and care of residential and light commercial onsite control panels
4. Demonstrate basic knowledge and understanding of electrical terms

Code: MO23
Course Title: Winning the Fight Against FOG
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

Fighting FOG (Fats, Oils, and Grease) is the responsibility of your customer, and they look to you for help. As FOG regulations are more demanding than ever, and the pandemic has changed customer expectations, you need to know how the FOG system you recommend will help or harm your customer. These changes are just beginning to take hold with cities setting new FOG requirements and businesses adopting new policies for the safety of their employees. Become the expert your customer needs and learn how to win the fight against FOG.

1. Discuss why FOG management is important and relevant to any commercial job
2. Recognize current FOG management technologies, how they compare to one another and how heightened sanitation concerns impact FOG management technology
3. Be confident in sizing, selecting, and installing the right FOG management technology for any application
4. Know the latest in grease interceptor monitoring, FOG level sensors, and internet-connected smart technology

Code: MO24
Course Title: Successful Marketing & Selling Strategies in the New Virtual Business World
Date: Monday, 5/3/2021
Time: 1:00pm-2:30pm

In this presentation we will cover key strategies for successfully changing the way your businesses now must go to market and how to implement tactics that create increased market awareness, generate leads, nurture relationships and win clients in a virtual environment.

Key points discussed and how-to tips shared include:

- The biggest mistakes new digital marketing and sales pros make and how to avoid them
- The secret habits highly successful virtual marketers possess
- Tools and no-cost/low-cost resources for creating an AUTOMATED winning content strategy
- Quick scripts and templates for increasing your social media engagement
- Essential items every website needs for engaging prospects and how to incorporate them
- Facebook, LinkedIn, Email and more - using integrated multi-channels and developing a multi-touchpoint approach
- Organic Content Marketing and Social Media Paid Advertising - The Key Differences, Pros and Cons
- How to meet your prospects and clients where they are
- Best practices for building trust to create long-term, sustainable growth
- Why positioning you and your firm as a thought-leader matters and tips for making it happen

This session is designed for small to medium sized business and social media beginners to seasoned content curators alike. Participants will also be given a road map for developing their own system for starting, maintaining and sustaining their online and virtual selling activities. Successful online marketing takes time, effort and diligence, and this session will offer helpful methods for making efficient use of online marketing time invested for the best possible results.

1. Create a winning content strategy and set up a system for consistent publishing and presence
2. Establish yourself as a thought leader and trusted advisor for your customers and prospects
3. Increase key social media connections, generate leads and engage effectively with prospects virtually
4. Implement online tools, apps, resources and strategies to help you be efficient and effective with virtual marketing and selling in a digital age

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO25
Course Title: How Do You Know if a House Service Lateral Passes Inspection?
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

NASSCO has formed a workgroup that focuses on the development of standards and training for private side lateral and building sewer inspection and repair. This workgroup was formed in response to questions about lateral pass/fail criteria when local governments require lateral inspections before a house can be sold. The presentation will provide an overview of the workgroup objectives, the training programs and partnerships and how these objectives integrate with other industry standards and regulations.

1. Define the market potential for contractors
2. Recognize the standards and regulations that may affect qualifications and standard of care
3. Provide a framework for training opportunities
4. Summarize advancement in inspection technologies and AI

Code: MO26
Course Title: Improving the Logging Process
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

This session will cover the electronic logging system for heavy vehicles. Who is required to utilize logging and how to ensure the practitioner is meeting all federal and local guidelines for logging.

1. Develop an appreciation for the logging process
2. Create a plan to improve your logging habits
3. Utilize the electronic logging system

Code: MO27
Course Title: High Strength Wastewater
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

There are several classes of facilities that generate unique high-strength wastewater profiles. All of the above facilities exceed generally accepted concentration limits for domestic wastewater for one or more waste strength measures. These measures will be explained in detail and examples of facilities most likely to generate that type of high-strength waste will be given during the presentation. Those companies that specialize in designing or installing high-strength waste systems have learned valuable lessons about organic loading control and how to protect soil absorption areas from irreversible damage. These tips and tricks will be explained during the presentation.

1. List three facility classes that discharge high strength wastewaters
2. Describe four wastewater strength measures
3. Calculate the daily pounds of oxygen required for treatment by a high strength waste facility
4. Discuss two ways to control organic overloading of soil absorption systems

Code: MO28
Course Title: Safety Leadership: Building an Adaptive Culture
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

Informational session focusing on what work looks like out in the field vs work as prescribed by the organization from a safety perspective. Participants will engage in relevant discussions around examples of historical leading/lagging indicators in the water/wastewater/collections industry. The presentation will focus on several case studies that highlight the benefits of learning from work as accomplished in the field, in order to understand

2021 WWETT Education Program Course Codes, Title, Day, Time

how to adapt safety management practices to fit the needs of an organization. Practical tools will be discussed and provided to evaluate learning about safety creation within the specific discipline of water/wastewater/collection system operations.

1. Describe practical tools for a safe field work environment
2. Discuss safety creation within specific disciplines
3. Adapt to safety management practices to the needs of an organization
4. Compare work out in the field vs work as prescribed by an organization from a safety perspective

Code: MO29
Course Title: Alternative Pump Controls and Remote Monitoring
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

This class will identify and discuss alternative liquid level controls for water and wastewater pumping applications. We will cover existing and new level control technology including remote monitoring, and how it applies to various installations and system applications.

1. Demonstrate a general understanding of current water and wastewater liquid level pump controls
2. Identify the advantages and disadvantages of each different level control
3. Discuss how the alternative liquid level control operates specific to pump control
4. Reference and understand basic and advanced levels of remote monitoring

Code: MO30
Course Title: Don't Miss Those Sales! Hit Post!
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

Social media is a giant information highway and an opportunity for you to share WHO you are and WHAT you do in the world. This class will offer some basics plus some tips and tricks for successfully marketing ANY type of company, but specifically your portable sanitation business. In this presentation, we'll be going over:

- The perceived + reality of your reputation online
- The W's of social media (who, what, when, where, and how)
- A few examples that you never know how you know until you're connected with your next huge job
- Set it & (almost) forget it
- And a handy, dandy physical action plan to go with the W's of social media above

Social media does not need to be intimidating! Don't miss out on those sales that come from being online!

1. Discuss how you could be missing opportunities on social media
2. Explain what a company's perceived reputation is
3. Review some successful tips for marketing on social media
4. Discover how sales can be generated from your online presence

Code: MO31
Course Title: How To Burnout Proof Your Organization
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

Individuals are burning out at an alarming rate. People feel the constant demand to deliver, so they're either burning out or they're leaving their professions altogether, due to high stress and burnout. With COVID-19, this is becoming more prevalent and amplified. During this talk, you will learn about the best techniques you can use to immediately reduce stress and burnout you're facing in your organization, and within yourself! You'll learn key takeaways on what burnout is so you can quickly identify it in your life. Next you'll learn how people

2021 WWETT Education Program Course Codes, Title, Day, Time

become burned out. Finally, you'll learn how to get out of burnout, once and for all. The audience will leave with actionable steps that they can immediately use, to transform from a burned out life, to their ideal life.

1. Recognize burnout signs within your teams and yourself, so you can understand who in your organization is struggling with burnout
2. Discuss how you became burned out in the first place
3. Transform your future with burnout prevention techniques that go beyond taking a 2-week vacation
4. Implement immediate steps you can take today, to stop the burnout from growing

Code: MO32
Course Title: A Systematic Analysis of Siphon Operations and Maintenance
Date: Monday, 5/3/2021
Time: 3:00pm-4:00pm

The presentation will concentrate on different operations and maintenance approaches on siphons including the economic impact it can create for the utility owner and contractor. Methods and risk assessment involved in cleaning siphons will be evaluated in regards to various real life scenarios. Inspection methods as a means of evaluation and analysis of siphons will be discussed in conjunction with combined methods in operations.

1. Assess the applicable technology that facilitates siphon cleaning and inspection
2. Discuss the specialized methods in regards to siphon maintenance in order to determine the most economically advantageous and efficient approach
3. Evaluate the pros and cons of various cleaning and inspection methods in respect to the siphon type

Code: MO33
Course Title: Health and Safety and Emissions for Laterals and Building Sewers
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

Based on information presented regarding the assessment and renewal of lateral and building sewers, a program of health and safety recommendations for protecting worker and public safety will be presented. The program will encompass the following: 1) An overview of the safety recommendations per the Emissions Phase 2 Study, with an eye towards effective implementation for laterals; 2) Evaluation of the role laterals play during mainline rehab, and their role as a pathway for emissions into buildings; and 3) Practical safety recommendations to protect homeowners and workers during the rehabilitation of laterals and building sewers.

1. Describe the top 3 to 5 homeowner and worker safety risks for lateral and building inspection
2. Promote mitigation actions from defined risks to protect workers and the public
3. Promote science-based approaches to the CIPP emissions issue
4. Summarize the existing regulatory requirements and state one major regulatory proposed for the near future

Code: MO34
Course Title: Pre and Post Trip Truck Inspection
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

This session will discuss the change in CDL regulations with regard to completing a pre-/post-trip inspection on heavy equipment used in the onsite industry. This session will help the business owner understand what a pre-/post-trip inspection is and prepare practitioners and/or potential truck drivers for what to expect during the CDL exam.

1. Define what a pre-/post-trip inspection is
2. Recognize the importance of proper truck inspection within the course of business
3. Discuss the fundamentals of inspection from purpose of reporting to responsibility
4. Prepare for the CDL exam both written and oral tests with regard to the pre-/post-trip inspections

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: MO35
Course Title: Basic Principles of Nitrogen Treatment in Wastewater Systems
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

Have you ever wondered how nitrogen in domestic wastewater is biodegraded in an onsite wastewater treatment system? The nitrogen cycle plays a key role when regulations require the removal of nitrogen from domestic wastewater, requiring specialized processes and equipment to complete the treatment process. This multi-media session includes a presentation of the elemental steps required to complete the decomposition pathway within an onsite wastewater treatment system. Discussion topics include the basic elements of wastewater chemistry, microbes, and chemical treatment processes. The session will begin with an informative video on the nitrogen cycle, followed by an explanation of the associated nitrification and denitrification concepts, and end with an interactive quiz-show game that will put your nitrogen-cycle knowledge to the test.

1. Explain the steps necessary to convert ammonia in domestic wastewater to nitrogen gas.
2. Discuss the difference between ammonium, nitrate, and nitrogen gas.
3. Describe where aerobic, anoxic, and anaerobic conditions are present in a wastewater treatment system.
4. Identify why denitrification systems need to include both aerobic and anaerobic environments.

Code: MO36
Course Title: Drones: Endless Opportunities
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

As we have seen flying drones emerge over the past decade, many of us tend to assume that it is a technology that does not have a direct impact on our industry. Most people look at drones as platforms for aerial photography and video. However, there are growing applications in nearly every segment of our society. There is a wide range of opportunities in drone usage that just may be the growth opportunity you've been looking for. There are numerous businesses and government agencies that currently use drone services in one capacity or another.

In this class we will look at drone technology, not only from an aerial perspective, but from an underground and underwater viewpoint as well. Some of the usages we will focus on will be in pipeline inspections, easement and remote area mapping, infrastructure inspection of roofs, tanks, bridges and dams, aerial mapping and evaluation of storm channels, river beds and wetlands, aerial documentation of worksites, sewer overflows and emergency situations, to just name a few. We will look at the various types of drones that are available on the market today, the laws governing their use, what is required to obtain a pilot's license and the cost of entering this emerging market.

The opportunities in drone usage are truly limited by only one's imagination and ingenuity.

1. Analyze the various drone technologies available
2. Recognize the laws governing drone usage
3. Identify markets within your area where drones can be utilized
4. Explore the cost and commitment to entering these markets

Code: MO37
Course Title: The Solution to the "No Good Young People" Problem
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

Where are the great new young people you need to grow your business? They are all around you! Not so sure about the importance of a college degree or realizing the degree they just went into debt to obtain isn't so valuable, they are looking for a workable game plan for their lives. Learning how to attract, train, and inspire these good young people will ensure your company's growth in this great and essential trade that has meant so much to each one of us.

2021 WWETT Education Program Course Codes, Title, Day, Time

1. Attract great young people
2. Develop a constantly improving and learning culture
3. Inspire loyalty and lesson turnover
4. Enjoy your business again

Code: MO38
Course Title: New to the Industry Happy Hour
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

Code: MO39
Course Title: Wastewater Recycling Pros and Cons and Economics
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

We will discuss the economics and pay back of Wastewater Recycling for sewer cleaning. Topics include added maintenance to the jetter pump and water system; dewatering of pay load; haul more debris and less water; make more money and pay due to less in disposal fees. In most applications you are able to clean 50% more lines a day. Less driving means less wear and tear on the chassis. You will experience less set up and breakdown time. Don't spend your day driving to hydrants, spend it cleaning sewers.

1. Discuss the advantages of WWR with the customers
2. Explain to your colleges the ROI of WWR
3. Explain when and when not to use WWR
4. Discover how to maintain the system

Code: MO40
Course Title: Women in the Industry Fun and Games
Date: Monday, 5/3/2021
Time: 4:30pm-5:30pm

Code: TU01
Course Title: "Stop Thief!...Protect your Service Company from 5 types of Cybercrime"
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

Be inspired as you hear about the journey that Susan Frew and her team endured as the result of a bad hire. Follow the journey of how they almost lost their multi-million dollar company and the road back! Be inspired to put processes and procedures in place that will protect your company from internal and external cyber attacks. This interactive presentation is a massive crowd- pleaser with 5 concrete steps to protect your company from this type of crime.

1. Determine your level of vulnerability to Cyber Crime
2. Identify and Explore 5 types of Cyber Criminals
3. Discuss how to create "Privileged Asset Management" in any service company
4. Discover how to "Rebound and Turn Around" your company after a catastrophic loss

Code: TU02
Course Title: How to Write a Cleaning RFP Based on NASSCO Cleaning Specification Guideline
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

2021 WWETT Education Program Course Codes, Title, Day, Time

This session will cover how to write a good RFP using the NASSCO Cleaning Specification Guideline. We will review all steps required for a good RFP including meetings, specifications, language and close out of the contract.

1. Discover how to write a good contract
2. Shown where to find a good example
3. Review NASSCO Cleaning Specification Guideline
4. Find help with questions about cleaning sewers.

Code: TU03
Course Title: Service Plumbing Technician Training
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

Service plumbing is grueling, complicated and often demanding yet it is vital for our communities. This session will teach you why it's hard to find service technician talent, how to develop a strong training program, how to create a learning culture and how to retain the technicians you've trained. When your team is more talented than you are, you can accomplish more than you've imagined and grow in ways you didn't think were possible.

1. Define why service plumbing is so complicated
2. Discuss why there is a lack of talent in the industry
3. Explain steps to develop a great service technician
4. Discuss steps to develop a training / learning culture

Code: TU04
Course Title: Don't Buy A Solution That Looks Good, Buy One That Makes You Look Good
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

Using a combination of media and real life examples, we will dive deep into the perceived "why we need to use certain technology", the complicated "how to find the right software solution" and discuss the results of "making the right choices." Attendees will come away with a level of comfort navigating through the maze of selections in the Service Software world to meet THEIR needs.

1. Describe how to choose a solution that will actually help
2. Discuss why technology will never replace dynamic customer service
3. Explain technology that helps people, not replaces them

Code: TU05
Course Title: It's Getting Hot in Here: Heat Illness Prevention and OSHA Requirements
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

Summer is just around the corner, and temperatures across the country are heating up. Will your employees be exposed to the summer heat, either by working outside or in non-climate-controlled buildings? If so, your company needs to consider ways to prevent heat illness among employees and stay compliant with any applicable occupational safety and health laws. This presentation will provide a discussion of the following topics to keep you cool and compliant:

1. Discuss heat illnesses
2. Explain federal OSHA or other federal legal requirements regarding heat illnesses in the workplace
3. Explain state OSHA or other state legal requirements
4. Review best practices for keeping your employees cool, preventing heat illnesses, and complying with legal requirements

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: TU06
Course Title: Troubleshooting Control Panels with Analog Timers and Digital Controllers
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

Ever have to deal with a timer-based system that doesn't seem to work quite the way you want or expect it to? Were you unsure if it was even working correctly? This session will provide training about how commonly used timed-dosing control panels work and how to troubleshoot and fix them when they don't. We'll discuss how control panels are set for modern onsite systems, how to test timers, and how to retrieve data from digital controllers.

1. Explain how commonly used analog and digital timers work and can be set
2. Test commonly used analog and digital timers in timed-dose applications
3. Retrieve log data with in-class examples across several popular controllers
4. Discuss how to use log data to troubleshoot on-site system operation and performance

Code: TU07
Course Title: Enlightened CIPP: Deciding When to Use Light-Based Cure Versus Thermal
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

In this presentation, we compare the applications for light-cured CIPP to traditional heat-cure methods like steam and hot water. We examine productivity considerations, including abbreviated curing cycles, equipment footprint and speed of deployment. We also look at versatility, including the ability to line through bends, ease of addressing vertical installations, and compatibility with both felt and GFRP substrates. In addition, we look at safety and public perception considerations, including elimination of styrene and amine odors, absence of thermal hazards from steam and hot water, and reduced traffic exposure/disruption due to shorter setup times and curing cycles. Finally, we look at convenience factors, which include the use of a single-part resin that requires no mixing, refrigeration or on-site wet-out. This presentation will include a discussion of the technology and process for each method, video footage from actual cures, and case studies from relining contractors who employ both technologies.

1. Participate in group discussion on technology
2. Review the processes for each method
3. Analyze real video footage from actual cures
4. Discuss revealing case studies from relining contractors

Code: TU08
Course Title: Reliability, Performance, and Safety Benefits of CANbus Controlled Hydraulic Systems
Date: Tuesday, 5/4/2021
Time: 7:30am-8:30am

The intent of this session is to dispel the myth that CANbus controlled hydraulic systems create unnecessary complexity in sewer and hydro trucks. The reality is that every one of these trucks already has a CANbus on it whether you like it or not, to communicate with the engine. This system is what allows electronic diagnostics in engine systems, which has greatly reduced downtime due to ease of troubleshooting and fault indication to the operator. These same gains can be seen in hydraulic systems, turning something that was once very difficult to troubleshoot into the most reliable part of the truck. Furthermore, this technology can afford significant gains in efficiency, controllability, safety, and overall productivity.

1. Recognize the advantages in reduced downtime and improved productivity that have been attained by using CANbus technology in hydraulic systems.
2. Acknowledge the improvements in operator safety that have been achieved thru the use of CANbus technology in hydraulic systems

2021 WWETT Education Program Course Codes, Title, Day, Time

3. Identify key benefits of CANbus hydraulic systems as they relate to sewer cleaning and hydro excavation markets
4. Describe the key components of a typical CANbus hydraulic system, the functions they perform, and how they differ from more traditional components

Code: TU09
Course Title: Media Coverage - Create a Plan of Action
Date: Tuesday, 5/4/2021
Time: 9:00am-10:00am

Whether good or bad, someone is always filming. Handling bad press is something every business deals with at some point. Knowing how to act quickly and appropriately can make or break your brand. On the other hand, are you getting the positive media exposure that you deserve? It's very inexpensive to get media attention that could set your business apart and put you in front of potential clients who will hear your message and recognize you as the expert. By creating your pitch, sample topics and sample questions correctly, you can gain their interest VERY quickly. Attend this session to get started creating a media plan of action for your business.

1. Discuss the 5 items you need to have in place before you start a media campaign
2. Discover where to look for media opportunities
3. Review tips for hiring the right person to help you become a PR machine
4. Integrate your media experiences into your marketing routine

Code: TU10
Course Title: Sewer Cleaning and CCTV Panel Discussion
Date: Tuesday, 5/4/2021
Time: 9:00am-10:30am

David Hamberlin will moderate this panel discussion with experts in cleaning and CCTV from multiple companies. This group has experience in all of the following when it comes to cleaning and CCTV in Sewers; Pricing projects, Recon/ Planning for projects, Purchasing equipment, Repairing equipment, Main line cleaning and or CCTV, Lateral cleaning and or CCTV, Root/ lateral cutting, Tuberculation removal, Hiring employees, Retaining employees, Training employees & Motivating employees. The goal of this panel will be for the audience to bring their questions and have them answered by the group. This will be a very interactive discussion that will be open to the audience for both questions and discussion as well.

1. Discover answers to your questions
2. Discuss the advice or expertise provided by panel experts
3. Bring new ideas to help improve your company or municipality
4. Enhance the quality of Cleaning and CCTV across the country through discussion

Code: TU11
Course Title: Small Diameter Pipe Lining – What you need to know to start lining inside the building
Date: Tuesday, 5/4/2021
Time: 9:00am-10:00am

Would you like to learn how to market your business to residential and commercial customers looking to rehabilitate their residential and business drainage systems in the walls and under the foundation? This session will teach the basics of how to price and deliver the work with minimal risk and with confidence. It is designed for existing plumbing contractors as well as drain cleaning and lateral pipe lining contractors that work outside the building. This seminar is geared toward education and training that will give you the confidence needed to start lining inside the building.

1. Discover how to market to residential and commercial customers with needs inside the home or office
2. Price the work with confidence
3. Minimize the risk when working inside the building
4. Add a new and highly profitable line of business

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: TU12
Course Title: The Laws and Regulations Surrounding PPE and Coronavirus
Date: Tuesday, 5/4/2021
Time: 9:00am-10:30am

Employers have a general duty to furnish workplaces free from recognized hazards. Part of that obligation is providing employees with personal protective equipment (PPE). This leads to a series of questions, such as: What types of PPE are employers required to provide? How are they to determine what PPE is required at a particular worksite? Do they even have to provide PPE?

During the second half of this class we will discuss The 2020 novel coronavirus's impact on the economy, and developments that will continue to occur on a daily basis for years to come. Congress passed three relief laws – the Emergency Paid Sick Leave Act (EPSLA), the Emergency Family and Medical Leave Act (EFMLA), and the CARES Act – any or all of which may be extended and impact your business in a variety of ways. Additionally, states enacted shelter-at-home orders, exempting “essential” business activities such as water and wastewater service providers. OSHA issued guidance to employers regarding how to protect employees. By no stretch of the imagination is this issue over.

1. Conduct a hazard and PPE assessment for each workplace
2. Review training requirements for using PPE and requirements for providing PPE to employees
3. Provide an updated assessment of the state of the coronavirus and legal implications for your workplace
4. Discuss OSHA and CDC guidance regarding safe work practices

Code: TU13
Course Title: Overcoming the Challenges of High Strength Waste in OSTDS - Panel Discussion
Date: Tuesday, 5/4/2021
Time: 9:00am-10:30am

Onsite sewage treatment and disposal systems (OSTDS) are much more than a conventional septic tank and drainfield. Join us for a lively discussion on overcoming the challenges of high strength waste as it relates to OSTDS. Small towns mean big business for the entrepreneur. See how the industry has adapted to meeting the needs of waste streams that go FAR beyond domestic and embrace the niche market of local distilleries, breweries, and anything else today's small business owners can "throw at and IN them"!

1. Be creative when finding solutions for unconventional wastewater needs
2. Encourage to "think outside the box and become innovators"
3. Become proactive with difficult OSTDS situations
4. Realize it's about more than just conventional systems

Code: TU14
Course Title: PVC Spiral Liner for Rehabilitation of Gravity and Storm Sewers
Date: Tuesday, 5/4/2021
Time: 9:00am-10:30am

This presentation will focus on the history of spiral liners dating back to the late 1980's, the types of spiral liners in the market, the evolution of these spiral liners over the last 25 years, the use of spiral liners in world markets, why these liners are cost effective, spiral liner properties and longevity, how quality control compares the competing products, how the structural design of spiral liners compare to ASTM F1216, and case studies of projects specifying these spiral liners.

1. Define what Spiral Liners are and how they are used for pipe rehab
2. Discuss advantages in use of spiral liners over competing products
3. Discuss the structural design of spiral liners
4. Review the history of spiral liners and product types

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: TU15
Course Title: Multiple Municipal Applications for Vacuum Excavators
Date: Tuesday, 5/4/2021
Time: 9:00am-10:00am

Vacuum excavation usage for municipality applications is on the rise. Crews are using vacuum excavators to help with everything from water line maintenance and repair work to utility installation and soft excavation. With all of the potential ways to use these versatile machines, many municipalities are adding multiple sizes and types of vacuum excavators to their equipment fleet. In this vacuum excavation focused session, you will discover the wide range of vacuum excavation applications, explore the different types and sizes of vacuum excavators that are on the market today, hear about new innovations that will help crews operate more efficient, and hear about how organization are strategic adding a combination of models to get to the most from their people and fleet.

1. Explore the common and unique ways municipalities are using vacuum excavator.
2. Gain a better understanding of the different types of vacuum excavators that are on the market
3. Develop a fleet management strategy to get the most out of the vacuum excavators in your fleet
4. Discuss recent industry innovations that are expanding the potential uses of vacuum excavators

Code: TU24
Course Title: When to Sell and How to Do It Well
Date: Tuesday, 5/4/2021
Time: 9:00am-10:00am

Timing is one of the most crucial variables to maximize the return of investment on the sale of your business. We will explore your reasons for selling and take positions that affect your employees, potential buyers and your own needs. One of the biggest mistakes a business owner can make is overvaluing or undervaluing their business. How should you determine the value of your business and how can you defend that price during negotiations? We will discuss important documents and records required to defend your sales price to potential buyers looking to devalue your business.

1. Sell at the right time
2. Prepare to answer tough questions
3. Realize what your business is worth
4. Defend your asking price

Code: TU16
Course Title: Google My Business: Driving Revenue to Your Bottom Line
Date: Tuesday, 5/4/2021
Time: 10:30am-11:30am

The session will quickly breakdown the three areas your business can show up on the first page of Google. Then we will do a deeper dive on the free listing on the Google My Business or "map section" of Google. "Google My Business" is entirely free! BUT, most business owners get roped into paying thousands for it when they could learn to use it themselves for free in about 20 minutes. We will help business owners and managers gain clarity on how the listing works, and what you can do to make it drive more service calls and more revenue to your business' bottom line.

1. Identify the three places your business can show up on the first page of Google
2. Review how your business listing works on Google
3. Drive more service calls and revenue with the free business listing on Google
4. Discuss addressing individual business owner questions and challenges with Google

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: TU18
Course Title: Navigating the Business of Camera Inspections
Date: Tuesday, 5/4/2021
Time: 10:30am-11:30am

You know your sewer push camera inside and out, but do you know how to make money using it? This presentation will show real-world strategies for maximizing your profit from one of your most essential tools. With these proven techniques, camera inspections will be the foundation of your successful business. In today's competitive marketplace, every aspect of your business needs to be on point. Do you know the best pricing, scheduling, and contracting practices for camera inspection? Are you reaching every market available to your business? A sewer push camera can be the most versatile tool in the wastewater contractor's arsenal. From real estate transaction inspections to drain clean follow ups, there is no limit to your market potential.

1. Explain the best practices of getting paid
2. Recognize different inspection sales situations
3. Discuss the advantages of cameras as a sales tool
4. Define new markets for existing equipment

Code: TU19
Course Title: Sanitary Sewer Overflow Reduction Through Aggressive Cleaning Methods
Date: Tuesday, 5/4/2021
Time: 11:00am-12:00pm

Preventing sewer overflows is a national enforcement priority for EPA. EPA's compliance goal is to eliminate sanitary sewer overflows (SSOs) from sewage collection systems. To eliminate SSOs, the EPA uses a mix of compliance and enforcement tools such as CMOM.

The EPA recognizes that ALL sewer pipes materials are susceptible to SSO's due to the accumulation of FOG, roots, debris, and structural anomalies. The EPA also recognizes that certain types of sewer pipe materials are limited on the type of cleaning processes that can be used without damaging the pipe.

Municipalities nationwide are taking a preventative approach to sewer maintenance by implementing a CMOM Program that includes aggressive sewer cleaning methods.

Join this session as Kent discusses how these guidelines can reduce frequency of cleaning and SSOs.

1. Explain the differences between "Passive" and "Aggressive" Cleaning
2. Discuss how the EPA guidelines drive our cleaning strategies
3. Discover how pipe materials and tool designs limit cleaning effectiveness
4. Identify how to reduce frequency of cleaning and SSOs

Code: TU20
Course Title: Opioids/Cannabis Workplace Drug Testing: What Should Employers Know?
Date: Tuesday, 5/4/2021
Time: 11:00am-12:00pm

The opioid crisis has escalated dramatically in the past decade across the country, and those affected may also be your employees. At the same time, the marijuana legalization movement has grown, and a number of states now not only permit medical marijuana but also recreational marijuana. With the potential for more employees to be under the influence of both legal and illegal drugs, what can employers do to maintain a safe workplace? What restrictions are there for testing employees for drug use? This presentation will explore this issue and cover the following topics:

1. Discuss the rise of the opioid epidemic and its effect on the American workplace
2. State the restrictions for conducting drug tests for employees, review best practices and review how to manage the results
3. Discover whether there are any OSHA implications regarding drug testing
4. Explain the role of the Americans with Disabilities Act

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: TU21
Course Title: Optimizing Grease Interceptor Performance
Date: Tuesday, 5/4/2021
Time: 11:00am-12:00pm

Food Service Establishments must have properly designed, installed and maintained grease interceptors to release treatable wastewater to the next downstream component of the system (e.g. lift station, septic tank or commercial wastewater treatment unit installed in a septic tank). This presentation will focus on how grease interceptors can be optimized to prevent the release of Fats Oils and Grease (FOG). Those companies that specialize in designing, installing and maintaining grease interceptors have learned valuable lessons along the way. Many tips and tricks will be shared during the presentation

1. List three major categories of grease interceptors
2. Compare and contrast the physical properties of the two types of lipids most often found in food service wastewater
3. List the three Ts of Gravity Grease Interceptor performance
4. State what range of frequency should grease interceptors be cleaned

Code: TU22
Course Title: Learn How to Grow Your Business with Trenchless Technology
Date: Tuesday, 5/4/2021
Time: 11:00am-12:00pm

Whether you are a plumber or in the maintenance division of a municipality, finding the fastest and most economical way to fix broken, offset, collapsed or leaking buried sewer pipe might be your recurring nightmare. Would you like to be able to offer cost-effective alternatives to open cut that actually make your business more profitable? This presentation delivers tell-tale lessons about having innovative trenchless technology tools in your toolbox that actually grow your business while minimizing cost and disruption in the lives and to the property of your customer. Success in the service industry ultimately comes from how well you understand your customer's needs and how well prepared you are to answer them. This presentation shares actual plans where municipalities and plumbers were successful in altering their approach to finding problems to include proactively fixing them before emergency repair or replacement was required. Trenchless technologies discussed provide an opportunity to fix pipe faster without jackhammering through a slab or driveway, killing the oak tree that has been there for 100 years, or destroying the beautiful landscaping that was just planted. This presentation will provide a road map that you can use to improve operations with minimal investment, making your "pipe dream" come true when using the trenchless tools in your toolbox.

1. Navigate a decision matrix for the repair or replacement of difficult access pipelines beyond open cut
2. Analyze current operations and identify path for improvement using trenchless technologies
3. Discuss the capabilities and evaluate the limitations of trenchless technologies for small diameter pipelines
4. Explain options to customers that may better meet their individual needs and your business objectives

Code: TU23
Course Title: Five Things You Must Know BEFORE Purchasing a Sewer Cleaning Truck
Date: Tuesday, 5/4/2021
Time: 10:30am-11:30am

Enough is enough! This session was born after hearing horror stories of municipalities and contractors spending hundreds of thousands of dollars on the wrong equipment. Shame on those selling the wrong equipment to get a sale. That tactic hurts our industry. Don't be a victim! Join this session to learn the five things you must know BEFORE purchasing a sewer cleaning truck.

1. Identify where to start your educational journey when buying a sewer cleaning truck/tanker
2. Explore right product for your specific application
3. Discover the five things you must know BEFORE purchasing a sewer cleaning truck

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: WE01
Course Title: Route Optimization and Management
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

Route optimization and management can improve customer service, relieve stress on your drivers and improve your bottom line. Attend this session to discuss ideas that will benefit your customers, your employees and your company.

Code: WE02
Course Title: Inspection Technologies to Assess (and Prioritize) Pressurized Pipelines
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

Pressurized pipeline infrastructure throughout the US is reaching a critical stage of condition. In fact, the outlook of this buried infrastructure described in ASCE's 2017 Report Card shows that the trend line of system deterioration is getting worse. Unless critical steps are undertaken, it will continue to decline. In order to turn this corner and establish better and more reliable information on the actual condition of these buried and essential assets, a number of recent advances in performing both external and internal inspection and assessment of pipelines, valves, hydrants and other ancillary facilities has moved the level of understating condition and remaining useful life (RUL) to new levels. With these technologies and established protocols for determining their associated risks, cities and utilities are starting to bring this all together under effective asset management planning to ensure their sustainable, reliable, and efficient operation.

1. Describe the challenges of inspecting and assessing pressurized pipelines
2. Present established and new technologies to inspect pressurized pipelines (even under live-flow)
3. Provide a sensible tiered or stepwise process of zeroing in on the most critical pipelines
4. Suggest how asset management can be used to prioritize and rehabilitate those pipelines based on their relative risk (likelihood and consequence of failure scores)

Code: WE03
Course Title: Safety in Excavation - OSHA Requirements and Solutions for Compliance
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

This session will cover: What is a "Competent Person"; OSHA Definitions; General Requirements; Protective Systems; Cave-in Signals; Soil Classifications; Acceptable use of Sloping, Shoring, and Shields; Understanding Tabulated Data; Typical Trench Examples; and Solutions for Safe and Efficient Compliance.

1. Describe OSHA's requirements
2. Identify different soil types
3. Define different Protective Systems
4. Choose proper solution for their conditions

Code: WE04
Course Title: Municipal Fats, Oils, & Grease Onsite Inspections and Grease Interceptors 101
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

We will conduct a complete overview of how municipal inspectors can manage and conduct onsite fats, oils and grease inspections within commercial food service establishments. Every aspect of inspections will be addressed from managing an inspection program to conducting the actual onsite inspections. We will be performing a live mock inspection using a tablet and physical props representing common violations that inspectors will encounter in the field. We will explore how to communicate with onsite facility staff and inform them of the inspection process. We will go into detail in terms of what items an inspector should be looking for

2021 WWETT Education Program Course Codes, Title, Day, Time

during a walk through. There will be particular focus on examining a grease removal device in terms of physical condition, capacity, and operating efficiency.

Next, we will examine a wide range of devices that municipal regulators will generally run across in the field. We will break each type down and explore the pros and cons associated with the designs. We will look at specific application requirements for each type of device. Throughout the presentation we will examine the difference between the various designs and how to ensure these devices are performing properly. We will also be exploring common misconceptions throughout the industry and how to avoid some pitfalls that municipal regulators have experienced in the past. The presentation will equip the audience with the knowledge and resources to ensure the devices being installed within their jurisdiction are up to code.

1. Conduct a thorough onsite FOG inspection
2. Examine and troubleshoot a grease removal device
3. Create and maintain a FOG inspection program
4. Recognize common FOG misconceptions

Code: WE05
Course Title: When Good Enough Might Not Be As Good As You Think
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

As an O&M professional what could you have done differently for the benefit of the owner or other service providers? Working with the industry and not against it includes going the next step above minimum requirements, because it's the right thing to do.

Why should you track information from all O&M or pumping sites? We'll discuss the value of doing so, and the benefit of using the data collected.

1. Realize the benefits of tracking information from O&M sites
2. Explain how to interpret data you have collected
3. Discuss how the owner or other service providers can benefit from data you collect

Code: WE06
Course Title: Utilizing Cloud Based Services in Wastewater Operations
Date: Wednesday, 5/5/2021
Time: 8:00am-9:00am

In our ever changing world; municipalities, engineers, and contractors need to be able to perform their duties more efficiently while maintain budget and timelines. Through utilization of cloud based services such as t4 spatial, these entities can complete tasks quicker and remove steps that have become commonplace in the industry. Through visualization of multiple platforms, that operate in concert, entities can recognize cost savings while increasing productivity by utilizing services that promote a "personal assistant" feel to the user.

Additionally, with increased use of 4G and now 5G services teams can work in real time on the most pressing issues of the day.

1. Describe how cloud services can improve efficiency and reduce spend
2. Discuss how to maximize inspection data, both current and legacy, collected
3. Demonstrate where opportunities exist to establish or refine workflows
4. Identify how cloud services can improve communication for both internal and external teams

Code: WE07
Course Title: Everything You Know About Generating Leads, Closing Sales And Making Money With Your Small Business Is WRONG!
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

2021 WWETT Education Program Course Codes, Title, Day, Time

If you're sick and tired of marketing that doesn't work, lackluster sales and inadequate revenue, then join us to discovering new ways to double your current number of new leads EVERY month, double your current sales volume – and then leave with a step-by-step process for taking your business well into the 7 figure revenue range. During this eye-opening seminar, we're going to show you everything successful business owners are doing such as doubling current lead flow month over month; doubling sales volume; simple easy-to-implement, no-cost strategies that instantly add cash flow; how to effectively market on the internet; how to get your websites 10X more traffic, how to harness your database to maximize repeat business; and how to set up joint venture partners that promote your business for you.

1. Harness your database to maximize repeat business
2. Raise your Conversion Rates
3. Discover how to enter the head of your customers and speak to them
4. Cut costs and raise profits

Code: WE08
Course Title: Asset Management, from the Engineering and Municipal Point of Views
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

We will have a discussion of Asset Management, using PACP as likelihood of failure from the Engineering and Municipal Points of view. We will go through the need for an Asset Management Program and what needs to be included from a small community to a large Municipality.

1. Discuss why you should do Asset Management
2. Explain how to do Asset Management
3. Discover the benefits of Asset Management

Code: WE09
Course Title: Flushable Wipes vs Grease, How Can We Problem Solve Them?
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

What's worse - Grease or Wipes? For many years grease has created major problems for drain lines, septic fields and for anyone having to work on a system loaded with grease. As an industry we started understanding the anatomy of grease and were able to create products that could help handle the grease problems. Now flash forward to this day and age where flushable wipes are becoming much more popular. Wipes by themselves are becoming a problem. Blend together grease and wipes, we now have a major problem. This has caused a real headache for the industry. Let's learn the make up, the break down and how we can help to over come this industry problem.

1. Describe the problems happening with grease and wipes
2. Analyze each problem individually, then together
3. Quantify the problems related to cost to the industry
4. Explain how we can help to correct these problems

Code: WE10
Course Title: OSHA Electrical Safety
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

This seminar will provide the fundamentals of electricity and OSHA's electrical regulations for employee safety. We will explain elementary concepts related to electricity such as voltage, current, resistance, arcing and ground. A focus will be placed on electrical hazard recognition, prevention and control. We will explore the meaning and importance of the Qualified Person, as it relates to workplace electrical operations and tasks. We

2021 WWETT Education Program Course Codes, Title, Day, Time

will detail the employer's basic requirement to protect employees from electrical hazards; including OSHA's most cited violations. Electrical best practices will also be presented.

1. Explain basic electrical concepts
2. Identify OSHA's electrical regulations
3. Describe OSHA's fundamental employer requirements
4. Discuss electrical industry safety best practices

Code: WE11
Course Title: Installing and Mapping Underground Infrastructure While Capturing GPS
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

In the underground construction world, we have an end goal of utilizing data, including GPS information and GIS systems, to create a more thorough awareness of asset location underground. Additionally, in the effort to help reduce future utility strikes, utility mapping with GPS and importing the data into GIS systems is becoming increasingly desired in the underground construction industry. In this session, attendees will learn about incorporating GPS information into their as-built reports and using GPS with their as-builts to win and/or add value to their jobs. Additionally, attendees will learn how product currently in the market answers the need for GPS integration and GIS import.

1. Define how GPS/GIS technology can impact the installation of underground infrastructure
2. Explain the proper techniques for mapping underground utility assets using GPS/GIS
3. Utilize as-built reports with GPS/GIS to win and/or add value to your jobs
4. Recognize technology currently available that answers the need for GPS integration and GIS import

Code: WE16
Course Title: Profit OR Pride?
Date: Wednesday, 5/5/2021
Time: 9:30am-10:30am

This class is designed to push and challenge the attendees. If you don't leave this class just a little irritated with Jeremiah, then he missed his mark! Every one of us has areas in our life where pride, and or the need to be right, gets in the way of what's most profitable for all parties involved. Jeremiah will share examples from his personal experience, along with tools and tips to support you in identifying how and where this is effective for your business.

1. Identify emotions attachment to an outcome
2. Discuss how to use the 3 "Q" technique: Quality, Quantity, and Quantifiable
3. Show how a Profitable company is beneficial for all parties
4. Identify what the next level is for your personal growth

Code: WE12
Course Title: Rock Solid Leadership
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

What is a Rock Solid Leader? In this session you will learn the traits of a rock solid leader, and how to apply those traits. You do not have to be born a great leader to become one! Don't miss this opportunity to become the leader your team deserves and that you know you can be!

1. Examine leadership qualities
2. Develop your leadership skills
3. Discover what your team needs from you in terms of leadership
4. Discuss the psychology of leading

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: WE13
Course Title: Sanitary Sewer Inspection and Acceptance Testing
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

All construction projects require attention to detail and installing a sanitary sewer line is no exception. There are critical elements that consistently make or break a new installation project or a sectional field repair. Effective pipeline inspections include: monitoring trench widths, inspecting pipe bedding materials, unloading, handling and storage of pipe on the construction site, adequate preparation of the trench bottom/foundation, bell holes, haunching/shovel slicing, pipe homing/jointing, backfill, compaction, connections to manhole structures, service/lateral connections, tapping new or existing mainlines and acceptance testing.

Acceptance testing methods commonly used are CCTV inspection, deflection testing, and low-pressure air testing. Testing immediately after backfill completion is considered a best practice because it helps to identify any installation deficiencies before additional pipe is installed.

Attend this session and discuss how continual testing/inspection as a job progresses improves adherence to good job site practices, increases contractor productivity and ensures compliance with manufacturer's recommendations and municipal engineering plans.

1. Explain the differences between "Flexible" and "Rigid" pipe materials
2. Discuss the importance of proper pipe bedding and installation
3. Explain the necessity and differences in pipe inspection/testing
4. Explore the frequency of testing and inspection vs. pipe material

Code: WE14
Course Title: Wastewater Operator Pathogen Safety & Health
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

This presentation will discuss the pathogenic hazards faced by wastewater handlers and operators. We will detail the types of pathogens to which these workers are exposed. We will cover the types of sickness and illnesses which these workers may suffer or experience. We will examine the risks faced by these workers, and we will cover recommendations for their protection from sources including OSHA, EPA, the CDC and also include recommendations by other sources which constitute industry best practices. We will focus on employee and employer wastewater pathogenic hazard recognition, prevention and control. We will examine ways to protect with a emphasis on OSHA hierarchy of controls such as engineering controls, administrative and work practice controls and personal protective equipment.

1. Recognize wastewater pathogenic hazards
2. Identify preventative measures which employers and employees should implement and follow
3. Detail the types of illnesses to which wastewater handlers and operators are exposed
4. Discuss the ways wastewater handlers and operators are exposed to pathogenic hazards

Code: WE15
Course Title: Rethinking Manhole Inspection: A New Way to Reduce I&I Quickly and Cost Effectively
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

This presentation on the importance of manhole inspection will help attendees better understand why manhole inspection and rehabilitation is a cost-effective addition to many maintenance and I&I reduction programs. It will also provide details about some of the latest developments in automated manhole inspection technology, which are making it easier to complete this kind of work. In recent years, operators have come to realize that the inspection of manholes can be even more effective than pipeline evaluation for reducing costs associated with inflow and infiltration (I&I). Thanks to the new technologies available, inspecting all manholes in a network often costs less and is faster than inspecting the many miles of associated sewer pipeline in a network. Furthermore, in many systems, manhole inspection actually discovers more sources of I&I than are revealed by inspection of

2021 WWETT Education Program Course Codes, Title, Day, Time

sewer pipelines. In some extreme situations, as much as 90% of revealed I&I sources have been found in manholes. Because manholes are easier to access than underground pipes, mitigation techniques that reduce I&I in manholes do not require trenching or expensive trenchless technologies. Reducing manhole I&I is therefore easier and less costly than reducing pipeline I&I. In the past, the challenges and costs associated with per-manhole assessment and rehabilitation were significant, as they relied on flashlights, manhole entry, visual inspections and clipboards. However, manhole inspection solutions that have emerged in the past decade or so are a much better investment than traditional, visual inspections. Modern manhole inspection technology has come far along from the traditional methods requiring confined space entry, and advancements in other sectors—including digital information recording, 3D geometry capture and sensor-based automation—are now being applied to this once manual task. This presentation highlights an often overlooked opportunity for cost reduction and sheds light on new technology options for completing the work. By utilizing modern, safer and more cost-effective solutions to inspect manholes, utilities can save time and money and create a safer community. The benefits of such a program are significant: Reducing excess manhole-based I&I, which is often ignored when manholes are not inspected, can reduce ratepayer costs; minimize liability from water pollution and public health risks by eliminating sanitary sewer overflows during storm events; and offset the environmental and regulatory impact of sewer system expansion and increased water demand, among other benefits. The U.S. EPA estimates that anywhere from 25 to 60 percent of all flow in sewer lines is I&I. For a 10-mgd treatment plant, that amounts to an excess cost of \$3,000 to \$8,000 per day—more than \$1 million a year. Even a seemingly small leak can add significant clear water to a sewer system. A leak equivalent to a half-inch-diameter hole can admit more than 5 million gallons per year at a treatment cost of some \$13,000. Conclusively, reducing sewer system I&I will likely always be a pressing, urgent problem for cities and districts operating aging sewer networks. But it is possible for network operators to work effectively within their shrinking budgets and come out ahead by reducing treatment costs and identifying easy-to-address sources—such as manholes. Where excess I&I is a challenge, modern inspection and rehab solutions for manholes are now being recognized as one of the most efficient and effective ways to rein in costs.

1. Discover why manhole inspection and rehabilitation is a cost-effective addition to many maintenance and I&I reduction programs
2. Discuss an often overlooked opportunity for cost reduction and shed light on new technology options for completing the work
3. Utilize modern, safer and more cost-effective solutions to inspect manholes
4. Recognize why modern inspection and rehab solutions for manholes is one of the most efficient and effective ways to rein in costs.

Code: WE17
Course Title: Science and Opportunity with Failing Septic Systems
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

After attending this session, professionals will have enough information to analyze and repair septic failures as an add on business opportunity. With an estimated 40 percent of all households on septic systems and 4 billion gallons of waste water being discarded daily, there are bound to be problems arising within septic drainfields and/or systems. Figures show that almost 25% of septic systems are either failed or in some type of failure. This session will discuss the reasons systems fail, the way to recognize the system failing, what role the microbial balance plays in the septic drainfields, and potential solutions to repair septic absorption to failing systems.

1. Analyze a system for septic or drainfield failure
2. Describe to their customer the potential reasons the system is failing
3. Identify what part of the system is failing
4. Explain the options for correcting the problem/failure

Code: WE18
Course Title: Finding True ROI With Your Telematics Solution
Date: Wednesday, 5/5/2021
Time: 11:00am-12:00pm

2021 WWETT Education Program Course Codes, Title, Day, Time

This session will offer real world examples of how best to gain true ROI from your Telematics solution. We will look beyond just functions & features and discuss why many companies are not getting true return and how to turn this around

1. Look past the novelty features and identify real solutions to your business challenges
2. Discover how to make 1 + 1 = 3 through integrated partners
3. Learn vertical specific tips and tricks
4. Discuss the ins and outs of next level support and training

Code: WKSH
Course Title: Revenue and Profit Accelerator Playbook
Date: Wednesday, 5/5/2021
Time: 1:00pm-4:00pm

This course is for Contractors and Service Providers who are wanting to accelerate their revenue growth and profit, financially thrive not just survive, and gain advantage over the competition.

Workshop Details:

Part 1: What Are the Numbers Really Saying

We will take a deep dive into the details and mechanics of job costing, reading and understanding the finer points of profit and loss statements, data mining the financial statements to locate new revenue and potential hidden drains and how to create positive company culture shift.

Part 2: 80/20 Rule

Learn how to use the information in your financial statements and historical trend data to pinpoint who are the most profitable clients and why, the common thread and how to replicate and retain them. The same data can be used to identify the most lucrative services offered or potential new services with the best margins. We will also discuss when to say no to business and how to be comfortable doing so.

Part 3: Generating Revenue Momentum

When business is good, there's a tendency to stop prospecting and selling—a costly mistake. We will review ways to keep the sales funnel full even when there's limited time to do so through relationships, social media engagement, content and virtual sales activities. With a shift to a virtual business environment, it is becoming critically important for businesses to establish themselves as a thought leader and one that can be trusted to help clients win.

Code: NAWT
Course Title: NAWT Vacuum Truck Technician Training Course
Date: Wednesday, 5/5/2021
Time: 8:00am-4:00pm

The Vacuum Truck Technician training course is targeted to those that own or operate a vacuum truck which is used to clean septic tanks, aerobic treatment units, holding tanks or grease traps. It is directed specifically at owners and employees who may just be starting in business and need a good solid base of information to work with to perform their daily tasks. At the same time this one-day training provides a good refresher and overview even for experienced operators.

1. Discuss governmental regulations regarding pumping and disposing of liquid waste
2. Review components of a vacuum pump truck, drive and control mechanisms
3. Explain the science of vacuum and pressurization and basic pump truck operation
4. Discuss safety and emergency response, and manifest and reporting

2021 WWETT Education Program Course Codes, Title, Day, Time

Code: NOWR
Course Title: NOWRA One-Day Installer Class
Date: Wednesday, 5/5/2021
Time: 8:00am-5:00pm

This Installer Training Program is designed to convey nationally focused best practice standards for onsite wastewater treatment system installation processes as identified by industry stakeholders through an intensive national review process. These materials describe the essential knowledge, skills, and abilities that professionals who install onsite wastewater treatment systems should possess. The material will include an Introduction to onsite systems, safety, soil and site concepts, construction materials and techniques, planning, distribution, watertight piping and tanks, dosing systems and controls, advanced treatment and soil treatment areas.

1. Clarify the responsibilities of professional installers
2. Familiarize installers with standardized techniques and procedures for constructing or installing various onsite wastewater treatment system technologies
3. Promote uniform communication between professional installers and their clientele through the use of standardized terminology
4. Establish a benchmark for competency of installers and enhances the overall status of the onsite wastewater treatment profession

Code: CERT
Course Title: OSHA Wastewater Operator Confined Space Safety and Health - Certification
Date: Wednesday, 5/5/2021
Time: 1:00pm-4:00pm

Confined space hazards in sewer systems have led to worker deaths. Types of sewer systems include sanitary (domestic sewage), storm (runoff), and combined (domestic sewage and runoff). Sewer systems are extensive and include many different components that are considered confined spaces, including pipelines, manholes, wet wells, dry well vaults, and lift/pump stations. Therefore, employers conducting work in sewer systems will likely have workers who will encounter confined spaces. Sewer systems also consist of wastewater treatment plants, where confined spaces include digestion and sedimentation tanks, floating covers over tanks, sodium hypochlorite tanks, and wastewater holding tanks, among others. Many of these components may also qualify as permit-required

confined spaces. Confined space work involving sewers can include such activities as:

- Installing or upgrading a manhole.
- Altering or upgrading sewer lines.
- Making nonstructural upgrades to joints, pipes, or manholes.
- Demolition work.
- Installing new or upgraded pump equipment, cables, wires, or junction boxes.

Sewer systems can present a host of confined space hazards, including:

- Atmospheric hazards (low oxygen, toxic or flammable gases).
- Chemicals in piping and from roadway runoff (may harm lungs, skin, or eyes).
- Entanglement and drowning.
- Electrocutation (e.g., using electrical equipment in wet working conditions).
- Slips, trips, and falls.
- Falling objects.
- High noise levels, low visibility, limits to communication, and long distances to exits.

This workshop will cover OSHA requirements and industry best practices, with a focus on sewer work hazard recognition, prevention and control. This course is designed for attendee certification, and will include a graded test, which all students will pass, in order to receive their certificate.

1. Discuss specific confined space hazards faced by wastewater
2. Identify sewer confined space hazard prevention and control measures
3. Detail employer OSHA requirements for effective sewer confined space programs
4. Demonstrate a fundamental understanding of the materials and concepts presented through the successful completion of a written test