

**COURSE TITLE**

Water Industry Distribution Service to Customers (3008)

**COURSE DURATION**

1 hour

**OVERVIEW**

Water distribution systems are an integral part of keeping the public healthy and safe. The primary purpose of a water distribution system is the delivery of potable water for drinking and firefighting. To meet that goal, systems are designed by civil engineers and city planners to meet the changing needs of homes, offices, and industries. The water operator plays a key role in the installation of these systems.

This course covers the methods of distribution to service customers, the installation of services as well as the maintenance of services. Also covered are the types of customers, metering of these customers and proper records to be kept for service customers.

This training course has 9 learning modules with a 10-question exam.

**PREREQUISITES**

No prior knowledge is required.

**BEHAVIORAL OBJECTIVES**

After successfully completing this course, you will be able to:

- identify the four types of public water systems found in the U. S.
- describe the basic configurations of water distribution systems
- explain the common methods for making water service connections
- evaluate common problems with water service connections
- review Insurance Services Office (ISO) requirements for fire protection
- illustrate the different water sources a water utility may use
- recognize AWWA Standards
- interpret the different colors associated with a one call notification center

**COURSE OUTLINE**

- Introduction
- Water Distribution Systems
- Categories of Water Distribution Systems
- System Design
- Distribution System Piping
- Water Service Connections
- Water Service Taps
- Water Meters
- Maintenance of Services
- Record Keeping
- Summary

**AVAILABILITY**

This course is offered online and is available 24 hours a day, 7 days a week, 365 days a year.

## **TRAINING METHODOLOGY & EVALUATION**

This course is self-paced online training. Review exercises and case studies reinforce the content, and students are evaluated with a multiple-choice exam. Upon completion, students are prompted to submit a course evaluation.

## **REFERENCES**

1. American Water Works Association, "Manual M31 Distribution System Requirements for Fire Protection, Third Edition." Published Denver, Colorado: By American Water Works Association, 1998, page 20.
2. American Water Works Association, Manual M44, Distribution Valves: Selection, Installation, Field Testing and Maintenance." Published Denver, Colorado: By American Water Works Association, 1996 page 46.
3. American Water Works Association, "Manual G200 Distribution Systems Operation and Management." Published Denver, Colorado: By American Water Works Association, on January 24, 2015, page 9.
4. American Water Works Association, "Manual G200-15 Distribution Systems Operation and Management." Published Denver, Colorado: By American Water Works Association, on May 1, 2015, page 12.
5. American Water Works Association, "AWWA Standard C-651-11 "Disinfection of Water –Storage Facilities." Published Denver, Colorado: American Water Works Association, on July 12, 2011.
6. American Water Works Association, "AWWA Standard G200-15 "Distribution Systems Operations and Management." Published Denver, Colorado: American Water Works Association, on June 14, 2009.