

Sustainable Utility Management



Minnesota Rural Water Association in conjunction with the US EPA and USDA Rural Development, invite you to attend this Sustainable Management Workshop.

Workshop Agenda

- * Introductions & Workshop Objectives
- * Overview of Key Management Areas
- * Utility 'Self Assessment' Exercise
- * Planning Your Next Distribution Replacement or New Addition—What are your options?
- * Lunch On Your Own
- * Improving Outcomes Exercise Practices, Tools, and Measures Discussion
- * Action Plan Discussion / Exercise
- * Workshop Feedback

Objectives:

- ◆ *How to deliver increasingly efficient, and higher quality services.*
- ◆ *How to improve long-term sustainability and increase resiliency.*
- ◆ *How to set rates and pay for your projects!!!*
- ◆ *How to use the Small Systems Guidebook to Effective Utility Management to make improvements at your system.*

Workshop Details:

Date: April 3, 2019

Time: 8:30am—3:30pm

Location: Council Chambers
1025 Roosevelt Avenue
Detroit Lakes, MN 56501

Fee: There is **NO** fee for this session

Register: Call 800-367-6792 or online at:
www.mrwa.com/wf6.html

Hurry and register: Class is limited to 35 attendees!

Speakers: Insurance Services Office (ISO) and

Minnesota Rural Water Association

This workshop will help utilities address a full range of challenges and improve the management of their operation and infrastructure.

Utilities will learn to make improvements in the ten key management areas, focusing first on their most pressing challenges.

Ten Key Management Areas:

1. Product Quality
2. Customer Satisfaction
3. Employee Leadership & Development
4. Operational Optimization
5. Financial Viability (including setting rates)
6. Operational Resiliency
7. Infrastructure Stability
8. Community Sustainability
9. Water Resource Adequacy
10. Customer Understanding & Support

6 credit hours awarded for full day attendance.

