

MRWA Sustainable Utility Management



Minnesota Rural Water Association in conjunction with 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
- * Understanding Underground Utilities
- * Lunch (On Your Own)
- * Longevity: Get the Most From Your System
- * When Is It Time To Replace Your Assets? Preventative Maintenance Tips and Tricks
- * 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: May 18, 2021
- Time: 8:30am—3:30pm
- Location: Nisswa Community Center
25628 Main Street
Nisswa, MN 56468
- Fee: There is **NO** fee for this session
- Register: Call 800-367-6792 or online at:
www.mrwa.com/wf6.html

Speakers: AE2S; Minnesota Pump Works; UtilityLogic; 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.

COVID-19 Guidelines

- Social distancing & masks will be followed as per state mandates.
- Limited attendance allowed as per facility guidelines.
- Pre-registration is REQUIRED.
- No Walk-ins will be allowed.

