



Sustainable Management of Small Rural Water & Wastewater Systems (Limited to 16 Students)

Date: Thursday, April 19, 2018

Location: Enfield DPW Complex, 74 Lockehaven Road, Enfield NH

Time: 8:00am – 3:00pm (*Registration begins at 8:45am*)

Credit: 6.0 TCH's will be awarded to those who attend 100% of the course.
Drinking water & Wastewater credit approved.

Cost: **\$95 Members, \$125 Non-members. Lunch included.**

Instructors: Donny Boynton, Scott Clang (GSRWA), Luis Adorno, Sharon Rivard (NH DES),
Eric Law (USDA)

Agenda: This program is specifically designed for operators and managers. Ideally each operator will bring a manager so that the system will benefit from what this class has to offer. When an operator brings a manager(s), there is no registration fee for the manager(s). Using curriculum developed by the U.S. Department of Agriculture (USDA) and the Environmental Protection Agency (EPA) our expert instructors will present material to help cities, rural water districts, and other small wastewater systems identify and address various utility management issues such as: aging or inadequate infrastructure, difficulties recruiting or retaining adequate staff, growing or establishing financial reserves, and setting rates that are reflective of operational costs. This program will be presented in the format of a workshop. The workshop includes a guided self-assessment to identify which of the ten key management areas need improvement at your system: 1. Water Resources Adequacy, 2. Product Quality, 3. Customer Satisfaction, 4. Community Sustainability & Economic Development, 5. Employee Leadership & Development, 6. Financial Viability, 7. Operational Optimization, 8. Infrastructure Stability (repair/replacement of system components), 9. Operation Resiliency (vulnerability assessments, emergency response plans) and 10. Stakeholder Understanding & Support (Outreach & Education). The self-assessment is designed to help prioritize actions when resources are limited. Attendees will have the opportunity to learn from each other. This will be a roundtable forum discussion.

Registration: There are three ways to register: register and pay on our website: www.granitestatewater.org. Fill out this form and mail it with your payment to GSRWA, PO Box 596, Walpole, NH 03608; or fill out this form, request to be billed and fax it to (603) 756-3675.

Cancellation Policy: If you need to cancel, please contact GSRWA in writing at least three business days prior to the day of the course, or be charged a \$30 late cancellation fee. If you do not attend the course and do not contact GSRWA, you will be charged a "No Show" fee equal to the original course registration fee. The No Show fee is non-refundable and non-transferable. Written request for refunds/credits will be considered for special circumstances provided that the request is received within two weeks of the training date.

PAYMENT MUST BE RECEIVED IN FULL PRIOR TO CLASS. NO WALK-INS PLEASE.

Any questions, please contact GSRWA at (603) 756-3670, ext. 4
Note: Please refer to our website for the most current information.



Training Class Registration Form

Class Name: Sustainable Management of Small Rural Water & Wastewater Systems

Class Date: April 19, 2018

System/Business: _____

Address: _____

City, State, Zip: _____

Business #: _____

Fax #: _____

1) Name of Attendee: _____

Attendee Cell Phone: (____) _____
(In case of last minute changes/cancellation due to weather)

Attendee E-mail: _____
(For reminder's and in case of last minute changes/cancellation due to weather)

2) Name of Attendee: _____

Attendee Cell Phone: (____) _____

Attendee E-mail: _____

3) Name of Attendee: _____

Attendee Cell Phone: (____) _____

Attendee E-mail: _____

Payment Information:

attending _____ X member rate \$ 95 = total \$ _____

attending _____ X nonmember rate \$ 125 = total \$ _____

Total Amount Enclosed = \$ _____

Send me a bill (check here) _____ PO # _____

Mail or fax this form to: GSRWA PO Box 596, Walpole, NH 03608 Tel 603-756-3670
Fax 603-756-3675