

**Tuesday
May 15, 2018**

**Elks Lodge #1922
309 2nd Avenue South
Glasgow, MT.**



Elks Care - Elks Share



Montana Rural Water Systems

925 7th Avenue South
Great Falls, MT 59405
Phone: 406-454-1151
www.mrws.org

The Agenda/PowerPoints and Handouts have been developed by Rural Development and EPA to assist ALL Utilities in addressing their most pressing challenges in Management of their Utilities Operations and Infrastructure!

EFFECTIVE UTILITY MANAGEMENT OF RURAL AND SMALL SYSTEMS WORKSHOP

CEC's: 0.6 (Dual)
No Registration Fees!!!

**"EFFECTIVE UTILITY
MANAGEMENT OF
RURAL AND SMALL
SYSTEMS
WORKSHOP!"**

**Tuesday
May 15, 2018**

**Training will be
conducted by
Roger Skogen**
Wastewater Tech

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of
**Montana Rural Water
Systems**



Team Rural Water

WORKSHOP AGENDA

8:30 – 9:00am Registration

Introductions & Workshop Objectives

Overview of Key Management Areas

Utility ‘Self-Assessment’ Exercise

Self-Assessment Results Discussion

12:00 – 1:30pm Break for Lunch

Improving Outcomes Exercise

Practices, Tools, and Measures Discussion

Information and Resources for Improvement Discussion

Action Plan Discussion/Exercise

4:30pm Workshop Feedback

Please **Pre-Register** by emailing or calling the MRWS Office at mrws@bresnan.net or 406-454-1151. Let them know your name and utility that you will be representing!

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

- ✓ *How to deliver increasingly efficient, and higher quality services*
- ✓ *How to improve long-term sustainability and increase resiliency*
- ✓ *How to use the Rural and Small Systems Guidebook to Sustainable Utility Management to make improvements at your system*

Utilities will learn how to make improvements in the Ten (10) Key Management areas, focusing first on their most pressing Challenges.

Everyone involved in the “Decision Making” process should attend...
Mayors/Managers, Council/Board Members, FO’s/Clerks/Bookkeepers to Public Works Directors and Utility W/WW Superintendents.

THE TEN (10) KEY MANAGEMENT AREAS

Product Quality

Customer Satisfaction

Employee & Leadership Development

Operational Optimization

Financial Viability

Operational Resiliency

Infrastructure Stability

Community Sustainability & Economic Development

Water Resource Adequacy

Stakeholder Understanding & Support