

**Tuesday  
January 9, 2018**

**Polson Rural Fire Dept.  
25B Regatta Road  
Polson, MT.**



## Montana Rural Water Systems

925 7<sup>th</sup> Avenue South  
Great Falls, MT 59405  
Phone: 406-454-1151  
[www.mrws.org](http://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  
January 9, 2018**

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

=====  
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 the MRWS Office at [mrws@bresnan.net](mailto:mrws@bresnan.net).

Let them know your name and utility that you will be representing in your email!

*"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