

-VWEA/VA AWWA Utility Management Committee Presents-

EFFECTIVE UTILITY MANAGEMENT WORKSHOP

Wednesday February 24, 2010 – 8:45 to 11:45 a.m.

Effective utility management is essential for utilities to address challenges, improve performance, and achieve long-term success. This workshop describes characteristics of effectively managed utilities, offering ways to track performance, and provides thoughts on starting and sustaining utility management improvement.

This workshop is designed for utility leaders and others supporting their work. Whether you're "big" or "small," whether you're wondering how to improve your utility or are actively pursuing an improvement program, please join us for a valuable workshop filled with practical applications.

Hosted by the **Western Virginia Water Authority**

Presentations:

Effective Utility Management Overview..... *David Dawson*

Introducing Improvements – A Work in Progress..... *Willie Jones*

Performance Measures & KPIs..... *Audra Sandridge*

One Facility's Journey through Organizational Change... *Al Cassel*

A facilitated discussion follows during lunch

Where: WVWA's Spring Hollow Water Treatment Plant, Roanoke Virginia

Cost: \$20.00 includes lunch onsite (*please pay by check to "VWEA"*)

Continuing Education Credit: provided as defined by 18 VAC 10-20-683

To Register: Jean Thurman (540) 853-1536 Jean.Thurman@WesternVaWater.org

Send payment: 2010 Utility Management Workshop
Western Virginia Water Authority
Attn: Jean Thurman
601 S. Jefferson Street
Roanoke, VA 24011

Programs supporting Effective Utility Management are encouraged by
US EPA, AWWA, WEF, APWA, NAWC, NACWA, & AMWA

For more information, contact David Dawson - ddawson@t-l.com or 423.989-9491