

## Geneva Hudgins

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**From:** VA AWWA (geneva.hudgins@vaawwa.org) <geneva.hudgins@vaawwa.org>  
**Sent:** Monday, March 12, 2018 8:01 AM  
**To:** geneva.hudgins@vaawwa.org  
**Subject:** wE-Splash – March 2018



**NEWSLETTER • Virginia Section • American Water Works Association**



### Optimizing System Performance

**Optimizing System Performance** is a seminar presented by the VA AWWA Drinking Water Quality and Research Committee and is a full day event with a distinguished lineup of speakers discussing topics including:

- Drinking Water Lead Testing in Virginia Public Schools
- Federal Developments - Preparing for the Regulatory Future
- Using Climate Information to Improve Water Resource Planning and Operations
- Reservoir Water Quality and Management
- Granular Media Filtration Operation and Performance
- Approaches for Incorporating UV Disinfection
- Distribution System Unidirectional Flushing

• Asset Management Program Implementation  
Don't miss this fantastic opportunity to interact with fellow water professionals and earn up to **5.75 CPE/CEC credits**. Early registration ends **Wednesday, March 14 – sign up now!**

**Dates:**

Start Date: March 21, 2018 8:00am

End Date: March 21, 2018 4:00pm

**Location:**

Jepson Alumni Center – University of Richmond

49 Crenshaw Way

Richmond, VA 23173

[Register Online](#)

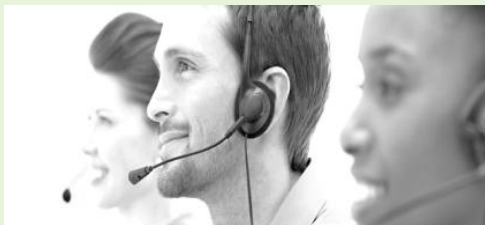
**Contact information:**

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**wE-SPLASH Sponsors**



**Fred Angel Scholarship**

**The Fred Angel Exceptional Service Scholarship** will cover the VAWWA customer service workshop registration as well as hotel accommodations. Applicants must be a VAAWWA member or a full-time employee of a utility that is an AWWA member. Applicants shall demonstrate exceptional and professional customer service in one or more of the following functional areas: call center operations, billing, collections and account receivables, new service operations, field operations, and office administrations. Apply now @ [vaawwa.org](http://vaawwa.org). The deadline for applications is April 15, 2018.



**SWIFT Plant Tour**



## Fall Prevention Seminar

**Preventing Falls in the Water and Waste Water Industry** is a seminar presented by the VA/AWWA/VWEA Safety and Security Committee.

Here is a preview of the agenda:

- **Walking and Working Surfaces** – Jonathan Wright, City of Chesapeake
- **Fall Prevention** – Jody Harp, City of Virginia Beach
- **Fall Protection** – Deborah Harsh, Chesterfield County
- **Field Demonstration** – Newport News Fire and Rescue

All students will need to bring hard hat, steel toe shoes, and a safety harness to inspect and put on during class. (No students will be subjected to any falls.)

**Dates:**

Start Date: March 29, 2018 7:30am  
End Date: March 29, 2018 3:00pm

**Location:**

Newport News Waterworks  
425 Industrial Park Drive  
Newport News, VA 23608

**Contact Information:**

**Jonathan Wright**  
Phone: 757-382-6130  
Email: [jpwright@cityofchesapeake.net](mailto:jpwright@cityofchesapeake.net)

[Register Online](#)

**SWIFT Demonstration and Nansemond Wastewater Treatment Plant Tour** will include a 50-minute presentation with lunch and be followed by the facility tour. The presentation will start promptly at 11:00 am. The tour space is limited to 25 registrants, and the cost is \$30 for members and \$40 for non-members.

PPE (hard hat, closed-toe shoes, vest, glasses) is required for all tour participants as the tour will include uneven surfaces and stairs. **2 CECs will be offered.**

*Please note that it is ultimately the responsibility of the regulant (licensed PE) to review the educational activity and its content, to determine if the activity meets the requirements of the Board for Architects, Professional Engineers, Land Surveyors, Certified Interior Designers, and Landscape Architects (APELSCIDLA) for building, improving, or expanding his or her skills and knowledge in his or her area of practice.*

**Dates:**

Start Date: May 17, 2018 11:00am  
End Date: May 17, 2018 1:00pm

**Location:**

HRSD Nansemond Wastewater Treatment Plant  
6909 Armstead Road  
Suffolk, VA 23435

**Contact Information:**

**Tim Wagner**  
Phone: 434.239.8654 ext 107  
Email: [twagner@ccusa-water.com](mailto:twagner@ccusa-water.com)

[Register Online](#)

## VAAWWA Customer Service Committee Presents:

A three-consecutive day training seminar for completion of the Customer Service Certificate Program



Join us in  
Newport News  
April 4, 5 & 6 2018

## RAISING THE BAR IN 2018! Customer Service Certificate Program

**The VA AWWA Customer Service Certificate Program** is a three-course program. Your team can enroll in individual courses or all three courses. Some members attended one or two of the courses in the past and only need one or two courses to receive their certification.

Equip your front line employees with customer relationship building skills. Expose these employees to the value and power of teamwork required for customer fulfillment. Help your employees learn their role in the business of water industry operations and providing a safe and adequate water supply for all!

Your customer's perception of the service you provide is directly influenced by your front line employees serving them. Whether it is your office staff, your back office staff, or your field services team, the experience they provide your customer leaves a lasting imprint on the customer.

Enrollment is only \$99 per course. The cost includes the course workbook, lunch, and refreshments during the day. Class size is limited so sign-up now. Don't delay! Enroll today!

**Dates:**

Start Date: April 4, 2018 8:00am  
End Date: April 6, 2018 4:00pm

**Contact Information:**

**Darlene Mormon**  
Phone: 757-926-1039

**Location:**

Newport News Waterworks  
700 Town Center Drive  
Newport News, VA 23606

**Geneva Hudgins**

Phone: 434-386-3190

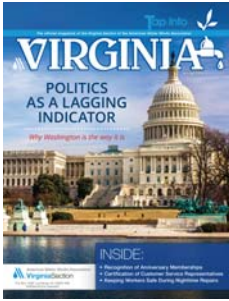
[Register Online](#)



## Save the Date

- Spring Cross Connection Control Training • **March 13 - 15** • Leesburg, VA
- Lab Practices Committee Meeting • **March 14** • Henrico County Water Reclamation Facility
- IT Webinar: Turning Data into Knowledge: Graphical, Informative and Insightful Asset Management Reports to Help Shape Your CIP • **March 15** • Online
- Articles due to E-newsletter - April Edition • **March 16** • Online
- Optimizing System Performance - Drinking Water Quality and Research Seminar • **March 21** • Richmond, VA
- Continuing Education Committee Meeting • **March 21**
- Joint Task Force Meeting • **March 22** • Richmond, VA
- Distribution Committee Meeting • **March 23** • Fredericksburg, VA
- Articles due to Editor for Spring Issue of Tap Into Virginia • **March 23** • Online

- Sustainable Water Management • **March 25 - 28** • Seattle, WA
- Preventing Falls in the Water and Wastewater Industry • **March 29** • Newport News, VA



## Check out our latest issue of *Tap into Virginia!*

Click on the cover or [here](#) to view the latest and past issues.

To view the 2018 Media Kit, [click here](#).

Virginia Section  
American Water Works Association  
P: 434-386-3190  
[www.vaawwa.org](http://www.vaawwa.org)

Connect with us



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