Summer is an active time for FSAWWA. Members use their creativity to advance our mission of a better Florida through better water. This month I have highlighted a variety of upcoming opportunities for you to serve the water community and to take advantage of unique and convenient learning opportunities.

Customer Service Committee to Support Excellence

The FSAWWA is pleased to announce the formation of its new Customer Service Committee as a stand-alone committee under the Technical and Education Council. The group’s first meeting will be held via teleconference on July 25 to discuss its goals and activities. It’s expected that the overall mission will be consistent with that of the AWWA Customer Service Committee: “To support the advancement of customer service as a value-added profession in the water utility industry and further the delivery of excellent customer service industrywide.”

If you are interested in being a part of this committee, please email or call the TEC chair, Pamela London-Exner. Her contact information is: pamela.london-exner@veolia.com and (813) 781-0173.

AWWA Customer Service Seminar in Orlando this September

Our Florida utility customer service professionals have a unique opportunity to attend the two-day AWWA Customer Service Seminar at Orange County Utilities in Orlando on September 19-20. This two-day seminar addresses the challenges facing water utilities in the 21st century by assisting customer service representatives in being responsive to increased customer expectations and expanding global demographics. The learning objectives include:

- Identify the characteristics of excellent customer service
- Describe the main characteristics of effective communication
- Describe the four stages of understanding/learning
- Identify and practice a personal level of listening skills
- Apply the 10 tips for a respectful workplace

This seminar provides 0.7 CEUs and 14 PDHs. For more information and to register online visit fsawwa.org and use the search term, “customer service seminar.”

Get Up To Speed at AWWA Effective Utility Management Seminar

Our Florida utility managers have an opportunity to attend the two-day AWWA Effective Utility Management Seminar at Orange County Utilities in Orlando on September 21-22. This seminar is a convenient way for utility managers to learn about or stay up to date on the best methods to manage an effective and sustainable utility. This seminar is based on recent updates that have been made to the well-established Effective Utility Management (EUM) framework, which was originally developed by water sector leaders in 2007 and featured both the “Ten Attributes of an Effectively Managed Utility” and “Five Keys to Management Success.”

The seminar provides 0.7 CEUs and 14 PDHs. For more information and to register online visit fsawwa.org and use the search term, “effective utility management.”

Stay Prepared With FlaWARN Regional Meetings

Florida’s Water/Wastewater Agency Response Network (FlaWARN) will host two one-day regional meetings on August 1 and 2 from 9 a.m. to noon in Southport and in Jacksonville, respectively, to inform new members about this emergency management program and to update all members on its activities over the past year. This meeting was held in Lake Worth and in Port Charlotte in June. During “nonevent” times it’s critical that FlaWARN member utilities maintain readiness. The program is always exploring and implementing enhancements to its organization, mutual aid modalities, and the FlaWARN.org website.

The program is the formalized system of “utilities helping utilities” address mutual aid during emergency situations, including man-made and natural disasters. The project’s secure web-based data bank of available resources and its practical mutual aid agreement are designed to reduce bureaucratic red tape in times of emergency. The goal of FlaWARN is to provide immediate assistance to impacted utilities by whatever means necessary until such time that a permanent solution to the devastation may be implemented. FlaWARN is not just for hurricanes; its resources may be utilized during any disaster.

For more information about these meetings and FlaWARN contact Carol Hinton at chinton@treeo.ufl.edu or (352) 294-3875.

Water For People Fundraisers are Lots of Fun

Two of FSAWWA’s regions invite you to attend their unique and entertaining networking events that raise funds to support the lifesaving work of Water For People. This international non-
profit organization is working across nine countries to bring safe water and sanitation to four million people. Its mission is to “see communities break free from the cycle of poverty and spend time growing, learning, and thriving, instead of walking for water and fighting off illness.”

FSAWWA Region IV – West Central Florida
Annual Water For People Fundraiser
Tuesday, July 25, 2017
5:30 - 8:30 p.m.
Hidden Springs Ale Works
1631 N. Franklin St.
Tampa, Florida 33602

Please join us for an evening of craft beer, food, music, raffles, brewery tours, networking, and much more to benefit Water For People. Tickets are $25 in advance and $35 at the door. We thank Hillary Weber and her Water For People committee for this unique opportunity to have good fun for a great cause. For more information visit the Region IV webpage at fsawwa.org or contact Hillary at weberh@hillsboroughcounty.org.

FSAWWA Region III – Central Florida
Wine for Water – A Water For People Benefit
Thursday, July 27, 2017
6:30 - 9:30 p.m.
Orlando Science Center
777 E. Princeton St.
Orlando, Florida 32803

Please join us for an evening of great food, wine, and entertainment in a scientifically inspiring and breathtaking venue. Advance tickets are $50. We thank Debbie Bradshaw, Yvonne Piccard, Andrea Netcher, and Barika Poole for coordinating this successful event that raises significant funds each year to support Water For People. For more information visit wineforwatercfl.org or visit the Region III webpage at fsawwa.org.

FSAWWA’s Fall Conference Registration Opens August 1

Our Fall Conference will be held November 26-30 at the Omni Orlando Resort at ChampionsGate in Orlando. Our “Stewardship and Responsibility” theme includes presentations on communicating the value of infrastructure to elected officials and customers, repair and replacement for our buried infrastructure, future water supply scenarios, sustainability of groundwater use, succession planning, and technologies to expand the water resource pie, among others. Attendee registration can be accessed at fsawwa.org.