

# SUSTAINABLE MANAGEMENT OF RURAL AND SMALL SYSTEMS – WORKSHOP

Thursday, April 9

Dobbins-Plantersville WSC  
8829 Phillips Rd.  
Plantersville, Texas 77363

Dobbins-Plantersville WSC: (936) 894-2506

Free Registration: 8:30 a.m.

Workshop: 9:00 a.m. – 4:00 p.m.

\*Lunch will be provided

Register online at [www.trwa.org](http://www.trwa.org), or contact TRWA at (512) 472-8591 for more information



This interactive workshop will help rural and small systems address a full range of challenges and improve the management of their operations and infrastructure using tools developed by EPA, USDA and small system managers. Participants will be trained on:

- *How to use the [Rural and Small Systems Guidebook to Sustainable Utility Management](#) to assess and make improvements at their operations*
- *How to improve long-term sustainability and increase resiliency of their systems*
- *How to develop a workplan to implement improvements at their systems; and*
- *Share information with their peers on common challenges and solutions*

*TCEQ has approved this workshop for 7 hours of Water & Wastewater operator license renewal credit*

## Ten Key Management Areas

- Product Quality
- Customer Satisfaction
- Employee & Leadership Development
- Operational Optimization
- Financial Viability
- Infrastructure Stability
- Operational Resiliency
- Community Sustainability & Economic Development
- Water Resource Adequacy
- Stakeholder Understanding & Support

## WORKSHOP ACTIVITIES

- Overview of Key Management Areas
- Utility 'Self Assessment' Exercise
- Self Assessment Results Discussion
- Improving Outcomes Based on Assessment
- Practices, Tools, and Measures
- Resources for Improvement
- Action Plan Discussion and Exercise

## Feedback from Past Workshops

- "Great job—hope I can come back to share my 'success story' after using the tools"
- "Great opportunity to learn and hear from peers about similar challenges"
- "Exercises and lessons worked well—will be very useful back at my system"
- "A great session for a new board member—but comprehensive enough for 'seasoned pros'"