

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, 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'"