

Mini Conference **2** DAYS!

parural water
Association

Professional Office Conference
Invaluable Days of Learning & Fun...

September 13 & 14, 2006
Register Now!



The Nittany Lion Inn
State College, PA

Trainers that are experts in their fields... A schedule that allows learning, fun & relaxation!

This Conference has been submitted to the PA DEP for approval of Water/Wastewater Contact Hours towards the Operator Certification requirements if eligible. Successful completion is necessary. Contact Hours as indicated; OR each day earns ONE



Bring Your Card to ALL of PRWA's Training Classes!

Wednesday **September 13, 2006**

Day One

11:45 am	Registration & Opening Reception		
	Utility Governance	Easing the Daily Grind	Show Me the Money!
1:00pm - 2:45pm	1. Who is Responsible? 3.5 Contact Hours: Must attend sessions 1 & 2	5. What the Heck is that? Part I	9. RUS: Grants & Loans Avail., etc.
Break	Break	Break	Break
3:00pm - 4:45pm	2. Financial Responsibilities	6. What the Heck is that? Part II	10. PennVest: Grants & Loans WHERE-HOW?
5:00 pm	GROUP DINNER		

Thursday **September 14, 2006**

Day Two

8:00am - 9:45am	3. Liability 3.5 Contact Hours: Must attend sessions 3 & 4	7. What's in your File Cabinet?	11. Alternate Sources of Funding
Coffee Break	Coffee Break	Coffee Break	Coffee Break
10:15am - Noon	4. Steering for Success	8. How to Leave them Smiling	12. Supervising a Construction Project
Noon - 1:00 pm	Lunch on your Own		
1:30pm - 3:30pm	Round Table Discussions: Small System Office Challenges		

Schedule may change due to unexpected circumstances

REGISTRATION: Professional Office 2 Day Mini Conference

September 13 & 14, 2006

Cost of Attending:

\$65 for Members

\$75 for Non-Members

for 2 day Conference!

Guest Room fee's Separate

Nittany Lion Inn

State College, PA

814-865-8500

Name: _____ Title: _____

System/Co.: _____ Phone: (____) _____

Address: _____ Fax: (____) _____

City: _____ State: _____ Zip + 4: _____

Email: _____ For Info: 800-653-PRWA

Method of payment: Check or Money Order Charge to Credit Card: _____

Card Number: _____ X _____

Expiration Date: _____ Amount Due \$ _____ .00 *Signature as shown on card*

Course Descriptions

Track 1: Utility Governance

1. System Responsibilities Part 1: "Who is Responsible?" Because a small to medium-size utility has fewer resources, the people who run it typically must rely on themselves; they don't have the luxury of delegating committees to research each issue. And while the utility may be small, nevertheless, its impact on the health of the community it serves can be large. The ultimate responsibility of the viability of a small utility is the charge of the System Management. The legal and ethical decisions a system makes effects the health and welfare of the community they have been elected, appointed or hired to serve. Informed, educated management is more capable of making the right decisions. They have the ability to guide the utility with sound financial management, long range planning skills and policy making. Committed management understands the importance of supporting their employees and meeting the needs of their customers, as well as having a knowledge of the laws and regulations that State and Federal Agencies have enacted.

2. System Responsibilities Part 2: "Financial Responsibilities" The quality of a community's infrastructure will enhance (or limit) its economic development, and among the infrastructure elements, the water supply and the wastewater treatment system rank among the most important. Although many of those assets are out of sight, they cannot afford to be left out of mind. As the infrastructure ages it is crucial to provide financially for its maintenance and ultimately for its replacement. Every system must have financial capabilities to effectively protect an adequate water supply and an environmentally safe wastewater operation. This session will address the ways and means of financial health.

3. Liabilities & Responsibilities Part 1: "What are we liable for?" As a member of the management of a utility system, what are you legally liable for? What type of law firm is best suited to serve the needs of a utility? What kinds of insurance should a system have, and how much? If your policies, resolutions or ordinances are challenged, will they hold up in court? When can you shut off a customer's service? This session addresses topics that you need to consider now, not when the crisis suddenly arises!

4. Liabilities & Responsibilities Part 2: "Steering for Success" Whether it is an authority, a municipal system, or a privately owned outfit, they all have one thing in common, the need for management to make strategic plans while confronting a blizzard of regulations. To establish the long-term plans for the organization, management must maintain current financial skills as well as an up-to-date appreciation of compliance issues. However difficult this task may be, once in place the plan helps simplify day-to-day decision-making. This session explores how to establish your organization's direction and discusses the benefits that stem from having set that direction.

Track 2: Easing the Daily Grind

5. "What the Heck is that?" Part 1: "We have to comply with the SDWA". "What does our NPDS permit allow?" "Order me a ball valve, a double check valve, and a compound meter". What the heck does all that operator jargon mean? Every industry has a set of strange terms and alphabet soup that sound like gibberish to the uninitiated but which form a sort of shorthand that lets insiders communicate quickly ... and our professional world is no exception. In order for you to be able to communicate effectively with operators, vendors, and the DEP, you need to develop a basic working vocabulary in this unique language. This session presents the most important terms and acronyms to get you started on the path toward fluency.

6. "What the Heck is that?" Part 2: You know the language now lets see what all that stuff looks like and how it works. Its time to play with the operator's toys! Lets take apart a meter a hydrant and maybe even a pump. See how all those tests are done and what the results actually mean. When you are done, we will just see who the smartest person is at your system!

7. What's in your file cabinet?: Federal law says you must keep tax documents for years, but what about the ordinary business documents that you file every day? How long should you keep customer records, compliance records and financial records? What records do you need to keep? And if you have to keep them, what's the best way to archive them? This session gives you valuable tips to make your job easier, to make you more productive and – with a little luck – to free up some space.

8. How to leave them smiling. It's a cliché, but it's still true that you have only one chance to make a first impression. What's the image your system creates when a customer or vendor contacts them? Whether they walk in the door, call on the phone, write a letter or send an e-mail message, how your office respond to your customers and suppliers will create an impression that either will help or hinder your business with them from that point forward. This session explores the steps to constructive communication with the most important people in your business.

Track 3: "Show Me the Money"

9. RUS: Grants & Loans: Need to do some improvements? Need funding, come and find out how to get those funds. Rural Utility Services Personnel will discuss the ins and outs of how to get RUS loans and grants for public utility systems.

10. PennVest: Grants & Loans: Are you eligible for a PennVest grant? How do you get it? What makes for an effective grant application and who has to write that application. PennVest personnel will discuss the ins and outs of how to get PennVest loans and grants for public utility systems.

11. Alternate Sources of Funding: This session focuses on funding sources other than PennVest and RUS. What other credit means and financial recourses exist for Pennsylvania Water and Wastewater systems. We will look at products from gap and bridge financing, to construction financing, to other means of permanent financing, to other financial products that will improve the system's ability to meet future debt service obligations.

12. Supervising a Construction Project: Maybe you won't do construction projects often, but when you do one, you really want to do it right. From drawing up the initial specification to approving the last inspection, proper supervision and quality control is critically important. Knowing exactly what is expected of all the parties involved including the system management ensure that the work was done right. The inspector, engineer, contractor and system personnel must work together to inspect, document and correct deficiencies in order to make any project effective and successful. In this session you'll sort through this "maze of multiple parties" to work together as a team to complete a successful project.