

# #653 Risk Communication

## 7 WATER & WASTEWATER CONTACT HOURS

The increased possibility of an unforeseen natural or man-made event happening can create a high level of concern in low trust situations. The need for Public Utility personnel to be able to communicate to their customers, their community and the media, is a necessary skill. This course addresses issues such as, crisis and emergency response and reduced customer confidence with the media.

### Topics to be covered:

- Risk Communication Principles
- SDWA Risk Concepts & Program Communication Challenges
- Tools for Success
- Developing Key Messages
- Holding Public Meetings
- Crisis and Emergency Response
- News Media Relations

# April 16, 2019

The Inn at Reading  
1040 N. Park Road  
Wyomissing, PA 19610  
**Berks County**

**Class Time:** 8:00 am - 4:30 pm  
**Registration:** 7:30 am

*Lunch and materials provided  
with your registration*

**Instructor: Tim Carll**  
*Water Technician*

**Questions?**  
Call 800-653-7792 ext. 107 or 108  
Or email: Training@PRWA.com  
**WE HOPE TO SEE YOU THERE!**

### THE PRWA PROMISE

If you're not 100% satisfied with the training class for any reason, we will give you a refund!

**WWW.PRWA.COM/PROMISE**

**Attendance cost per person:**  
\$95 for PRWA Members  
\$130 for Non-Members

**PRWA Member?**  Yes  No

Name: \_\_\_\_\_ PA-DEP Client ID (if applicable): \_\_\_\_\_

System/Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address:  Home  System \_\_\_\_\_ Fax: \_\_\_\_\_

City \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Email: \_\_\_\_\_

### PAYMENT:

Check (payable to PRWA)

Invoice Me:  Home  System

Credit Card:  AmEx  Discover  Visa  MasterCard

CardNumber: \_\_\_\_\_

Exp Date (mm/yy): \_\_\_\_\_ CVC (3 or 4 Digit # on card): \_\_\_\_\_

Name On Card (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

**April 16, 2019**

**#653 - Risk Communication**

### Location:

**The Inn at Reading**  
1040 N. Park Road  
Wyomissing, PA 19610  
**Berks County**

**To register by FAX or MAIL:**

**FAX:** 814-353-9341

**MAIL:** 138 W. Bishop St., Bellefonte PA 16823

**EMAIL:** TRAINING@PRWA.COM

EMAILING REGISTRATIONS: EMAIL IS INHERENTLY INSECURE. CREDIT CARD INFORMATION SHOULD NOT BE EMAILED OR SENT IN AN ATTACHMENT.

**Amount Due:**  
\$ \_\_\_\_\_

**Questions?**

Call 800-653-7792 ext. 107 or 108

Signature shown on card

# MEET THE INSTRUCTOR



**Tim Carll**  
*Water Technician*

Tim is a water specialist for PRWA. Tim has been in the water/wastewater industry since the fall of 2008. Before coming to PRWA in 2018, Tim was employed in the water and wastewater construction industry from the wellhead to the drain and also the storm water runoff. Tim is licensed as a Water Class A/E with subclass 4, 7, 8 and 11 and also Wastewater Class A/E 1,2, 3 and 4.

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U.S. POSTAGE  
PAID  
BELLEFONTE, PA  
PERMIT NO. 196

# Risk Communication



**April 16, 2019**

**The Inn at Reading  
Berks County**

For the most up to date information, check out:

**WWW.PRWA.COM**

Also, find us on social media.

Search: Pa Rural Water

**Linked in facebook**

**twitter Google Drive flickr**

**pa rural water**  
*Association*

138 West Bishop Street  
Bellefonte, PA 16823  
800-653-7792

**WWW.PRWA.COM**

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**pa rural water**  
*Association*