

#440 Utility System Management

6 W & WW CONTACT HOURS

Our community's most valuable resource is its infrastructure. Water and wastewater operators, managers, office personnel, and decision makers are the guardians of that asset, therefore, a course on managing a system is needed. The purpose of this course is to instruct students in the responsibilities of system management in the water and wastewater industry.

Topics to be covered:

- Who is Responsible
- Capacity Development
- System Basics/Operations/Maintenance
- Hiring Employees
- Hiring Consultants
- Dealing with the Consumer

May 16, 2019

**Northampton Memorial
Community Center**
1601 Laubach Ave
Northampton, PA 18067
Northampton County

Class Time: 8:00 am - 3:30 pm
Registration: 7:30 am

Lunch and materials provided

Instructor: Chad Heister
Energy and Sustainability Specialist

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

Card Number: _____

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

Name On Card (please print): _____

Signature: _____

Amount Due:
\$ _____

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.

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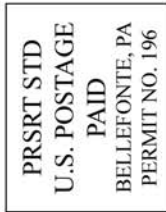
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MEET THE INSTRUCTOR



Chad Heister

Energy and Sustainability Specialist



Chad is the Energy and Sustainability Circuit Rider. Chad started as a bookkeeper and sampling technician for an environmental laboratory in 1997. He became a licensed water and wastewater operator in 2000. Chad performed the daily testing, DMRs, process control testing, coordinating water and wastewater repairs, and I&I reduction management for over 8 years. He has also worked at a CPA firm doing Pennsylvania sales tax recovery for contractors that constructed and upgraded wastewater plants among other tax-exempt projects. Chad currently has a class A wastewater license and also holds B.S. degrees in Accounting and Business Management. He is also a Certified Public Accountant.

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pa rural water
Association

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