

#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

June 11, 2019

Hotel Anthracite
25 South Main Street
Carbondale, PA 18407
Lackawanna 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

Card Number: _____

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

Name On Card (please print): _____

Signature: _____

Signature shown on card

June 11, 2019

#653 - Risk Communication

Location:

Hotel Anthracite
25 South Main Street
Carbondale, PA 18407
Lackawanna 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

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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Risk Communication



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**Hotel Anthracite
Lackawanna 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

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