

#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 20, 2019

**Eisenhower Hotel &
Conference Center**
2634 Emmitsburg Road
Gettysburg, PA 17325
Adams 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: _____

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Location:
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Conference Center**
2634 Emmitsburg Road
Gettysburg, PA 17325
Adams 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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Conference Center
*Adams County***

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Association

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