

# #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

# September 26, 2019

**Ramada by Wyndham**  
7195 Eastwood Drive  
Beaver Falls, PA 15010  
**Beaver 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: \_\_\_\_\_

*Signature shown on card*

**September 26, 2019**  
**#440-Utility System Management**

**Location:**  
**Ramada by Wyndham**  
7195 Eastwood Drive  
Beaver Falls, PA 15010  
**Beaver 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



**Chad Heister**

*Energy and Sustainability Specialist*

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

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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Beaver County**

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**pa rural water**  
*Association*

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

**WWW.PRWA.COM**

**6 WATER AND WASTEWATER  
CONTACT HOURS**

**pa rural water**  
*Association*