

Registration Form

January 20, 2021

#441

Customer Service/Public Relations for Small
Systems

Location:

Hotel Anthracite
25 South Main Street
Carbondale, PA 18407
Lackawanna County

One Registration per person please!

Please provide the best contact information in case of class cancellation or changes.

Attendee Name: _____

PA DEP Client ID (if applicable): _____ Attendee E-Mail: _____

System/Company: _____

Attendee Cell Phone: () _____ Fax: () _____

Address: Home
 System/Company _____

City: _____ State: _____ Zip: _____

PAYMENT:

Check (payable to PRWA)

Invoice Me: Home System/Company

Credit Card: Personal Card Company/Business Card

AmEx Discover Visa MasterCard

Card Number: _____

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

Card Billing Zipcode: _____

Name on Card (Please print): _____

Signature: _____

PRWA Member? Yes No

Attendance cost per person:

\$105 for PRWA Members

\$140 for Non-Members

Amount Due:

\$ _____

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

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 SEND IN AN ATTACHMENT.

Questions?

Call (800) 653-7792 ext. 107 or 108

#441

Customer Service/Public Relations for Small Systems

6 WATER AND WASTEWATER CONTACT HOURS

With increased fears of the safety of the Nation's water supply and the protection of our environmental resources, consumer confidence is essential. The customer service policies of small water and wastewater utilities must address all aspects of dealing with not only the utility's customers, but the public as a whole. Small utility workers need to be made aware of the importance of how a customer is treated, why policies must apply to all customers in a fair manner and how to handle customer complaints. In addition to dealing with customers, dealing with the public, the media and other special interest groups is an important part of doing business. Education is a key element in increasing consumer confidence, support for capital projects and rate increases which enables small utilities to become viable.

Topics to be covered:

- Introduction to Customer Service
- Assessing your Utility
- Developing a Policy
- Public Relations Plans
- Review of Current Image
- Public Relations Tools

Important!

**Face Coverings are required by all attendees
at PRWA training seminars.**

*Prior Authorization is required by our office if you
are unable to wear a Face Covering.*

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Lackawanna County

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

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

Registration: 7:30 am

Lunch and materials provided with your registration



**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.

pa rural water
Association

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

WWW.PRWA.COM

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