



**WATER/WASTEWATER UTILITY
MANAGEMENT PROGRAM – MODULE 1**
(In partnership with Utah State University)
Online Program

Today, the water and wastewater industry is more complex than ever before. Economics, increased complexity in regulatory requirements and a changing society are crafting the water and wastewater systems of tomorrow. As our industry changes, there is a strong need to recognize the individuals who provide leadership to the industry and create a standard for the future.

This program is designed to recognize the professional educational achievements of individuals and to market their achievements and skills to increase the value of today's water professionals.

MODULE 1 – WATER/WASTEWATER UTILITY MANAGEMENT PROGRAM

\$499 PER STUDENT

Online Classes (See Instructions and Time Requirements)

Lesson 1: The Regulatory Process

This lesson covers the major environmental regulations that utilities must follow. The student will learn about the process that is followed to create new regulations, as well as how to take an active role in shaping any new regulation that is proposed. Utility managers must take a proactive role in regulatory issues and this lesson will give you some tools you can use in the area of environmental regulations

Lesson 2: Utility Management Competencies

There are certain competencies that are required to manage a high-performance utility. This lesson will cover the classical management topics of: Planning, Organizing, Staffing, Directing, and Controlling. These traditional management functions have a new look in the contemporary utility. The student will learn to perform these functions within the framework of a modern, high-performance utility.

Lesson 3: Utility Strategic Planning Basics

A strategic plan is required for a utility to operate at peak performance. Without a plan, chaos is sure to follow. This lesson covers the importance of strategic planning and gives guidance regarding the process of creating a strategic plan for your utility.

Lesson 4: The Continuous Improvement Process

For a utility to reach and maintain a high level of performance, continuous improvement is necessary. This lesson covers the topic of the “Continuous Improvement Process” which has been used by private industry for years to gain a competitive advantage. The time has come for public agencies to implement these same principles in order to operate as effectively and efficiently as possible.

Lesson 5: Utility Accounting

There are government mandated rules regarding the accounting practices of public agencies. Utilities must follow strict guidelines when giving an account of how all funds were spent. These accounting rules come with unique terms that can be confusing to the unsuspecting manager. This lesson will familiarize the student with accounting jargon and the practices required to be in compliance with accounting regulations.

Lesson 6: Utility Money Management

Utility managers are entrusted with public funds to manage wisely. This responsibility requires extraordinary stewardship on the part of the utility manager. Sound business practices along with a high degree of integrity are required when it comes to managing the utility’s finances. This lesson will cover the major accounting tools used to make sound financial decisions which include the Balance sheet, Revenue and Expense reports, and the Statement of Cash Flows.

Lesson 7: The Budgeting Process

The budget of a utility serves as a strategic visioning tool as well as a management tool. A budget is forward looking and serves as a blueprint for the spending of the utility’s resources to meet its strategic objectives. This lesson covers the budgetary process and discusses how the budget can and should be used as a visionary document that leads the utility toward effective and efficient performance.

Lesson 8: Setting Utility Rates

Rate setting is perhaps the most important public involvement event of the year for a utility. Utility rates have traditionally been relatively low in relation to the value delivered to the customer. New regulations and an aging infrastructure is causing this to change. Utilities rely on rate payer revenue to operate in a manner that meets all regulatory requirements to protect the public's health. This lesson will discuss the issues involved with setting utility rates that are adequate for continued operations while being fairly apportioned among rate payers.

CERTIFICATION

A formal certificate will be prepared for parties who successfully complete the three online Modules and 3 classroom sessions. This Water/Wastewater Utility Management certificate is prepared and presented by Public Utilities & Waterworks Management Institute and American Water College. A letter of certification will be presented for completion of online Module 1. **OPTIONAL UNIVERSITY CERTIFICATION** is also available for completion of the 6-phase Water/Wastewater Utility Management Certificate Program for the extra fee of \$50 per student and is presented by Utah State University. This Mastering Utility Management certificate is primarily for those needing university certification to meet training requirements for various professional affiliations. However, any individual desiring to receive the Utah State University certificate may do so by paying the extra \$50 fee.

FEES & REGISTRATION

Module 1 – Water/Wastewater Utility Management Program fee is \$499. This includes the workbook and all online lessons.

For further information, contact Chuck Christensen at 208-957-5350 or chuckets@gmail.com

*****To reserve your place in the online class, complete the registration form below and send it along with your payment information to Education & Training Services.*****

REGISTRATION FORM

Module 1 – Water/Wastewater Utility Management Program

Name _____

Business Name _____

Business Address _____

City/State/Zip _____

Business Phone _____ Email Add. _____

****Please print how you want your name to look on your certificate on the line below**
(For example –Mary H. Doe ---- Henry “Butch” Carson ---- John Martin Jr. ---- etc.)**

Name _____

Payment Fee: \$499.00 per student.

Please make check payable to EDUCATION & TRAINING SERVICES

Mail check to:

**EDUCATION & TRAINING SERVICES
PUBLIC UTILITIES & WATERWORKS MANAGEMENT INSTITUTE
P.O. BOX 495
SALT LAKE CITY, UTAH 84110
ATTN: CHUCK CHRISTENSEN**