



Water Management Training

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Housekeeping



About the Environmental Finance Center Network (EFCN)

The Environmental Finance Center Network (EFCN) is a university-based organization creating innovative solutions to the difficult how-to-pay issues of environmental protection and improvement. The EFCN works with the public and private sectors to promote sustainable environmental solutions while bolstering efforts to manage costs.

The Smart Management for Small Water Systems Program

This program is offered free of charge to all who are interested. The Program Team will conduct activities in every state, territory, and the Navajo Nation. All small drinking water systems are eligible to receive free training and technical assistance.

What We Offer

Individualized technical assistance, workshops, small group support, webinars, eLearning, online tools & resources, blogs



Agenda

- Workforce Planning:
Operator Certification Resources

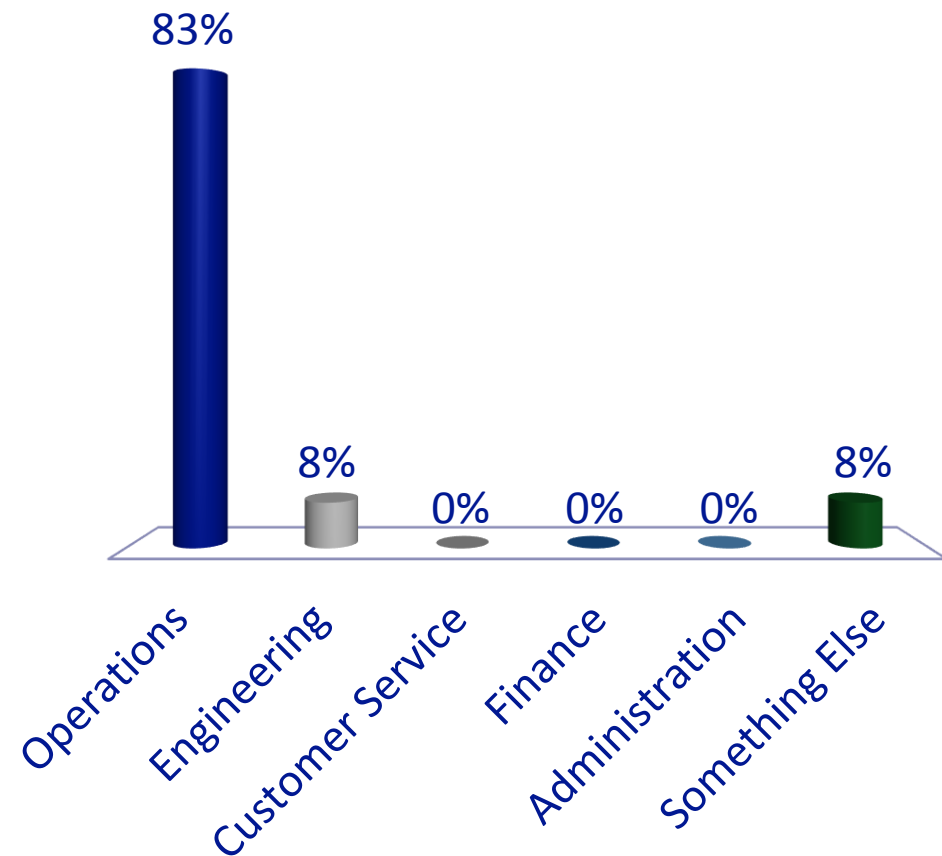
- Understanding Water & Wastewater
Systems



**A few questions for you before
we continue...**

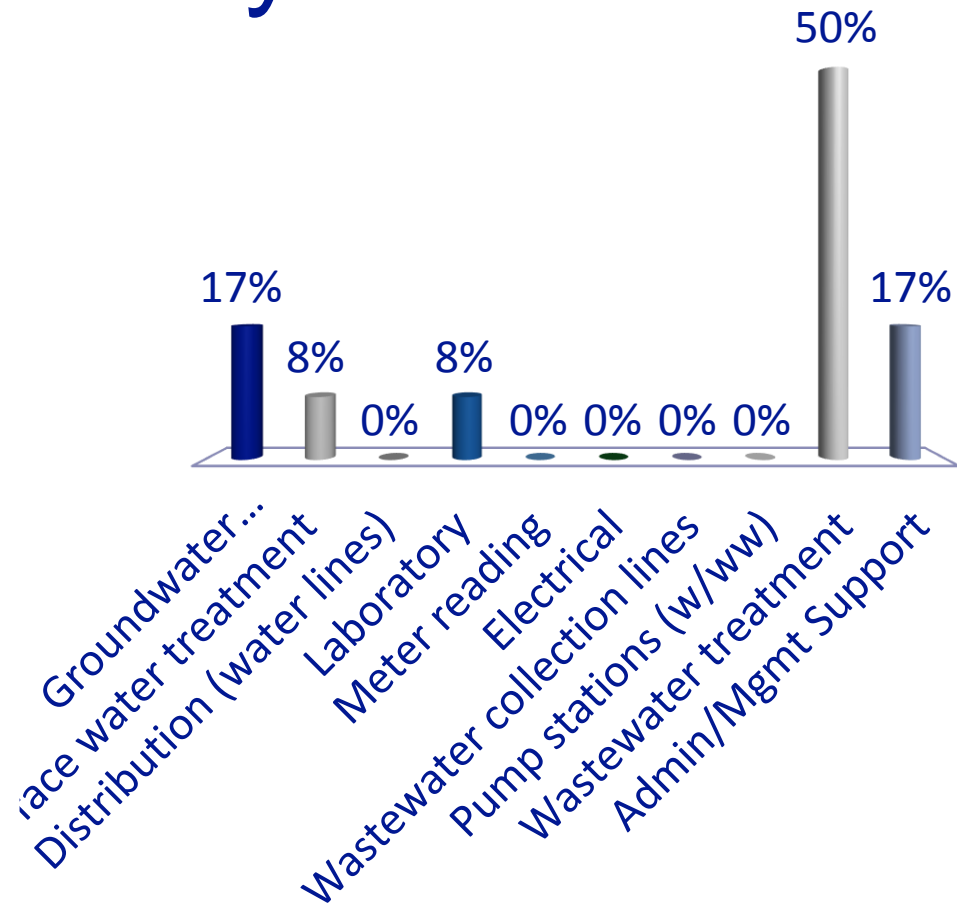
Would you describe yourself as...

- A. Operations
- B. Engineering
- C. Customer Service
- D. Finance
- E. Administration
- F. Something Else



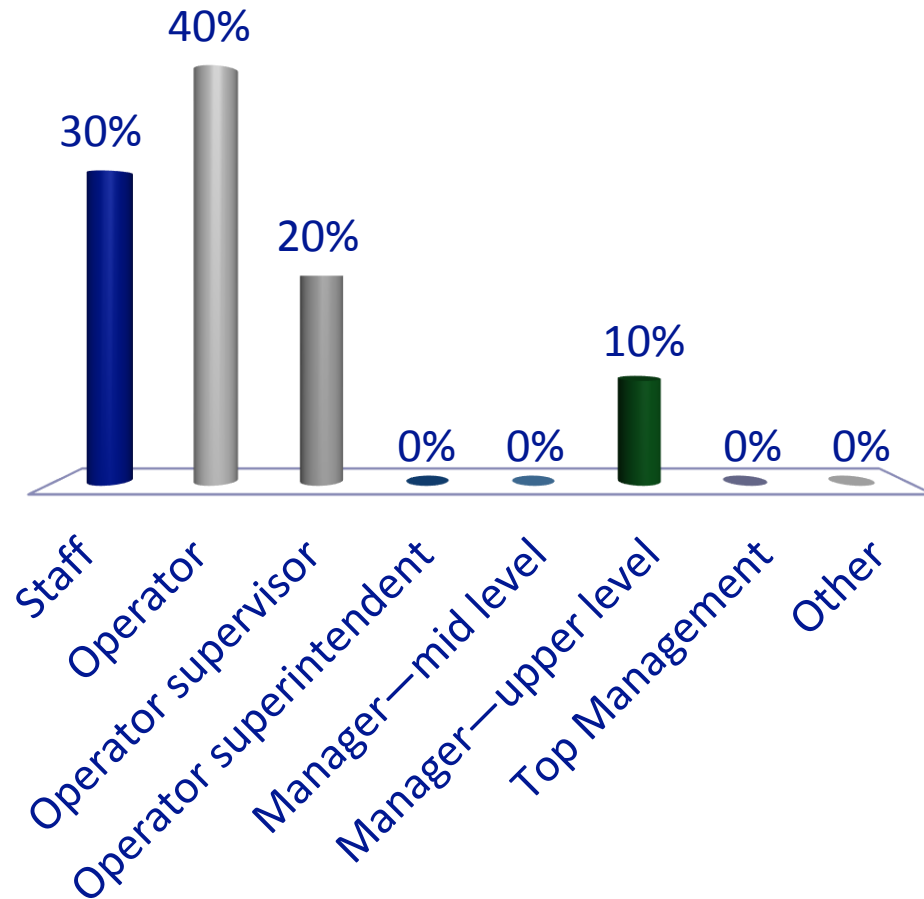
What best describes your main area of responsibility?

- A. Groundwater wells/treatment
- B. Surface water treatment
- C. Distribution (water lines)
- D. Laboratory
- E. Meter reading
- F. Electrical
- G. Wastewater collection lines
- H. Pump stations (w/ww)
- I. Wastewater treatment
- J. Admin/Mgmt Support



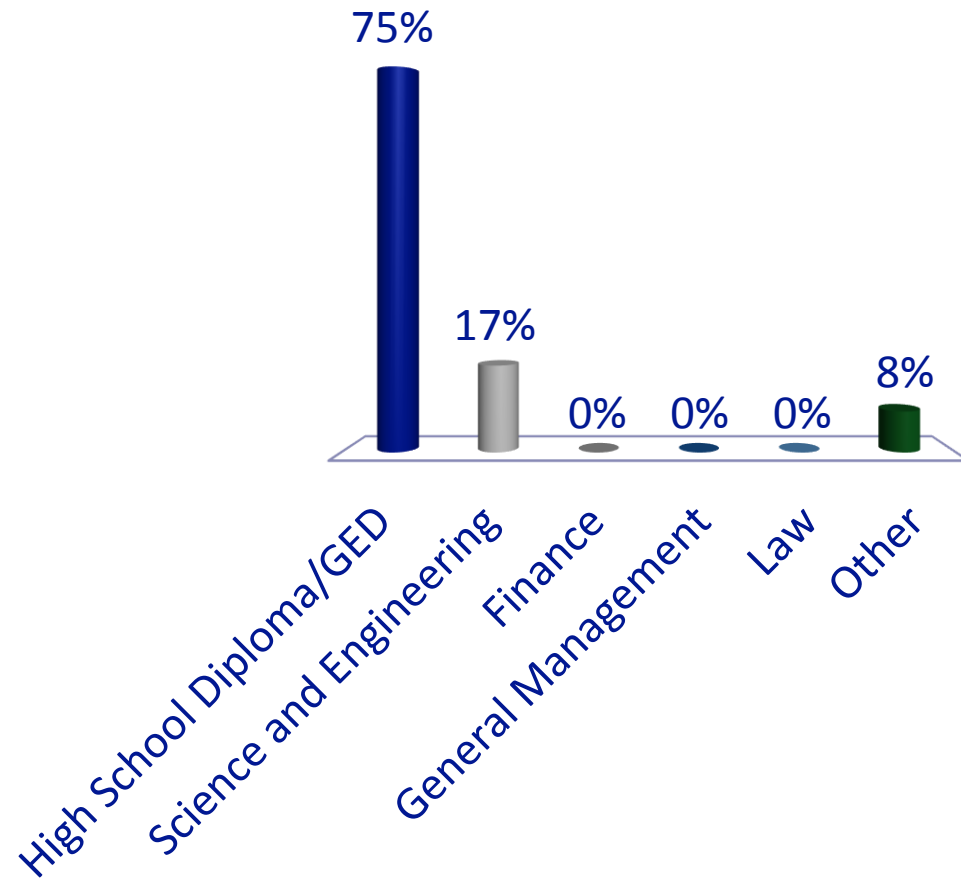
How would you describe your role?

- A. Staff
- B. Operator
- C. Operator supervisor
- D. Operator superintendent
- E. Manager—mid level
- F. Manager—upper level
- G. Top Management
- H. Other



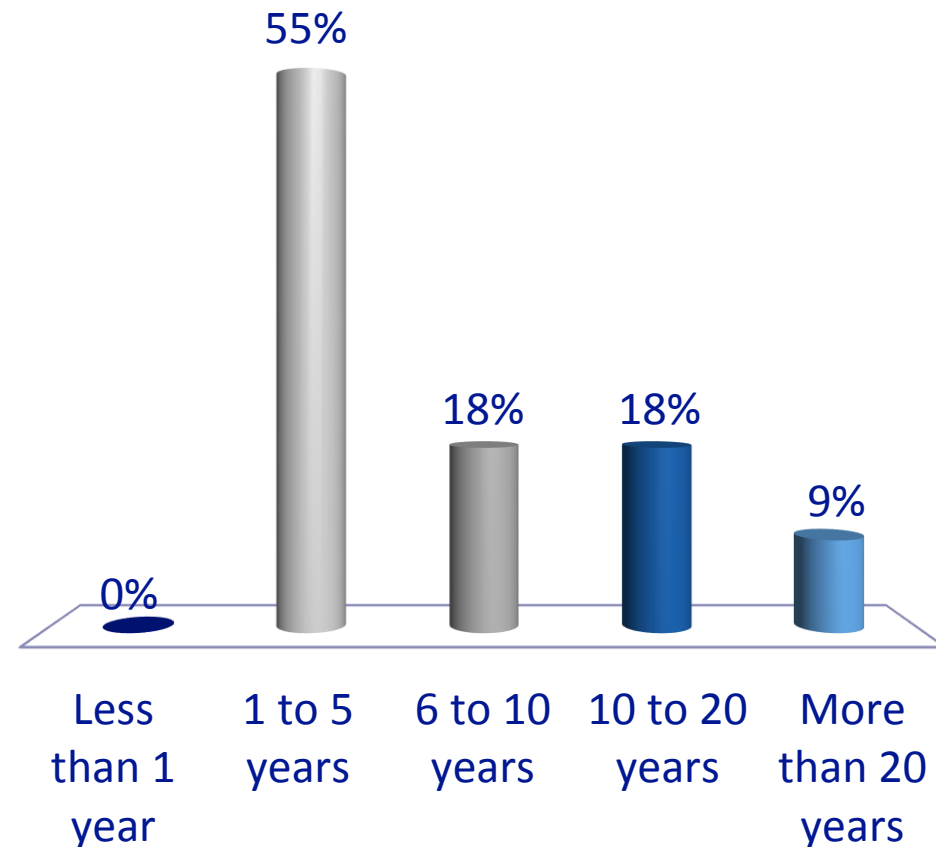
What best describes your background?

- A. High School Diploma/GED
- B. Science and Engineering
- C. Finance
- D. General Management
- E. Law
- F. Other



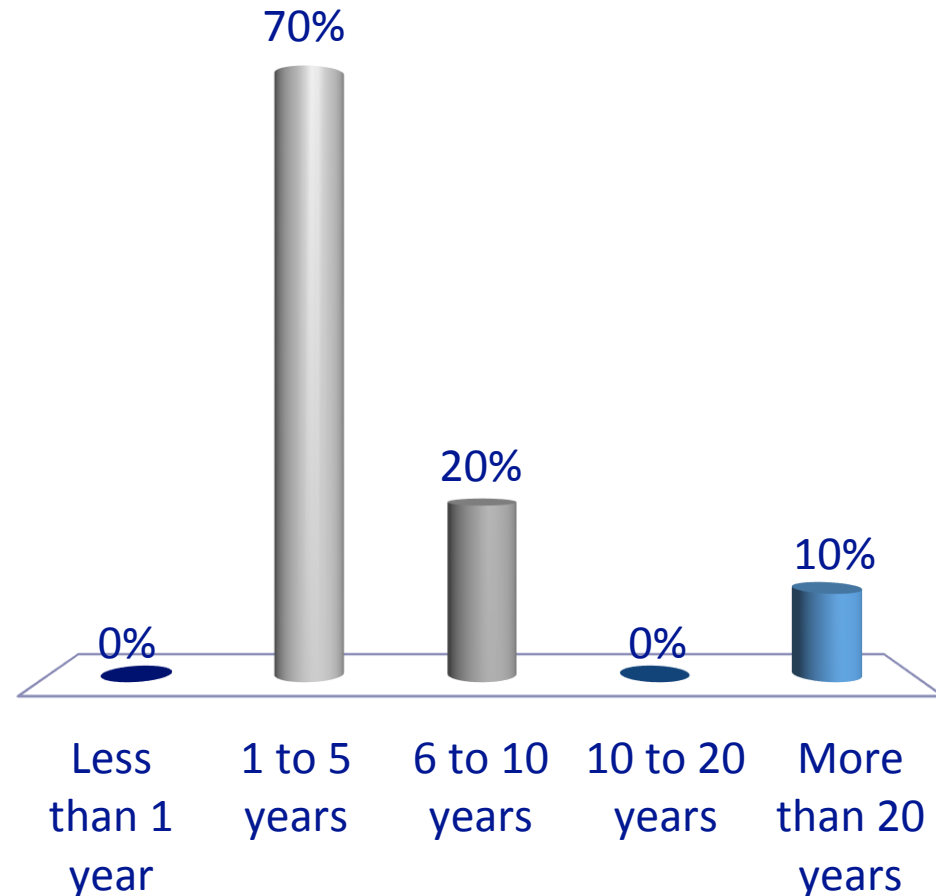
Years of experience in water/wastewater?

- A. Less than 1 year
- B. 1 to 5 years
- C. 6 to 10 years
- D. 10 to 20 years
- E. More than 20 years



Years of experience with GWA?

- A. Less than 1 year
- B. 1 to 5 years
- C. 6 to 10 years
- D. 10 to 20 years
- E. More than 20 years





Quick Introductions

1. Name?
2. Organization?
3. Responsibility?
4. \What are you most proud of at your water system?
5. What is your biggest issue?