

DAAlert...to Local and State Governments



A Publication of **Draper Aden Associates**

October 2003

AWWA Satellite Teleconference -Utility Case Studies

Facing Operational Challenges

Thursday, November 6, 2003

12:00 noon –3:30 p.m. Eastern Standard Time

The American Water Works Association will present a teleconference on November 6 showcasing tools and techniques that will help you meet unique on-the-job situations that arise from time to time during daily operations. A panel of experts will discuss how to handle these situations and challenges and you can actively participate by calling in with questions or suggestions.

Are you prepared for extraordinary events that may interrupt the routine operations of your utility? Everyone is confronted from time to time with unique situations and special operational challenges. Compare “best practices” with other utilities and hear how experts would handle “worst case scenarios.”

AWWA is presenting **Utility Case Studies: Facing Operational Challenges**. This program will provide valuable information and training hours that can be used toward continuing education credits. Downlink sites in Virginia are located in Big Stone Gap, Blacksburg, Charlottesville, Fairfax, Richmond and Hampton.

Contact Lee Higgins for registration information and prices at (540) 633-0078 or by email at vawwa@usit.net. More information can also be obtained by going to www.awwa.org/education and clicking on teleconferences. If you don't have access to the web, call (800) 926-7337, option 3 to have a downlink site list and registration form faxed or mailed to you.

If you would like to have your name removed from our fax list, please send your request to chanks@daa.com.

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