

**November 19, 2024**

#441 - Customer Service/Public Relations for Small Systems

**6 Water & Wastewater Hours**

*Doubletree Pittsburgh - Meadow Lands - Washington County*

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

Name: \_\_\_\_\_ PA-DEP Client ID (if applicable): \_\_\_\_\_

System/Company: \_\_\_\_\_

Address:  Home  System \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Attendee Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

Attendee Email: \_\_\_\_\_

**PAYMENT:**

Check (payable to PRWA)  Invoice Me:  Home  System

For security reasons, all credit card transactions must be processed through our website.

If you prefer to pay via credit card, please visit [www.prwa.com](http://www.prwa.com).

**PRWA Member?**  Yes  No

\$150 for PRWA Members

\$185 for PRWA Non-Members

*Lunch and materials included with registration*

**Amount Due: \$** \_\_\_\_\_

**Register: FAX:** (814) 353-9341 | **MAIL:** 138 W. Bishop St., Bellefonte PA 16823 | **TEXT FORM:** (914) 800-0958

**EMAIL:** TRAINING@PRWA.COM / **ONE REGISTRATION PER STUDENT PLEASE.**

**Questions Call:** (800) 653-7792 or **EMAIL:** TRAINING@PRWA.COM

**Date:** November 19, 2024

**Class Time:** 8:00 AM to 3:30 PM

**Contact Hours:** 6 Water & Wastewater Hours

**Instructor:** Rebecca Holler, Pennsylvania Rural

**Location:**

Doubletree Pittsburgh - Meadow Lands

340 Racetrack Road

Washington, PA 15301-8914

**About the Class:**

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.