



Utility Management & Capacity Building Workshop

FOUR-WEBINAR WORKSHOP: June 8, 15, 22, & 29 (Tuesdays), 2021 — 1:00–3:00 PM ET

A wide variety of tasks and skills are necessary to utility management that leads to sustainability and capacity needed to protect public health and serve the public. This four-webinar workshop introduces operators and managers to strategies for successful utility planning tasks. During this workshop, attendees will write a mission statement, create an emergency response for a system vulnerability, estimate the expected remaining life of an asset and create a replacement plan, create a standard operating procedure for a task, assess their utility's performance according to the 10 effective utility management elements, and create measurable strategic goals for their utility using a balanced score card.

View [AGENDA](#)

Registration*

Fee: No cost to attend

Register at <http://ctt.nonprofitsoapbox.com/2021gleic-utilitymgmt-capacity>

Questions? E-mail ctt@mtu.edu

*Required for fulfillment of continuing education (Center for Technology & Training policy: ctt.mtu.edu/ContinuingEducation). Pending approval for 0.6 CECs by Michigan EGLE and CECs in other Region 5 states. No-shows/cancellations within three business days of the event are charged the full registration fee; substitutions accepted. Accommodation requests related to a disability should be made by ten business days prior to the event to ctt@mtu.edu. Michigan Technological University is an Equal Opportunity Educational Institution/Equal Opportunity Employer that provides equal opportunity for all, including protected veterans and individuals with disabilities.

Hosted by the Great Lakes Environmental Infrastructure Center (GLEIC), the environmental finance center for EPA Region 5.

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Presenters

Greg Pearson is water and wastewater trainer, curriculum designer, and technical assistance provider with a background utility operations and management. He has extensive experience working with hundreds of utilities to develop long-term management plans to improve technical managerial, and financial capacity.



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The Center for Technology & Training (CTT) at Michigan Technological University houses the Great Lakes Environmental Infrastructure Center (GLEIC).

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Agenda

June 8, 2021 – Strategic Planning for Water Utilities

Strategic planning in its simplest form is the process of setting a future goal for the organization and then working backwards to identify steps that must take place over time to realize that goal. Workshop topics:

Mission Statement – How to create a mission statement and set strategic goals for your utility

Stakeholder Communication – How to involve and communicate with stakeholders

Culture – How to create a positive, effective organizational culture and support that culture at every level of the utility

Case Studies – Success stories and mis-steps of various water utilities

June 15, 2021 – Core Long-term Utility Planning Tasks

Long-term planning is guided by the strategic plan. It is important to ensure alignment between the strategic plan and your utility's investments in time, labor, and money.

Workshop topics:

Emergency Response Plans – Basic steps of creating and implementing an effective ERP that includes a vulnerability assessment for mitigating potential high-priority emergencies

Asset Management Planning – How to inventory and inspect equipment to determine remaining life and criticality of major assets and to plan for rehabilitation or replacement

Capital Improvement Planning – Key concepts of effective CIP, or planning system expansions or major technological upgrades

Succession Planning – Core elements for capturing knowledge of long-time operators and managers and training operators to be future supervisors and managers

Planning for the Unexpected – Three basic concepts to plan for unexpected regulatory and financial challenges

June 22, 2021 – Preventive Maintenance Planning & Optimization

Short-term plans must align with the strategic plan and long-term plans.. Workshop topics:

Preventive Maintenance – How to ensure preventive maintenance plans align with long-term plans; the importance of workforce analysis, standardization, and SOPs

Workforce Analysis – How to estimate job requirements in terms of time, skill, and resources and how to assess job performances in order to make future improvements

Standardization – How to embark on the process of ensuring that procedures and equipments are the same types and dimensions across the utility to the extent possible and practical

Standard Operating Procedures – How to write effective SOPs for a utility's operation and maintenance manual

June 29, 2021 – Improvement Frameworks

Key improvement frameworks help water utility professionals build capacity and sustainability in their systems. Workshop topics:

Effective Utility Management – How to use an EUM framework for continuous improvement

Benchmarking – How to gather data, establish benchmarks, make improvement plans, and track progress toward goals

Balanced Scorecard – How to establish and track utility goals using a balanced scorecard

Daily Agenda

1:00 Introduction

1:05 Lecture

1:55 Break

2:05 Lecture

2:45 Q&A

3:00 Adjourn

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