



**WATER/WASTEWATER UTILITY  
MANAGEMENT PROGRAM – MODULE 2**  
*(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 2 – WATER/WASTEWATER UTILITY MANAGEMENT PROGRAM**  
\$499 PER STUDENT                      Online Classes (See Instructions and Time Requirements)

**Lesson 1: Operations Management**

Central to the mission of all water and wastewater utilities is the operations department. In this lesson, the student will learn what it takes to create and manage a high-performance operations department that delivers high quality services to the utility's customers.

**Lesson 2: Maintenance Management**

The goal of maintenance is to ensure that utility equipment is operating properly and remains operational to avoid costly shutdowns due to equipment failure. A well-managed and proactive maintenance department will save large sums of money and ensure system reliability. This lesson will cover the necessary elements of a maintenance management program

### **Lesson 3: Privatization**

There are situations in which a utility manager may need to evaluate the privatization of part or all of the utility operation. This lesson will cover topics including: Reasons for contract operations, examples of successful contract operations, contract administration, and using competition to reduce cost and improve operational efficiency.

### **Lesson 4: Capital Improvement Management**

Having a solid, high quality capital plan to guide the utility into the future is essential for a high performing operation. This lesson will cover how such a plan is developed and followed. Topics include: Long-term planning criteria, master plans, capital improvement plans, and capital budgeting.

### **Lesson 5: Construction Design Process Management**

The design process of construction projects is perhaps the most “glamorous” of the engineering department functions. Successful design requires a good, disciplined process. This lesson will cover topics that include: The role of the engineering manager, a project management system, project management issues, design elements, and specialty design services.

### **Lesson 6: Construction Process Management**

The construction process is where all of the planning efforts come together in the form of steel and concrete. Proper infrastructure construction will serve the community for many years into the future. In this lesson, the student will learn the importance of seeking success rather than avoiding failure. Also covered are the construction project management system and contractor relations. This lesson will help utility managers oversee the successful construction of capital improvement projects.

### **Lesson 7: Leveraging Information Technology**

A high performance utility takes full advantage of current information technology in order to operate at peak efficiency. This lesson will expose the student to the different ways in which a utility can leverage their IT assets to improve customer service, asset management, work efficiency and the overall cost-effectiveness of operations.

## 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 2. **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. (For those completing all 6 phases of the Management and Leadership training program, this \$50 fee will be waived)

## FEES & REGISTRATION

Module 2 – Water/Wastewater Utility Management Program fee is \$499. This includes the textbook, workbook and all online lessons.

*For further information, contact Chuck Christensen at 801-281-0107 or [chuckets@gmail.com](mailto: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 2 – 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  
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