

SUSTAINABLE MANAGEMENT OF
RURAL AND SMALL SYSTEMS
WORKSHOP

October 20, 2015

**LENOWISCO Planning
District Commission
372 Technology Trail Lane,
Suite 101
Duffield, Va. 24244**

**9:00am-4:00pm
(Lunch on your own)**

Register online:

www.vrwa.org

**Class fee: free / program
funding provided from USEPA**



**Virginia Rural Water
Association**

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www.vrwa.org

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WORKSHOP AGENDA

Introductions & Workshop Objectives

Overview of Key Management Areas

Utility 'Self Assessment' Exercise

Self Assessment Results Discussion

Lunch: (on your own)

Improving Outcomes Exercise

Practices, Tools, and Measures Discussion

Information and Resources for Improvement Discussion

Action Plan Discussion/Exercise

Workshop Feedback

This workshop will help utilities address a full range of challenges and improve the management of their operations and infrastructure.

- ✓ *How to deliver increasingly efficient, and higher quality services*
- ✓ *How to improve long-term sustainability and increase resiliency*
- ✓ *How to use the Rural and Small Systems Guidebook to Sustainable Utility Management to make improvements at your system*

Utilities will learn how to make improvements in the ten key management areas, focusing first on their most pressing challenges.

THE TEN KEY MANAGEMENT AREAS

Product Quality

Customer Satisfaction

Employee & Leadership Development

Operational Optimization

Financial Viability

Operational Resiliency

Infrastructure Stability

Community Sustainability & Economic Development

Water Resource Adequacy

Stakeholder Understanding & Support