

How to register:

Online:

www.wetrc.org

Fax: *(Registration form available online)*

(253) 288-3475

Mail: *(Registration form available online)*

WETRC

12401 SE 320th Street MS WW

Auburn, WA 98092-3622

Phone:

(800) 562-0858

(253) 288-3369

Payment, Refund, and

Cancellation Policy: Payment or purchase order must be received at the time of registration. **No refund** will be made for cancellations received less than 10 days before the workshops.

CEU Policy: No CEU for partial attendance.

Meets WA Department of Health Relevancy Criteria for Water Works Operator Professional Growth.

Non-profit Org.
U.S. Postage
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Permit No. 1347

Washington Environmental Training Center (WETRC)
12401 SE 320th Street
Mail Stop WW
Auburn, WA 98092-3622



WETRC Presents:
**Water Quality
Complaints, Response,
Investigation &
Recovery**



Who should attend:

- Water quality program personnel
- Cross connection control specialists
- Emergency response planners and responders
- Water system owners, managers and operators

Workshop description:

No water system is immune to water quality complaints. This course will help utilities plan to effectively respond to, investigate and recover from routine water quality complaints and disastrous water quality incidents. Participants will sharpen vital skills through tabletop exercises that will clearly demonstrate how to immediately respond to, investigate, mitigate and recover from a variety of incidents including, colored water, tastes and odors, loss of pressure and debris in tap water.

Learn how to:

- Write a water quality complaint incident response procedure to fit your system
- Do the right things in the right order in the right way
- Interview customers, record complaints and advise affected consumers
- Develop a "tool kit" of equipment, supplies and materials
- Identify potential high risk problems and respond to water quality complaints
- Recognize and respond to a variety of complaints such as color, taste and odor, low pressure and debris in the water

Topics

- **Writing a plan for responding to water quality complaints**
- **"Tool kit" for response and investigation**
- **Initial response and investigation**
 - Customer Contact
 - Record of complaint
- **Planning the investigation**
 - Coordinating with other agencies
 - Follow-up actions
- **Initiating an investigation**
 - Advice to customers
 - Timelines
 - Notifying public health agencies
- **Incident response and recovery**
 - Customer notification
 - Sampling and pre-flush planning
 - Isolating, flushing and cleaning
 - Dechlorination and decontamination
 - Post-flush sampling and analysis
 - Disinfection and water quality monitoring
 - Recovery and follow-up
- **Case studies**
 - Colored water
 - Chemical taste and odor
 - Loss of pressure
 - Debris in water from tap
- **Developing an investigation and response plan**

Easy Online Registration!
www.wetrc.org

Registration fee includes:

- ◆ 0.8 CEU
- ◆ Expert Instruction
- ◆ Workbook
- ◆ Morning Refreshments
- ◆ Certificate of Completion

