

SYSTEM OPERATIONS Tentative Agenda

- 8:30 am - 9:00 am Registration
- 9:00 am - 10:00 am Dealing with Customer Complaints
- 10:00 am - 11:00 am Sampling Procedures & Updates
- 11:00 am - 12:00 pm GIS/GPS
- 12:00 pm - 1:00 pm Lunch
On Your Own
- 1:00 pm - 2:00 pm Asset Management/How is your system doing?
- 2:00 pm - 3:00 pm Emergency Response Operator Round Table

CEU INFORMATION

This Class provides .5 CEUs for water, wastewater, or distribution operators and 5.0 PDHs for Professional Engineers. Registration must be submitted to FRWA if you wish to attend the training class. There is no charge for those not wishing to receive CEUs, however if you wish to receive CEUs there is an Administrative Fee of \$35.00 for FRWA members and \$65.00 for non-members. Engineers must pay the PE fee of \$75.00 to earn PDHs. If the administrative fee is paid less than five days prior to, or within ten days after the seminar, the fee will be \$85.00 for members and \$115.00 for non-members. No payments will be accepted at the seminar or over the phone. You may fax your registration to 850.893.4581, or mail it to FRWA at 2970 Wellington Circle, Tallahassee FL 32309. FRWA must receive your written registration in order to reserve your seat. This class is subject to cancellation if registration is less than 10 attendees within 5 working days of the class. If the class is cancelled, FRWA will notify you and may only refund one half of your registration fee due to administrative cost. Please be sure to provide your correct email address on the registration form so we can contact you in case of cancellation. FRWA encourages the utility where the training class is to be held and all attendees who register to contact others to register for the training class to prevent cancellation

You may register online at www.frwa.net. If you do not wish to earn CEUs, you may fax this form to 850.893.4581 or email it to Admin@frwa.net To pay by check, please complete this form and mail it with your company check to FRWA, 2970 Wellington Circle, Tallahassee FL 32309. The fee is payable by money order, cashiers check, or member system company check. (No personal checks or purchase orders will be accepted through fax or the mail.)

FRWA will make every effort to comply with social distancing guidelines as outlined by the CDC to protect attendees. Hand sanitizer and Clorox wipes will be available for your safety. Masks are suggested and will be provided.

Due to problems associated with CEU forms, all forms must be obtained, completed, and submitted at the end of each session to be accepted.

Seating is limited to 35 attendees and pre-registration is required.

SYSTEM OPERATIONS REGISTRATION (120320LH)

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PERSON COMPLETING THIS FORM (IF PAYING BY CREDIT CARD NAME AS IT APPEARS ON CARD)										COMPANY (IF ANY)																	
ADDRESS (IF PAYING BY CREDIT CARD USE ADDRESS ON CARD)										CITY					STATE					ZIP							
PHONE					EMAIL ADDRESS FOR RECEIPT (MANDATORY)																						
ATTENDEES INCLUDE WITH THIS REGISTRATION (INCLUDE YOURSELF IF YOU ARE ATTENDING)																											
NAME										LICENSE CHECK ONE IF ATTENDING FOR CEUS										LICENSE NUMBER (IF ANY)							
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Session #		0	1	0	0	1	3	9	5	Date		1	2	0	3	2	0	Payment									

SYSTEMS OPERATIONS



Presented by

Florida Rural Water Association
2970 Wellington Circle
Tallahassee FL 32309
850-668-2746



0.5 DW, WW or DS CEUs/5 PDHs

December 3, 2020
Lynn Haven FL

SEMINAR OBJECTIVE



This Class will provide the attendee the knowledge and information on how to respond and deal with customer complaints, emergency response and sampling issues for your system along with an open forum roundtable for you to discuss the emerging issues you deal with on daily and allow you to learn new ideas from each other on how to handle these issues.

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DRIVING DIRECTIONS

Lynn Haven Garden Club

307 Ohio Ave
Lynn Haven FL 32444
850-265-0087

From I-10 West, take exit 331 towards Freeport, travel 14 miles and then turn left onto State Highway 20, Travel 26.77 miles and then turn right onto Highway 77, travel 13.33 miles and then turn left onto E. 3rd, St. travel 0.02 miles and then turn right onto Pennsylvania Ave. then travel 0.09 miles and turn 1st right onto E. 4th Ave. then travel 0.05 miles and turn 1st right onto Ohio Ave. then travel 0.08 miles and you will reach your destination.

From I-10 East, take exit 130 onto U.S. 231 towards Panama City, travel 40.47 miles then turn slight right onto E. Highway 390, then travel 4.29 miles and turn right onto Ohio Ave. then in 1.05 miles you will reach your destination.