

Utility Management Certification (UMC)

Online – 2 Days

Wednesday, November 9, 2022

10:00 — 11:00 am

Managerial Sustainability and Capacity Development, Part 1

- Leadership, Accountability, Human Resource Management, Organization, the Manager & the Governing Body

Dale Pierson, RWAU Executive Director

11:00 am — 12:00 pm

Managerial Sustainability and Capacity Development, Part 2

- Customer Service, Emergency Preparedness, Internal and External Communications, Public Relations, Public Policy

Dale Pierson, RWAU Executive Director

12:00—1:00 pm – Lunch *(On Your Own)*

1:00 – 2:00 pm

Utility Management Financial Section, Part 1

- Functions of Financial Accounting, Separation of Duties, Policies & Procedures, Accrual Accounting & Standards, Audits

Shannon Rasmussen, RWAU Deputy Director

2:00—3:00 pm

Utility Management Financial Section, Part 2

- Financial Reporting, Budgeting, Rate Structures, Asset Management, Insurance

Shannon Rasmussen, RWAU Deputy Director

Thursday, November 9, 2022 *(Day 2)*

10:00 — 11:00 am

Technical Sustainability, Part 1

Technical Sustainability is the criteria used to determine if a water or wastewater system is operating on a day-to-day level of efficiency and is in such condition as to be resilient to unforeseen events (floods, earthquakes, fire, or even a major equipment failure.) The first hour of the technical portion of the Utility Management Certification training will cover:

- Technical Sustainability defined, Federal Agencies – Laws/Rules, What is a “Public Water System”? Capital Improvement Plans, Preventative/Standard Operating Plans

Terry Smith, RWAU Technical Director

11:00 – 12:00 pm

Technical Sustainability, Part 2

- Source Water Adequacy, Water sampling – Source/Distribution, Water Loss and Auditing Process, Safety Programs/Policies

Terry Smith, RWAU Technical Director

12:00—1:00 pm – Lunch *(On Your Own)*

1:00 – 3:00 pm - UMC Certification Exam



Prices

- Training, study guide* & Certification Exam (Member) - \$310
- Training, study guide* & Certification Exam (Nonmember) - \$360
 - **A copy of the study guide will be mailed to each student. Those registering after the early bird date will incur an extra charge to cover the expedited shipping on your manual.*
- Training Session Only (No test, no study guide) - \$150
 - *This option is for CEUs only. If you choose to take the Exam at a later date & get your certification, you will need to register directly with National Rural Water and pay the full \$250 Exam Fee to them at that time.*

