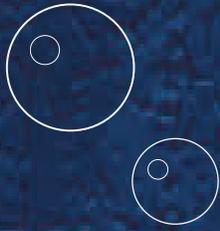




ITCA National Tribal Water Systems Tribal Utility Tune-up

ITCA—By Tribes, for Tribes

**Increase
Operational
Efficiency!**



**Improve
Worker
Morale!**



**Maximize
Customer
Service!**





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PURPOSE:

This workshop is meant to empower Tribal drinking water and wastewater utilities for optimized performance. You wouldn't consider going on a long road trip without tuning your car, so give your utility similar attention.

WORKSHOP CONTENT:

Content was developed, by utility managers for utility managers, as part of multi-agency task force lead by the EPA and USDA in 2007. More information can be found at <http://www.watereum.org/>. The Taskforce found that 10 attributes to effective utility management were common to all successful utilities. This one-day workshop explores the importance of the ten attributes of effective utility management, conducts a utility self-assessment so you can determine what attributes are a priority to your utility and explores your utilities individual strengths and weaknesses.

RESULTS: Your utility can then select attributes it would like to improve upon. ITCA provides specific tools and helps with development of an improvement plan that can be used to strengthen that area of your operation.

WHO SHOULD ATTEND: Similar to a one day office retreat it is ideal for; administrators, planner, operators, supervisors, board members and management. Share your thoughts on organization priorities and achievements.

TIME REQUIRED: This is a one-day event with a working lunch provided by ITCA. The workshop can be tailored to the operational needs of your organization.

LOCATION: Participation of key personnel is important so ITCA will bring this event to your Tribal utility. The Tribal utility provides the meeting space with a screen or projection wall for the PowerPoint presentation.

VALUE TO YOUR TRIBAL UTILITY:

Effective utility management skills discussed could save your utility important operating dollars, streamline process, improve communication, increase customer satisfaction, improve worker morale, and promote the long term viability.

TRIBAL UTILITY TESTIMONIALS:

“Great workshop”... “Very helpful. I think it helped us out as a staff. It puts a lot of stuff on the table that really needs to be discussed.”... “Great discussion sparking many ideas.” “Very useful. I got to see the rest of the staff's views on different aspects of the company.”... “Very interesting. It made me really look deep into my utility program and how I can improve it.”.....*representatives of the Salt River Pima Maricopa Indian Community.*



PROFESSIONAL DEVELOPMENT HOURS: All participants will receive written recognition of earned training contact hours based on attendance. Training contact hours may be accepted as professional development hours (PDH) credit towards the renewal of existing operator certification.

GETTING STARTED: For additional information or to schedule a workshop for your Tribal utility please contact ITCA National Water Systems Program at (602) 258-4822, or visit our website at www.itcaonline.com/tws.



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