

# AWWA **EDUCATIONAL** PROGRAMS

JULY/DECEMBER 2008

*SETTING THE*  
**EDUCATION  
STANDARD**  
*TO HELP YOU DELIVER*  
**SAFE WATER**

**NEW** High-Tech  
Operator Certificate  
Program, see page 5.

[awwa.org /education](http://awwa.org/education) |

1.800.926.7337



**American Water Works  
Association**

The Authoritative Resource on Safe Water®

Advocacy  
Communications  
Conferences  
Education and Training  
Science and Technology  
Sections



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## AWWA Certification Definitions

### Continuing Education Units

A Continuing Education Unit (CEU), as AWWA defines it, equals 10 hours of study.

### Professional Development Hours

A Professional Development Hour (PDH), as AWWA defines it, equals one hour of study.

## Setting the Education Standard

No matter what your interests are in the water industry, AWWA has an event to fit your needs. AWWA educational programs set the industry standard in continuing education and cover the full spectrum of relevant, leading-edge water industry topics. We also provide attendees with valuable opportunities to meet, learn, and network with other water professionals from around the world. AWWA offers a number of educational delivery formats, so whether you want to conveniently access courses online, get the most timely information via a webcast right from your desktop, examine a topic in-depth at a seminar, or see the big picture at a specialty conference, AWWA has a solution that makes sense for you. Don't forget to take advantage of early registration to save \$100 on every AWWA seminar. You can also earn Continuing Education Units (CEUs) or Professional Development Hours (PDHs) for attending most AWWA events (please see individual events and programs for details).

See our 2008 program schedule highlighted in this catalog and sign up today to take advantage of the benefits that only AWWA educational programs deliver. For more information or to register, go to [awwa.org/education](http://awwa.org/education) or call 1.800.926.7337. Events are subject to change.

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# Training-on-Demand

## **NEW Seminar-on-Demand**

AWWA's new Seminar-on-Demand program provides an opportunity for customers—a section, utility, or organization—who would like one of our national seminars delivered to a specific location. These “on-demand” seminars are in addition to AWWA's seminar schedule, on your time, at a local level with face-to-face instruction and additional opportunities for fulfilling CEU requirements. By providing more flexibility for training, AWWA helps organizations reduce travel costs and improve productivity while still delivering the highest-quality programs available in the water industry today.

**Bring an AWWA Seminar-on-Demand to your location today!**

**For more information and pricing, contact John Stubbart at 303.734.3450, [jstubbart@awwa.org](mailto:jstubbart@awwa.org), or visit [awwa.org/education/ondemand](http://awwa.org/education/ondemand).**

“ I contacted AWWA in mid-November 2007 to see if we could arrange a Water 101 seminar at our location in early January 2008. AWWA had no problem fulfilling our request in that short time frame ... This event was of great value to my company, and more importantly, my sales force.”

*Mike Lewis  
Senior Vice-President  
Utility Service Co., Inc.  
Perry, Georgia*

## **Choose From an Array of Topics, Including:**

- ▶ Business Continuity Planning for Water & Wastewater Utilities
- ▶ Climate Changes and Water Utilities
- ▶ Compensation Strategies to Strengthen Workforce Recruitment, Retention & Motivation
- ▶ Distribution System Assessment and Rehabilitation
- ▶ Financial Management: Cost of Service Rate-Making
- ▶ Micro- and Ultra-Filtration Membrane Technologies
- ▶ LT2 Treatment Options
- ▶ Mapping Your Course to a Successful Workforce Plan
- ▶ Reverse Osmosis and Nanofiltration
- ▶ Water 101 for Sales, Marketing & Public Relations Practitioners
- ▶ Source Water Protection and Planning
- ▶ Time to Renew Your Aging System



## **NEW AWWA Certificate Programs**

Many organizations and sections do not have in-house resources to train individuals on specific skills they need to perform a particular job. AWWA Certificate Programs allow organizations to acquire training programs designed to meet specific needs. Each program can be delivered on-site by an approved instructor and includes training materials for the organization to use in local training.

### **High-Tech Operator**

This certificate program is aimed at providing operators with a fundamental understanding of the advanced technologies used in the water utility field. The program consists of three two-day courses of training. Each course addresses one general subject area. The first course covers process monitoring and control of water treatment and distribution systems (SCADA); the second course covers high-tech applications and tools used throughout treatment and distribution systems, including GIS and GPS; and the third course covers methods for managing water utility information. While CEUs are available for each course, a participant must complete all three courses to earn a certificate of completion.

**Contact John Stubbart at 303.734.3450, [jstubbart@awwa.org](mailto:jstubbart@awwa.org), for more information, or visit [awwa.org/education/ondemand](http://awwa.org/education/ondemand).**

### **Water Treatment Operator**

This certificate program consists of four specialized courses that emphasize core competencies required for water treatment operators, classification levels 1 through 4. Participants learn and acquire the basic knowledge and skills necessary to perform at their appropriate classification level. The curriculum for each of these courses is based on required skill sets and takes into consideration the Association of Boards of Certification (ABC) Need-to-Know criteria, industry practices, and AWWA member criteria. Each course includes sections on health regulations, water treatment systems, operational mathematics, laboratory analysis and operations, safety, and distribution systems. The materials include a facilitator guide, a student workbook, and all supporting materials.

**This program will become available in December 2008.**

**Contact John Stubbart at 303.734.3450, [jstubbart@awwa.org](mailto:jstubbart@awwa.org), to be placed on a waiting list, or visit [awwa.org/education/ondemand](http://awwa.org/education/ondemand) for more information.**

**Look for more AWWA certificate programs coming in 2009.**



# Training-on-Demand



## **NEW** WebWorkshops

AWWA is pleased to announce a new take on traditional webcasts—WebWorkshops. This educational offering provides instruction materials and guidance for sections to use in local training. WebWorkshops provide materials for a four-hour educational course consisting of an archived webcast, plus an instructor-led, activity-filled, face-to-face presentation. These sessions allow the section or organization to schedule a WebWorkshop at a time and date most convenient for the participants. The first WebWorkshop, Pipelines and Storage Facilities, will focus on utility operation topics and will be available in May 2008. Best Practices taught through WebWorkshops will assist operators in meeting goals set by utilities and local health agencies.

### **What AWWA Will Provide:**

- ▶ An archived webcast presentation
- ▶ A lesson plan for face-to-face instruction, with support materials that include a speaker presentation and notes, instructions for the activities, and local case study guidelines
- ▶ Proctor guidelines, sign-in sheets, and CEU request forms
- ▶ Attendee tracking sheet for CEUs and award certificates

**For more information and pricing on AWWA's WebWorkshops, visit [awwa.org/education/ondemand](http://awwa.org/education/ondemand)**

### **The Section's Responsibility:**

- ▶ An instructor/proctor with knowledge of the subject
- ▶ The site or room for instruction
- ▶ A computer and projector
- ▶ WebWorkshop license
- ▶ Local CEU approval
- ▶ Marketing for local attendance

**Ask your section  
about attending  
a WebWorkshop  
in your area!**

## **NEW** Customized Training

### **What Is Customized Training?**

AWWA's Customized Training Program provides innovative content specifically designed to meet the training needs and interests of your particular organization. AWWA can also semi-customize its existing training materials and programs for your organization—this usually includes editing our content to incorporate your internal policies, operations, and issues and matching your organization's branding standards.

**Contact John Stubbart at 303.734.3450 or visit [awwa.org/education/ondemand](http://awwa.org/education/ondemand) to learn more about AWWA's Customized Training.**

### **Benefits of Customized Training**

- ▶ By incorporating AWWA's extensive resources in your internal training program, you can expand your current training platform, as well as save on the high costs of creating new content.
- ▶ Our outstanding programs help you better manage internal quality standards and build the skills of your staff based on AWWA's industry standards.
- ▶ By integrating our education standards in your organization, you raise your overall learning expectations and begin to see measurable improvements in the job performance of your staff.

## Online Institute

### Cost-Effective, Easy-Access Training for the Water Professional



When you need quality content on relevant water industry subjects, AWWA's Online Institute is ready for you. The Online Institute offers training, professional development, and continuing education units (CEUs) via the Internet 24 hours a day, 365 days a year. Web-based training combines up-to-date materials with a powerful, lively and user-friendly format. Our more than 35 self-paced courses in water operations, occupational safety, and human resources can be started anytime and anywhere. With 90 days to finish, you have ample time to study the modules and take the exams.

#### A Sampling of Courses:

- ▶ Hydraulics
- ▶ Distribution Service to Customers
- ▶ Disinfection Basics
- ▶ Coagulation, Flocculation, and Sedimentation Basics
- ▶ Filtration Basics
- ▶ Applied Mathematics
- ▶ Water 101
- ▶ Water System Mechanical Equipment
- ▶ Basic Mathematics
- ▶ Water Main Installation
- ▶ **Security Hardware (FREE Course!)**

**AWWA Online Institute courses are approved by many state agencies for continuing education units toward operator certification.**

[www.awwa.org/learnonline](http://www.awwa.org/learnonline)

#### Who Should Attend

##### Operators who are . . .

- ▶ Studying for certification exams
- ▶ Looking to expand their professional options by continued learning
- ▶ New to the drinking water field and looking to expand their knowledge

##### Certified Operators who are . . .

- ▶ Looking to fulfill CEU requirements to maintain current certification
- ▶ Seeking a refresher course
- ▶ Seeking to advance their careers or certification levels

##### Supervisors who are . . .

- ▶ Making process decisions
- ▶ Updating their knowledge

##### University staff/students who are . . .

- ▶ College instructors and trainers
- ▶ Engineering students learning about water treatment and distribution practices

#### Benefits of Online Training:

- ▶ **Convenient**—Learn on your own time and at your own individual pace.
- ▶ **Cost-Effective**—Companies can save up to 50% off conventional training costs.
- ▶ **Train On-site**—No need to miss work or pay travel expenses.
- ▶ **Interactive Technology**—Provides realistic reproductions of everyday situations faced on the job.



# Webcasts



## A World of Safe Water. Delivered to Your Desktop.

AWWA webcasts use the power of the Internet to deliver timely water industry information directly to your desktop. This educational platform allows AWWA to offer you the latest information and training available on pressing topics that matter to you, *when* they matter to you—all at a low cost. Less time. Less money. More real tools that you can use.

AWWA is always adding new and compelling webcasts to its lineup. Visit our Web site regularly for additions and updates to the 2008 AWWA webcast schedule—[awwa.org/education/webcasts](http://awwa.org/education/webcasts).

### Nanotechnology in our Water World

July 16, 2008

Webcast Code: W807

Nanotechnology has the potential to alter how water is purified through the design and fabrication of materials at the atomic level. This could affect the water industry in many ways, including improvements in membrane technology, adsorption processes (ion exchange), advanced oxidative technologies, and the development of compounds designed to selectively extract toxic substances.

### Pump Station Maintenance

August 6, 2008

Webcast Code: W808

Learn the best practices for pump-station operations and maintenance to keep your water system moving efficiently.

### PVC Pipe in the Field

September 17, 2008

Webcast Code: W810

Learn the best practices for PVC Pipe transportation, installation, hydrostatic testing, maintenance, repair and commissioning. This webcast is based on the AWWA Manual of Practice M23, *PVC Pipe—Design and Installation*.

### Carbon Sequestration Rule

October 1, 2008

Webcast Code: W811

Atmospheric levels of CO<sup>2</sup> have risen from pre-industrial levels of 280 parts per million (ppm) to present levels of 375 ppm. Learn about the newest way to manage carbon, a new issue linked to climate change.

### TCR: Proposed Revisions/ Potential Impacts

October 15, 2008

Webcast Code: W812

The Total Coliform Rule/Distribution System Advisory Committee has been working to develop recommendations to the USEPA for proposed revisions to the Total Coliform Rule (TCR). This webcast summarizes the proposed TCR revisions, the research approach for distribution system issues that will be used in the future, and the potential impacts to utilities and states.

### Environmental Values in the Water Industry

November 5, 2008

Webcast Code: W813

How are environmental values changing the way water and wastewater utilities conduct business? Tune in to discover how being green can also save money for your agency.

#### Webcast Costs

	Member	Nonmember
Single User	\$75	\$125
Small Site (3-10 people)	\$245	\$310
Large Site (11 or more people)	\$525	\$675

# Seminars

## LT2 Treatment Options

1.45  
CEUs

14.5  
PDHs

### Overview

There are two parts to controlling and meeting the LT2 Rule; watershed protection and water-source control, and water treatment. This seminar reviews the LT2 Rule and how to meet it. You will examine the treatment options, pretreatment, improved treatment, alternate treatments, and inactivation. This seminar will cover the full range of options from the over-all concepts to the log-removal credits. This seminar will also provide in-depth information on UV and membrane technologies, two of the options for alternate treatments.

### You will learn

- ▶ To identify the four treatment options and their 14 subcategories
- ▶ Source water protection options and their log credits
- ▶ How to identify your in-plant data and how to use it to make decisions
- ▶ Information on the application of UV and membrane treatment technologies
- ▶ Utility case studies of applied treatment options and associated costs.

### Cost: Two-Day Seminar—\$809

#### Early Registration

Member	Nonmember	Small Systems*
\$545	\$695	\$445

#### Standard Registration

Member	Nonmember	Small Systems*
\$645	\$795	\$445

\* Public water systems serving fewer than 17,500 people or fewer than 5,000 connections

### Who Should Attend

- ▶ Managers
- ▶ Operators
- ▶ Engineers
- ▶ Consultants
- ▶ Manufacturers
- ▶ Regulators

### Instructor

Vanessa Speight, PhD, PE,  
Associate, Malcolm-Pirnie,  
Cincinnati, Ohio

### Bonus Attendee Benefits

- ▶ An extensive course book that contains all the materials covered in the seminar will serve as a valuable reference book back on the job!
- ▶ Your registration fee also includes lunch on both days of the seminar.

**Upcoming Dates: September 11–12, 2008**

Seattle, Washington

**Early Registration Date: July 31, 2008**



# Seminars



## Business Continuity Planning for Water & Wastewater Utilities: How to Keep Your Utility in Business and Operating in Times of Crisis

1.35  
CEUs

13.5  
PDHs

### Overview

Every year, power outages, ice storms, computer system failures, floods, tornadoes, and other crises seriously impact utilities. Additionally, utilities must consider personnel impacts from events, including potential disease outbreaks. Business continuity planning provides the basis for resiliency of a utility's essential functions and critical resources, including key personnel. Different from an Emergency Response Plan, a Business Continuity Plan defines how a utility continues its everyday business functions in a not-so-everyday environment. This includes the potential financial effects of a crisis, as well as the flexibility to adapt HR policies to meet the changing needs of employees. This course presents a step-by-step approach to developing the core elements of a Business Continuity Plan for your utility.

### You Will Be Able To

- ▶ Identify your essential functions and critical resources to keep your utility operating and in business
- ▶ Provide your utility resiliency via the tools and templates of Business Continuity Plan development
- ▶ Define the relationship between a Business Continuity Plan and an Emergency Response Plan
- ▶ Become familiar with federal programs and legislation related to water and wastewater utility preparedness

### Who should attend

- ▶ Water and wastewater utility managers
- ▶ Emergency planners
- ▶ Operations and maintenance managers
- ▶ Human resource managers
- ▶ Financial and IT managers
- ▶ Board members

### Instructors

*Linda Warren*  
Director of preparedness solutions,  
CH2M Hill, Kennewick, Washington

*Jack Moyer*  
National water security  
and preparedness lead, URS  
Corporation, Morrisville, North Carolina

### Bonus Attendee Benefits

- ▶ An extensive course book that contains all the materials covered in the seminar will serve as a valuable reference book back on the job!
- ▶ Your registration fee also includes lunch on both days of the seminar.

**Upcoming Dates: September 18–19, 2008**  
Long Beach, California

**Early Registration Date: August 7, 2008**

### Cost: Two-Day Seminar—\$810

#### Early Registration

Member	Nonmember	Small Systems*
\$545	\$695	\$445*

#### Standard Registration

Member	Nonmember	Small Systems*
\$645	\$795	\$445

\* Public water systems serving fewer than 17,500 people  
or fewer than 5,000 connections

# Financial Management: Cost of Service Rate-Making

1.9  
CEUs

19  
PDHs

## Overview

Financial objectives in the drinking water industry are constantly changing, which makes successful planning more difficult and more important than ever, considering the escalating costs of operational and infrastructure improvements, expanding regulatory and environmental forces from government and public interest groups, and public demand for clean and affordable water.

Financial management, capital finance planning and rate setting have become critical tasks that demand tried and true financial tools. This three-day course is AWWA's best-selling seminar, and it uses time-honored strategies to teach attendees how to be precise and correct when setting rates.

## You will Learn To

- ▶ Evaluate financial policies and rate impacts
- ▶ Develop defensible policies that are fair, equitable, and objective
- ▶ Recover the full cost of service with your rate while still promoting community objectives and getting the rate your utility needs to be successful
- ▶ Avoid rate shock by using proven techniques for use of capital budgeting and analysis
- ▶ Establish cost of service rates by applying fundamental methodologies
- ▶ Set fair revenue requirements
- ▶ Classify and allocate costs equitably

## Instructors

David LaFrance, Director of finance, Denver Water, Denver, Colorado

Thomas Gould, Vice president and national technical director of finance and rates, HDR Engineering, Inc., Bellingham, Washington

“ With a major treatment plant expansion nearing completion and a cost of service study imminent, we decided that it would be beneficial to provide training to all staff who might be involved in capital planning, rate making and finance ... the best source of the type of training that we were looking for was AWWA's ... Our experience working with AWWA was extremely positive, seamless and rewarding. ”

Jim McKee, Controller,  
EPCOR Water Services, Inc.  
Edmonton, Alberta, Canada

## Who Should Attend

- ▶ Water utility management
- ▶ Rate analysts or designers
- ▶ Accounting or budget professionals
- ▶ Utility board members
- ▶ Municipal or regional government officials
- ▶ Water rate attorneys
- ▶ Water resources professionals
- ▶ Capital budget planners
- ▶ Conservation officers

## Bonus Attendee Benefits

- ▶ You will receive a copy of the AWWA Manual, *Principles of Water Rates, Fees and Charges*, (M1).
- ▶ An extensive course book that contains all the materials covered in the seminar will serve as a valuable reference book back on the job!
- ▶ Registration includes lunch on the first and second day of the seminar.



## Cost: Three-Day Seminar—\$811

### Early Registration

Member	Nonmember	Small Systems*
\$795	\$945	\$695

### Standard Registration

Member	Nonmember	Small Systems*
\$895	\$1,045	\$695

\* Public water systems serving fewer than 17,500 people or fewer than 5,000 connections

**Upcoming Dates: October 1–3, 2008**  
Denver, Colorado

**Early Registration Date: August 20, 2008**

# Seminars

“ I walked away from the AWWA seminar on Workforce Planning with one action item on my mind—bring this seminar to my utility and have my entire management team attend. ”

Dean Dickey, General Manager,  
Prince William County Service Authority, Woodbridge, Virginia



## Mapping Your Course to a Successful Workforce Plan

1.4  
CEUs

14  
PDHs

### Overview

Has your utility been procrastinating on how to take action on the impending workforce crisis? Do you feel that your utility could be doing a better job at managing this issue?

You know and AWWA knows that it's impossible to ignore the information flooding us from every direction about this topic. The news, and more recently, the water industry, regularly talks about, "workforce planning, succession planning, the quiet crisis, the demographic shift."

It's easy to identify other hot buttons that are valid priorities for a utility; aging infrastructure and adhering to USEPA regulations are two such issues. Unfortunately, workforce challenges often take a back-seat, but people are essential to your work! Now's the time to take action—attend this seminar and learn the process steps to put in place for a workforce plan to have its greatest effect.

Please note: Attendees will walk away from this seminar with an understanding of the process required to build a successful workforce plan, as well as the tools and

skills to enable them to build a plan. Attendees will not leave this seminar with a completed workforce plan.

### Bonus Attendee Benefits

- ▶ An extensive course book that contains all the materials covered in the seminar will serve as a valuable reference book back on the job!
- ▶ Your registration fee also includes lunch on both days of the seminar.

### Instructors

Artis Dawson, former Director of administration, East Bay Municipal Utility District (EBMUD), Oakland, California

Terry Brueck, President of EMA, Inc., St. Paul, Minnesota

### You Will Be Able To

- ▶ Describe how a workforce strategy and plan can enable your organization to meet its business goals and carry out its strategic business plan
- ▶ Gain a working knowledge of the following workforce strategy components: recruitment, retention, knowledge management, succession planning, leadership development, training program development
- ▶ Show your management team the importance of workforce planning so it becomes a priority for your organization
- ▶ Identify specific ways to start your workforce plan through examples of data collection and analysis; workforce profile assessment; and identification of individual talents to build organizational strengths
- ▶ Move from "old school" concepts to new ways of addressing generational and cultural differences in today's workforce

### Who Should Attend

- ▶ Decision makers in the organization
- ▶ Representatives of units/departments where personnel will be most affected\* (operations and maintenance)
- ▶ Training managers
- ▶ Human resource professionals
- ▶ Consultants

\*Discounts will be extended to teams that attend from the same organization. Call 1.800.926.7337, option 3, for more information.

**Upcoming Dates: November 13–14, 2008**  
Fort Worth, Texas

**Early Registration Date: October 2, 2008**

### Cost: Two-Day Seminar—\$812

#### Early Registration

Member	Nonmember	Small Systems*
\$545	\$895	\$445

#### Standard Registration

Member	Nonmember	Small Systems*
\$645	\$795	\$445

\* Public water systems serving fewer than 17,500 people or fewer than 5,000 connections

# Source Water Protection: Planning for the Future

1.35  
CEUs

13.5  
PDHs

## Overview

Source water protection is a strategy for effectively protecting source water quality and public health. As utilities face diminishing supply and increasing threats to source quality, proactive planning will help ensure a high-quality, sufficient water supply for years to come.

In this updated seminar, you will learn how to develop a source water protection plan. We will cover source water protection plans in detail, as well as how to determine source water susceptibility and how to develop emergency plans. You will also explore public participation and education as a vital component of source water protection.

Please note: The instructors encourage utility participants to bring copies of source-water assessments completed for their areas. Non-utility participants are encouraged to bring source-water assessments for the areas in which they live. This will help the instructors bring live case studies into discussions as they look into the various components of the sample source-water protection plans for addressing contaminant threats and protection strategies.

## You'll Learn How To

- ▶ Describe a source water protection plan (SWPP)
- ▶ Delineate and evaluate source water protection areas
- ▶ Identify a variety of contamination sources
- ▶ Assess source-water susceptibility
- ▶ Plan for public participation and education
- ▶ List funding options for source water protection programs
- ▶ Implement a source-water assessment program

## Instructors

*Bill Ward*, Vice-president, GeoSyntec Consultants Inc., Chicago, Illinois

*Chi-Ho Sham*, PhD, principal consultant, The Cadmus Group, Inc., Watertown, Massachusetts

## Who Should Attend

- ▶ Utility managers
- ▶ Engineers
- ▶ Consultants

## Bonus Attendee Benefits

- ▶ An extensive course book that contains all the materials covered in the seminar will serve as a valuable reference book back on the job!
- ▶ Your registration fee also includes lunch on both days of the seminar.



## Cost: Two-Day Seminar—\$813

### Early Registration

Member	Nonmember	Small Systems*
\$545	\$695	\$445

### Standard Registration

Member	Nonmember	Small Systems*
\$645	\$795	\$445

\* Public water systems serving fewer than 17,500 people or fewer than 5,000 connections

**Upcoming Dates: December 4–5, 2008**  
Atlanta, Georgia

**Early Registration Date: October 24, 2008**

# Conferences



## Annual Conference and Exposition (ACE08)

June 8-12, 2008  
Atlanta, Georgia

### Be a Part of the World's Water Event

*The most comprehensive and diverse water conference in the world*

You're invited to join thousands of water professionals who will gather at ACE08, the American Water Works Association's Annual Conference and Exposition, June 8-12 in Atlanta, Georgia, to tackle the vast number of challenges facing the water community. The future demands that the water industry be more innovative, more efficient, and more prepared than ever. Water professionals like you continue to commit themselves to developing and implementing the technologies, processes, and products that will be essential to enhancing water quality worldwide. At ACE08, you will gain the knowledge and vision that are essential to your job and to your industry. Be an integral part in the future of safe water by attending ACE08.

**For more information and to register, please visit [awwa.org/ace08](http://awwa.org/ace08)**

### You Will Be Able To

- ▶ Review new products and solutions
- ▶ Conduct product research
- ▶ Compare various suppliers
- ▶ Meet face-to-face with suppliers and their representatives
- ▶ See all products and services under one roof
- ▶ Shorten the buying process
- ▶ Test-drive products for hands-on experience
- ▶ Develop wholesale sources
- ▶ Qualify suppliers
- ▶ Address your specific issues
- ▶ Create vendor lists
- ▶ Expand your knowledge from the experience from the industry experts



## Distribution Systems Symposium & Exposition (DSS)

September 21–24, 2008  
Austin, Texas

Plan to attend the event that combines the best in water system distribution, operations, and engineering issues—AWWA's Distribution Systems Symposium Conference & Exposition!

This conference, specifically designed to address the most pressing issues facing water distribution, plant operations, and engineer professionals, will feature leaders in the industry on how to make the most of new technology and products, manage personnel effectively, and increase your system's security.

DSS also provides hands-on interaction with the newest products and services at the DSS Exposition. You'll meet with manufacturer and service provider representatives who will demonstrate product applications, explain services provided, and discuss the latest advances in the field.

**For more information and to register, please visit [awwa.org/conferences/distribution](http://awwa.org/conferences/distribution)**

### Who Should Attend

- ▶ Distributors/Service providers
- ▶ Engineers
- ▶ Engineering faculty and students
- ▶ Field personnel
- ▶ Managers
- ▶ Modelers/Planners
- ▶ Operators
- ▶ Superintendents

## Water Quality Technology Conference® and Exposition

November 16–20, 2008  
Cincinnati, Ohio

*The premier conference for water quality professionals around the world.*

The AWWA Water Quality Technology Conference® and Exposition (WQTC) keeps thousands of water quality professionals from across the globe up-to-date with the latest research, regulations, and technological advances for keeping drinking water safe. At WQTC, you will gain knowledge from experts in the field through a comprehensive schedule of high-quality workshops; oral, poster, and early bird technical sessions; and technical facility tours. Exchange information with your peers through numerous networking opportunities, experience the latest technology, and meet face-to-face with water quality treatment-associated manufacturers, suppliers, and consultants.

Plan now to attend this important event featuring an unmatched technical program, extensive networking opportunities, and the latest water quality technology and services at the conference exposition!

**For more information, please visit [awwa.org/conferences/wqtc](http://awwa.org/conferences/wqtc)**

### Who Should Attend

- ▶ Water quality specialists
- ▶ Water utility managers
- ▶ Treatment plant managers
- ▶ Scientists
- ▶ Engineers
- ▶ Laboratory personnel
- ▶ Students and faculty
- ▶ Anyone involved in water quality issues

# Are You Under Pressure?

{ RENEW }



[AWWA.org/renew](http://AWWA.org/renew)

Let AWWA ease your stress. With all the resources available to AWWA members, you can count on having the right information, at the right time, to do your job. Renew your membership today to access knowledge critical to your success.



## The Best and the Brightest Are Only a Click Away on the **AWWA Career Center**

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