

*If you attend only one event this year, then you don't want to miss:*

## The 13th Annual Florida AWWA Water Utility Management Institute

September 14-16, 2009

\$550

8:00am-5:00pm Day 1 & 2 • 8:00am-12:00pm Day 3

CEUs: 2.0 • FDEP OCP DW/WW/DS CEUs: 2.0 Intermediate: #4389



*This institute is one of four AWWA Water Utility Management Institutes and is presented in cooperation with the American Water Works Association.*

### Session Topics (Tentative)

- Water Conservation Issues
- Energy Conservation and Alternative
- Water Security Issues
- Key Legal Issues for Utility Managers
- Public Relations and Customer Service
- Environmental Management Systems & Sustainability
- Bench Strength
- Team Building
- Conflict Resolution
- Asset Management
- Budgeting

### Who Should Attend

Water quality utility managers and any utility personnel interested in becoming a manager or supervisor will find the Institute sessions informative. Participants will learn useful methods and techniques that can immediately be used on the job, as well as gaining skills and concepts that will be important to you as you progress in your career.

This course is approved for:

Drinking Water • Wastewater  
Distribution System personnel

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### Location

Embassy Suites  
1100 SE 17th Street  
Ft. Lauderdale FL 33316  
(954) 527-2700

- \$129 single or double  
Reservation deadline 8/14/2009
- Parking: \$4 self - daily  
\$10 self - overnight

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### Plan ahead

- March 8-10, 2010 - Orlando, FL  
Embassy Suites
- FDEP OCP DW/WW/DS CEUs: 2.0  
Intermediate: #4390

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### Information

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Register online at:  
[www.treeo.ufl.edu/water](http://www.treeo.ufl.edu/water)