

**Developer and Owner – WWOTC**

**Online Course – Instructor Led**

## **Troubleshooting for Water Distribution Operators**

**October 24-25, 2023 (8:30 – 12:30 AM AST)**

### **Course Objective / Description**

There are two things for certain; first, the water and wastewater industry is on the verge of losing a significant amount of expertise due to attrition over the next five years. Secondly, by applying learned basic troubleshooting skills, you can save significantly on both time and resources. Get to the root problem quicker and stop chasing false symptoms. With this in mind, this course has been developed to provide water distribution operators with the skills required for solving problems and how to apply these skills to problems encountered in the field or when responding to water quality complaints. By knowing which questions to ask or where to look first, you can easily go from “baffled to brilliant.” This course is designed to provide the important framework for confronting challenges. After covering theory in the morning, teachings will be applied to review two case studies in the afternoon.

What will be covered:

Knowing when you have a problem before losing control

- Proper analysis of the situation
- Skills and steps to problem solving
- Application to 2 case studies

<b>Lesson</b>	<b>Description</b>	<b>Contact Hours</b>
Lesson 1	Importance of Troubleshooting Skills	0.5
Lesson 2	Preventative Maintenance	1.5
	Break	
Lesson 3	Problem Solving or Troubleshooting	1.0
Lesson 4	Root Cause Analysis	0.75
	Lunch	
Lesson 5	Fishbone Technique	1.0
Lesson 6	Case Studies	0.75
	Break	
Lesson 7	Man Entry Inspections	0.5
Lesson 8	Inspection and Monitoring	1.0
	<b>Total Instruction/Contact Time:</b>	<b>7.0</b>

**CEU: 0.7**

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Name: \_\_\_\_\_

Company: \_\_\_\_\_

Company Mailing Address \_\_\_\_\_

City, Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

ACWWA Membership #: \_\_\_\_\_ WEF Membership #: \_\_\_\_\_

If no membership number is listed, you will be invoiced as a non-member. See pricing below.

### **Fee for ACWWA or WEF Members & Employees of UTILITY Members**

Course: \$355.00 + \$53.25 HST (15%) = \$408.25

### **Fee for Non – Members**

Course: \$380.00 + \$57.00 HST (15%) = \$437.00

**Invoices will be sent to the address listed above.**

**PO number to be included on the invoice** \_\_\_\_\_

**Payment can be made by Visa, Master Card or cheque.**

Card Holder's Name \_\_\_\_\_

Credit Card Number \_\_\_\_\_ Expiry \_\_\_\_\_

Signature \_\_\_\_\_

Email address for credit card receipt \_\_\_\_\_

Cheques should be made payable to:

**ACWWA**

PO Box 28141 · Dartmouth, NS · B2W 6E2

Phone 902-434-6002 Fax 902-435-7796