



Section • American Water Works Association
MA • Water Environment Federation



Developer and Owner – WWOTC

Online Course – Instructor Led

Troubleshooting for Water Distribution Operators

September 22 – 23, 2026 (1:00 – 5:00 PM 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. 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

Lesson	Description	Contact Hours
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
	Total Instruction/Contact Time:	7.0

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 + \$49.70 \text{ HST (14\%)} = \404.70

Fee for Non – Members

Course: $\$380.00 + \$53.20 \text{ HST (14\%)} = \433.20

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 _____ CVV _____

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