



AUGUST 8, 2018: 8:30AM – 4:30PM | ST. CLOUD, MN

## Effective Utility Management Workshop: Your Path to Sustainability

This workshop will help utilities address a full range of challenges and move toward sustainable management of their operations and infrastructure.

- Conduct the EUM Self-Assessment the results from which participants can use to spark and support further dialog within their utility about areas for potential improvement and further use of the EUM framework.
- Equip participants to create an internal team and utilize the EUM framework to assess utility conditions and create a plan for improving.
- Create an opportunity to learn from utility peers about their challenges, successes, and plans for improving in the future.

Utilities will learn how to make improvements in the Ten Attributes and Five Keys to Management Success, at a pace consistent with their most pressing challenges.

Take a 360-degree look at your utility and set priorities that work for your utility and community.

Move from reacting to the “hot priorities” of the day to proactively planning for the future.

Protect your current infrastructure investments and ensure that your workforce is motivated and able to address the challenges they face every day.



In Partnership with U.S. EPA



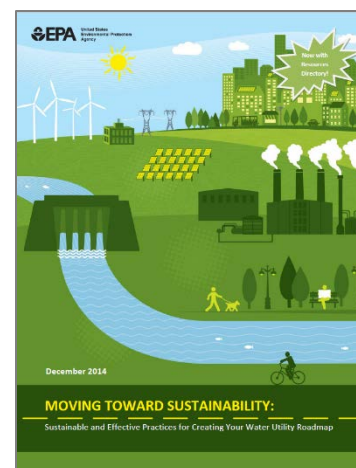
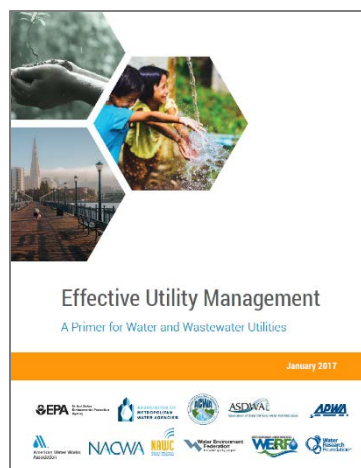
American Water Works Association  
Minnesota Section

# Workshop Agenda

- Introductions & Workshop Objectives
- Overview of Effective Utility Management
- Utility “Self-Assessment” Exercise
- Working Lunch
- Implementation Resources & Experience
- Improving Outcomes – Practices & Measures
- Implementing EUM at Your Utility
- Feedback Session

## RESOURCES TO BE COVERED AT THE WORKSHOP

The Collaborating Organizations have worked with utilities, water associations, research organizations, and technical assistance providers to create materials that help utilities address challenges and capture improvement opportunities. These materials include Effective Utility Management Primer. You can find these resources at [www.WaterEUM.org](http://www.WaterEUM.org).



You will also learn about other resources available to support your EUM implementation efforts, including Moving Toward Sustainability: Sustainable and Effective Practices for Creating Your Water Utility Roadmap.

**REGISTER NOW!** <https://cswea.wufoo.com/forms/2018-minnesota-eum-workshop/>

Approved for 6 Minnesota Wastewater Contact Hours / 6 Minnesota Water Contact Hours

Cost to Attend: \$40 – Includes continental breakfast and lunch

## The EUM Collaborating Organizations





## Workshop Location

St. Cloud Wastewater Treatment Facility

525 60<sup>th</sup> Street South

St. Cloud, MN 56303

Phone: (320) 255-7226

### [Driving Directions from the South:](#)

#### **I-94**

Take exit 173 from I-94W. Continue straight on 8th Ave. Turn right onto 60th Street S. The destination is on the left.

#### **HW-10**

Turn left onto HW-24 in Clear Lake. Turn right on CR-75. Take a right onto Glenn Carlson Parkway. Cross 60<sup>th</sup> Street S. to the destination.

### [Driving Directions from the North:](#)

#### **I-94**

Take exit 173 from I-94W. Take a left at the top of the ramp. Turn left onto 8<sup>th</sup> Ave. Turn right at 60<sup>th</sup> Street S. The destination is on the left.

#### **HW-10**

Turn right onto HW-24 in Clear Lake. Turn right on CR-75. Take a right onto Glenn Carlson Parkway. Cross 60<sup>th</sup> Street S. to the destination.

### Need a Place to Stay?

Holiday Inn Express. 4322 Clearwater Rd, St Cloud, MN 56301. (320)240-8000

Courtyard by Marriot. 404 W St Germain St, St Cloud, MN 56301. (320) 654-1661

Best Western Plus Kelly Inn. 100 4th Ave S, St Cloud, MN 56301. (320) 253-0606

Additional listings can be found at:

<https://www.visitstcloud.com/places-to-stay/>