

Water Quality After the Meter & Customer Complaints (one day)



"Why is there a blue/green tint to my water?" "Why is there a white film in my pan when I boil water?" "Why does my water smell like cat urine?" "There are frogs in my toilet!" Ever encounter any of these complaints? This class will address water quality complaints, common causes and how to properly and effectively handle communications with your customers. This class will be beneficial to the office staff, as well as, the field staff. Attendees can view lab samples and examples from past problems/incidents that show common culprits lurking in the lines and diagnostic tools that aid in resolving issues. This is an open discussion class and students are encouraged to participate and share instances.

Cost: \$150 TAUD Members
\$ 300 Non-Members

CE Credit: Up to 6 hours for DS or WT

OE Credit: None

Time: 8:30 am – 4:00 pm

Class Date/ Location:

2/23 Murfreesboro

Common Complaints Addressed:

- Taste/Color/Odor/Particles
 - Washers, Refrigerators, Water Heaters, Water Softeners, Chlorine Dioxide, Hoses & Algae Bloom
- Pressure and Flow
 - Piping, Backflow Preventers, Filter Systems, Excessive Uses & Plumbing Noises
- Rules & Regulations
 - Sanitary Surveys, Mainline Flushing, Preventative Maintenance
- Customer Service
 - Etiquette, Record Keeping, Internal Handling, Logs & Follow-ups
- Diagnostic Tools
 - Flow Meters, Pressure Recorder, AMRs, etc...

Questions: Brent Ogles 615-896-9022 BrentOgles@taud.org

ONE REGISTRANT PER PAGE

Name _____
System/Company Name _____
Address _____
City _____ State _____ Zip Code _____
Phone (____) _____ - _____ E-mail _____
Credit Card #: _____ Amount: \$ _____
Exp Date: ____/____ Card Holder Name: _____
Billing Address: _____
Zip: _____ Signature: _____

Please send appropriate registration form along with necessary payment to:

to:

TAUD

P.O. Box 8041

Murfreesboro, TN 37133-8041

Phone: (615) 896-9022

Fax: (615) 898-8283

For added convenience, you may also register and pay on-line:

www.taud.org

*We accept VISA, MasterCard,
Discover & AMEX*

REFUND POLICY: Payment for the class is preferred in advance of the scheduled class date. If cancellation is necessary, refund requests submitted in writing (e-mail, fax or letter) will be processed as follows: Fifteen or more days prior - Full refund less any materials mailed. Five to fourteen days - Half payment less any materials mailed. Less than five days - No refund - another person may substitute. If payment has not been received and if cancellation is not requested prior to the date of the class, TAUD will invoice the registrant for the full amount of the class.