Artificial Intelligence: A Practical Introduction for Water Utilities
Remote Class Using Zoom
* NEW Course *   MWWA Course: MWWA 25-013; MA Wastewater: BC-2025-3870

Are you curious about AI but not sure where to start? This training will demystify artificial intelligence and show you how it can be a practical tool in your daily work. We'll cut through the jargon and provide a clear overview of what AI is (and isn't), exploring common products available today.

This session will feature your colleagues from local water utilities sharing real-world examples of how they're using AI to save time and improve productivity. They'll demonstrate how AI tools can help with tasks like generating monthly reports, preparing Consumer Confidence Reports, grant applications, creating newsletters and customer notifications, and converting handwritten field records into digital files (tie cards, cross connection tests).

Learning Objectives:
- Gain a fundamental understanding of AI, and the various AI products available
- Identify practical applications of AI by seeing real-world examples shared by your colleagues.
- Discover how to leverage AI tools for specific water utility tasks.

This course is approved for **2.0 TCHs** (Training Contact Hours) both Massachusetts Water and Wastewater Operators. It will be taught using the Zoom platform. Participants will need to have a reliable highspeed internet connection and computer device with both video and audio capability. Please review our Student Expectations for Attending Virtual Training at www.masswaterworks.org/education.

LOCATION: **Remote Training via Zoom**
DATE: **Wednesday, November 19, 2025**
TIME: **8:30 – 11:00 AM**
COST: **$50 Members; $90 Nonmembers**
INSTRUCTORS: **Randy Nichols (Operation Works), Aaron Miller (Wellesley DPW), Sarah Downs (Medfield), Sharon Clement (Danvers)**

AGENDA		
	8:30 – 8:45 AM	**Course Overview & Introductions**
	8:45 – 9:15 AM	**Overview of Artificial Intelligence (AI)**
	9:15 – 9:45 AM	**AI in the Office – Utility Examples**
	9:45 – 10:00 AM	**Break**
	10:00 – 10:45 AM	**AI in Office – Utility Examples (continued)**
		AI in the Field – Utility Examples
	10:45 – 11:00 AM	**Q & A, Conclusions & Course Evaluations**

Registrations must be made on-line (www.masswaterworks.org). If you need registration assistance, please email adminmwwa@masswaterworks.org or call 978-263-1388.

ATTENDANCE & TCH POLICY: Participation of the attendees will be confirmed throughout the Zoom session. Participation and completion of an online evaluation form are necessary to be eligible for TCHs. TCHs will be issued only when full payment is received.