

Making The Most Out of Your Water Use Data
More Efficient Management, More Persuasive Communication,
More Effective Water Rate Structures

Remote Class Using ZOOM

****NEW COURSE** MWWA 21-021**

Water systems collect a lot of data from their customers, but they may not always understand how best to utilize the data. This seminar will be beneficial to Water System Managers, Treasurers, Billing Clerks, and others involved in analyzing usage patterns or rate setting, so they can make the most of the data they are collecting.

Learning Objectives:

- Better understand how much valuable data you have at your disposal
- Improve your understanding of how to extract your available data
- Learn how to format the data for useful analyses
- Learn a series of starter analyses that take you on a deeper dive into the demand patterns of your system and the revenue implications of various management and pricing strategies.

This course is approved for **3.0 TCHs** (Training Contact Hours) for Massachusetts Water 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: Tuesday, December 14, 2021

TIME: 8:30 a.m. – 12:00 p.m.

COST: \$65 Members; \$135 Nonmembers

INSTRUCTORS: David Fox, Senior Manager, Raftelis
Michael Schrader, Project Manager, Tighe & Bond
Sara Cohen, Water Resources Specialist, MA Dept. of Conservation and Recreation

AGENDA	8:30 – 8:45 AM	Course Overview & Introductions
	8:45 – 9:45 AM	What Data Do You Have? How Do You Extract the Data?
	9:45 – 10:00 AM	Break
	10:00 – 10:45 AM	Data Formatting
	10:45 – 11:45 AM	Useful Starting Analyses
	11:45 – 12:15 PM	Q & A, Assessments & Course Evaluations

Registrations must be done 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.