



615-900-1000

# Water Quality After the Meter & Customer Complaints 1-Day

CE: 6 hrs WT or DS

OE: None

### Class Date/ Location:

- 9/19 Murfreesboro
- 9/19 Webinar

Murfreesboro  
840 Commercial Ct.

### Submit with payment to:

**TAUD Training Station**  
P.O. Box 2529  
Murfreesboro, TN 37133  
Fax: 615-898-8283

*We accept VISA, AMEX,  
Discover & MasterCard*

"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 handle communications properly and effectively 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:** \$195 TAUD Members  
\$390 Non-Members

**Time:** 8:00 am -3:30 pm

### What topics will be covered?

- Taste/Odors/Color/Particles (Appliances, Algae Bloom)
- Pressure & Flow (Piping, BFPs, Filters, Noises)
- Rules & Regs (Sanitary Surveys, Mainline Flushing, Preventative Maintenance)
- Customer Service (Etiquette, Records and Logs, Follow ups)
- Diagnostic Tools (Flow Meters, Pressure Record, Amrs, etc...)

### Questions:

Brent Ogles  
[brentogles@taud.org](mailto:brentogles@taud.org)  
615-900-1011

**Instructor(s):** Randy Harrell and Taylor Helton, Rutherford County Consolidated Utility District

### 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: \_\_\_\_\_

Fax # or email for receipt: \_\_\_\_\_

### CANCELATION POLICY:

Registering for a class means that the registrant commits to attend this class (Another person may be substituted). Registrants that do not show up for the class will be charged the full cost of the class unless cancellations are made in accordance with the following schedule.

15+ days prior to the class- No Fees (excluding study materials provided)

5-14 days prior to the class- Half Fee (plus any study materials provided)

Less than 5 days prior- Full Fees

Note: only requests submitted in writing, e-mail or fax will be accepted.