



615-900-1000

# Water Quality After the Meter & Customer Complaints

## 1-Day

CE: 6 hrs WT or DS

OE: None

"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

**Cost:** \$185 TAUD Members  
\$370 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...)

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

### Questions:

Brent Ogles

[brentogles@taud.org](mailto:brentogles@taud.org)

615-900-1011

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

### Class Date/ Location:

- 9/21  
Murfreesboro
- 9/21 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

**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: 15+ days prior - Full refund less any materials mailed. 5 - 14 days - Half payment less any materials mailed. Less than 5 days - No refund - another person may substitute. **If payment has not been received and cancellation is not requested prior to the date of the class, TAUD will invoice the registrant for the full amount of the class.**