



**JUNE 9, 2022, 8:30AM – 4:00PM | FRAMINGHAM, MA**

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## **Effective Utility Management Workshop: Your Path to Sustainability**

This workshop will help utilities address a full range of challenges and move toward sustainable management of their operations and infrastructure.

- Conduct the EUM Self-Assessment the results from which participants can use to spark and support further dialog within their utility about areas for potential improvement and further use of the EUM framework.
- Equip participants to create an internal team and utilize the EUM framework to assess utility conditions and create a plan for improving.
- Create an opportunity to learn from utility peers about their challenges, successes, and plans for improving in the future.

Utilities will learn how to make improvements in the Ten Attributes and Five Keys to Management Success, at a pace consistent with their most pressing challenges.

**Take a 360-degree look at your utility and set priorities that work for your utility and community.**

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**Move from reacting to the “hot priorities” of the day to proactively planning for the future.**

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**Protect your current and future infrastructure investments and ensure that your workforce is motivated an able to address the challenges they face every day.**

In Partnership with U.S. EPA



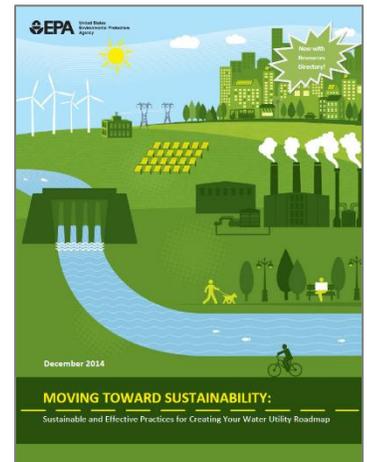
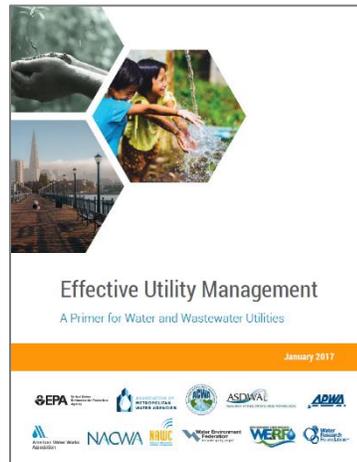
# Workshop Agenda

- Introductions & Workshop Objectives
- Overview of Effective Utility Management
- Utility “Self-Assessment” Exercise
- Effective Utility Management in Action
- Improving Outcomes – Practices & Measures
- Developing an Action Plan
- Next Steps
- Feedback Session

## RESOURCES TO BE COVERED AT THE WORKSHOP

The Collaborating Organizations have worked with utilities, water associations, research organizations, and technical assistance providers to create materials that help utilities address challenges and capture improvement opportunities. These materials include *Effective Utility Management Primer*. You can find these resources at [www.WaterEUM.org](http://www.WaterEUM.org).

You will also learn about other resources available to support your EUM implementation efforts, including *Moving Toward Sustainability: Sustainable and Effective Practices for Creating Your Water Utility Roadmap*.



**REGISTER NOW!** [<https://www.newea.org/events/effective-utility-management-workshop/>]

Cost to Attend: \$75pp or \$135 for two people\* - Includes continental breakfast and lunch

## The EUM Collaborating Organizations



\*Must be from the same company, municipality, or utility.



# Workshop Location

Edwards House & Irons Homestead  
1 Badger Rd.  
Framingham, MA 01702  
508-244-4429

## Driving Directions

From the Mass. Pike and Route 9 Eastbound:

1. Take Exit 12 to Route 9 east (toward Framingham);
2. turn right at the first set of lights onto Country Club Lane;
3. turn left onto Gates Street and bear left at the next stop sign;
4. at the following stop sign turn right and cross Salem End Road onto Badger Road. Turn into the Massachusetts Conference Center driveway on the right.

From Route 9 Westbound: Pass by the Natick Mall on the right; go about three miles passing over railroad tracks; continue past Temple Street staying in the left lane and make a left turn onto Country Club Lane at the lights by the reservoir; follow the directions from #3 above.

<http://www.edwardshouseframingham.org/directions>

*COVID Guidelines: "Due to the rapidly changing COVID guidelines, precautions will be determined as we get closer to the event. Precautions may include vaccines, 48 hour negative test, and/or masks."*