

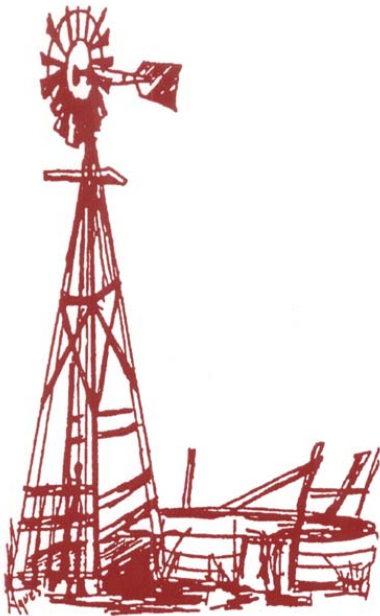
IRWA Utility Manual

For Board Members and Other Decision Makers

The goal of Indiana Rural Water Association's Board of Directors when deciding to publish the IRWA Utility Manual was to create a better understanding between utility operators and their Boards.

This Manual covers:

- ◆ Duties and Responsibilities of utility board members — the roles of individuals within the utility, and what makes a successful Board
- ◆ Budgeting, ratemaking, the need for policies for developers within your utility area
- ◆ Billings and customer service
- ◆ Personnel issues, employee training and continuing education, professional organizations
- ◆ Basics of water and wastewater treatment
- ◆ Operations and maintenance issues, security, safety, emergency preparedness
- ◆ Resource Management, including conservation, water loss, rationing, and wellhead protection
- ◆ Regulatory agencies, including Indiana Department of Environmental Management (IDEM), Indiana Utility Regulatory Commission (IURC), Office of Utility Consumer Counselor (OUCC), State Board of Accounts
- ◆ Public relations — good communication, public notification, service disconnections, open records



Fees

Member	Non-Member	Qty	=	Total Due
\$10	\$20	x _____	=	_____

Name _____

Company _____

Address _____ City _____ IN, Zip _____

Tel _____ Fax _____

E-Mail _____

- Bill us
- Check
- Credit Card

CREDIT CARD: Visa _____ MC _____ Discover _____ Amer Exp _____

_____ Exp.: _____ - _____

NAME ON CARD _____ Security: _____

SIGNATURE _____