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

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Name
__________________________________________________________

Company
__________________________________________________________

Address ___________________________________________City ________ IN, Zip ________

Tel __________________________ Fax ____________________________

E-Mail ______________________________________________________

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

#________________________________________________________ Exp.: _____ - _____

NAME ON CARD ___________________________________________ Security: ________

SIGNATURE _______________________________________________