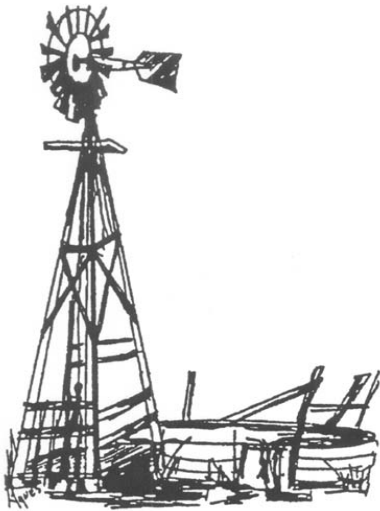


# IRWA Utility Manual

## For Board Members and Other Decision Makers



Mail completed form to:

Indiana Rural Water Association  
P.O. Box 242  
Zionsville, IN 46077-0242

Questions? Call IRWA toll free at:  
**866-895-4792**

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 updated Manual covers the info below, and much more:

- ◆ 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	Shipping	=	Total Due
\$10	\$20	x _____	\$5.00 <small>(total)</small>	=	_____

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Company \_\_\_\_\_

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Tel \_\_\_\_\_ Fax \_\_\_\_\_

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- Bill us
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NAME ON CARD \_\_\_\_\_ Security: \_\_\_\_\_

SIGNATURE \_\_\_\_\_