



JUNE 13: 7:30AM – 3:30PM | NAPERVILLE, IL

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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 infrastructure investments and ensure that your workforce is motivated and able to address the challenges they face every day.

In Partnership with U.S.  
EPA



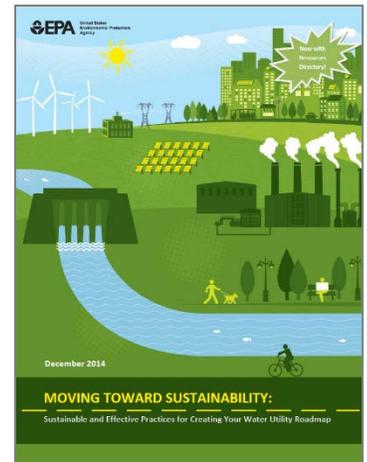
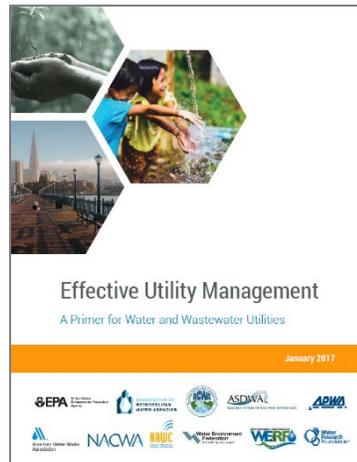
# Workshop Agenda

- Introductions & Workshop Objectives
- Overview of Effective Utility Management
- Utility “Self-Assessment” Exercise
- Working Lunch
- Implementation Resources & Experience
- Improving Outcomes – Practices & Measures
- Implementing EUM at Your Utility
- 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!

Cost to Attend: \$60 in advance, \$70 at the door  
Includes continental breakfast and lunch

## The EUM Collaborating Organizations





## Workshop Location

NIU Naperville  
1120 E. Diehl Road  
Naperville, IL 60563  
(630) 577-9101

NIU Naperville is easily accessible from Interstates 88 and 355, just 27 miles from both O'Hare International Airport and Midway International Airport.

Further direction information can be found:

<http://www.niu.edu/conferenceCenters/naperville/directions.shtml>

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