

Resilience: Planning on Disaster and Preparing for Disruption

September 20, 2017: 2:00 - 3:00PM EST

In light of an ever changing climate, increasingly stressed infrastructure, and growing security threats, we must take steps towards preventing and mitigating the duration and severity of water service interruptions. In this webinar, we will provide a basic framework for small water systems resilience planning and suggest various tools and resources to get plan implementation started.

In this webinar, participants will:

- Define resilience and describe how it relates to small water system
- Outline a process for developing more resilient systems
- Identify free tools and resources to get started

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Regulating Rates that Fund Customer Assistance Programs at Small Water Systems

October 5, 2017: 2:00 - 3:00PM EST

This webinar will demonstrate some of the main challenges that small drinking water systems across the United States face. We will look at how customer affordability issues can be measured at the water utility level. The webinar will also take participants through some of the ways that the water utility can address any affordability concerns that are found. We will pay special attention to the role that rate revenues from the water system can play in addressing the growing concern of customer affordability.

In this webinar, participants will:

- Understand the unique challenges of small drinking water systems
- Understand the customer affordability problems that many water systems face
- Learn ways a utility can help address these affordability problems
- Learn the key role that rate revenues can play in customer affordability assistance

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