



The Environmental Training Institute for Small Communities **2004**

“Managing Community Resources”

Presented by:

The National Environmental Training Center for Small Communities (NETCSC)

The Institute is an intensive four-day event featuring training and information in four different training tracks:

- Drinking Water
- Wastewater
- Managing and Protecting Assets
- Finance

“This training is essential for any small community taking a serious look at water quality and sewage issues.”

—Development Director, Pennsylvania

“Excellent opportunity for professional development. A great place to network and connect.”

—Trainer/Environmental Consultant, California

“This is one of the best training opportunities out there.”

—Capacity Development Program Manager, Delaware

Co-Sponsors Include:

Environmental Finance Center—University of Maryland, Region 3 (EFC)

Missouri Department of Natural Resources,

Outreach and Assistance Center

National Rural Community Assistance Program, Inc. (RCAP)

National Environmental Services Center (NESC)

National Drinking Water Clearinghouse (NDWC)

National Small Flows Clearinghouse (NSFC)

National Onsite Demonstration Program (NODP)

West Virginia Technical Advisory Program (WVTAP)

West Virginia Onsite Training Center (WVOTC)

Featuring new courses:

- ***Funding Environmental Projects***
- ***Asset Management for Water and Wastewater Systems***
- ***Decentralized Wastewater Management***
- ***Constructing Water Wells***
- ***Conducting Public Meetings***
- ***Selecting and Working with Engineers***
- ***Sound Financial Management***



***Tuesday, July 27 –
Friday, July 30, 2004***

Morgantown, West Virginia



Assistance. Solutions. Knowledge.

The National Environmental Training Center for Small Communities is a program of the National Environmental Services Center.



REGISTRATION INFORMATION

Seating is limited so early registration is encouraged to reserve your space in the courses you wish to attend. Registration fees for the 2004 Institute are as follows:

	Early Bird Fee <i>(By July 15)</i>	Regular Fee <i>(After July 15)</i>
Full-week participation: <i>(4 days)</i>	\$319	\$379
One-day participation:	\$98/day	\$138/day



FOR ADDITIONAL INFORMATION

Please direct specific questions about the 2004 Institute to the NETCSC staff listed below:

NETCSC

(800) 624-8301
(304) 293-4191

Participant Registration, Parking, Logistics, Lodging

Sandy Miller
Phone extension: 5536
E-mail: smiller2@wvu.edu

Co-Sponsorship Opportunities

John Hoornbeek
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Institute Program, Continuing Education Credit

MaryAlice Dunn
Phone extension: 5538
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Needs and Solutions Forum, Call for Presentations

Siva Soma
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"Tech Talks," International Inquiries

Melissa Ward
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Exhibit Hall, Fee Waivers for Local Officials, Video View, CD-ROM View

Scott Freudenburg
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Literature Table, Poster Corner, Resource Station

Barbara Keirsted
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Institute Shuttle Service

Craig Mains
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DRINKING WATER TRACK

A

A Business Approach to Managing Small Water Systems

Tuesday, July 27, 9 a.m. to noon

Using sound business practices to run a small water system is one of the most important factors influencing the system's long-term viability. This course focuses on key administrative and management practices that will help those responsible for the system run it like a business and improve managerial capacity. This course will help participants understand what a business plan is; how a good business plan helps to ensure the long-term success of a water system; how to work effectively with governing boards, operators, managers, and other staff members; and how partnerships or restructuring can improve system operation and customer service. *This is an introductory level course designed for those who are new to this topic or new to their job. Assistance providers, trainers and others who work with small community officials or board members, or anyone with decision-making authority for a small water system will find this course useful.*

B

New Regulations and the Technology to Meet Them

Tuesday, July 27, 1:15 to 5 p.m.



This course will discuss the most recent series of drinking water regulations and provide information on technologies that can be used to comply with them. Some of the technologies covered will include reverse osmosis, micro-filtration, and nano-filtration. *This course is designed for technical assistance providers, operators, and system managers. Local decision makers and board members also will benefit from this course as they begin to allocate funds to meet the new regulations.*

F

Constructing Water Wells: That's A Deep Subject

Wednesday, July 28, 9 to 11:15 a.m.



Proper well construction involves careful consideration and planning. Wells must be located and built to yield safe water at all times and under all conditions. This course discusses aquifers and how they work, how to construct wells, well components, and pumps. *Local officials will find this introductory course useful as they consider options for providing safe drinking water. Technical assistance providers will gain knowledge that will help them to assist communities, organizations, and individuals. Trainers will be provided with resources that can be used for future training sessions.*

L

Local Officials' Responsibilities for Providing Safe Drinking Water

Thursday, July 29, 9 a.m. to noon

The responsibility to provide safe drinking water and protect and manage water resources typically resides with local governments. This course will cover local officials' responsibilities for overseeing a community's small drinking water system, providing safe drinking water, and protecting public health. Participants will learn about basic compliance, administrative, financial, and legal issues associated with system oversight; liability issues; source water protection; and resources available to help small communities. *This is an introductory level course designed for anyone with decision-making authority for a small water system, such as board members, mayors, aldermen, and those who are new to this topic or new to their position. Assistance providers, regulators, consulting engineers, and those who work with local officials or board members will find this course to be a useful resource that can be easily adapted for use in local communities.*

M

Out in the Open: Conducting Better Public Meetings

Thursday, July 29, 1:15 to 4:30 p.m.



This course is for anyone interested in conducting more efficient and effective public meetings. Topics include procedures for conducting public meetings, strategies for running better public meetings, handling meeting agendas, keeping meeting minutes, and a general review of open meeting laws. *This is an introductory level session designed for those who are new to this topic or new to their job. Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small water system will find this course useful.*

*"Very well done!
Outstanding
trainers and
materials that I
can take home
and use."*

*—Rural Development
Specialist, Arkansas*

S**Don't Let a Fancy Pocket Protector Fool You:
Selecting and Working with Engineers**

Friday, July 30, 9 a.m. to noon



If you or a community you know is planning to build or expand its drinking water system, do you have the right type of engineering help? This session provides vital information for choosing and working with engineers on small water system projects. Topics addressed include the qualities of a good consultant; the proposal process; asking the right questions; and using contracts, engineering reports, plans, and specifications. *This is an introductory level session designed for those who are new to this topic or new to their job. Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small water system will find this course useful.*

**WASTEWATER TRACK****C****Assessing Wastewater Options for Small Communities: For Local Decision-Makers**

Tuesday, July 27, 9 a.m. to 5 p.m. and Wednesday, July 28, 9 to 11:15 a.m.

This course provides an overview of wastewater treatment options for communities with 10,000 or fewer people. Participants will learn how to assess community needs and resources, select and work with consulting engineers, understand regulatory requirements, choose appropriate wastewater technologies, identify financing options, and ensure ongoing system viability. Instructors will guide participants through the information gathering and decision-making process. A number of technologies will be discussed—including small treatment plants, cluster systems, conventional systems, and alternative onsite systems—to help decision-makers choose appropriate wastewater technologies based upon the issues affecting their small communities. Attendees also will receive a participant's manual that is filled with information and resources about small community wastewater management. Tours offered on Thursday, July 29, are designed to complement this course. *This course will be useful for local officials, board members, planners, and managers responsible for wastewater system oversight and decision making. Experienced environmental professionals, staff assuming responsibilities in a new area of wastewater service, and assistance providers and others who work with small communities also will find this session helpful.*

G T**Decentralized Wastewater Management***This course is offered twice:*

Wednesday, July 28, 9 to 11:15 a.m. and Friday, July 30, 9 a.m. to noon

Onsite and small wastewater treatment systems—often referred to as decentralized systems—have long been viewed as a stop-gap measure to treat wastewater until conventional sewerage could be installed. Contemporary approaches to wastewater treatment now incorporate decentralized systems as part of an overall set of solutions because central sewerage is often not possible due to economic, environmental, or political circumstances. However, decentralized infrastructure needs to be managed in the same way as any other community asset. The Environmental Protection Agency (EPA) recommends five management models that range from simple to complex to ensure that decentralized technologies result in a wastewater treatment infrastructure that is considered a community asset. This course will explore the philosophy of the decentralized approach and will examine application of the five EPA management models. *This session will be useful for technical assistance providers, local officials, designers, installers, regulators, local officials, engineers, and those who assist small communities with wastewater treatment issues.*

“An unadvertised benefit of NETCSC’s Institute lies in the opportunity it provides to network with water, wastewater, and technical assistance professionals from nearly every state.”

—Environmental Specialist, Missouri

N**Wastewater Treatment Plant Tour***Thursday, July 29, 9 a.m. to noon*

A tour of a small wastewater treatment plant will allow participants to learn more about centralized wastewater treatment and how to deal with wastewater in a rapidly expanding suburban area. This .75 MGD plant, which uses two oxidation ditches, replaced nine package plants, a small extended aeration plant, and a number of individual septic systems. Participants will have the opportunity to discuss long-term operation and maintenance costs. *This tour complements “Assessing Wastewater Options for Small Communities: For Local Decision-Makers,” offered on Tuesday and Wednesday, July 27 and 28, and will be useful to anyone new to the topic of wastewater treatment. Shuttle service will be provided to and from the Mountainlair. Please see Institute shuttle schedule for departure times.*

**O****Alternative Onsite Wastewater Treatment Systems Tour***Thursday, July 29, 1:15 to 4:30 p.m.*

This field trip will showcase six different alternative onsite systems that provide wastewater treatment for a county recreational park that offers camping facilities. Technologies include septic tanks used with a constructed wetland, a drip irrigation system, a low-pressure pipe dosing system, a recirculating sand filter, gravelless trenches, contour chamber trenches, and a sand-lined trench. The tour will also stop at the West Virginia Onsite Training Center where participants will have the opportunity to see above-ground stations that demonstrate additional technologies. The technologies demonstrated include a septic tank station, pump tank station, pump assembly station, dosing siphon station, aerobic treatment unit station, foam biofilter station, and a peat filter station. *This tour will be helpful to anyone interested in an overview of onsite wastewater treatment options. Comfortable walking shoes for uneven terrain and a light jacket are recommended. Following the tour, the Institute shuttle will drop off tour participants at Coopers Rock State Forest for sightseeing, hiking, and the cookout before returning to the Mountainlair and hotels. Please see Institute shuttle schedule for departure times.*

P**Alternative Onsite Wastewater Treatment Technologies***Thursday, July 29, 9 a.m. to 5 p.m. and Friday, July 30, 9 a.m. to 5 p.m.*

This course highlights alternative onsite wastewater treatment technologies. Instructors will outline the advantages and disadvantages of different onsite wastewater technologies as well as discuss site characteristics, special uses, installation, initial costs, and long-term maintenance costs and management requirements. Participants will gain an appreciation for the range of technologies that may be used to treat wastewater in small community settings. This course requires that participants have a basic knowledge of onsite wastewater treatment principles. It is limited to technical assistance providers, environmental trainers, engineers, regulatory officials, and others with at least two years' experience with onsite wastewater treatment. *The session will be held at the West Virginia Onsite Training Center and will include field activities using the center's above-ground systems. Comfortable walking shoes for uneven terrain and a light jacket are recommended. Shuttle service will be provided to and from the Mountainlair and hotels as well as to the evening cookout at Coopers Rock State Forest.*

The 2004 Environmental Training Institute for Small Communities will be held at West Virginia University's Mountainlair.





D

Emergency Response Planning and Preparedness for Water and Wastewater Systems

Tuesday, July 27, 9 a.m. to 5 p.m. and Wednesday, July 28, 9 to 11:15 a.m.

The goal of this session is to help participants build small community water-related emergency management capacities. These capacities include creating community abilities to develop or update emergency response plans (ERP), prepare for water and wastewater-related emergencies, respond to emergencies, and implement appropriate mitigation and recovery processes. The session will include guidance and strategies for preparing and updating ERPs specific to small community drinking water systems. The course will also address regulatory requirements, elements of an ERP, planning strategies, the changing nature of threats, Department of Homeland Security code alerts, and how to integrate a system's ERP into the larger jurisdiction-wide plan to help protect critical assets and public health. Emergency response and preparedness exercises also will be conducted. *Technical assistance providers, emergency services personnel, Local Emergency Planning Committee (LEPC) members, system managers, and local officials will find this session helpful as communities enhance their readiness for natural and man-made disasters.*

Q V

Asset Management for Water and Wastewater Systems

This course is offered twice:

Thursday, July 29, 9 a.m. to 4:30 p.m. and Friday, July 30, 9 a.m. to 5 p.m.



This session addresses the concept of asset management and will help small communities and those who work with them to understand the importance of managing environmental assets. Guidance will be given in conducting a thorough inventory, prioritizing rehabilitation and replacement of system assets, estimating needed reserves, and developing an annual budget. Additional topics addressed include the benefits of asset management, balancing maintenance needs, developing a quality asset management program, addressing the GASB 34 requirements, and capital improvements planning. Electronic and print worksheets and tools, which can be adapted for use in varying size communities, will be provided. *This course is designed for owners, operators, managers, finance personnel, board members, and decision-makers of small community systems—both publicly and privately owned. Assistance providers and state regulators will receive tools, resources, and guidance that will enable them to help communities implement an effective asset management plan.*

U

Protecting Wastewater Systems

Friday, July 30, 9 a.m. to 5 p.m.

Wastewater systems are important assets for small communities. They enable economic growth and protect both public health and the environment. Small community wastewater systems also face a variety of potential threats, including natural disasters, vandalism, and terrorist acts. Participants in this workshop will learn how to improve the security of wastewater-related assets in smaller communities. They will learn how to identify assets, identify and rank important threats to those assets, assess system vulnerabilities, and prioritize corrective actions to improve system security. Participants also will receive a copy of NETCSC's *Protecting Your Community's Assets: A Guide for Small Wastewater Systems*. *This is an introductory course designed for assistance providers, regulatory officials, and small community professionals seeking to improve the security of smaller wastewater systems.*

“Just listening to people from other communities with similar problems gave us the concrete information necessary to avoid several years of trial and error.”

*—Development Director,
Pennsylvania*



FINANCE TRACK

E

Basics of Financial Management for Small Utilities

Tuesday, July 27, 9 a.m. to 5 p.m.

Tracking and accounting for a small utility's revenues, expenditures, investments, and other financial transactions are crucial to keeping the system financially healthy. This session will cover key financial management practices that will help keep the system financially sound and running like a business. Topics include bookkeeping, record keeping, accounting, and preparing reports and statements that provide essential information about the utility's financial operations. Participants also will discuss the basics of business plans, capital improvement plans, rate setting, and audits. *This is an introductory level session designed for those who are new to this topic or new to their job. Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small water system will find this course useful.*

H

Governmental Accounting Standards Board (GASB) 34: Lessons Learned and Future Needs

Wednesday, July 28, 9 to 11:15 a.m.



All governmental entities are required to meet the Governmental Accounting Standards Board Statement 34—GASB 34—that is intended to make financial statements reflect the financial health of governments. Wastewater and drinking water systems are most affected by the requirement to include the value of infrastructure assets on the balance sheet. Other requirements include modifying financial reporting methods and developing procedures and methods for asset management. This session will address the experiences of assistance providers, local officials, system finance staff, and system managers who have met the GASB 34 requirement. *Small systems will benefit from the lessons learned by others who have made the transition. Guidance will be available to help systems continue to move toward the conversion. Resources and publications relating to the requirement also will be available. Small community finance staff, board members, drinking water and wastewater system managers, and technical assistance providers will find this session helpful. Participants who are unfamiliar with accounting terminology are encouraged to attend "Basics of Financial Management for Small Utilities," offered on Tuesday, July 27, as a prerequisite to this session.*

I X

"Show Me the Money:" Funding Environmental Projects

This course is offered twice:

Wednesday, July 28, 9 to 11:15 a.m. and Friday, July 30, 9 a.m. to noon



This session addresses key questions many communities face when securing funding for an environmental project: What local, state, federal, public, and private funding sources are available? How do communities gain access to these funds? When and how should communities apply for funding? What are funding agencies looking for? This session will help participants better understand funding options, the funding process, and how a community can position itself to take advantage of potential funding sources to accomplish its goals. *Financial management staff, board members, operators, and system managers will find this course helpful. Engineers and technical assistance providers will learn about resources that will help them in their work with small communities.*

R

Sound Financial Management: Moving from Concept to Action

Thursday, July 29, 9 a.m. to 4:30 p.m.



Assistance with financial management issues is among the most frequently requested training topics by small community officials. Technical assistance providers need to be skilled in presenting financial issues and helping local government officials and system managers make sound financial decisions. This course builds on the concepts presented in the Tuesday course, "Basics of Financial Management for Small Utilities," by examining how to read and use financial information, records, and reports. Key topics addressed include balance sheets, income statements, budgeting, financial analysis, and project financing. Financial management software packages also will be reviewed. Analysis, preparing reports,

"Attending the Institute motivated me to go out into communities and try even harder."

—Technical Assistance Provider, Mississippi



Environmental Training Ins

“Managing Community Resources”

COURSE SCHEDULE →	TUESDAY, JULY 27		WEDNESDAY, JULY 28	
	9 a.m. – 12 p.m.	1:15 – 5 p.m.	9 a.m. – 11:15 a.m.	11:30 a.m. – 2 p.m.
DRINKING WATER TRACK	A A Business Approach to Managing Small Water Systems	B New Regulations and the Technology to Meet Them NEW!	F Constructing Groundwater Wells: That’s a Deep Subject NEW!	J
WASTE-WATER TRACK	C Assessing Wastewater Options for Small Communities: For Local Decision-Makers		G Decentralized Wastewater Management (Repeat on Friday) NEW!	
	D Emergency Response Planning and Preparedness for Water and Wastewater Systems			
MANAGING & PROTECTING ASSETS				
FINANCE	E Basics of Financial Management for Small Utilities		H GASB 34: Lessons Learned and Future Needs NEW!	
			I “Show Me The Money” - Funding Environmental Projects (Repeat on Friday) NEW!	
	EXHIBIT HALL HOURS →		8 – 11:30 a.m.	CLOSED

“Responding to Small Community Training and Technical Assistance Needs”
Networking Luncheon and Program

**Register early—
space is limited!**

For information:
(800) 624-8301
(304) 293-4191
www.netc.wvu.edu













Registration

Early Bird Fee
(By July 15)

Full-week participation: \$319
(4 days)
One-day participation: \$98/day

Institute for Small Communities 2004

es" ♦ Morgantown, West Virginia ♦ July 27 – 30

WEDNESDAY, JULY 28		THURSDAY, JULY 29		FRIDAY, JULY 30		
9 a.m. – 12 p.m.	12:15 – 5 p.m.	9 a.m. – 12 p.m.	1:15 – 4:30 p.m.	9 a.m. – 12 p.m.	1:15 – 3 p.m.	3:15 – 5 p.m.
Small Community Needs and Solutions Forum "Tech Talks" Demonstrations Presentations 	K	L Local Officials' Responsibilities for Providing Safe Drinking Water	M Out In the Open: Conducting Better Public Meetings 	S Don't Let a Fancy Pocket Protector Fool You: Selecting and Working with Engineers 		
		N Wastewater Treatment Plant Tour 	O Alternative Onsite Wastewater Treatment Systems Tour 	T Decentralized Wastewater Management (Repeat of the Wednesday course) 		
		P Alternative Onsite Wastewater Treatment Technologies				
		Q Asset Management for Water and Wastewater Systems (Repeat on Friday) 	U Protecting Wastewater Systems			
		R Sound Financial Management - Moving From Concept to Action 		V Asset Management for Water and Wastewater Systems (Repeat of the Thursday course) 		
				W "Show-me Ratemaker"		
			X "Show Me the Money"-Funding Environmental Projects (Repeat of the Wednesday course) 			
2 - 7 p.m.		8 a.m. – 5 p.m.		8 a.m. – 12 p.m.		CLOSED

Regular Fee
(After July 15)

\$379

\$138/day

"An Evening with Exhibitors" Reception
5 – 7 p.m.

LUNCH
(on your own)
Noon – 1:15 p.m.

Cookout at Coopers Rock State Forest
6 – 8 p.m.

LUNCH
(on your own)
Noon – 1 p.m.

Please note that the program for the 2004 Environmental Training Institute is subject to change. Visit NETCSC's Web site at www.netc.wvu.edu for the most up-to-date information about the Institute.

and developing a plan to help local officials and board members to implement sound financial practices will be explored in a small group setting. Case study exercises will be conducted to prepare assistance providers to present this information to small communities. *Assistance providers and trainers who work with small community decision makers or anyone with decision-making authority for a small utility will find this course useful. Recommended prerequisites for this course include two years experience with small utility bookkeeping and accounting practices or completion of "Basics of Financial Management for Small Utilities," offered on Tuesday, July 27.*

W

"Show-me Ratemaker"

Friday, July 30, 9 a.m. to 3 p.m.

This workshop will introduce participants to the process of rate analysis using the "Show-me Water Ratemaker" and "Show-me Sewer Ratemaker" software programs. Developed by the Missouri Department of Natural Resource's Environmental Assistance Office, these easy-to-use programs help systems to examine their current rates, set new—more equitable—rates, convince customers to support new rates, and persuade funding agencies or the bond market to invest in their sewer or water project. The software produces a five-year projection of rates, costs, reserve balances, and numerous financial condition indicators. It also generates easy-to-understand tables and visual charts that local officials, board members, and customers can use. Based in Microsoft Excel, the software makes it quick and easy to develop "what if" scenarios by changing inputs to see what the results would be. *Course participants will spend time in a computer lab using the software and all participants will receive the "Show-me Ratemaker" software, budgeting booklets and guides, handouts, and related materials. This workshop will be helpful for local officials and technical assistance providers who help small communities with decisions that affect utility finances.*

"Excellent tools to evaluate system financials. Nice software."

—Water Resource Specialist, California



SPECIAL INSTITUTE PROGRAMS

J

Networking Luncheon and Program—"Responding to Small Community Training and Technical Assistance Needs"

Wednesday, July 28, 11:30 a.m. to 2 p.m.

This working luncheon will provide an informal setting for Institute attendees to learn about small community needs and training. Participants will have the opportunity to exchange ideas with instructors, NETCSC staff, each other, and Institute alumni. A program focusing on small community needs and training also will be conducted.

K

Small Community Needs and Solutions Forum

Wednesday, July 28, 2:15 to 5 p.m.



In response to suggestions from past Institute attendees, NETCSC is dedicating one afternoon of the Institute to a series of concurrent sessions that will address a wide range of water, wastewater, and small community topics in an informal setting. These will include:

"Tech Talks"

This series of 20-minute presentations about water and wastewater technologies will allow Institute participants to learn about new technologies that are available for use in small communities. It will include presentations and demonstrations by Institute exhibitors who are professionals in the water and wastewater industry. A schedule of "Tech Talks" will be posted on NETCSC's Web site after June 15 and published in the Institute program so that participants may register for the sessions they wish to attend when they arrive at the Institute.

Needs and Solutions Forum

Environmental professionals across the country have requested a period of time during the Institute for small group interaction, problem solving, and information exchange that will benefit small communities. These 75-minute concurrent sessions are designed to meet this need. Topics will be scheduled as appropriate to include up-to-date information on water, wastewater, research, emergency response

planning, management, technology demonstrations, and a guided discussion of small community needs and solutions. A list of topics, session descriptions, and presenters will be posted on NETCSC's Web site after June 15. Details of the sessions also will be published in the Institute program so that participants may register for the sessions they wish to attend when they arrive at the Institute.

ADDITIONAL PROGRAM HIGHLIGHTS

25th Anniversary Celebration of the National Small Flows Clearinghouse

Monday, July 26, 3 to 5 p.m.

*National Research Center for Coal and Energy Building
1st Floor, Assembly Rooms A and B
Evansdale Drive
West Virginia University*

NETCSC salutes the National Small Flows Clearinghouse (NSFC) for its 25 years of service to small communities. Come early to the Institute and join us for this milestone anniversary celebration that will take place at the National Environmental Services Center headquarters—home of the NSFC, NETCSC, the National Drinking Water Clearinghouse, and the National Onsite Demonstration Program. Tour our facilities, see our products distribution operation, check out our state-of-the-art electronic classroom, and meet the staff who provide the many services we offer to small communities. Shuttle service will be provided from the hotels listed on page 14 to the NRCCE Building.

“An Evening with Exhibitors” Reception

Wednesday, July 28, 5 to 7 p.m.

This reception will take place in the Institute Exhibit Hall where exhibitors will showcase and demonstrate products, services, and resources that help small communities deal with environmental issues. Participants will have the opportunity to meet nationally recognized trainers, training specialists, consultants, and others who work with small communities.

Cookout at Coopers Rock State Forest

Thursday, July 29, 6 to 8 p.m.

Institute participants can hike or stroll on trails amid mountain laurel, enjoy a spectacular view of the Cheat River, relax, and network with other participants in a quiet forest setting while enjoying an evening of good food, conversation with colleagues, and music by local musicians. The Institute shuttle will provide transportation to and from the park.





INSTITUTE EXHIBIT HALL

The 2004 Institute Exhibit Hall will showcase services, publications, technologies, and resources related to small community wastewater, drinking water, curriculum development, training delivery, and distance learning. Attendees are welcome to drop in throughout the week for refreshment breaks and to browse the training resources and technology on display.

The Institute Exhibit Hall will be open:

Wednesday, July 28:	8 to 11:30 a.m. 2 to 7 p.m.
Thursday, July 29:	8 a.m. to 5 p.m.
Friday, July 30:	8 a.m. to noon

The Institute Exhibit Hall will feature:

Reading Room—Attendees may preview NETCSC curricula that are designed specifically to meet small community training needs as well as talk with NETCSC training specialists and expert trainers who have used these materials in their work with small communities.

Poster Corner—Attendees will be able to browse through a selection of NETCSC's job aids and posters. These include operator troubleshooting guides and job aids, community education tools, local official job aids, and public school educational programs.

Literature Table—Free resources from organizations throughout the country will be available at this table, including NESC's four major publications: *Small Flows Quarterly*, *On Tap*, *Pipeline*, and *E-train*. Co-sponsoring organizations are invited to submit materials for this area as well.

Resource Station—This area will provide access to the databases NESC operates. These include bibliographic, consultants, manufacturers, facilities, and regulations databases.

Video View—This area offers participants the opportunity to preview videos that support NETCSC curricula and water and wastewater training sessions. Participants may also bring their own training videos to share with colleagues.

CD-ROM View—This area will allow Institute attendees the opportunity to preview various training resources available on CD-ROM.

The NESC Store—This one-stop-shop will showcase training curricula and supporting resources, guides, videos, technical material, and training aids designed especially for small communities. Resources from NETCSC, the National Drinking Water Clearinghouse, the National Small Flows Clearinghouse, the National Onsite Demonstration Program, and the National Environmental Services Center's Product Distribution Department will be available for review. Participants purchasing resources during the Institute will receive a 10 percent discount and free shipping.

Information Technology Services—Participants will be able to check and send e-mail, search the Internet, and print documents in this area. Both PC and MAC computers will be available.



“The Institute is a good place to come and get information and resources. I recommend it all the time.”

—Environmental Health Specialist, Delaware



GENERAL INFORMATION

Location

The 2004 Institute will be held at the Mountainlair Conference Center located at 1550 University Avenue on West Virginia University's (WVU) downtown campus in Morgantown, West Virginia. For more information about Morgantown, visit www.morgantown.com. Services available at WVU's Mountainlair include a food court, café, recreation facilities, and a lounge. For additional information about the Mountainlair, call the Mountainlair Information Desk at (304) 293-3701 or visit www.wvu.edu/virtualtour/mountainlair.

Institute Registration Desk

The Institute Registration Desk will be located on the second floor of the Mountainlair in the Mountaineer Room. The Registration Desk will be open from 8 a.m. to 5 p.m. on Tuesday, 8 a.m. to 5 p.m. on Wednesday, 8 a.m. to 4:30 p.m. on Thursday, and 8 a.m. to 3 p.m. on Friday. A message board will be located at the Institute Registration Desk. To leave a telephone message for a participant during the Institute, please call NETCSC at (800) 624-8301 or (304) 293-4191.

Parking

Due to renovation of the Mountainlair parking garage, no parking will be available immediately adjacent to the Mountainlair. Parking is available within walking distance of the Mountainlair at municipal parking lots and garages but available spaces are likely to be scarce. We strongly advise participants to use the Institute shuttle service that will run between the Mountainlair and the Clarion Hotel Morgan and the Radisson.

Transportation

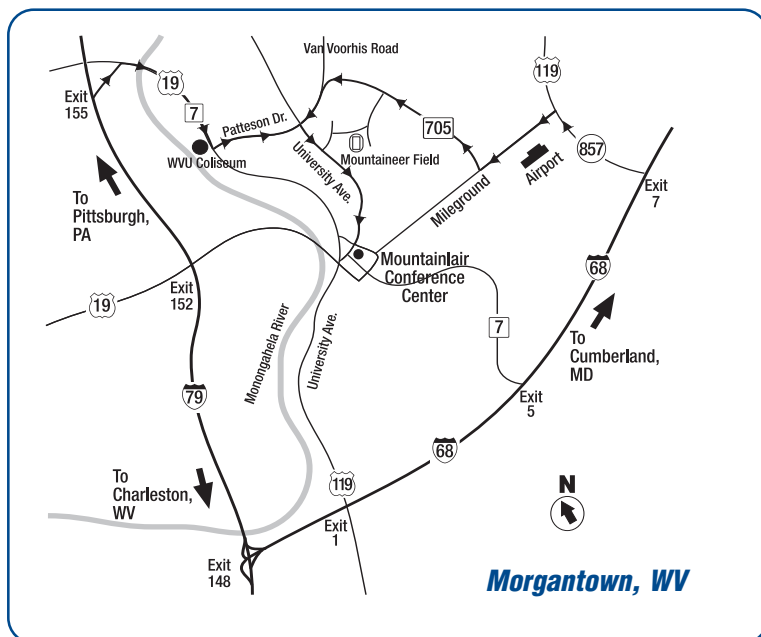
Morgantown is located 80 miles south of the Pittsburgh International Airport. Commuter air service to Morgantown is available. A free Institute shuttle service will operate between the Mountainlair, the two hotels listed on page 14, tours, and the cookout. The shuttle stop will be in the front of the Mountainlair and the hotels. Shuttle schedules will be available at each hotel and the Institute Registration Desk. The shuttle schedule will be available after July 1 on NETCSC's Web site at www.netc.wvu.edu. WVU's Personal Rapid Transit (PRT) system, a monorail, provides transportation to all WVU campuses and downtown. The PRT runs from 6:30 a.m. to 6:15 p.m. The cost is \$0.50 per one-way ride. For more information about the PRT, visit www.arc.wvu.edu/transportation/PRT.html. The Morgantown jitney provides free transportation from late morning to early afternoon between the Mountainlair and Waterfront Place, including stops downtown and at both Institute hotels. For more information about the jitney, visit www.busrside.org.

Continuing Education Credit

West Virginia University will offer official Continuing Education Units (CEUs) for each Institute session. Job-specific CEUs for individual states will be posted upon approval on NETCSC's Web site located at www.netc.wvu.edu. To discuss applications for CEU approval for a specific state and/or job function, please contact MaryAlice Dunn, NETCSC training specialist, by June 30 at (800) 624-8301 or (304) 293-4191, extension 5538, or via e-mail at mdunn@wvu.edu. Please note that each state establishes its own criteria for job-specific CEU approval. Therefore, the number of approved courses and credit hours per session may vary from state to state. CEU registration forms for approved courses or job functions will be available at the Institute Registration Desk.

Certificate of Completion

All Institute participants will receive a Certificate of Completion and a revised Course Participant List for each session attended. Participants must initial the participant list in the morning and afternoon for each session attended to verify attendance and be eligible for a certificate.



Morgantown, WV

Please note that the contents of the program, sponsorship, participation, exhibits, or the mention of trade names, commercial products, or companies do not necessarily reflect the views and policies of the U.S. Environmental Protection Agency, nor does it constitute or imply endorsement by the National Environmental Training Center for Small Communities, West Virginia University, the Office of Sponsored Programs, or other sponsoring agencies.

Cancellation Policy

Notice of cancellation is required in writing and must be received by July 19, 2004, to be eligible for a refund. A cancellation fee (20 percent of total payment) will be retained on all cancellations. No refunds will be given after July 19, 2004. Registrants canceling after July 19, 2004, and registrants who fail to attend are liable for full registration fees. Registrants who cannot attend may enroll a substitute without penalty.



Lodging

The following Morgantown hotels offer special rates for Institute attendees. Please mention "NETCSC Institute" when making reservations. Institute shuttle service will be limited to the following hotels.

Clarion Hotel Morgan

127 High Street

(304) 292-8200

\$66 (double or single occupancy)

Register by July 11 to receive special Institute rate.

Free parking.

Located four blocks from the Institute in Morgantown's downtown shopping and dining district.

Radisson Hotel at Waterfront Place

Two Waterfront Place

(304) 296-1700

\$66 (single occupancy)

Register by July 11 to receive special Institute rate.

Parking fees: \$4 (self park) \$6 (valet)

Located near the Institute in Morgantown's Wharf District that offers restaurants and access to the Caperton Rail Trail.



Photos courtesy of www.morgantown.com

PARTICIPANT REGISTRATION 2004 Environmental Training Institute for Small Communities
 July 27 – 30, 2004 • Morgantown, West Virginia
 presented by The National Environmental Training Center for Small Communities



Register:

- Mail/Phone**
 National Environmental Training Center
 for Small Communities
 P.O. Box 6064, West Virginia University
 Morgantown, WV 26506-6064
 (800) 624-8301 or (304) 293-4191, ext. 5536
- Fax**
 (304) 293-3161 (ATTN: Sandy Miller)
- E-mail**
 smiller2@wvu.edu
- Online** (print registration form and fax or mail)
 www.netc.wvu.edu

Your Affiliation (please check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> National/Regional Organization | <input type="checkbox"/> Community |
| <input type="checkbox"/> Manufacturer/Environmental Co. | <input type="checkbox"/> Congress |
| <input type="checkbox"/> Congressional Staff | <input type="checkbox"/> Operator |
| <input type="checkbox"/> Contractor/Developer/Builder | <input type="checkbox"/> Press/Mass Media |
| <input type="checkbox"/> Consultant/Engineer | <input type="checkbox"/> Private Citizen |
| <input type="checkbox"/> Local Health Department | <input type="checkbox"/> Regional District |
| <input type="checkbox"/> Educational Institution | <input type="checkbox"/> Senate |
| <input type="checkbox"/> Federal Agency | <input type="checkbox"/> Senate Staff |
| <input type="checkbox"/> Federal EPA | <input type="checkbox"/> Service District |
| <input type="checkbox"/> State Agency/Government | <input type="checkbox"/> Indian Tribe |
| <input type="checkbox"/> International Agency | <input type="checkbox"/> State Organization |
| <input type="checkbox"/> Legal Profession | <input type="checkbox"/> Training Organization |
| <input type="checkbox"/> Real Estate Organization | <input type="checkbox"/> Library |
| <input type="checkbox"/> Local Government | <input type="checkbox"/> Financial Institution |

Your Interest/Expertise (please check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> Adult Education | <input type="checkbox"/> Planning/Management |
| <input type="checkbox"/> Design | <input type="checkbox"/> Public Education |
| <input type="checkbox"/> Drinking Water | <input type="checkbox"/> Regulations |
| <input type="checkbox"/> Enforcement/Compliance | <input type="checkbox"/> Research |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Security |
| <input type="checkbox"/> Non-Point Source | <input type="checkbox"/> Solid Waste |
| <input type="checkbox"/> Operation/Maintenance | <input type="checkbox"/> Training |
| <input type="checkbox"/> Outreach | <input type="checkbox"/> Wastewater |

Please circle the sessions you wish to attend:

	Tuesday		Wednesday		Thursday		Friday	
Drinking Water	A	B	F		L	M	S	
Wastewater	C		G		N	O	P	
Managing/Protecting Assets	D			J	Q		U	
Finance	E		H	K	R		V	
			I				W	
							X	

PARTICIPANT REGISTRATION FEE:

Please check the registration option of your choice. Please register early as session occupancy is limited.

- | | | |
|-----------------------------------|---------------------------------------|--|
| | Early Bird Fee | Regular Fee |
| | (By July 15) | (After July 15) |
| Full-Week Participation (4 days): | <input type="checkbox"/> \$319 | <input type="checkbox"/> \$379 |
| One-Day Participation: | <input type="checkbox"/> \$98 per day | <input type="checkbox"/> \$138 per day |
| | (x ___ days) | (x ___ days) |

Payment/agency purchase order and registration must be received by July 15 to qualify for the early bird savings. Registration fee includes attendance at all Institute sessions selected, training materials and handouts for each session, Exhibit Hall admittance, and morning and afternoon refreshment breaks. Optional course materials may be available at the Institute for an additional fee.

TOTAL PARTICIPANT REGISTRATION FEE: _____

PLEASE PRINT:

First Name: _____ MI: _____ Last Name: _____

First name as it should appear on your name tag: _____

Title: _____

Company/Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Phone #1: _____ Phone # 2: _____

Fax: _____

E-mail: _____

Web Site: _____

Exhibitor? Yes No Instructor/Speaker? Yes No

Co-Sponsor? Yes No Local Official Fee Waiver? Yes No

Co-Sponsor ID# (if applicable): _____

Special needs (please specify): _____

Do you plan to use the free Institute hotel shuttle service? Yes No

Have you attended NETCSC's Environmental Training Institute in the past?

Yes: No:

If yes, please indicate which year: 2000 2001 2002 2003

The following activities are included in the participant registration fee. However, an **RSVP** is requested to reserve your space at the event.

I will attend "An Evening with Exhibitors" Reception. Yes No
 # guests? ____

I will attend the Luncheon and Program. Yes No
 # guests? ____

I will attend the Cookout at Coopers Rock State Forest. Yes No
 # guests? ____

PAYMENT METHOD (Please indicate form of payment):

- Personal Check Agency Check Agency Purchase Order
 Please make checks payable to **WVU Research Corporation**.

Credit Card:
 (Type of Card: MasterCard VISA Discover)

Name on Credit Card: _____

Card Number: _____

Expiration Date: _____

Signature: _____

Required for credit card payment.

Registration confirmation will be issued upon receipt of Participant Registration.

TOTAL PAYMENT SUBMITTED: _____



The Environmental Training Institute for Small Communities **2004**

“Managing Community Resources”

July 27 – 30, 2004
Morgantown, West Virginia

Sponsored by the National Environmental Training Center for Small Communities (NETCSC)

Who will benefit from attending NETCSC's 2004 Institute?

- Technical assistance providers
- Local officials
- Utility managers
- Regulatory officials
- Emergency response planning staff
- Environmental consultants and trainers
- Community development professionals
- Environmental health professionals

**Full program
details and
registration
form inside.**

*Seating is limited. Call (800) 624-8301 or (304) 293-4191, ext. 5536, today to reserve your space.
Visit www.netc.wvu.edu for more information about the Institute.*



**National Environmental Training
Center for Small Communities**
WVU Research Corporation
West Virginia University
P.O. Box 6064
Morgantown, WV 26506-6064



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