

Checklist - Concerns or Goals for Water Utility Staff

Section	Water Concern or Goal	Relevant to Your Community? YES/NO
Resources for Water Utility Staff	We would like to ease customer concern about the taste, appearance, smell or chemicals in the water.	
	We would like our service to better meet our customers needs.	
	We want to help the community trust the treated water.	
	We want to begin producing or improve our current Consumer Confidence Reports.	
	We are interested in improving compliance with regulatory standards.	
	We are having difficulty enforcing shut-offs.	
	We are experiencing high turnover of operators or other utility staff.	
	I am an operator and would like additional training or certification.	
	I am an operator in need of technical support.	
	There is not enough money for us to properly operate and maintain the water/sewer system.	
We want to better understand or clarify the roles of the water system owner, manager and operator.		