

# **Customer Complaints About Water Quality**

## **In the Distribution System and Customer Plumbing**

**The South Jersey Water Professionals Association and the NJ Water Association**

**LUNCH AT 11:15, SPONSORED BY THE SOUTH JERSEY WATER PROFESSIONALS ASSOCIATION!**

**SEMINAR BEGINS AT 12:15**

### **Learning Objective**

**The attendees should be able to accomplish the following:**

1. Learn how to respond more effectively to customer complaints.
2. Learn how to diagnose causes of complaints.
3. Develop a more proactive approach toward customer complaints about water quality.

### **Questions addressed in this course:**

- Why track customer complaints?
- What application do the SMCLs provide?
- What value do complaints provide?
- What are the different types of complaints?
- How do we respond to complaints?
- What are common causes in the distribution system?
- What are common causes in premise plumbing?

### **Course Agenda:**

**11:30 – 12:15 Lunch and Sign-in**

**12:15 - 1:45** Introduction / Overview  
Adjusting our attitudes about complaints  
Getting valuable information from Our Customers  
Causes of, and solutions to distribution system problems

**1:45 – 2:00 Break**

**2:00 – 3:30** Causes of and solutions to customer plumbing problems  
Developing a better response to complaints  
Using complaints as an early warning system  
Dealing with customers

**3:30 Paperwork and Dismissal**

### **Date and Location:**

August 16, 2018, Brooklawn Senior Center, 101 2nd Street, Brooklawn, Camden County

### **Instructor:**

**Herb Spencer; Director Technical Services, President Rural Water Division - Shannon Chemical Corporation**

Herb brings more than 45 years of field experience and technical expertise to the water treatment profession. He provides on-site technical support for chemical applications at surface water treatment systems and groundwater sources, including remedies for bio-fouled wells and stripping towers, to name just a few.

### **Accreditation:**

3.0 Training Contact Hours for NJ-Licensed Water Operators. TCH Course Number 04-061801-10.

1.0 Mgt., 2.0 Tech. Hours toward license renewal for NJ Certified Public Works Manager. Course #DLGS-NJWA-148

**Pre-Registration is required, and is available at [www.njwater.org](http://www.njwater.org)**