APPENDIX C – EXAMPLE COMMUNITY WATER ACADEMY RUN OF SHOW

Once you have a final agenda, it is helpful to create a detailed "run of show" for speakers and everyone on the planning and presentation team to keep everything running smoothly. This is an example from a hybrid online/in-person workshop.

PREP & TECH CHECK: MARCH 28 (PLANNING TEAM ONLY; 3:30PM / 5:30PM CST)

PRACTICE RUN THROUGH AT VENUE

- ☐ Set up
- ☐ Discuss workshop tech, logistics, refreshments, handouts
- ☐ Run through workshops
- ☐ Determine table set up most conducive for small group exercises, registration, refreshments, and handouts
- ☐ Final push for invitations

DAY 1: MARCH 30

5:45–8:00 p.m. Fundamentals of Healthy Water Systems

4:00 p.m. – Set up tech, tables, and handouts ([insert names of point people])

5:00 p.m. – Lead facilitators on call/standby for any issues ([insert names of point people])

5:45 p.m. – Speakers join zoom ([insert names of speakers])

5:45 p.m. – Registration & Refreshments ([insert names of point people])

6:15 p.m. – 6:25 p.m. Introduction

[**Insert name of speaker**] kicks off the meeting: describes objectives; show of hands – comfort level with understanding how water systems work? 1) Just getting started, 2) I feel a little comfortable with how drinking water and wastewater systems work, 3) I've got a good understanding of these systems (4 min)

[**Insert name of speaker**]: Opening remarks highlighting the workshop purpose (6 min)

6:25 p.m. – 6:45 p.m. Session 1: Building the Basics

[**Insert name of speaker**]**:** Introduces Mini World Café (5 min)

→ Overview of World Café process and context for the discussion

→ Launch breakout group for any virtual participants ([insert names of point people])

World Café (10 min)

→ What does "healthy water" mean to you? What might it mean to a utility?

→ [Insert names of point people] to assist with table discussions

Report back / sharing (5 min)

Session 1 Materials:

→ In-room handouts: Note taking sheets for each table

→ Learning Objectives: Foster a conversation about topline community concerns and priorities related to water

6:45 p.m. – 7:10 p.m. Session 2: What Does it Take to Have Safe Water and Healthy Water Systems?

[**Insert name of speaker]:** Introduces topic and speakers (2 min)

→ What is the work that water does in daily life?

→ Journey of the Water Utility and Daily Life

[**Insert name of speaker]:** Water Systems Overview (12 min)

→ Hydrologic Cycle; Water use and water supplies; national trends

→ Water systems overview: drinking water, wastewater, stormwater; Unique features of rural / sub-suburban/urban water systems; components of a small/medium/large water system

→ How do utilities determine when water is safe and "healthy"?

→ Water utilities are a triangle: staff, decision makers, customers

→ Asset management; it's a process not a technology

[**Insert name of speaker]:** What's in the works for [city/town name] water system (10 min)

→ [Insert updates to share]

Session 2 Materials:

→ Speaker slides

→ Learning Objectives: Have foundational understanding of the types of water systems, how utilities manage them, and how to achieve and maintain "healthy" water

7:10 p.m. – 7:20 p.m. What Does it Take Q&A

7:20 – 7:30 p.m. BREAK – 10 min

7:30 p.m. – 7:55 p.m. – Session 3: Collaborating to Build "Healthy" Water Systems

[**Insert name of speaker**] welcomes everyone back from break; introduces session (reference building blocks of trust) and speakers (2min)

[**Insert name of speaker**]**:** Pathways for Collaboration (10min)

→ What is the utility's responsibility as a customer service provider?

- Building and maintaining transparency, trust, communication, and action

→ Examples on role for residents/customer, including and strategies for —

- Building participation and engagement
- Accessing funding / grants

→ Q&A during presentation

[**Insert name of speaker**]**:** Gauging Community Priorities (10min)

→ Explain take home exercise

→ Prioritize from low to high the importance of utility management areas and trust building goals to be reported back on Day 2

→ See take home worksheet

Session 3 Materials

→ Speaker slides

→ Take Home Worksheet – Gauging Community Priorities

→ Learning Objectives: Develop an of understanding of utilities as a triumvirate (utility, decision makers, customers/community), the expectations customers have of its utility, and how collaboration can lead to a better run water system

7:55 – 8:00 p.m. Wrap up & Day 2 preview

[**Insert name of speaker**] previews Day 2 and thanks folks for Day 1

DAY 2: APRIL 6

5:45 – 8:00 p.m. Central Time Perspectives – Equity, Affordability, & Water Rules

4:00 p.m. – Set up tech, tables, and handouts ([Insert names of point people])

5:00 p.m. – Lead facilitators on call/standby for any issues ([Insert names of point people])

5:45 p.m. – Day 2 speakers join Zoom ([Insert names of speakers])

5:45 p.m. – Registration & Refreshments ([Insert names of point people])

6:15 p.m. – 6:20 p.m. Welcome back & reorienting

[**Insert name of speaker**] welcomes everyone and provides refresher on objectives and goals for Day 2

6:20 p.m. – 6:35 p.m. Session 4: Report back on take home ranking of utility management areas and trust building goals

[**Insert name of speaker**] facilitate discussion about:

→ What topics had similar rankings and why?

→ What topics had different rankings and why?

→ How might water managers guess the community's rankings?

→ Discuss the importance of equity and trust building in achieving common goals

→ Process: Note topic on color coded sticky notes that correspond to 1-5 ranking to post on larger poster stickies labeled high, medium, low priority; Color code: 1 = yellow, 2 = blue, 3 = pink, 4 = orange, 5 = red with 1 being highest priority

Session 5 panelists welcome to join discussion

Share top line takeaways

6:35 p.m. – 7:15 p.m. Session 5: Perspectives on Water Equity & Affordability

[**Insert name of speaker**]**:** Introduces session and speakers (2 min)

[**Insert name of speaker**]**:** What is water equity? How is affordability measured? (10 min)

→ National / best practice perspective on:

- The ways water affordability can be measured
- What's considered affordable
- Types of assistance programs for households struggling to pay
- Strategies for keeping water and wastewater services affordable

→ Resource: Section 4 of River Network's Drinking Water Guide

→ Highlight questions

- Example: Why is my bill going up?

[**Insert name of speaker**]**:** Best practices for centering community / collaboration (10 min)

→ Customer Satisfaction – opening utilities up to consistent communication, transparency, and community engagement

→ Stakeholder Understanding & Support – utilities may not always have the answers

→ Community Sustainability & Economic Development

→ Highlighting both informal engagement (e.g., regular communications updates) to formal discussions (e.g., community meetings)

→ Discussion that it's okay for the utility not to have all the answers as long as there is consistent communication

→ Sharing personal experiences during time at a utility

[**Insert name of speaker**]**:** Role for elected officials (10 min)

→ Connecting with water system managers

- Testing, communication, and responding to competing messages

→ Connecting with customers

- Accessibility, visibility, and communication

→ Building and maintaining transparency, trust, communication, and action

- Consistent communication, even if to say there are no updates or answers

Session 5 Materials

→ Speaker slides

→ Learning Objectives: Build a foundation of understanding about how utility finances work and strategies for ensuring equitable and affordable access to water and wastewater services

7:15 p.m. – 7:25 p.m. Perspectives on Equity and Affordability Q&A

7:25 p.m. – 7:35 p.m. BREAK – 10 min

7:35 p.m. – 7:55 p.m. Session 6: Water Rules - A snapshot

[**Insert name of speaker**] gives quick snapshot on (10 min)

→ Safe Drinking Water Act

→ Clean Water Act

→ State Rules, Departments, and/or Commissions Governing Water

[**Insert name of speaker**] gives live walk through on "How to research your water systems rules and reporting" to answer: (10 min)

→ How often does a utility need to perform water testing and what is measured?

→ What is the industry standard for water quality testing?

Session 6 Materials

→ Speaker slides

→ Learning Objectives: Develop skills to conduct independent research on relevant water rules and governing agencies

7:45 p.m. – 7:55 p.m. Water Rules Q&A (10 min)

8:00 p.m. Wrap up & Next steps

[**Insert name of speaker**] thanks everyone

[**Insert names of point people**] share next steps / info

Mingling etc.