



Personnel Management

In the rush to provide water and wastewater that meets federal and state standards, supervisors and employees alike cannot forget the basics. These include teamwork, legal requirements, the care and nurture of employees, handling conflict and customer relations. This Handbook has three purposes. 1) To help supervisors, boards/city councils and employees review the basics. 2) To provide practical tips and examples concerning personnel problems and issues. 3) To look beyond the rush of daily affairs to the future and your relationship with your customers.

Financial Accounting Guide for Small Water Utilities

In an era of fewer federal grants and long-term loans, it is essential that every utility be operated on a sound business basis. The Financial Accounting Guide for Small Water Utilities strives to take the mystery out of accounting. It moves from basics through key concepts such as the general ledger, monthly financial results, the balance sheet, etc. This includes sample formats and examples, as well as case histories telling "how we do it here".



Getting Results from your Experts

Water and wastewater utilities need experts. Many utilities have long-time relationships with their consulting engineer, attorney, etc. Others seek them on a project-by-project basis. As the owner, you need to know how to get results from these experts. Construction projects are the theme of this handbook. That's because capital improvement construction projects bring together most of the experts you work with. It is your job to make sure your experts do theirs.

The Operator's Handbook: Facts, Figures & More

Operators are arguably the single most important resource of any water or wastewater utility. Sure, those systems need their boards/councils, other employees and income. But it's the operators who get the essential jobs done right, assuring that customers receive potable water day after day. This handbook presents graphs, tables, charts, equations and formulas. The goal? To save time for these very busy people.



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The Water Board Bible

The pressure is on to operate your utility as a business. That is why you need the Water Board Bible – it's the road map for more effective governance. New board/council members use it to find out what their job is. Seasoned board/council members use it to learn what's changed and why.

For a quick overview of the do's and don'ts city administrators and clerks look to this handbook. If operators, managers and superintendents wish to develop a better working relationship with their boards/councils, they use the Water Board Bible.



PO Box 49
Taylorville, IL 62568
www.ilrwa.org
217-287-2115



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The Water Board Bible Series

