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The Authoritative Resource on Safe Water®

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## NewsRelease

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### **AWWA Announces New Customer Service Certificate Program: Train-the-Trainer**

(DENVER, CO) – The American Water Works Association (AWWA) announced that it is now providing an opportunity for water industry professionals to become approved trainers of its new Customer Service Certificate Program.

Developed into a three-part series, the certificate program covers all aspects of delivering excellent customer service for internal and external customers, an understanding of principals related to customer service effectiveness, comprehension of general technology applications, and the basics of water industry operations. Trainers will become qualified at teaching other water professionals about these important topics.

Two train-the-trainer workshops are currently available: August 16–21 in Chicago, IL; and November 2–7, in Denver, CO. Both events will provide valuable training to water industry professionals who elect to become approved trainers of AWWA's Customer Service Certificate Program.

For more information and registration details, go to [www.awwa.org/education/seminars](http://www.awwa.org/education/seminars).

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*AWWA is the authoritative resource for knowledge, information, and advocacy to improve the quality and supply of water in North America and beyond. AWWA is the largest organization of water professionals in the world. AWWA advances public health, safety and welfare by uniting the efforts of the full spectrum of the entire water community. Through our collective strength we become better stewards of water for the greatest good of the people and the environment.*