
Training agenda

FIRST and SECOND DAY

1. The liberalisation process and the new regulatory framework (gas and water markets)
 - The public services reform in Italy
 - A municipality-dominated market
 - The main steps towards competition
 - The role of Local Councils, relationship with service managers and quality standards
 - Unbundling of activities and Industry trends (consolidation, efficiency and integration)
 - Pricing structure and tariffs
2. The Information Technology area
 - Management of operations' agenda
 - Metering and ERP upload
 - Metering planning and timetable
 - Billing: simulation and virtual measures
 - Billing: computation and data processing
 - Billing: advances and settlements
 - Cost allocation, time sheets and job codes
 - Key Performance Indicators and “Carta Servizi” (customer satisfaction) monitoring
 - Reporting and application forms for residential customers
3. Electronic instrumentation and Equipment used to monitor and control water processes

THIRD DAY

1. Water quality regulatory framework under Italian and European legislations
2. Drinking water quality reports and processes, monitoring and customer satisfaction
3. Quality standards, specifications for the analysis of parameters, sampling points and relevant requirements
4. Quality assurance of treatment, equipments and materials
5. Acsm laboratory for monitoring and analysis of water (main procedures and involvement with daily work)

FOURTH DAY

1. Water distribution system operations, maintenance and organisation
2. Warehouse, materials, equipments and vehicles
3. Water lines maintenance and replacement of broken, corroded or leaking sections of pipes (main procedures and involvement with daily work)
4. Pump/lift stations maintenance and monitoring

FIFTH DAY

1. Wastewater treatment: onsite visit at Comodepur plant
2. Operations and maintenance
3. Quality procedures and processes
4. Management and maintenance of pump stations
5. Materials and equipments
6. Finance department and economics