

Agenda

8:00-8:40 OSSF Effluent: Waste or Asset?– Alisa Max, Harris County

8:40-9:20 Lessons Learned: Moving from Designated Representative to Maintenance Technician- Nelson Durant, Harris County

9:20-10:00 The most importance maintenance activity: aeration- Troy Ross, TOWA

10:00-10:10 BREAK

10:10-11:10 Onsite Wastewater Treatment and Value of Independent Certification: Sharon Steiner, NSF International

11:10-11:50 Compliance Reviews of Authorized Agents- Bryan Eastham, Region 12

11:50-12:30 TCEQ Enforcement Update- Mike Price, TCEQ

12:30-1:30 LUNCH (on your own)

1:30-2:30 Ask an Expert- multiple presenters

2:30-2:40 BREAK

2:40-3:00 SJRA's No Wipes in the Pipes campaign: Patty Potty- Ronda Trow and Michelle Guidry, SJRA

3:00-3:40 Customer Relations: Seven Essentials to Providing Exceptional Customer Service- Herman Sanders, Harris County

3:40-3:50 BREAK

3:50-4:30 Waller County Onsite Wastewater Program- Winford Roberts, Waller County

4:30-5:00 H-GAC's OSSF Supplemental Environmental Project- Justin Bower, H-GAC

Moderator: Joshua Stuckey, Harris County