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Citizens Academy

1 message

Hopkins, Rebecca <hopkinsr@charleston-sc.gov> Thu, Aug 25, 2022 at 9:27 AM

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Cc: "Saia, Michael J" <SaiaM@charlestoncpw.com>

Good morning!

As a reminder, Charleston Water Systems is still taking applications for their Citizen's Academy! This is a unique opportunity to see a vital local organization from the inside. Please share this with your residents!

Sincerely,

Becca Hopkins | Neighborhood Services Manager

City of Charleston | Department of Planning, Preservation, & Sustainability

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Neighborhood leaders,

Please share the news below about the Charleston Water System's Citizens Academy, which is a great way to increase your knowledge and engagement with critical utility services in your neighborhood and beyond!

Thanks,

Mike

Mike Saia
Public Information Administrator
Charleston Water System
O: (843) 727-7146 | C: (843) 323-1803

FOR IMMEDIATE RELEASE

August 15, 2022

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Charleston Water System Accepting Citizens Academy Applications

CWS customers can apply through Aug. 31 at www.charlestonwater.com\CitizensAcademy.

CHARLESTON, South Carolina – Charleston Water System (CWS) is accepting applications from current customers, ages 18 and up, for its Citizens Academy at www.charlestonwater.com\CitizensAcademy through August 31. CWS will select 40 applicants to participate in this free, six-week hands-on program to be held Tuesday evenings September 13 through October 18.

This customer education program provides an opportunity to explore the utility's core water and sewer functions with direct access to more than 50 employees from all levels of the organization. Behind-the-scenes access will allow participants to become knowledgeable about key water and sewer issues, daily operational activities and challenges, and regional long-term strategies.

"This valuable program bolsters our connection to the community and gives our customers a unique opportunity to meet our staff and learn exactly what it takes to provide clean water and sewer services to nearly 500,000 people across the Lowcountry," said Mark Cline, CEO at CWS. "Our team is passionate about customer education and exceeding expectations, which is why Academy participants have such a great time."

All sessions include a catered dinner and a two-hour class.

Tue., Sept. 13 Program kickoff, where your water comes from.

5 p.m. dinner/6 p.m. class: CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Sept. 20 What's in your water, how it's treated, and facility tour.

4 p.m. dinner/5 p.m. class: CWS Hanahan Water Treatment Plant: 1104 Hanahan Rd., Hanahan, SC 29406

Tue., Sept. 27 How water gets to your home, water meters, dispatch, inventory, and facility tour.

4 p.m. dinner/5 p.m. class: CWS Hobson Operations Center: 1256 Supply St., North Charleston, SC 29405

Tue., Oct. 4 Sewers are fascinating and wastewater treatment is amazing!

5 p.m. dinner/6 p.m. class: CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Oct. 11 CEO for a Day: Wateropolis by Raftelis

5 p.m. dinner/6 p.m. class: CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

Tue., Oct. 18 Customers are #1, competitive knowledge activity, graduation ceremony.

5 p.m. dinner/6 p.m. class: CWS Administration Building: 103 St. Philip St., Charleston, SC 29403

“Our inaugural class had a blast, made new friends, and graduated with a wealth of fascinating and practical knowledge,” said Evelyn Ferguson, CWS director of customer service. “We hope to create and sustain a diverse network of ambassadors who can also refer others to the Academy.”

“The Citizens Academy was more informative than most college classes I have ever taken,” said a 2019 Citizens Academy graduate, which was the last class to be held due to COVID. “CWS is utility that truly cares about its customers.”

The selection process is competitive and acceptance is not guaranteed. A total of 40 customers will be accepted, with the greatest availability reserved for customers capable of sharing information within their community, which maximizes the Academy’s reach. Applicants will be notified if they are accepted by September 2. Those not selected will also be notified and considered for future Academy offerings.

“We expect strong interest again this year because the community responded so well to our inaugural program,” said Chris Hendricks, CWS assistant director of customer service. “We made this year’s offering even better by listening to participant feedback and making every change requested such as increasing the duration of facility tours and open Q&A sessions.”

Participation is voluntary and not subject to any form of monetary compensation. CWS is an equal opportunity employer and the selection process does not discriminate on the basis of race, color, religion, religious creed, gender, gender identity or expression, marital status, sexual orientation, national origin, pregnancy, age, genetic information, disability, military status, veteran status, or any other characteristic protected under applicable federal, state, or local law.

Founded in 1917, CWS is a public water and wastewater utility comprised of more than 450 employees who provide water service to more than 450,000 people and sewer service to more than 180,000 people in greater Charleston. The utility’s mission is to support public health and protect the environment.

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