

Customer Complaint Surveillance for Detecting Drinking Water Contamination

September 11, 2018 at 1:00 pm EDT

This webinar will describe how water quality complaints from customers can be analyzed in real time to detect emerging water quality problems. It will describe methods and tools that can be used to analyze historical data to set thresholds that minimize the frequency of invalid alerts without compromising detection capabilities. There will also be a discussion of procedures for investigating customer complaint surveillance alerts.

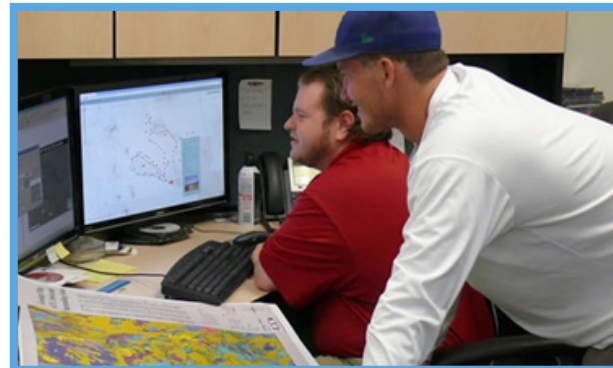
*Presented by Nelson Mix
(U.S. EPA, Water Security Division) and TBD*

**Register for
the webinar**

Attendees can request documentation for continuing education

credits when registering for this webinar. Documentation will be provided after completion of the webinar.

Note: Continuing education credit acceptance is contingent on state and/or organization requirements—EPA cannot guarantee acceptance.



To view the full SRS webinar series schedule, visit: <https://www.epa.gov/waterqualitysurveillance/monthly-webinar-series-surveillance-and-response-system>

