



**Case Study Category:** MPWW

**Case Study Title:** Management Practice Case Study for Public Communication During Rehabilitation Projects

**Utility Name:** Charlotte Mecklenburg Public Utilities Department

**Case Study Abstract:** Before a rehabilitation project can begin, there should be a solid plan in place outlining how communication lines will remain open between the parties carrying out the project and the affected public. Public opinion can be a powerful tool in a project to help it move forward quickly, but it can also be a hindrance if the public is not on board. This case study outlines different ways that utilities are communicating with their citizens to ensure a smoother process from design to de-mobilization.

**Case Study Link:** <http://waterid.org/content/management-practice-case-study-public-communication-during-rehabilitation-projects>