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