

The
Utility
Management
AWWA | WEF
Conference™

Savannah, Georgia
February 25 – 28, 2014



This conference is organized jointly by the Water Environment Federation and the American Water Works Association, in cooperation with the Georgia Association of Water Professionals.

TECHNICAL PROGRAM

Session 1: Technology Role Within a Utility

Wednesday, February 26, 2014

10:30am – 12:00pm

The Water and Wastewater CIO Forum is an organization that provides utility IT executives the opportunity to discuss technology and leadership issues with their industry counterparts in an open and candid setting.

This session's discussion will be a continuation of the roundtable topics that were discussed at the recent 2013 Water and Wastewater CIO Forum. Each of these topics include Cyber Security, Enterprise Content Management, and Inter-Agency Collaboration. All very relevant and critical to the ongoing success of a utility.

TECHNICAL PROGRAM

Session 2: Public Involvement and Communication

Wednesday, February 26, 2014

10:30am – 12:00pm

- 02A 10:30am** **Is It Possible That a Free Behind-the-Scenes Water and Wastewater Utility Bus Tour can Change People’s Perception about their Utility? After this Must See Attraction, Will Customers be Enlightened about the Complexities of Maintaining Reliable Water and Water and Wastewater Services. Let’s Wait and See!**
Alicia A. Yerman, Vallecitos Water District
- 02B 11:00am** **Getting Literal with Laterals: A Targeted Approach to Educating and Engaging on Voluntary Private Lateral Maintenance**
Marci Davis, Jacobs Engineering; Jeff Boss, Gwinnett County Department of Water Resources
- 02C 11:30am** **Breaking Ground Together: Public Outreach for the City of Los Angeles's Wastewater Program**
Lauren Skinner, City of Los Angeles; Meha Patel, CDM- Smith; Olga S. Morales, CDM Smith
- Alternate 1** **“Communities of the Future” - Where Environmental Management Issues Meet Next Generation Utility Management**
Sharon A. Jean-Baptiste, CH2M Hill; MaryLynn Lodor, Metropolitan Sewer District of Greater Cincinnati

TECHNICAL PROGRAM

Session 3: Capital Planning and Optimization

Wednesday, February 26, 2014

10:30am – 12:00pm

Moderator: Bruce Husselbee, HRSD

- 03A 10:30am** **Nine Ways to Overcome the Communication Barrier with Engineers and How it Leads to Project Success**
Jeffrey Sober, GARVER; John Bennett, Trinity River Authority
- 03B 11:00am** **Integrated Capital Planning: A Low-Cost, Customizable Tool to Detangle Your Data**
David Niese, Mount Pleasant Waterworks; Rosemary Harman, Jacobs
- 03C 11:30am** **Optimizing Capital Program Management**
Ertan Akbas, ARCADIS; Matthew Wirtz, City of Fort Wayne, Indiana
- Alternate 1** **Enhancing the DBO Model -- Two Projects Halfway into the O Phase-Lessons Learned**
Liz Kelly, CH2M HILL; Dave Hilmoe, Seattle Public Utilities; Tim Suydam, San Diego County Water Authority; Rob Kuta, CH2M HILL
- Alternate 2** **Using Asset Management and PAS 55 to Drive an Aggressive Improvement Plan for the Tulsa Metropolitan Utility Authority**
Jeff Stillman, Black & Veatch; Joan Arthur, Tulsa Metropolitan Utility Authority; Clayton Edwards, Tulsa Metropolitan Utility Authority; Matt Bond, Black & Veatch; Martin Jones, Black & Veatch

TECHNICAL PROGRAM

Session 4: IT and Technology in Operations and Maintenance

Wednesday, February 26, 2014

1:30pm – 3:00pm

- 04A 1:30pm Contamination Warning Systems Have No Operational Value-- Do They?**
Kenneth A. Thompson, CH2M HILL, Intelligent Water Solutions;
Christopher I. Macintosh, CH2M HILL, Smart Grid Technology
- 04B 2:00pm Smart Water Tools - Managing Your Assets Through Data Intelligence**
Carrie R. Cox, Oakland County Water Resource Commission
- 04C 2:30pm Using Business Intelligence to Feed the Asset Management Life Cycle**
Scott T. Maring, Metropolitan Sewer Dist of Greater Cincinnati
- Alternate 1 BITS and BYTES - Using a Comprehensive Training Program as a Key Knowledge Management Tool**
Rhonda E. Harris, P.E., CH2M HILL International, Ltd.; Tameeza Jivraj, Metro Vancouver; Jennifer Crosby, Metro Vancouver; Michael Wandell, CH2M HILL International, Ltd.

TECHNICAL PROGRAM

Session 5: Business Practice Optimization 1

Wednesday, February 26, 2014

1:30pm – 3:00pm

Moderator: Mike Sweeney, Toho Water

- 05A 1:30pm A Tale of Optimization - Measuring, Managing, Leading with Effective Utility Management Attributes**
Regina D. Cousar, Charlotte Mecklenburg Utility Department;
Maeneen Klein, Charlotte Mecklenburg Utility Department; Karen
Whichard, Charlotte Mecklenburg Utility Department
- 05B 2:00pm Optimizing Service Offerings to Create New Utility Revenue Streams**
Douglas F. Reed, FosterGrowth.biz; Larry L. Bingaman, South
Central CT Regional Water Authority
- 05C 2:30pm The Best Always Do Better - The New York City Department of Environmental Protection's Operational Excellence Program (OpX)**
April Kelly, NYC DEP
- Alternate 1 The City of Sacramento's Enterprise Application Integration Project: How Reliable and Readily-Available Data Lubricates Utility Performance Improvement**
Dave Hansen, City of Sacramento; Ron Fujioka, City of Sacramento; Allan
Scott, Brown and Caldwell
- Alternate 2 Alignment of Strategy with Operational Excellence**
Barry Williams, Birmingham Water Works Board; Ryan Nagel, Red Oak
Consulting, an Arcadis Group

TECHNICAL PROGRAM

Session 6: New Strategies in Financial Planning

Wednesday, February 26, 2014

1:30pm – 3:00pm

- 06A 1:30pm User-Fee Funded Stormwater Programs, 2013 Update to the 1994 WEF Manual**
Laurens D. van der Tak, CH2M HILL; Mike Matichich, CH2M HILL;
Robert Fraley, City of Portland, Oregon; Michelle M. Virts, City of
Richmond, Virginia
- 06B 2:00pm Exploring New Finance & Delivery Models for Water & Wastewater Infrastructure**
Mike Matichich, CH2M HILL
- 06C 2:30pm The Stream Ran Dry, but the Revenues Did Not: Developing A Drought Surcharge to Preserve Utility Revenues in Extreme Weather**
Joseph Crea, Raftelis Financial Consultants, Inc.; Joey Murphy,
Columbus Water Works (Georgia)

TECHNICAL PROGRAM

Session 7: Succession Planning

Wednesday, February 26, 2014

3:30pm – 5:00pm

- 07A 3:30pm BAYWORK: Giving You All We've Got**
Cheryl K. Davis, San Francisco Public Utilities Commission;
Catherine Curtis, San Francisco Public Utilities Commission
- 07B 4:00pm Metropolitan Sewer District of Greater Cincinnati ... Developing the Future Workforce in the Community**
Beverly A. Engram, Metropolitan Sewer Dist of Greater Cincinnati;
Tommie Lewis, Make It Plain Consulting LLC
- 07C 4:30pm Moving Your Utility in the Right Direction to Meet the Challenges of Today and Tomorrow**
Sharon Peters, EMA Canada Inc.; Jack Geisenhoff, EMA, Inc.; D. Michael Mucha, Madison Metropolitan Sewerage District
- Alternate 1 Relinquishing the Power: From the Perspective of Generation Y**
Mikkia N. Graves, MSD of Greater Cincinnati; Jeanna Cunningham, MSD of Greater Cincinnati
- Alternate 2 A Way to Solve Succession Issues - Recruit Veterans to work in Utilities**
Ted L. Daywalt, VetJobs

TECHNICAL PROGRAM

Session 8: Business Practice Optimization 2

Wednesday, February 26, 2014

3:30pm – 5:00pm

- 08A 3:30pm Theories and Applications of Organizational Performance**
Kathryn Benson, CH2M HILL; Beth Eckert, Cape Fear Public Utility Authority; JD Solomon, CH2M HILL
- 08B 4:00pm Kill Two Birds with One Stone: Optimizing Your Business Practices While Estimating Future Staffing Needs**
Ricardo Campos, Brown and Caldwell; Rob Clark, City of Virginia Beach; Janeane Giarrusso, Brown and Caldwell
- 08C 4:30pm Technology...How Do We Live With IT, If We Can't Live Without IT?**
Verna Arnette, Greater Cincinnati Water Works; Alex Schmitz, Greater Cincinnati Water Works
- Alternate 1 Optimizing Business Processes to Support Billing, Collections, and Customer Service for Stormwater Management**
Keith Readling, Raftelis Financial Consultants, Inc.; Jeffrey Duke, Northeast Ohio Regional Sewer District; Henrietta H. Locklear, Raftelis Financial Consultants, Inc.; Christopher McPhee, Raftelis Financial Consultants, Inc.
- Alternate 2 Creating Change Starts with an Organizational Assessment: A Field-Tested Approach**
Seth Garrison, Woodard & Curran; Mary McCrann, Woodard & Curran; Eric Labelle, City of Portland, ME; Dan Lahiff, City of Lowell, MA; Robert Ward, City of Haverhill, MA

TECHNICAL PROGRAM

Session 9: Finance and Rates

Wednesday, February 26, 2014

3:30pm – 5:00pm

- 09A 3:30pm Innovative Approach to Setting Rates and Fees for the Sacramento Regional County Sanitation District**
Carmen K. Lee, Sacramento Regional County Sanitation District;
Claudia Goss, Sacramento Regional County Sanitation District;
Prabhakar Somavarapu, Sacramento Regional County Sanitation District
- 09B 4:00pm How to Improve Your Credit Rating - Best Management Practices for Financial Disclosure**
Ann T. Bui, Black & Veatch; Usha Sharma, Denver Water
- 09C 4:30pm Determining Utility Support Services Costs: Thoughtful Cost Allocation Plan Provides a Robust Tool for a Utility**
Sean Duffy, City of Wilmington, Delaware; Prabha Kumar, Black & Veatch Corporation; Brian Jewett, Black & Veatch Corporation
- Alternate 1 Pricing and Cost Allocation for Multi-Owner Assets - How to Successfully and Fairly Develop Consensus**
Fernando R. Aranda, MWH Global; Jason Mumm, MWH Global; David Bennett, Denver Water
- Alternate 2 A New Era of Utility Budgeting Through Service Level Determination**
Gregory M. Baird, MWH Global; Tracy McCraner, San Diego County Water Authority

TECHNICAL PROGRAM

Session 10:

Utility Leader Forum - Keys to Measuring and Reporting Progress

Thursday, February 27, 2014

8:30am – 10:00am

Moderator: Jim Ginley, Isle Inc.

The focus of this technical session is on real world experiences with defining the performance metrics for a water and wastewater utility, monitoring and reporting on the progress based on performance metrics, and establishing a framework for making decisions on operational, tactical, and strategic levels.

Papers will present how different utilities developed their performance metrics, and how they used these metrics to improve different business processes, ranging from operational practices to strategic planning.

TECHNICAL PROGRAM

Session 11: Upgrading Wastewater Facilities without Multi-Million Dollar Facility Upgrades

**Thursday, February 27, 2014
8:30am – 10:00am**

Session will look at some of the opportunities that Utility Managers can realize by first looking to change and optimize existing wastewater operations, including counter-intuitive actions before proceeding with capital-intensive facility upgrades. With panel members from the following utilities sharing their experiences:

- *Amherst, Massachusetts*
- *Colchester-East Hampton, Connecticut*
- *Keene, New Hampshire*
- *State of Montana*

TECHNICAL PROGRAM

Session 12: Regulatory Issues

Thursday, February 27, 2014

8:30am – 10:00am

Moderator: Bill Stannard, Raftelis Financial Consultants Inc

- 12A 8:30am A Multi-Jurisdictional Environmental Compliance Approach Saves Money in North Carolina**
Henrietta H. Locklear, Raftelis Financial Consultants, Inc.; Keith Reading, Raftelis Financial Consultants, Inc.; Jennifer N. Fitts, Raftelis Financial Consultants, Inc.
- 12B 9:00am Unique Intergovernmental Partnership Solves Long Standing Environmental and Public Water Supply Problems for Customers, County and State Government in Pasco County, Florida**
Stephen Spratt, Government Services Group, Inc.
- 12C 9:30am Using Triple Bottom Line Benefits Scoring to Prioritize Infrastructure Spending in Baltimore**
Rudy Chow, City of Baltimore, Maryland; Sean Searles, MWH; Lynette Cardoch, MWH; Jane McLamarrah, MWH
- Alternate 1 From Risk Assessment to Risk Governance: Real World Experiences on the Road to Improved Utility Resilience**
Simon J. Pollard, Cranfield University
- Alternate 2 Regional Drought Planning for Multiple Competing Uses**
Thomas E. Dumm, O'Brien & Gere

TECHNICAL PROGRAM

Session 13: Utility Leader Forum - Who Cares About Your Success (Besides You)?

Thursday, February 27, 2014

10:30am – 12:00pm

Moderator: Tom Arn, Raftelis Financial Consultants Inc.

The presenters in the forum will discuss specific topics including the following:

- A. Management and governance on the same page
- B. Managing your message of progress with proactive media placements
- C. Asking the people what they actually want or expect – what is progress for them?

Panelist:

Rob McElroy, Daphne Utilities

Dionna L. Ebeling, Mount Pleasant Waterworks

Tracy Mercer, City of Clearwater

Michael Thompson, Sonoma County Water Agency

TECHNICAL PROGRAM

Session 14: Infrastructure Reinvestment and Management

Thursday, February 27, 2014

10:30am – 12:00pm

- 14A 10:30am Dealing with Uncertainty and Risk: Using Probabilistic Forecasting for Infrastructure Planning, Renewal and Replacement**
JD Solomon, CH2M HILL
- 14B 11:00am Condition Assessment: It's Not Just for the Operations Group, It's for the Executive In Your Organization Too!**
Christine S. Miller, StreamlineAM,LLC; Kurt H. Vause, StreamlineAM,LLC
- 14C 11:30am When Failure is not an Option: How to Avoid Legal Issues in Infrastructure Projects**
Josh Habib, The Cadmus Group; Katherine Martel, The Cadmus Group;
Bruce Tobey, Pannone Lopes Devereaux & West LLC; Jonathan Cuppett,
Water Research Foundation

TECHNICAL PROGRAM

Session 15: EPA's CREAT - Climate Resilience Evaluation and Awareness Tool - A Case Study

**Thursday, February 27, 2014
10:30am – 12:00pm**

Recent extreme weather events have severely devastated all reaches of the nation. While the relationship between these weather events and climate may be controversial, it is imperative the water and water utilities recognize these challenges and addresses their vulnerabilities to climate change impacts. This panel discussion offers a platform for a very important dialog between utility owners, operators and climate change professionals. The tools and resources under the US Environmental Protection Agency's (EPA) Climate Ready Water Utilities initiative can be used to as a first step in protecting critical assets that provide environmental and health services to communities across the nation.

The panel discussion will include a representative from EPA, a representative from South Monmouth Regional Sewerage Authority (SMRSA) and T&M Associates, an engineering consultant. This team worked together on a pilot program using Version 2.0 of EPA's Climate Resilience Evaluation and Awareness Tool (CREAT). This software tool guides utility owners and operators through information on potential climate-related threats and assessment of the potential risks for their critical pieces of infrastructure. CREAT also provides mitigation options that enhance the utility's resiliency toward climate change challenges.

TECHNICAL PROGRAM

Session 16: Utility Leader Forum - How to Get Internal Buy-In to Promote Progress

Thursday, February 27, 2014

1:30pm – 3:00pm

Moderator: Bill Stannard, Raftelis Financial Consultants Inc.

The presenters in the forum will discuss specific topics including the following:

- A. Linking business strategy to everyday action – top to bottom
- B. Incentives for success – everyone, teams, and individuals
- C. Using accountability and mutual appreciation and respect as positive drivers for progress

Panelist:

Sally Covington, Denver Water

Trina McGuire-Collier, Denver Water

George Hawkins, DC Water

Cathy Bernardino-Bailey, Greater Cincinnati Water Works/Metropolitan Sewer District of Greater Cincinnati

TECHNICAL PROGRAM

Session 17: Operational Optimization

Thursday, February 27, 2014

1:30pm – 3:00pm

- 17A 1:30pm How to Save \$30 Million and Maximize Operations Efficiency for Wastewater Utilities**
Karen Lowe, CDM Smith; Diane Kemp, CDM Smith
- 17B 2:00pm How Do You Spell Relief? O-O: Operational Optimization through Industry Best Practice**
James M. Cherry, P.E., City of Virginia Beach Public Utilities; Ryan Nagel, P.E., Red Oak Consulting, an ARCADIS Group; Aditya Ramamurthy, Red Oak Consulting, an ARCADIS Group; David Sklar, Red Oak Consulting, an ARCADIS Group; Katty Overcash, Red Oak Con
- 17C 2:30pm Management and Optimization of Operations at City of Fort Wayne's (Indiana) Three Rivers Filtration Plant: A New Approach**
Alex A. Yavich, Optimization Solutions Environmental, LLC; Chet Shastri, City of Fort Wayne City Utilities; Andrew Schipper, City of Fort Wayne City Utilities; Matthew A. Wirtz, City of Fort Wayne City Utilities
- Alternate 1 Practical Application of Effective Utility Management Principles**
Kenneth R. Waldroup, City of Raleigh; John R. Carman, City of Raleigh; Rick Rocchetti, City of Raleigh; Birgitt Williams, Dalar International Consultancy
- Alternate 2 Alternating Drought and Wet-weather Conditions Cause Dramatic Changes in Raw Water Quality and New Treatment Challenges throughout Southeast Texas and Western Louisiana that Require New Treatment Approaches - A Real Life Case Study**
David M. Mason, GE Power and Water; Jill Carpenter, GE Power and Water; Ray Fluty, GE Power and Water; Thomas J. Heller, Air Products and Chemicals, Inc.

TECHNICAL PROGRAM

Session 18: Sustainability and the Utility

Thursday, February 27, 2014

1:30pm – 3:00pm

- 18A 1:30pm Climate Ready Water Utilities: Helping the Water Sector Adapt to a Changing Climate**
Laura Dubin, U.S. Environmental Protection Agency
- 18B 2:00pm Promoting Water Conservation Through Education, Incentives, and Rates**
Alisha Voutas, Gwinnett County
- 18C 2:30pm Using the Smart Grid for Water to Future-Proof our Utilities and Cities**
Graham Symmonds, Global Water Management LLC
- Alternate 1 Keep Faucets Flowing: The 5 Facets of Water Management**
Nan Bennett, City of Clearwater Public Utilities Department; Tracy Mercer, City of Clearwater Public Utilities Department
- Alternate 2 Transforming Challenges into Opportunities: Energy Performance Contracting Improves Efficiency and Reduces Costs**
Alberto Lazaro, Puerto Rico Aqueduct and Sewer Authority; Matthew Yonkin, Red Oak Consulting, an ARCADIS Group; Amy Santos, Red Oak Consulting, an ARCADIS Group; Francisco Sola, Malcolm Pirnie Puerto Rico / ARCADIS

TECHNICAL PROGRAM

Session 19: Asset Management

Thursday, February 27, 2014

3:30pm – 5:00pm

Moderator: Cara Wilson, CDM Smith

- 19A 3:30pm** **Transforming a Liability into an Asset: How the Gloversville-Johnstown Joint Wastewater Treatment Facility Redefined its Future**
Gloversville-Johnstown Joint Wastewater Treatment Facility Redefined its Future
George Bevington, Gloversville-Johnstown Joint Wastewater Treatment Facility; Matthew Yonkin, ARCADIS
- 19B 4:00pm** **Leveraging the Tools and Resources Developed in the WERF Strategic Asset Management Research Project**
Terrance Brueck of EMA.; Walter Graf, Water Environment Research Foundation
- 19C 4:30pm** **The Right Projects at the Right Time for the Right Cost: How to Optimize Your Capital Plan with Business Case Evaluations**
Kevin V. Campanella, City of Columbus; Justin McKinney, City of Columbus
- Alternate 1** **The Effects of Asset Management Methods on Financial and Environmental Longevity for Pressure Pipelines**
Jennifer Steffens, Pure Technologies, US, Inc.; Travis Wagner, Pure Technologies, US, Inc.; Sean Conner, University of Maryland
- Alternate 2** **Keep On Truckin': The City of Raleigh Public Utilities' Roadmap to Effective Fleet Management**
Michele Mallette, City of Raleigh; Kenneth Waldroup, City of Raleigh; Ryan Nagel, Red Oak Consulting / ARCADIS

TECHNICAL PROGRAM

Session 20: Rehabilitation Management

Thursday, February 27, 2014

3:30pm – 5:00pm

- 20A 3:30pm Sewer Maintenance The Greeley Way - How To Make The 80:20 Rule Work for You**
Jon G. Monson, City of Greeley Water & Sewer Dept
- 20B 4:00pm Pay Now or Pay More Later: Building a Better Business Case for Funding Sewer Rehabilitation Using Return on Investment Analyses**
S. W. Miles, CDM Smith; Aaron Brower, City of Raleigh, NC;
Meredith Fotta, CDM Smith
- 20C 4:30pm Tactical Asset Management Plans Moving from “Clouds and Rainbows” to “Flushing and Rehab”**
Steven R. Sheets, Gwinnett County Department of Water Resources; Rebecca Shelton, Gwinnett County Department of Water Resources
- Alternate 1 Transitioning To Customer Focused Asset Management And Performance Driven Utility Rates: The City Of Regina Water And Sewer Utility Takes Steps Forward In Asset Management.**
Ross C. Homeniuk, CH2M Hill; Pat Wilson, City of Regina; Iain Cranston, CH2M Hill
- Alternate 2 Integrating GIS and Telemetry and For Real-time Decision Support**
Michael Waddell, CDM Smith

TECHNICAL PROGRAM

Session 21: Security and Emergency Preparedness

Thursday, February 27, 2014

3:30pm – 5:00pm

- 21A 3:30pm Process Control System Security Guidance for the Water Sector**
Kevin Morley, American Water Works Association; Philip Gaberdiel, EMA
- 21B 4:00pm Deployment Basics for Responding to Another Utility's Emergency: Practical Considerations to Effectively and Safely Provide Mutual Aid**
Mary Ellen Collentine, City of Portland; Mike Stuhr, City of Portland;
Randy Kane, City of Portland
- 21C 4:30pm Experiences in Business Continuity Planning**
Jack Moyer, URS
- Alternate 1 Expose Your Vulnerabilities Before a Crisis**
Lisa N. Melton, Hazen and Sawyer; Nichole Sajdak, Hazen and Sawyer
- Alternate 2 Turning the Tide: Mitigation Strategies for Sea Level Rise, Coastal Flooding, and Storm Surge**
Mary McCrann, Woodard & Curran

TECHNICAL PROGRAM

Session 22: Employee Development

Friday, February 28, 2014

8:30am – 10:00am

22A 8:30am How to Achieve Oscar-Winning Performance from Your Utility Workforce
Rob McElroy, Daphne Utilities

22B 9:00am Okay, We Sent Our Employees to Training, What Next? Taking Professional Employee Development to the Next Level with Structured Job Rotations
Xavier J. Irias, East Bay Municipal Utility District; Jose Rios, East Bay Municipal Utility District

22C 9:30am Workforce Engagement: Getting Internal Buy-In to Promote Progress
Bradley J. Jurkovic, GHD, Inc.; Tim Hawley, South Central Connecticut Regional Water Authority

Alternate 1 Transforming The Organization: Building An Effective Employee Development Program
Richard Gerstberger, Tap Resource Development Group Inc

Alternate 2 The Strategic Supervisor: Winning the Hearts and Minds of the Customer During Crisis Situations
Rob McElroy, Daphne Utilities

TECHNICAL PROGRAM

Session 23: Customer Service

Friday, February 28, 2014

8:30am – 10:00am

- 23A 8:30am A Different Kind of Pressure - How One Organization Responded to an Imposed Billing and Customer Service Change**
Karen L. Pallansch, Alexandria Renew Enterprises; Ryan Nagel, Red Oak Consulting / ARCADIS; Biff Corning, Red Oak Consulting / ARCADIS
- 23B 9:00am Implementing Organizational Core Values to Improve Customer Service**
Pieter Van Ry, Aurora Water Department City of Aurora; Vinessa Irvin, City of Aurora; Lisa Darling, City of Aurora; Kerry Plemmons, University of Denver, Daniels College of Business
- 23C 9:30am Changing the Culture Inside Your Call Center Greatly Improves the Customer's Perception of Your Organization**
Kevin T. Donahue, Pittsburgh Water and Sewer Authority; Wendy Welser, Veolia Water North America; Manshi Low, Veolia Water North America
- Alternate 1 Program Development and Policy Considerations surrounding Online Stormwater Fee Maps**
Jennifer N. Fitts, Raftelis Financial Consultants, Inc.; Blake Bornkessel, City of Baltimore; Henrietta H. Locklear, Raftelis Financial Consultants, Inc.; Christopher McPhee, Raftelis Financial Consultants, Inc.
- Alternate 2 Water Leak Billing Adjustment Policy: City Of Austin & General Guidelines**
Ricky L. Selin, City of Austin

TECHNICAL PROGRAM

Session 24: Stakeholder Communication

Friday, February 28, 2014

8:30am – 10:00am

- 24A 8:30am Business Intelligence Applied to Rate and Fiscal Condition Communication: Dashboarding Your Way into Sustainable Finance**
Jeff Hughes, UNC Environmental Finance Center; Utility Representative, Georgia Utility (based on availability); Mary Tiger, UNC Environmental Finance Center
- 24B 9:00am No Power, Water or Media. Just Facebook: Utility Social Media During Major Crises**
Peter A. Eschbach, New Jersey American Water
- 24C 9:30am Building Financial Resiliency In Challenging Times: Can Be Done With Proactive Stakeholder Engagement**
Sean Duffy, City of Wilmington, Delaware; Prabha Kumar, Black & Veatch Corporation
- Alternate 1 Public Outreach Begins with the Board**
Graham Rich, Central Arkansas Water; Gary Pittman, Central Arkansas Water; Rocky Craley, Raftelis Financial Consultants, Inc.

TECHNICAL PROGRAM

Session 25: Leadership and Development

Friday, February 28, 2014

10:30am – 12:00pm

25A 10:30am The Samba Manager: Cool Lessons to be Learned from a Hot Dance

Cheryl K. Davis, san francisco public utilities commission

25B 11:00am The New Water Professional: Changing the Paradigm for Environmental Education

Richard D. Kuchenrither, University of Colorado; Elisa Speranza, CH2M HILL; Brian Good, Denver Water

25C 11:30am Team-based Implementation For Engagement, Involvement And Success

John O. Shinn, MSDGC; Samuel Paske, CH2M Hill

Alternate 1 Maintaining The Leadership Continuum A Knowledge Sharing Event

Pieter Van Ry, City of Aurora, Colorado; Stuart Karasik, City of San Diego; Richard Gerstberger, TAP Resources; James Mcpherson, Union Sanitary District

Alternate 2 Transitioning Utility Leadership from the Baby Boomers to Generation X

Darren Gore, Murfreesboro Water and Sewer Dept

TECHNICAL PROGRAM

Session 26: Utility Management

Friday, February 28, 2014

10:30am – 12:00pm

- 26A 10:30am Capturing Operations Knowledge Today, Sharing It Tomorrow - An Innovative Electronic Solution to Knowledge Management**
Bryon Wood, HDR Engineering; Stephanie Fleckenstein, HDR Engineering; Sarah Clark, HDR Engineering; Tricia Quigley, HDR Engineering
- 26B 11:00am Navigating the Perfect Storm: Transforming a Utility to Deliver a Growing Capital Program in a Climate of Shrinking Operating Budgets**
Theresa L. Benson, Brown and Caldwell; Rob Clark, City of Virginia Beach
- 26C 11:30am Managing Staff Knowledge As An Asset: Why You Should, How You Can**
Cheryl Davis, San Francisco Public Utilities Commission; Sharon Peters, EMA Canada Inc.
- Alternate 1 Source to Tap Optimization Using the AWWA Utility Management Standards and Operational Guides**
Eva Nieminski, Utah Department of Environmental Quality; Gerard Yates, Central Utah Water Conservancy District
- Alternate 2 Attrition Sucks - Knowledge Away From Utilities Sustaining Institutional Knowledge - Designing From An End-user Perspective**
Stephen Snell, CDM Smith Inc; David Massie, Glendale Water and Power; Eric Smith, CDM Smith Inc.

TECHNICAL PROGRAM

Session 27: Benchmarking and Performance Measurement

Friday, February 28, 2014

10:30am – 12:00pm

Moderator: Jim Ginley, Isle Inc.

- 27A 10:30am Utility Benchmarking Roadmap- Where We Stand and Where We're Going**
Kenneth Mercer, American Water Works Association
- 27B 11:00am Streamlining Performance Measurement and Progress: Application of a Benchmarking Tool for Effectively Managed Utilities**
Frank Roth, Albuquerque Bernalillo County Water Utility Authority; Fair Yeager, CH2M HILL; Mike Matichich, CH2M HILL; Yakir Hasit, CH2M HILL
- 27C 11:30am Water Utility R&D: Establishing Metrics to Justify the Investment**
Matthew P. Ries, University of South Florida; Sudhir Murthy, DC Water
- Alternate 1 Mt. Pleasant Waterworks' Business Intelligence Journey: Clean Data, Clean Reporting, Clean Water**
Brian Head, Mt. Pleasant Waterworks (South Carolina); Ian Jones, eGroup, Inc.
- Alternate 2 Financial Performance Measures that Support & Communicate Superior Performance**
Blair Troutman, seattle public utilities; jeff kent, Fairfax County Wastewater Management Program

