The Utility Management Conference

WEF | AWWA

2024 Conference Program

February 13–16, 2024
Portland, Oregon

#UMC24
wef.org/UMC24
Water/wastewater utility managers face constant challenges requiring innovative solutions.

Join UMC for forward-thinking leadership, covering strategic planning, efficient processes, and a holistic approach to ongoing improvement efforts.

awwa.org/Utility-Management
February 13-16, 2024
Oregon Convention Center
Portland, Oregon

#UMC24

This conference is jointly hosted by the Water Environment Federation (WEF) and American Water Works Association (AWWA) and is held in cooperation with the Pacific Northwest Clean Water Association (PNCWA).
To Our Friends and Colleagues:

Welcome to Portland and The Utility Management Conference™!

The Water Environment Federation and the American Water Works Association are excited to bring utility managers and sector leaders together for another four days of learning, sharing and celebrating the value of our work. The many management our water utilities continues to be dynamic, reacting to substantial shifts both inside and outside the water sector that affect us all.

We encourage you to make the most of our valuable time together. Take advantage of a unique week to step outside of your daily routine of meetings, emails, and deliverables to take a well-deserved pause to learn and reflect. Here, you have opportunities to interact in person with some of the best leaders in our sector in an open, engaging, and unique program designed around practical and successful utility management. This is a great time for you to think beyond the day to day about how you can increase your impact back home!

The program this year covers a wide variety of utility management topics and reflects recent changes in the sector. You will hear about rapid advances in the use of generative artificial intelligence (AI) in the workplace, how data is increasingly being used to improve decision making, and how sector leaders are implementing new human resource strategies, among other timely topics. Bring your questions, engage over coffee, follow up with speakers. If you are a speaker, we thank you for the effort you made to share your experience with others. If you are not a speaker, please consider submitting an abstract for next year!

As Chairs, we are confident of the value of this Conference, and we also hope you enjoy your time here. Please seek us out and share your experiences with us so we can reinvest that knowledge into continued success of this conference.
Conference Highlights

**Pre-Conference Workshops** — Interactive workshops cover topics of current interest and present opportunities to learn and share with experts and peers on challenges facing the utility sector. These are always very popular; we hope you can attend one!

**Opening General Session** — How do you get the public to understand the value of water? By making beer from reuse water of course! The Pure Water Brew competition, started right here in Portland over a decade ago, spurred a global trend that continues today. Hear from the founders about the risks they took and the benefits they reaped.

**36 Sessions** — Over the next three days, a variety of sessions will be featured covering a vast array of leadership topics and management strategies to meet the specific needs of attendees.

The Utility Management Conference gets better every year, and we hope you will agree. Please reach out to any of the WEF or AWWA staff to tell us how we are doing or to just say hi, we can help you find ways to plug in and connect. There are many opportunities!

We love your feedback! Please tell us what you think. What works? What can be better? What can we do to improve your experience and the conference for future attendees? Take a minute to complete a survey to provide us with your valuable input or share your thoughts with staff.

On behalf of WEF, AWWA, the conference planning committee, the dedicated staff, all moderators, speakers, and sponsors, we invite you to make this conference experience your best UMC ever!

Thank you for joining us!

Sincerely,
Matthew Ries, Ph.D., P.E., Conference Co-Chair (WEF)
Donna Mancuso, SHRM-SCP, Conference Co-Chair (AWWA)
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CONFERENCE PLANNING COMMITTEE

Matt Ries
DC Water
Conference Co-chair, WEF

Donna Mancuso
Suffolk County Water Authority
Conference Co-chair, AWWA

WEF/AWWA THE UTILITY MANAGEMENT CONFERENCE
PLANNING COMMITTEE

Maria DeChellis
ORACLE
AWWA

Prabha Kumar
Black & Veatch
WEF

Ryan Locicero
Clean Water Services
WEF

Robert Ryall
Arcadis
AWWA
All events are held in the Oregon Convention Center.

The Registration Desk is located in Pre-Function A on Level 1 and will be open at the following times:

- Tuesday, February 13: 7:30 a.m. – 5:00 p.m.
- Wednesday, February 14: 7:30 a.m. – 5:00 p.m.
- Thursday, February 15: 8:00 a.m. – 5:00 p.m.
- Friday, February 16: 8:00 a.m. – 12:00 p.m.

Sponsored by Brown & Caldwell

All presenters, alternates, and moderators should pick up their badge at the conference Registration Desk and attend their assigned briefing.

Moderators, presenters and alternates participating Wednesday, Thursday, and Friday should attend their assigned briefing. Please attend only once unless speaking on multiple days. The Speaker Briefing and room schedule is as follows:

- Wednesday, February 14 – Oregon Ballroom 203 7:45 a.m. - 8:15 a.m.
  *Sessions 1 through 12

- Thursday, February 15 – Oregon Ballroom 203 7:45 a.m. - 8:15 a.m.
  *Sessions 13 through 36
WEF is committed to providing a professional, safe, and welcoming environment during its in-person and virtual events for all participants. WEF expects all attendees, moderators, panelists, and speakers to uphold our commitment to diversity and inclusion by helping us provide a positive environment for everyone.

As a participant you agree to the following:

- To treat all individuals with respect and create a collegial, inclusive, and professional environment.
- To value a diversity of views and opinions by communicating openly with respect for others.
- Not to verbally abuse any individual or to discriminate, harass, or intimidate on the basis of gender, race, gender identity and expression, sexual orientation, physical or mental disability, physical appearance, age, religion, national origin, veteran status, citizenship, or professional rank.

Anyone requested to stop unacceptable behavior is expected to comply immediately. WEF management may take any action deemed necessary and appropriate, including removal from the event (and any remaining portions thereof) without warning and without refund of registration fee.

Additionally, if you are a WEF member, you agree to uphold the WEF Member Code of Conduct while attending WEF events.

**Reporting Concerns**
To report a Code of Conduct violation, you may email the WEF Executive Director, at: executivedirector@wef.org.
Free WiFi is available in meeting rooms, lobbies, and common areas via the “OCC Free WiFi” network. Service is intended for casual internet access such as light browsing, email, text-based social media, etc. Up to 1Mbps shared bandwidth per connected device.

WEF strongly encourages the use of social media to share your experiences at our event. This includes sharing interesting quotes or information, taking pictures with colleagues, and using the event hashtag. However, to protect intellectual property, videotaping, filming, or live-streaming of any workshop or technical session presentation, or exhibit booth is prohibited. Any participant violating this policy must relinquish the media and may be removed from the conference. Also, promotional or commercial use of photographs taken at WEFTEC and other WEF conferences is strictly prohibited. If you are interested in content, materials, or products, please consider talking to the speaker or exhibitor, who may provide the information or grant permission.
CONFERENCE SAFETY AND SECURITY

In Case of Emergency
Oregon Convention Center (OCC)
• For life-threatening situations, immediately call 9-1-1.
• For non-life-threatening first-aid occurrences or a security threat, contact the Public Safety Console at +1 503-731-7849 OR dial 7849 from any OCC house phone and provide the specifics of the occurrence.
• If a fire (smoke, flames, etc.) is suspected, immediately call 9-1-1 and then contact the 24-hour Public Safety Console by dialing 7849 from any OCC house phone or +1 503-731-7849.
• The official evacuation assembly area is the OCC North Plaza at the corner of NE MLK Boulevard and NE Holladay Street. The overflow area is the Convention Center Plaza.

First Aid
Med-Tech Office A - Level 1, Oregon Convention Center
Tuesday, February 13  7:30 a.m. - 5:00 p.m.
Wednesday, February 14  7:30 a.m. - 5:00 p.m.
Thursday, February 15  7:30 a.m. - 5:00 p.m.

Hyatt Regency Portland (conference headquarters hotel)
• Dial 55 from any Hotel phone and immediately report it.
• If the matter is NOT an emergency, dial 4240 from any Hotel phone, ask to speak to the Manager on Duty, and report the matter accordingly.

Paramedics, the Fire Department, Law Enforcement and Hospitals are all located approximately 4- to 7-minutes from the OCC and the Hyatt Regency Portland.
RECEPTIONS AND MEAL FUNCTIONS

Conference Luncheon
Sponsored by Walsh Group
Lunch will be provided for all registered attendees at the Conference Luncheon. Use this opportunity to meet your fellow participants from across the country and abroad while enjoying a nice meal. The menu has been created with a variety of dietary preferences in mind, but please let staff know if you have specific restrictions.

Exhibit Hall A - Level 1, Oregon Convention Center
Wednesday, February 14 12:00 p.m. - 1:30 p.m.

Conference Reception
Sponsored by Arcadis
Join fellow attendees at the Conference Reception! This is a great opportunity to enjoy a beverage and light hors d’oeuvres while networking with other water and utility leaders.

Oregon Ballrooms 201-202 - Level 2, Oregon Convention Center
Wednesday, February 14 5:00 p.m. - 6:30 p.m.

Meet the Speakers Social Hour
Sponsored by Hobas Pipe
The UMC Meet the Speakers Social Hour is an opportunity to connect with those presenting throughout the meeting. All attendees are encouraged to attend. Plan to grab a drink and join us for lively conversation.

Oregon Ballroom 204 - Level 2, Oregon Convention Center
Thursday, February 15 5:00 p.m. - 6:00 p.m.

Networking Breaks
Wednesday and Thursday Networking Breaks Sponsored by MentorAPM

Holladay Lobby and Oregon Ballroom Lobby, Oregon Convention Center
Wednesday, February 14 10:00 - 10:30 a.m. and 3:00 - 3:30 p.m.
Thursday, February 15 10:00 - 10:30 a.m. and 3:00 - 3:30 p.m.
Friday, February 16 10:00 - 10:30 a.m.
AWWA Asset Management (ECD) Committee
Room A107-108 - Level 1, Oregon Convention Center
Wednesday, February 14  12:15 p.m. - 1:15 p.m.

AWWA Customer Service Committee
Room A107-108 - Level 1, Oregon Convention Center
Wednesday, February 14  1:30 p.m. - 2:30 p.m.

AWWA Water Equation Committee
Room A107-108 - Level 1, Oregon Convention Center
Wednesday, February 14  2:30 p.m. - 5:00 p.m.

AWWA Rates & Charges Committee
Room A107-108 - Level 1, Oregon Convention Center
Thursday, February 15  8:30 a.m. - 10:00 a.m.

WEF Utility Management Community Meeting
Room A106 - Level 1, Oregon Convention Center
Thursday, February 15  12:00 p.m. - 1:30 p.m.

AWWA Management & Leadership Division
Room A107-108 - Level 1, Oregon Convention Center
Thursday, February 15  1:00 p.m. - 2:30 p.m.

AWWA Strategic Management Practices Committee
Room A107-108 - Level 1, Oregon Convention Center
Thursday, February 15  3:00 p.m. - 4:00 p.m.

AWWA Utility Benchmarking Advisory Committee
Room A107-108 - Level 1, Oregon Convention Center
Thursday, February 15  4:00 p.m. - 5:00 p.m.
ONLINE PROCEEDINGS

Conference proceedings, consisting of manuscripts for each presentation, have been made available through an online portal. Advance registrants will receive an email with instructions on how to access to the WEF/AWWA Utility Management Conference 2024 online proceedings before the end of the conference. Onsite registrants will receive an email with instructions to access proceedings following the event’s conclusion.

Not attending this year’s Utility Management Conference? Copies of proceedings may be ordered on Access Water after the conference ends. You may call 1-800-666-0206 or visit www.AccessWater.org to place your order.

MOBILE APP

WEF is pleased to offer the 2024 WEF/AWWA Utility Management Mobile App which gives you convenient access to all event details.

Use the QR Code, or search “EventPilot” in the Google Play or Apple Store.
Enter Access Code: UMC24

View full program details, speakers, and sponsors. Set up your account to begin saving your favorite sessions, speakers and sponsors to your plan, receiving recommendations, and connecting with other conference attendees by Joining the Conversation within each session.

*Please note that this print program is up to date as of January 24, 2024. Download the mobile app for the most current information about each technical session!*
Continuing Education credit files will be made available online after the event.
Participating attendees will receive an email within 4 weeks after each event informing them when CE Credit documentation becomes available. Attendees will be able to view and download a certificate and transcript detailing their event participation using the link provided in the event follow up messaging. These details are also posted under the Events & Education tab of www.WEF.org.

How Do I Receive Credit For this Conference?
In order to receive credit for participation in any of the education sessions attendees will be required to scan their badge when entering and exiting each session room. Credits obtained during this event will be available at the end of the conference using the link provided in the post event email and WEF site listed above.

Pre-Conference Workshops:
WEF offers Continuing Education Units (CEUs) for participation in workshops. One CEU is the equivalent to 10 hours of training or formal instruction. These are distributed for structured, relevant professional training above and beyond that of initial certification or employment in a particular field.

Technical Sessions:
WEF offers Professional Development Hours (PDHs) for participation in technical sessions. A PDH is defined as one hour spent engaged in an activity that contributes to the advancement or enhancement of professional skills or scientific knowledge of a professional engineer or operator.

When Will I Receive Credits For this Conference?
Certificates and transcripts are available for download during and post conference. WEF will send an email after the conference to inform attendees where they can obtain their credits. Please keep in mind that most state licensing boards require the individual licensees to report continuing education credits.
Note: Educational Credits will not be recorded, and documentation will not be distributed unless the attendee is a confirmed registrant of this event and the proper steps are completed as indicated in the directions provided.

Are WEF Continuing Education Credits Approved in My State?
Most state engineering boards will accept WEF event credits as issued by WEF. WEF applies for approval in many states for operators and will be happy to work with individuals and Member Associations for additional state or agency approvals upon request. In addition, WEF has been approved as a Training Provider through the following: The Florida Board of Professional Engineers, the New York State Department of Education, and the Ohio EPA.

Please visit www.wef.org for specific state approval information for each event.
What Else Do I Need to Know?

WEF follows the International Association of Continuing Education and Training (IACET) guidelines along with strict state-specific CE Credit regulations. We strive to maintain these policies and procedures regarding our Continuing Education Program to meet with and receive state recognition of our events. WEF calculates education credits following a standardized method that is widely accepted by certification and licensing agencies. However, many states differ in the type and/or number of credits they will approve for educational events. Because of this, participants are responsible for exploring their state requirements and for ensuring that WEF conference credits are accepted.

Service and Support...

WEF maintains a database of all continuing education files for a minimum of 7 years. You may contact WEF’s Customer Service Team between the hours of 8:30 a.m. and 5:00 p.m. EST, Monday through Friday for questions related to WEF Programs - 1-800-666-0206 or csc@wef.org.

State Credit Calculations:
Each state has its own set of CE credit requirements. Some licensing boards use different acronyms for approved training credits. In most instances the credits issued by WEF can be converted to meet state specific requirements that vary from the system used by WEF. This is usually managed at the state level using the following conversion:

1.0 CEU = 10 Hours of session time
1.0 PDH = 1 Hour of session time
1.0 General Contact Hour = 1 Hour of session time

For example: 1.7 CEU Credits = 17.0 PDH depending on individual state regulations.

*CEU & PDH credits are available for Workshops to Professional Engineers licensed in the state of New York (NYSED).

Please note: courses that are not related to professional practice, such as accounting/financial planning, basic Auto CAD, general office management, insurance, marketing, real estate, risk management, DE&I, etc. are not approved for continuing education credits by some state licensing boards, including the NYSED.

For more information regarding WEF’s Continuing Education Program, please visit the Events & Education tab at www.WEF.org.
We would like to thank the following sponsoring companies for their contributions to the conference and program.

**itineris**

itineris.net
PLATINUM

**Kennedy Jenks**
kennedyjenks.com
GOLD

**Hazen**
hazenandsawyer.com
SILVER
We would like to thank the following sponsoring companies for their contributions to the conference and program.

**ARCADIS**
arcadis.com
NETWORKING RECEPTION

**Brown and Caldwell**
brownandcaldwell.com
ONLINE REGISTRATION

**Carollo**
carollo.com
TOTE BAGS

**CDM Smith**
cdmsmith.com
WATER BOTTLES

**Garver**
garverusa.com/markets/water
OPENING GENERAL SESSION

**HDR**
hdrinc.com
LANYARD

**HOBAS**
hobaspipe.com
SOCIAL WITH SPEAKERS

**MentorAPM**
mentorapm.com
NETWORKING BREAKS

**Walsh**
walshgroup.com
LUNCHEON
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<td>OGS</td>
<td>Opening General Session</td>
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<td>Session 01</td>
<td>Building Resilient and Sustainable Water Infrastructure in Jackson, MS - Insights from the Project Team</td>
<td>10:30 a.m.</td>
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<td>Session 02</td>
<td>Utility Collaboration &amp; Regionalization A</td>
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<tr>
<td>Session 03</td>
<td>Strategic Planning A</td>
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<td>Session 04</td>
<td>Understanding the ‘Why’ Behind Utility Technology Transformations</td>
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<td>Session 05</td>
<td>Workforce Development - A Focus on Operators</td>
<td>1:30 p.m.</td>
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<tr>
<td>Session 06</td>
<td>Asset Management and Capital Program Frameworks</td>
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<td>Session 07</td>
<td>Times They Are a Changing - How to Bob and Weave for Dylan’ with Change Management</td>
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<td>Session 08</td>
<td>Digital Transformation in the Water Sector</td>
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<td>Session 09</td>
<td>Workforce Development - Managing this Crucial Asset</td>
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<td>Session 10</td>
<td>Best Practices for Capital Program and Asset Management</td>
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<td>Financial Resilience for Utilities and Customers Alike</td>
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<td>Water Research Foundation Project 5189 - AI/ML Framework for Water and Wastewater Utilities</td>
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<td>Session 13</td>
<td>Incorporating Equity into Utility Decision Making</td>
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<td>Optimizing Business Practices</td>
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<td>Session 16</td>
<td>Management and Oversight of New Frontiers in Artificial Intelligence</td>
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<td>Session 17</td>
<td>Utility Resilience and Reliability</td>
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## SESSIONS AT-A-GLANCE

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<th>CE Credits (PDHs)</th>
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<td>Session 18</td>
<td>Innovation Amplified - Harnessing Collaboration and Communications for Breakthrough Solutions</td>
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<td>Session 19</td>
<td>Utility Planning - Essential to Success</td>
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<td>Session 20</td>
<td>Combining Data and Asset Management for Improved Monitoring and Operations</td>
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<td>Session 21</td>
<td>Alternative Project Delivery and Procurement</td>
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<td>Session 22</td>
<td>Communications and Public Engagement</td>
<td>1:30 p.m.</td>
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<td>Session 23</td>
<td>How Rockwood Water People’s Utility District and the City of Portland Benefitted from WIFIA Financing for their Water Infrastructure Projects</td>
<td>1:30 p.m.</td>
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<td>Session 24</td>
<td>Real World Applications of Artificial Intelligence</td>
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<td>Session 25</td>
<td>Diversity, Equity, and Inclusion from a Water Utility’s Perspective</td>
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<td>Session 26</td>
<td>The Business Case for Water Affordability - A Quantitative Approach</td>
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<td>Session 27</td>
<td>Utility Financing - A Multi-Faceted and Long-Term Effort</td>
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<td>Session 28</td>
<td>Applications of Data Management and Analysis</td>
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<td>Session 29</td>
<td>Change Management - Considering Culture, Workforce, Business Processes, and Technology</td>
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<td>Session 30</td>
<td>Utility Collaboration &amp; Regionalization B</td>
<td>8:30 a.m.</td>
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<td>Session 31</td>
<td>Integrated Water Management</td>
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<td>Session 32</td>
<td>Optimization of Operation &amp; Maintenance</td>
<td>8:30 a.m.</td>
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<tr>
<td>Session 33</td>
<td>Decision Making with the Customer in Mind</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
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<td>Session 34</td>
<td>Engaging the Community in One Water Programming</td>
<td>10:30 a.m.</td>
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<td>Session 35</td>
<td>Strategic Planning B</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
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<td>Session 36</td>
<td>Utility Sustainability and Environmental Challenges</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
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From Disrepair to Prepared (from Reactive to Proactive): Leveraging the Fundamentals of Maintenance Reliability for Effective Operations and Sustainable Utility Management

8:30 a.m. Welcome Message
Pam Elardo, Brown and Caldwell

8:40 a.m. Building the Foundation for Maintenance Reliability
Steve Hutchings, Brown and Caldwell

9:00 a.m. Starting the Journey
Peter Boone, Tualatin Valley Water District

9:30 a.m. Interactive Session #1 - Self / Utility Assessment Exercise

10:00 a.m. Networking and Coffee Break

10:30 a.m. The Maintenance Optimization Journey, From the Bottom Up, The Story of KC WTD
Adam Comfort, King County Wastewater Treatment Division

11:00 a.m. Feeding the Data System: Bellevue’s Coordinated Approach to Condition Assessment and FMECA
Jaclyn Knoth, City of Bellevue Utilities

11:30 a.m. Interactive Session #2 - Data and Problem-solving Exercise

12:00 p.m. Lunch

1:30 p.m. Interactive Session #2 - Data and Problem-solving Exercise - Cont.
WORKSHOP A
TUESDAY
FEBRUARY 13

Room: B110-111  0.6 CEUs

From Disrepair to Prepared (from Reactive to Proactive): Leveraging the Fundamentals of Maintenance Reliability for Effective Operations and Sustainable Utility Management

8:30 a.m. – 5:00 p.m.

additional fees apply

Workshop A agenda continued from previous page

2:00 p.m.  Lifecycle of a Predictive Maintenance Program
John Nice, Clean Water Services

2:30 p.m.  Portland BES, Condition Assessment and Cultural Change at the Shop Floor
Christa Overby, Mia Sabanovic, Portland Bureau of Environmental Services

3:00 p.m.  Networking and Coffee Break

3:30 p.m.  Cultural Transformation and the WEF WISE Program
Mark Poling, Clean Water Management

3:50 p.m.  Interactive Session #3 - Readiness Assessment and Cultural Change

4:20 p.m.  Vision the Possible, Benefits Realized, Continue the Journey
Pam Elardo, Brown and Caldwell

4:45 p.m.  Wrap-Up and Evaluation

5:00 p.m.  Workshop adjourns
8:30 a.m. Introductions
Salil Kharkar, DC Water

9:00 a.m. Inconvenient Truths
Diala Dandach, Brown and Caldwell; Christine deBarbadillo, Black & Veatch

9:30 a.m. Understanding the P-F Curve
Theresa Bruton, Salil Kharkar, DC Water

10:00 a.m. Networking and Coffee Break

10:30 a.m. Failure Mode Approach to Defect Identification
Jaime Alba, Theresa Bruton, DC Water

11:00 a.m. Condition Monitoring to Find Hidden Defects
Theresa Bruton, DC Water

12:00 p.m. Lunch

1:30 p.m. Designing out Defects
Christine deBarbadillo, Black & Veatch; David Parker, DC Water

2:00 p.m. Improving Training Effectiveness
Stacy Passaro, Passaro Engineering

Workshop B agenda continued on following page
3:00 p.m.  Networking and Coffee Break

3:30 p.m. Warranties
Jeff Lukas, Xylem; Chuck Sinclair, Garney Construction

4:00 p.m. Measuring Commissioning Success
David Parker, DC Water; Diala Dandach, Brown and Caldwell

4:30 p.m. Wrap Up and Parking Lot Items
Stacy Passaro, Passaro Engineering

5:00 p.m. Workshop adjourns
Resilience Continuum for Assessing and Improving a Utility’s Resilience Positioning

8:30 a.m. Welcome and Resilience Continuum
Prabha Kumar, Black & Veatch

9:00 a.m. Utility Panelist: MNWD and Workforce Adaptation
Drew Atwater, Moulton Niguel Water District

9:15 a.m. Utility Panelist: City of Wilmington and Customer Engagement
Brett Taylor, City of Wilmington

9:30 a.m. Utility Panelist: LWC and Digital Enablement
Matthew Griffith, Louisville Water Company

9:45 a.m. Panel Discussion & Resilience Continuum Live Poll
Marissa Huntley, Sammamish Plateau Water

10:00 a.m. Networking and Coffee Break

10:30 a.m. Reflection on Live Poll Results
Marissa Huntley, Sammamish Plateau Water

10:45 a.m. Exercise: Resilience Factor Breakouts
Marissa Huntley, Sammamish Plateau Water; Prabha Kumar, Black & Veatch; Jason Carter, Arcadis

11:30 a.m. Breakout Group Reports and Discussion
Jason Carter, Arcadis

12:00 p.m. Workshop Adjourns
Operationalizing Equity, Environmental Justice, and Resilience in your Utility with Advanced Asset Management

Room: A106  
CEU 0.3 CEUs

additional fees apply

8:30 a.m. Introductions and Workshop Overview
Hugh Sinclair, Arcadis

8:45 a.m. What is Advanced Asset Management?
- Role of Resilience In Advanced Asset Management
  Kevin Slaven, Arcadis
- Role of Equality and Environmental Justice in Asset Management
  Karyn Riley, Arcadis

9:00 a.m. Calibrating Levels of Service for Greater Equity
Alan Sauvageau, WSSC Water

9:30 a.m. Data-driven Decision Making - Incorporating Resilience into Asset Management
Satish Tripathi, Houston Water

10:00 a.m. Networking and Coffee Break

10:30 a.m. Group Exercise 1: Capital Project Prioritization with Equity and Environmental Justice

11:10 a.m. Group Exercise 2: Risk Assessment with Resilience Factors

11:50 a.m. Workshop Exercise Debrief, Discussions, and Wrap Up

12:00 p.m. Workshop Adjourns
WORKSHOP E
TUESDAY FEBRUARY 13

Room: A105  0.3 CEUs

Wateropolis – A Facilitated Workshop for Values-Based Resource Prioritization

1:30 p.m. - 5:00 p.m.

additional fees apply

1:30 p.m.  Introductions and the Context for Wateropolis
Catherine Carter, Raftelis

2:00 p.m.  The Effective Utility Management Framework
Jim Ginley, Jim Ginley Consulting LLC

2:20 p.m.  Selecting Organizational Values
Jim Ginley, Jim Ginley Consulting LLC

2:50 p.m.  Scenario Instructions
Catherine Carter, Raftelis

3:00 p.m.  Networking and Coffee Break

3:30 p.m.  Scenarios 1 and 2
Catherine Carter, Jen Teal, Raftelis

4:00 p.m.  Scenarios 3 and 4
Catherine Carter, Jen Teal, Raftelis

4:30 p.m.  Scenario 5, Exercise Debrief
Catherine Carter, Jen Teal, Raftelis; Jim Ginley, Jim Ginley Consulting LLC

5:00 p.m.  Workshop adjourns
Using Gap Assessments to Advance Your Asset Management Program Maturity

**Room:** A106  **CEU:** 0.3 CEUs

**TUESDAY FEBRUARY 13**

1:30 p.m. Welcome and Introductions, Overview of Assessment Reasons and Tools  
Tammy Whipple, AMCL

1:45 p.m. Case Study: Using Assessments to Identify Gaps and Develop Road Maps for Advancement  
Mert Muftugil, Portland Water Bureau

2:05 p.m. Complete Assessment on Current and Desired Maturity Benchmark Current and Desired State of Maturity and Select Focus of Breakout Sessions

2:30 p.m. Breakout Session: Develop Advancement Options for Select AM Aspects Group Discussion/Report out  
Facilitators; Tammy Whipple, AMCL; Rebecca Borker, WSP; Kevin Campanella, Burgess & Niple; Mert Muftugil, Portland Water Bureau

3:00 p.m. Networking and Coffee Break

3:30 p.m. Developing an AM Program Roadmap  
Rebecca Borker, WSP; Kevin Campanella, B&N

4:00 p.m. Breakout Session: Develop AM Roadmap Example for Select Aspect  
Facilitators; Tammy Whipple, AMCL; Rebecca Borker, WSP; Kevin Campanella, Burgess & Niple; Mert Muftugil, Portland Water Bureau

4:45 p.m. Summary and Concluding Statements  
Tammy Whipple, AMCL

5:00 p.m. Workshop adjourns
OPENING GENERAL SESSION

WEDNESDAY, FEBRUARY 14 | 8:30 a.m. - 10:00 a.m.

8:30 a.m.  Welcome to Portland and UMC 2024
Matt Ries, 2024 Co-Chair (representing WEF)
Donna Mancuso, 2024 Co-Chair (representing AWWA)

8:45 a.m.  WEF Welcome
Aimeé Kileen, WEF President

8:50 a.m.  AWWA Welcome
Pat Kerr, AWWA President

8:55 a.m.  May I offer You Some Highly Purified Wastewater? It’s a Nice Pale Ale: Unique Approaches to Public Engagement with Pure Water Brew
Brian Haslip, Fermentation Specialist
M. Lee Hedgmon, Owner, The Barreled Bee
Jenn McPoland, SheBrew Founder/Organizer
Mark Poling, formerly with Clean Water Services, now Principal Engineer, Clean Water Management LLC

It’s been almost 10 years since some crazy people at Clean Water Services said to themselves, “You know, if we want to get people talking about reusing water, we ought to make beer from it!” Join us for an informative and fun discussion about the origins and evolution of Pure Water Brew with some of the founders of the sustainable water challenge. We’ll discuss the challenges and successes of the venture that spurred a global trend and its implications for future innovation and communication. More than just craft brewers talking about beer, the session’s Pure Water Brew veterans brings together elements of risk-taking, humor and messaging, creating one of the most effective public engagement campaigns in our sector.

10:00 a.m.  Session Adjourns for Networking Break
You’ve seen the headlines, now hear from the project team of JXN Water, Ted Henifin, interim third-party manager will speak on lessons learned and introduce key parts of his project team from Jacobs, Stantec, and HDR to speak on the progress of the system in its recovery. This panel will explore the critical intersection of resiliency and sustainability in water infrastructure development and management. Through a multi-disciplinary lens, the panelists will provide valuable insights and practical approaches for the AEC industry to understand the challenges in Jackson, MS. The ‘Building Resilient and Sustainable Water Infrastructure’ panel is designed to provide a comprehensive and actionable overview of the crucial issues surrounding water infrastructure today. It brings together experts from the JXN Water project team to share their knowledge, experiences, and best practices. Attendees will leave with a deeper understanding of the complexities of water infrastructure, as well as practical tools and strategies to address the challenges of an ever-changing world.

10:30 a.m.  Introduction
10:35 a.m.  Updates on the System
            Ted Henifin, JXN Water
10:55 a.m.  The First 100 Days
11:15 a.m.  Stabilization
11:30 a.m.  The Future of JXN
11:45 a.m.  Audience Q&A
12:00 p.m.  Session adjourns for networking luncheon
Utility Collaboration & Regionalization A

10:30 a.m. - 12:00 p.m.

Moderator: Heidi Hackett, Cape Fear Public Utility Authority

10:30 a.m.
From Burden to Benefit, ALCOSAN’s Regionalization Program Then and Now
Kaye Bealer, AECOM; Julia Spicher, ALCOSAN

11:00 a.m.
Doubled Overnight: Consolidating Seven Utilities into One
Jack Beers, CDM Smith; Jacob Tittle, MetroConnects

11:30 a.m.
When Less is More: A Wastewater Treatment Consolidation Case Study
Bailey Keller, Kendall Ryan, Jared Barber, Lindsey Reid, David Munn, Richard Weatherly, Freese and Nichols; Jameson Appel, City of Pearland

12:00 p.m.
Session adjourns for networking luncheon

Leslie Long, Ernie Buo, Clark County Water Reclamation District

Alternate: Regionalization – The Problem with Finances
Ryan Graf, Miranda Kleven, Advanced Engineering and Environmental Services Inc
Session 03
WEDNESDAY
FEBRUARY 14

Strategic Planning A

Moderator: Sharon Peters, EMA, Inc.

10:30 a.m. Preparing for All Potential Outcomes: How HRSD Used Innovative Scenario Planning to Future-Proof its Organizational Strategic Plan
Jay Bernas, HRSD; Shelbie Dashiell, Sarah Dominick, Ryan Nagel, Hazen and Sawyer

11:00 a.m. Future of Water and Wastewater Infrastructure and Policy in Sugar Land – A Story of Collaboration between Planning and Engineering
Ishita Rahman, Alexis Garcia, Kendall Ryan, Freese & Nichols Inc.; Katie Clayton, City of Sugar Land

11:30 a.m. Strategic Planning and Execution of a Unified SCADA System for Water Utility Management
Devin Sanders, Portland Water Bureau; Leo Rodgers, Brown and Caldwell

12:00 p.m. Session adjourns for networking luncheon

Alternate: Setting Expectations: Providing Flexible Project Guidance to Align the Management of Projects Across an Organization
Sree Kolapalli, Loudoun Water; Michael Dalton, Hazen and Sawyer; Thomas Lipinski, Loudoun Water; Conor Brennan, Ryan Nagel, Hazen and Sawyer
Understanding the “Why” Behind Utility Technology Transformations: The Behind the Scenes View of What Drives the Need for Change

10:30 a.m. - 12:00 p.m.

Moderator: Seth Johnstone, 1898 & Co.

This session will include presentations from three leading utilities on 'why' they undertook a strategic technology initiative at their organization. The focus of these presentations will be on the organizational drivers that made the project necessary, what approaches were used to build buy-in to taking on the project, and lessons learned leading up to the actual procurement and deployment of the technology initiative. Following the presentations, there will be a moderated panel discussion providing the audience a chance to ask the utility leaders additional questions about each of these initiatives and the utilities overarching strategies around technology use.

10:30 a.m. Introduction to Session and Presenters

10:35 a.m. Going Back to the Beginning: Building Trust in Data and Systems through Continual Business Engagement
Michael Beardslee, Craig Lees, Loudoun Water

10:55 a.m. Right-Sizing Technology: Improving Business Processes through a SharePoint Implementation
Jeanetta Williams, Prince William County Service Authority

11:15 a.m. Learning from the Past to Build for the Future: Creating the Case for Modernizing Asset Management through an Asset Management System Deployment
Lee Haller, Matthew Jacob, Pittsburgh Water & Sewer Authority

11:35 a.m. Moderated Panel Discussion

12:00 p.m. Session adjourns for networking luncheon
Workforce Development: A Focus on Operators

1:30 p.m. - 3:00 p.m.

Moderator: Rhonda Harris, Workforce Resource Solutions

1:30 p.m. Wastewater Operator Apprenticeship Program
Tim Runde, City of Des Moines Metro WRA-WRF

2:00 p.m. Attracting Operators to the Field
Olga Mikhalchishina, Bradley Hayes, Woodard and Curran

2:30 p.m. Analyzing Operators' Jobs: A data driven approach to certifying operators and how it impacts the future of the water industry
Paul Bishop, Water Professionals International (WPI); Alan Cranford, City of Murfreesboro, TN; Mike Gosselin, City of Kelowna

3:00 p.m. Session adjourns for networking break

Alternate: Stay Interviews: A Mechanism for Improving Employee Retention
Kacie Allard, South Platte Water Renewal Partners

Alternate: Purpose Driven Work: Utilizing the motivation behind the new workforce to build a successful internship program
Anna Schroeder, Zeena Williss Kohr, South Platte Renew
**TECHNICAL PROGRAM**

**SESSION 06**

**WEDNESDAY**

**FEBRUARY 14**

**Room: B110-112**

1.5 PDHs

**Asset Management and Capital Program Frameworks**

1:30 p.m. - 3:00 p.m.

**Moderator:** Prabha Kumar, Black & Veatch

**1:30 p.m.**

*Charlotte Water's Systematic and Comprehensive Sewer Maintenance and Rehabilitation Program Leads to a 75% Reduction in SSOs over the last 15 Years*

Aaron Frazier, CHA Consulting, Inc.; Keith Shirley, Jason Bromirski, Charlotte Water

**2:00 p.m.**

*So, You Think You Can Inspect? The Saga of City-Wide Inspections in the Nation's Capital*

Tatiana Baranova, Jessica Shiao, DC Water; Pono Hanson, Kaylie Kramer, Sohan Patel, Brown and Caldwell

**2:30 p.m.**

*EWSU's Roadmap to Asset Management Excellence*

Logan Guffey, Evansville Water and Sewer Authority; Sara Ferrara, Arcadis

**3:00 p.m.**

Session adjourns for networking break
Understanding the "Why" Behind Utility Technology Transformations: The Behind the Scenes View of What Drives the Need for Change

1:30 p.m. - 3:00 p.m.

Moderators:  Heather Wootton, Tanya Miro, Kimley-Horn and Associates

Utilities are a constant in our industry. Our organizations are essential to providing safe drinking water to our communities and are critical to public health. It is fitting that we are in the water industry because whether we like it or not things are constantly changing. As water erodes and shapes, our policies and ever-changing environment continues to shape how our utilities operate and change how things flow. Whether it’s upcoming or new regulations, staffing shortages, or operating procedures, these all affect how our utilities operate and adapt to the times. This panel will address three main topics from planning for, managing, and tracking progress related to change. We will hear stories from three large utilities across the nation on how they have planned for, received, and adapted to change across their organizations. To close out this session we will provide a tabletop exercise to break out groups and have group discussion on how they would approach the specific challenge presented. Attendees will walk away with an understanding of change management principles and a real-life view on how that has been experienced, tracked, and implemented at utilities across the nation.

1:30 p.m.  Introduction

1:35 p.m.  Change Management Planning Principles
Tanya Miro, Kimley-Horn and Associates; Ruthie Redmond, US Water Alliance

1:55 p.m.  Managing Change During Workforce Transitions
Tanya Miro, Kimley-Horn and Associates; Silvia Amparano, Tucson Water; John Bennett, Trinity River Authority

2:25 p.m.  Tracking Progress and Pivoting
Tanya Miro, Kimley-Horn and Associates; Anas Malkawi, HRSD; Theresa Bruton, DC Water

2:55 p.m.  Closing

3:00 p.m.  Session adjourns for networking break
Digital Transformation in the Water Sector

1:30 p.m. - 3:00 p.m.

Moderator: Getachew Melsew, DC Water

1:30 p.m. From a Ripple to a Wave: Global Best Practices for Digital Water Transformation
Eric Bindler, Bluefield Research; Shawn Ingram, Xylem

2:00 p.m. Preparing for and Implementing Process Optimization Using Data Visualization
Erin Mackey, Brown and Caldwell; Kimberly Gupta, Portland Water Bureau; Kelly Kimball, Brown and Caldwell

2:30 p.m. A Decade of Domain Expert-Led Digital Transformation in Houston Water: The Integration of ChatGPT and AI Technologies
Fazle Rabbi, Pratistha Pradhan, City of Houston

3:00 p.m. Session adjourns for networking break

Alternate: Getting Comfortable Being Uncomfortable: The Digital Transformation Journey at Milwaukee Metropolitan Sewerage District
Michael Martin, Milwaukee Metropolitan Sewerage District; Alan Tucker, Brown and Caldwell
Workforce Development: Managing this Crucial Asset

3:30 p.m. - 5:00 p.m.

Moderator: Matt Gregg, Brown and Caldwell

3:30 p.m. One Plus One Equals A Common Goal: Discussions and Perspectives on Workforce Development From Two Sides of the Workforce
Kathleen Mannion, Carollo Engineers; Molly Nause-McCord, City of Portland, Bureau of Environmental Services

4:00 p.m. Tapping the Talent Pipeline: Developing the Next Generation of Leaders in Your Organization
Jennifer Teal, Raftelis; Zach McNutt, Kacey Waggaman, City of Monroe, OH; Chrissy Roe, Louisville Water

4:30 p.m. Utility Leadership - Career Progressions for Recruitment & Retention
Jose Leon Jr, Raul Romero, Johnson County Wastewater

5:00 p.m. Session adjourns for networking reception

Alternate: Preparing the Future Water Workforce
Stephen Brown, Town of Cary; Tasneem Hussam

Alternate: Deep Diving into the Water Sector Workforce - Round Two!
Joanna Brunner, Arcadis; Zakiya Seymour; Kristan Vanden Heuvel, The Water Tower; Joanna Brunner, Trisha Brown, Jayden Wright, Arcadis; Melissa Meeker, Gwinnett County - Department of Water Resources
Best Practices for Capital Program and Asset Management

**Room:** B110-112  
**PDH:** 1.5 PDHs

**Moderator:** Scott Lehman, Kennedy/Jenks

**3:30 p.m.**  
**Developing a Strategic Asset Management Plan (SAMP) for South Platte Renew**  
Shannon Harney, Angela Hager, South Platte Renew; Steve Simon, Hazen and Sawyer

**4:00 p.m.**  
Andrew Goldberg, Brown and Caldwell; Emilie Abbott, Parker Water and Sanitation District

**4:30 p.m.**  
**Making the Right Choices for Your Utility: Using Augmented Alternatives Analysis (AAA) to Plan for Large Capital Investments**  
J Leslie Corcelli, US Environmental Protection Agency

**5:00 p.m.**  
Session adjourns for networking reception

**Alternate:** Checking Boxes and Moving the Needle: Incrementally Advancing Asset Management Program Value for Utilities  
Alden Wyma, Donna Lund, Todd Smith, Adam Comfort, King County Wastewater Treatment Division; Laura Nolan, Michael Flores, Rachel King, Steven Rogowski, HDR

**Alternate:** Equitable Investments at DC Water: “Equity in CIP Tool” for Equitable Outcomes and Customer Experiences  
Getachew Melsew, DC Water
TECHNICAL PROGRAM

SESSION 11
WEDNESDAY FEBRUARY 14

Room: B115-116  1.5 PDHs

Financial Resilience for Utilities and Customers Alike

3:30 p.m. – 5:00 p.m.

Moderator: Robert Ryall, Arcadis

3:30 p.m.  Pure Water Antelope Valley – A Critical Water Supply Project for a Large Disadvantaged Community
Kim Pugel, Stantec; Dennis Hoffmeyer, Scott Rogers, Palmdale Water District; Kyleen Marcella, Amy Broughton, Tama Snow, Stantec

4:00 p.m.  Climate Change in the Drinking Water and Wastewater Sectors and the Impact on Financial Resilience, Insurability, and Credit and Investment Quality
Curt Baranowski, Aliza Furneaux, Environmental Protection Agency; Karri Ving, Brown & Caldwell; Matt Ries, DC Water

4:30 p.m.  Inflation Reduction Act: Direct Pay Tax Incentives and Grants for Qualifying Utility Projects
Doug Baldessari, Baker Tilly Municipal Advisors

5:00 p.m.  Session adjourns for networking reception

Alternate: Managing Support Services Cost is Not an After Thought but an Integral Best Practice in Clayton’s Utility Financial Resilience
Rich Cappola, Robert McKie, Town of Clayton; Rupa Jha, Black & Veatch
Many water utilities struggle with the assessment, planning, and implementation of data analytics projects especially those involving Artificial Intelligence (AI) and Machine Learning (ML) products and solutions. While there is a clear understanding of the challenges with adopting AI/ML products and solutions, there is currently no resource for water utilities to effectively assess the relevance of AI/ML initiatives, their readiness and gaps with implementing AI/ML technologies and developing a pathway for phased implementation of these technologies. The Water Research Foundation (WRF) created this project (WRF 5189) to help address these concerns and to provide quantifiable results and real case studies that will help utilities evaluate AI/ML techniques and determine what tools are the best fit for their organization. This interactive session is designed to explore the transformative potential of advanced analytics, data-driven modeling, and application of machine learning technologies in the water industry, with a focus on education using practical case studies.

3:30 p.m. Fundamentals and Applications of Advanced Data Solutions and AI/ML in Water
Prabhu Chandrasekeran, Arcadis

4:00 p.m. Utility Perspectives and Initiatives with Advanced Digital Solutions
Salil Kharkar, DC Water; Whitney Rux, Denver Water

4:30 p.m. Current State of AI, Interactive Session, and Panel Discussion
Prabhu Chandrasekeran, Arcadis; Malia Dunn-Reier, Hazen

5:00 p.m. Session adjourns for networking reception
Incorporating Equity into Utility Decision Making

8:30 a.m. - 10:00 a.m.

Moderator: Ann Casey, Carollo Engineers

8:30 a.m. How Do You Say 'Aquifer' in Spanish? How Incremental Changes Result in Meaningful Advancement of Diversity, Equity, Inclusion, and Belonging (DEIB)
Haley Falconer, City of Boise Public Works Department; Andrea Hall, Tiffany Torres, Brown and Caldwell

9:00 a.m. A Journey that Navigated Houseless Encampments Empathetically, Provided Core Services, and Prioritized Staff Safety & Wellness
William Owen, Randy Lyons, Aster Moulton, Multnomah County Drainage District

9:30 a.m. A Repeatable and Clear Methodology for Utilities to Evaluate and Resolve Potential Inequities in Your Capital Improvement Program
Jennifer Belknap, Carollo Engineers; William Elledge, DC Water

10:00 a.m. Session adjourns for networking break

Alternate: Economics of Equity in Infrastructure Decisions
Chris Behr, HDR
As customer expectations evolve, utilities must innovate to enhance the consumer experience. This session will delve into the multifaceted aspects of innovating the consumer experience at water and wastewater utilities, focusing on changing expectations, utility oversight and policies, optimizing the customer journey, and the role for technology and automation in the future of customer service.

8:30 a.m.  Setting the Stage for Meeting Customer Expectations  Catherine Carter, Melissa Elliott, Raftelis

8:40 a.m.  Innovative Communication Practices  Krystina Bryant, City of Baltimore Department of Public Works

8:50 a.m.  Executing Operational Improvements  Jackie Jarrell, Raftelis

9:00 a.m.  Panel discussion with all participants

9:20 a.m.  Integrating Enhanced Technology  Christal Hardy, Fairfax Water

9:30 a.m.  Moving into the Future with Artificial Intelligence  Julie Mechling, Pittsburgh Water and Sewer Authority

9:40 a.m.  Panel discussion with all participants

10:00 a.m.  Session adjourns for networking break
TECHNICAL PROGRAM

SESSION 15
THURSDAY FEBRUARY 15

Optimizing Business Practices

Room: B110-112  PDH: 1.5 PDHs

8:30 a.m. - 10:00 a.m.

Moderator: Jhoanna Murphy, City of Tulsa

8:30 a.m.
Finance, Procurement, Contracts and the PMO, Can It Be Love? How We Have Worked across Barriers to Thrive Together
Shannon Spence, Lyle Beefelt, Prince William County Service Authority

8:30 a.m.
How to Maximize the Generational Infrastructure Funding by Innovating Procurement Practices to Align with Asset Management and Sustainability Goals
Randy Moore, Tnemec Company, Inc.; TJ Stroebl, Kurita America Inc.

9:00 a.m.
Warehouse Best Practices - Dealing with Limited Storage and Supply Chain Issues in a Post-COVID Environment
James Decker, Hazen and Sawyer; Zonetta English, Rene’ Lindsey, Louisville & Jefferson County MSD

9:30 a.m.
Session adjourns for networking break

Alternate:
Capital Delivery Optimization and Best Practices
Brandon Vatter, Raftelis Financial Consultants; Rich McGillis, Blue Cypress Consulting LLC; Donnie Couch, Sanitation District No 1

Alternate:
Evolution of a Water Utility: Holding On to G.S.D. to Steward and Trusted Provider
Frank Sidari, Pittsburgh Water and Sewer Authority
SESSION 16
THURSDAY FEBRUARY 15

TECHNICAL PROGRAM

Management and Oversight of New Frontiers in Artificial Intelligence

Room: B115-116  1.5 PDHs

Moderator: Christine Boyle, Burnt Island Adventures

8:30 a.m. - 10:00 a.m.

8:30 a.m.  Laws and Ethics of Using AI in Utility Operations and Management
James Cooper, Arcadis

9:00 a.m.  A Board Level Guide to Risks and Opportunities of AI in the Water Sector
Nandita Ahuja, Ben Stanford, Katya Bilyk, Javad Roostaei, Hazen and Sawyer

9:30 a.m.  Sustainability Bias in Utility and Infrastructure Related Large Language Model Queries
Lauren Basler, William Kuehne, Ardurra

10:00 a.m.  Session adjourns for networking break

Alternate: Ready or Not, Artificial Intelligence Is Here!
Sasa Tomic, Burns & McDonnell; Gigi Karmous-Edwards, Karmous-Edwards Consulting LLC; Paul Fleming, WaterValue

Alternate: Water Main Likelihood of Failure Machine Learning Model
Javad Roostaei, Paul Wilson, Malia Turner, Hazen and Sawyer; Steven Cook, Donald Piron, Virginia Beach Public Utilities; Katya Bilyk, Reid Cagir, Zachary Perkins, Hazen and Sawyer

40
Utility Resilience and Reliability

10:30 a.m. - 12:00 p.m.

Moderator: Paul Suto, City of Portland BES

10:30 a.m. Empowering People for Sustainable Utility Resilience
Joone Kim-Lopez, Matt Collings, Drew Atwater, Rod Woods, Moulton Niguel Water District; Jason Carter, Arcadis

11:00 a.m. The Importance of Cyber Resiliency in the Modern Utility: the Metropolitan St. Louis Sewer District Journey
Jonathon Sprague, HDR; Ginny Kienstra, Metropolitan St Louis Sewer District

11:30 a.m. Drinking Water Utility-Level Understanding of Climate Change Effects to System Reliability
Zia Lyle, Jeanne VanBriesen, Constantine Samaras, Carnegie Mellon University

12:00 p.m. Session adjourns for lunch on your own
Innovation Amplified: Harnessing Collaboration and Communications for Breakthrough Solutions

Moderator: Katelyn Skornia, Arcadis

In this session, a panel of executive champions, innovation leaders, and communication professionals from different utilities will discuss innovation at their organizations and how they communicate the impact of innovation. This session will equip other leaders to effectively align communications and performance measures with their strategic priorities for greater impact and influence in their organizations.

10:30 a.m. Session Introduction

10:35 a.m. Introductions from Clean Water Services, Orange County Water District, and Sacramento Area Sewer District
Ryan Locicero, Clean Water Services; Mike Huot, Sacramento Area Sewer District and Regional San; Medha Paliwal, Orange County Water District

10:50 a.m. Breakout Stations
- Effectively Telling the Innovation Story at Orange County Water District
- Aligning Innovation Performance Measures to Organizational Goals with Clean Water Services
- Maintaining Engagement and Demonstrating the Impact of Innovation at Sacramento Area Sewer District

11:40 a.m. Conclusion and Facilitated Panel Discussion

11:50 a.m. Audience Q&A

12:00 p.m. Session adjourns for lunch on your own
Utility Planning: Essential to Success

10:30 a.m. - 12:00 p.m.

Moderator: Jennifer Ivey, Corollo Engineers

10:30 a.m. If You Plan it, They Can Come. The City of Frisco’s Journey through Proactive Planning and Progressive Growth
Jason Grimm, City of Frisco; Stephen Johnson, Mazen Kawasmi, Freese & Nichols, Inc.

11:00 a.m. Water Demand Forecasting Implementation: Best Practices for Improved Decision Making
Jessica LeNoble, Colwyn Sunderland, Kerr Wood Leidal Associates Ltd.

11:30 a.m. The More You Know the Less You Realize You Do – Boise’s Journey in Understanding Reliability and Redundancy
Haley Falconer, City of Boise Public Works Department; Matthew Gregg, Brown and Caldwell

12:00 p.m. Session adjourns for lunch on your own

Alternate: Roadmap for Achieving Energy Neutrality: Planning and Funding Energy Resiliency Projects Without Compromising Water Quality
Elizabeth Keddy, Hazen and Sawyer; Bryan Schmerber, Shannon Harney, South Platte Renew
Combining Data and Asset Management for Improved Monitoring and Operations

**Moderator:** Maria DeChellis, Oracle

**10:30 a.m.** 10-years of Planning and Progress toward Newport’s (RI) Mission to Implement Proactive Asset Management Practices
Peter von Zweck, Jacobs; Robert Schultz, City of Newport; Edwin Rroworth, Jacobs

**11:00 a.m.** From Data Deluge to Dashboard Success: Pima County RWRD’s Enterprise Dashboard Story
Grantley Pyke, Hazen and Sawyer; Rudy Daniels, Pima County Regional Wastewater Reclamation Department; Belinda Gamboa-Felix, Jeff Prevatt, Daniela Panfil, Hazen and Sawyer

**11:30 a.m.** Selection and Implementation of a Computerized Maintenance Management System (CMMS) for Polk County Utilities, Florida.
Sanjay Puranik, Black & Veatch; Charles Nichols, Polk County

**12:00 p.m.** Session adjourns for lunch on your own

**Alternate:** Maximizing Value through the use of Actionable Leak Data Knowledge
Paul Gagliardo, Gagliacqua Consulting; Bruno Tume, Asterra

**Alternate:** How to Employ a Visualization Tool to Sustainably Implement a Robust Asset Management Program
Marta Ortiz, Albuquerque Bernalillo County Water Utility Authority; Dilip Kumar, Marcela Sion, Hazen and Sawyer
Alternative Project Delivery and Procurement

Moderator: Brian Shell, WSP USA

1:30 p.m. Return on Investment - Does the Owner Advisor Add Value to your Project?
Will Shull, HDR; Nicole Bartlett, Charlotte Water; John Shutak, Union County

2:00 p.m. Supply Chain Issues Impacting the Construction of Infrastructure Projects: A Decision-Making Tool for Alternative Product Selection
Velmurugan Subramanian, Atkins

2:30 p.m. Perspectives on Public Private Partnerships: A Rialto Case Study on Sustaining Water Operations
Ryan Nordvik, Arup; Chandrasekar Venkatraman, Veolia; Peter Lucchetti, Megan Matson, Table Rock Infrastructure Partners

3:00 p.m. Session adjourns for networking break
TECHNICAL PROGRAM

SESSION 22
THURSDAY FEBRUARY 15

Room: B117-119  1.5 PDHs

Communications and Public Engagement

1:30 p.m. - 3:00 p.m.

Moderator: Fletcher Davis, Denver Water

1:30 p.m. Launching a Service Line Replacement Program – Denver Water Lessons on Building in Equity and Reaching Audiences through Communications, Outreach & Education
Stacy Chesney, Denver Water; Meg Trubee

2:00 p.m. Keep Your Water Quality Data Close, and the Tap Water Critics Closer
Jonathan Leung, Kaushal Parbhoo, Los Angeles DWP

2:30 p.m. Best Practices in Utility Communications: Tips and Tricks from the Pros
Mandy Cawby, WaterOne; Monica Hoyt, Central Utah Water Conservancy District; Douglas Shackelford, Central Arkansas Water; Kelley Dearing Smith, Louisville Water Company

3:00 p.m. Session adjourns for networking break

Alternate: Strategic Messaging for More Effective Communications on Sanitary Sewer Overflows in the Chesapeake Bay Watershed
Edward Shea, HDR; George Heiner, Anne Arundel County DPW; Meghan Robinson, HDR
The Water Infrastructure Finance and Innovation Act (WIFIA) program is a government bank operated by US EPA headquarters that provides supplemental, flexible, low-cost credit assistance to public and private borrowers for all types of wastewater, drinking water, and stormwater projects. The WIFIA program offers long-term loans that can be combined with State Revolving Fund assistance, municipal bonds, and federal and state grants to help communities deliver more critical water infrastructure projects for a lower cost with less impact on rate payers. In this session, we will begin by providing a brief overview of the WIFIA program, including eligibilities, benefits, and flexibilities of WIFIA financing. We will then conduct a panel discussion between US EPA and current WIFIA borrowers about their projects and the benefits of utilizing WIFIA financing for their water infrastructure investments.

1:30 p.m.  Introduction and Brief Overview of the WIFIA Program

1:40 p.m.  Moderated Discussion
Dallas Shattuck, Karen Fligger, Jordan Dorfman, US EPA; Kari Duncan, Rockwood Water People’s Utility District; Michelle Cheek, City of Portland

2:30 p.m.  Audience Q&A

3:00 p.m.  Session adjourns for networking break
TECHNICAL PROGRAM

SESSION 24
THURSDAY
FEBRUARY 15

Real World Applications of Artificial Intelligence

Room: B115-116  1.5 PDHs

1:30 p.m. – 3:00 p.m.

Moderator: Travis Wagner, Trinnex

1:30 p.m. DC Water’s Journey to Gen AI
Robert Bornhofen, DC Water

2:00 p.m. Flowing Forward: Revolutionizing Water Utilities with AI
Tim D’Agostino, P.W. Grosser Consulting

2:30 p.m. Tucson Water LCRR Inventory Development, Powered by Artificial Intelligence
Eric Packer, Erin Lansey, HDR

3:00 p.m. Session adjourns for networking break

Satish Tripathi, City of Houston; Akshaya Niraula, Bentley

Alternate: Using Artificial Intelligence to Optimize Sewer Preventative Maintenance
Sara Titus, WSSC Water

Alternate: The Amazing AI Race: Pit Stops, Detours, and Red Flags
Alexander Palmatier, Kelly Alexander, Holly Curry, HDR; Tim McGarry, Eric Sullivan, SewerAI
TECHNICAL PROGRAM

SESSION 25
THURSDAY
FEBRUARY 15

Diversity, Equity, and Inclusion from a Water Utility's Perspective

Room: B117–119  1.5 PDHs

3:30 p.m. - 5:00 p.m.

Moderator: Shawn Heselton, HRSD

3:30 p.m. Being Intentional with Diversity, Equity, Inclusion, and Environmental Justice
Rosanna La Plante, Eric McFarland, WSSC Water

4:00 p.m. Beyond the Commitment: Embedding Diversity, Equity, and Inclusion within Public Utilities
Lydia Hartman, Constance Haqq, Northeast Ohio Regional Sewer District

4:30 p.m. DEI - It Can Be A 'Dirty Word'
C. Tad Bohannon, Central Arkansas Water

5:00 p.m. Session adjourns

Katie Deheer, Carolyn Christy, Trinnex
Utilities can make a 'business case' for offering a low-income discount program by considering the program as a collection device designed to improve overall revenue and strengthen the utility’s financial position.

This session will present a new downloadable Excel-based tool, which water and wastewater utilities can use to assess their own business case for adopting a low-income discount program. The session will demonstrate how utilities can use the Tool to assess the extent to which a rate-funded affordability initiative can be justified as a collection device designed to improve overall revenue and strengthen the utility’s financial position; or, in the alternative, the extent to which external financial support might be needed to generate the desired outcomes within internal resource constraints.

This session will feature the following speakers on these topics:

- **The Business Case for Water Affordability: An Introduction**
  Lawrence Levine, Natural Resources Defense Council

- **Making the Case: How the Water Affordability Business Case Tool Can Work for Your Utility**
  Roger Colton, Fischer, Sheehan & Colton, Public Finance and General Economics

- **The Business Case Tool in Action: Greater Cincinnati Water Works**
  Tony Searls, Greater Cincinnati Water Works
Utility Financing – A Multi-Faceted and Long Term Effort

3:30 p.m. - 5:00 p.m.

Moderator: Ann Hajnosz, Harris & Associates

3:30 p.m.
An Uphill Battle: A NC Case Study of Utility Cost Recovery and Customer Affordability
Olivia August, Hazen and Sawyer; Martin Doyle, Lauren Patterson, Duke University

4:00 p.m.
Puget Sound Wastewater Service Affordability Analysis: Potential Impacts of Implementing the Nutrient General Permit
Susan Burke, Stantec; Aimee Kinney, UW Puget Sound Institute

4:30 p.m.
What Got Us Here Won’t Get Us There: Building Alignment around a (One) Water Resiliency Strategy to Prioritize, Fund, and Communicate Capital Project Needs
Holly Tichenor, Brown and Caldwell; Frank Dick, City of Vancouver, WA Public Works; Rachel Garrett, Brown and Caldwell

5:00 p.m.
Session adjourns

Alternate
Strength Based Billing: An Updated Cost Allocation and Billing Framework for San Diego's Metro Wastewater System
Benjamin Stewart, Stantec; Adam Jones, City of San Diego; William Zieburtz, Stantec
Applications of Data Management and Analysis

Moderator: Brett Anderson, City of Minneapolis

3:30 p.m.  Using Data Analysis to Improve Household Water Conservation
Glenn Barnes, Water Finance Assistance

4:00 p.m.  Getting Ahead of Innovation by Taking a Step Back: Data Management Planning at Cape Fear Public Utilities Authority
Elizabeth Severt, Chris Bolton, Cape Fear Public Utility Authority; Timothy Devine, Malia Turner, Ben Stanford, Hazen and Sawyer

4:30 p.m.  Leveraging the Dataverse to Enable Living Data Management from Design to Operations
Devin Sanders, Portland Water Bureau; Dale Johnson, Lantern; Chris Somerlot, Kirk Olds, Riley Middlebrook, Brown and Caldwell

5:00 p.m.  Session adjourns

Alternate  A Practical Sewer Network Digital Twin - It is not a PIPE dream
Varun Srinivasan, Jonathan Nelson, Steven Drangsholt, Carolyn Christy, Trinnex
SESSION 29
FRIDAY FEBRUARY 16

Change Management: Considering Culture, Workforce, Business Processes, and Technology

Room: B113–114  1.5 PDHs

8:30 a.m. - 10:00 a.m.

Moderator: Charlie Stevens, City of Des Moines

8:30 a.m. The Importance of Change Management: Intersection in Program Development and Optimization
Mia Sabanovic, City of Portland BES

8:45 a.m. Diversity, Equity & Environmental Justice at the City of Baltimore Department of Public Works
Marco Merrick, City of Baltimore DPW

8:57 a.m. Project Management & Delivery: Continuous Improvements at Johnson County
Dan Ott, HDR

9:09 a.m. Importance of Understanding Processes
Nohemy Revilla, San Francisco PUC

9:21 a.m. The Environment Agency’s Strategic Look at Digital Transformation
Vanessa Dyson, UK Environment Agency

9:33 a.m. Panel Discussion
Andrew Pearce, UK Environment Agency; Ramona Harry, City of Baltimore DPW; Debra Anderson, Great Lakes Water Authority

10:00 a.m. Session adjourns for networking break
Session 30
FRIDAY FEBRUARY 16

Utility Collaboration & Regionalization B

Room: B117-119  
1.5 PDHs

Moderator: Raj Chavan, AtkinsRealis

8:30 a.m.  
A Watershed Moment for Regionalization
Kevin Gibson, Wesley Sydnor, Louisville MSD

9:00 a.m.  
Breaking Boundaries, Transforming Communities: The Stowe Regional Water Resource Recovery Facility - Pioneering a Collaborative Approach to Regional Wastewater Management
Angela Charles, Charlotte Water; David Saunders, Sabrina Colon, HDR

9:30 a.m.  
Being Intentional About Collaboration and Regionalization to Overcome Paralysis and Put the People First
C. Tad Bohannon, Central Arkansas Water; Aaron Benzing, Hawkins Weir Engineers Inc; Chelsea Boozer, Rogue Water Lab

10:00 a.m.  
Session adjourns for networking break
SESSION 31
FRIDAY
FEBRUARY 16

Integrated Water Management

Room: B110-112  PDH  1.5 PDHs

8:30 a.m. - 10:00 a.m.

Moderator: Sarah Lothman, Burns & McDonnell

8:30 a.m.  Raleigh Water’s Unified Vision: Mastering Integrated Planning Unified Vision
Nicola Hill, Adam Sharpe, HDR

9:00 a.m.  Integrated Urban Wet Weather Solutions Save Money and Provide More Benefits
Andrew Sauer, Burns & McDonnell; Andy Shively, Kansas City Water

9:30 a.m.  Using Meter Readings to Identify Conservation Opportunities: A Low-Cost, No-Code Digital Solution
Jonathan Hoechst, Tetra Tech

10:00 a.m.  Session adjourns for networking break

Alternate: Surface Water and Ground Water Pricing Strategies
Isalah Barnes, Carollo; Summer Hvasta, San Jacinto River Authority
SESSION 32

FRIDAY FEBRUARY 16

Optimization of Operation & Maintenance

Room: B115–116

1.5 PDHs

8:30 a.m. – 10:00 a.m.

Moderator: Brittany Downing, City of Portland Bureau of Environmental Services

8:30 a.m. More RATs, Less Problems: Acoustic Inspection as a Smart Water Solution in Bend, Oregon
Alex Churchill, InfoSense Inc; Chase Mendell, InfoSense

9:00 a.m. Asset Management, Artificial Intelligence, & Connected Devices: Optimizing Collection System O&M
Jacob Mueller, HDR

9:30 a.m. Charlotte Water’s Use of a Risk Management Tool to Effectively Mitigate Sanitary Sewer Overflows
Jason Bromirski, Charlotte Water; Glen Hill, Tim Schempp, SmartCover Systems

10:00 a.m. Session adjourns for networking break
TECHNICAL PROGRAM

SESSION 33
FRIDAY FEBRUARY 16

Room: B117-119  
1.5 PDHs

Decision Making with the Customer in Mind

10:30 a.m. - 12:00 p.m.

Moderator: Terry Fairchild, Cole Fairchild Consulting

10:30 a.m. Solutions to Construction Challenges for an Equitable and Incentivized Lead Service Line Replacement Program
Jennifer Lachmayr, Arcadis; Joseph Lanzafame, City of New London

11:00 a.m. AMI: Leveraging the Power of Data
Nicole Bates, Mount Pleasant Waterworks

11:30 a.m. More than Metrics: Northeast Ohio Regional Sewer District’s Path for Customer Affordability Programs
Constance Haqq, Northeast Ohio Regional Sewer District; Carol Malesky, Stantec

12:00 p.m. Conference adjourns

Alternate: Effective Strategies for Building Consensus with a Rate Advisory Committee
Paul Matthews, Tualatin Valley Water District; Elizabeth Bakke, Barney & Worth Inc
Engaging the Community in One Water Programming

Moderator: Amy Weinfurter, Becky Anderson, WaterNow Alliance

Trusted relationships between water utilities and their communities are more important than ever to ensure delivery of equitable, affordable access to clean, reliable drinking water, wastewater, and stormwater services. Increasingly, water leaders are working to develop and strengthen relationships with community members.

This panel presentation will feature case studies from communities across the county demonstrating how various types of community partnerships and outreach can support innovative One Water programming and ensure that implementation of these programs includes and benefits all of their community members.

10:30 a.m. Introductory Remarks
Amy Weinfurter, Becky Anderson, WaterNow Alliance

10:40 a.m. Presentations from panelists
Sara Behunek, Denver Water; Ting Lu, City of Portland Bureau of Environmental Services; Jacqueline Muhammad, Northeast Ohio Regional Sewer District

11:40 a.m. Panel discussion and audience questions

12:00 p.m. Conference adjourns
TECHNICAL PROGRAM

SESSION 35
FRIDAY FEBRUARY 16

Strategic Planning B

Room: B110-112  1.5 PDHs

10:30 a.m. - 12:00 p.m.

Moderator: Ryan Locicero, Clean Water Services

10:30 a.m.  Moving Up a Level: Charleston Water System’s Journey to Update its Strategic Asset Management Plan
David Gordon, Charleston Water System; Martin Jones, Black & Veatch

11:00 a.m.  Making a Strategic Plan is the Easy Part Actually Implementing It Well, That’s a Whole Different Ball Game! – SWBNO’s Strategy for Strategic Plan Implementation
Rocky Craley, Raftelis; Kaitlin Tymrak, Sewerage and Water Board of New Orleans

11:30 a.m.  Using a Compass to Find Your Direction: Miami-Dade Water and Sewer Department’s Employee-Led Five-Year Strategic Plan
Roy Coley, Miami Dade County Water & Sewer Dept; George Hawkins, Moonshot Missions Inc.; Debbie Griner, Miami Dade County Water & Sewer Dept; Susie O'Hara, Moonshot Missions

12:00 p.m.  Conference adjourns

Alternate: More Than Pretty Pictures - Developing a Utility Strategic Plan That Enhances Public Trust
Jeff Thorn, City of Lee’s Summit Water Utilities; Michael Brink, HDR, Inc.

Alternate: It’s Not all Numbers: How Boise Translates Levels of Service into Decision Making Criteria for Capital Planning
Manon Fisher, Brown and Caldwell; Evan Carpenter, City of Boise; Karaline Bridgeford, Brown and Caldwell
SESSION 36
FRIDAY FEBRUARY 16
Room: B115-116  1.5 PDHs
Utility Sustainability and Environmental Challenges

10:30 a.m. - 12:00 p.m.

Moderator: Stephanie Abram, Denver Water

10:30 a.m. Ready or Not: Implementing DOE's 50001 Ready Program for Establishing an Energy Management System
Michael McGrath, Fairfax County; Khis Suravallop, SE Three, PLLC; Shannon Zaret

11:00 a.m. Creating a Culture of Environmental Compliance and Ethics at Your Utility
Frank Sidari, Pittsburgh Water and Sewer Authority

11:30 a.m. Developing a New Long-Term Demand Forecasting Model for Seattle Public Utilities
Elizabeth Garcia, Seattle Public Utilities; Joseph Crea, Raftelis

12:00 p.m. Conference adjourns

Alternate: More Than Just SSO Prevention, Environmental Stewardship at the Prince William County Service Authority
Don Pannell, Douglas Shoop, Prince William County Service Authority; Corey Williams, SmartCover Systems
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Stantec Consulting Services Inc.
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Stephen Brown
Town of Cary
Speaker Session 09

Theresa Bruton
DC Water & Sewer Authority
Presenter Workshop B, Speaker Session 07

Krystina Bryant
City of Baltimore Department of Public Works
Speaker Session 14

Ernie Buo
Clark County Water Reclamation District
Speaker Session 02

Susan Burke
Stantec
Speaker Session 27

Reid Cagir
Hazen and Sawyer
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Kevin Campanella
Burgess & Niple Inc
Presenter Workshop F

Catherine Carter
Raftelis
Coordinator Workshop C, Speaker Session 14

Jason Carter
Arcadis
Coordinator Workshop C

Ann Casey
Carollo Engineers
Moderator Session 13

Rosa Castro
Metropolitan Water District of So. California
Speaker Session 29

Prabhushankar Chandrasekaran
Arcadis U.S. Inc.
Speaker Session 12

Raj Chavan
AtkinsRealis
Moderator Session 30

Michelle Cheek
Portland Water Bureau
Speaker Session 23

Stacy Chesney
Denver Water
Speaker Session 22

Carolyn Christy
Trinnex
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Alex Churchill
InfoSense Inc
Speaker Session 32

Roy Coley
Miami Dade County Water & Sewer Dept
Speaker Session 35

Roger Colton
Fischer, Sheehan & Colton, Public Finance and General Economics
Speaker Session 26

Adam Comfort
King County Dept of Natural Resources and Parks
Presenter Workshop A

James Cooper
Arcadis
Speaker Session 16

J Leslie Corcelli
U.S. Environmental Protection Agency
Speaker Session 10

Rocky Craley
Raftelis
Speaker Session 35

Alan Cranford
City of Murfreesboro, TN
Speaker Session 05

Tim D’Agostino
P.W. Grosser Consulting
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<th>Name</th>
<th>Organization</th>
<th>Session</th>
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<tr>
<td>Kevin Gibson</td>
<td>Louisville &amp; Jefferson County MSD</td>
<td>Speaker Session 30</td>
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<td>James Ginley</td>
<td>Jim Ginley Consulting LLC</td>
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<td>Andrew Goldberg</td>
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<td>David Gordon</td>
<td>Charleston Water System</td>
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<td>Ryan Graf</td>
<td>Advanced Engineering &amp; Environmental Services Inc (ae2s) HQ</td>
<td>Speaker Session 02</td>
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<td>Matthew Gregg</td>
<td>Brown and Caldwell</td>
<td>Speaker Session 19, Moderator Session 09</td>
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<td>Matthew Griffith</td>
<td>Louisville Water Company</td>
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<tr>
<td>Kimberly Gupta</td>
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<td>Heidi Hackett</td>
<td>Cape Fear Public Utilities Authority</td>
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<td>Ann Hajnosz</td>
<td>Harris &amp; Associates</td>
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<td>Lee Haller</td>
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<td>Pono Hanson</td>
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<tr>
<td>Constance Haqq</td>
<td>Northeast Ohio Regional Sewer District</td>
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<td>Christal Hardy</td>
<td>Fairfax Water</td>
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<td>Shannon Harney</td>
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<td>George Hawkins</td>
<td>Moonshot Missions Inc.</td>
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<td>John Helwig</td>
<td>CDM Smith</td>
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<td>Ted Henifin</td>
<td>JXN Water</td>
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<td>Shawn Heselton</td>
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<td>Nicola Hill</td>
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<td>Jonathan Hoechst</td>
<td>Tetra Tech</td>
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<td>Dennis Hoffmeyer</td>
<td>Palmdale Water District</td>
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<td>Jim Horne</td>
<td>US Environmental Protection Agency HQ</td>
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<td>Marissa Huntley</td>
<td>Sammamish Plateau Water</td>
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<tr>
<td>Mike Huot</td>
<td>Sacramento Area Sewer District and Regional San</td>
<td>Speaker Session 18</td>
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</table>
PRESENTER MODERATOR DIRECTORY

Steven Hutchings
Brown and Caldwell
Presenter Workshop A

Jennifer Ivey
Carollo Engineers
Moderator Session 19

Matthew Jacob
Pittsburgh Water & Sewer Authority
Speaker Session 04

Jacqueline Jarrell
Raftelis
Speaker Session 14

Rupa Jha
Black and Veatch
Speaker Session 11

Stephen Johnson
Freese and Nichols, Inc.
Speaker Session 19

Seth Johnstone
1898 & Co.
Speaker Session 04

Gigi Karmous-Edwards
Karmous-Edwards Consulting LLC
Speaker Session 16

Salil Kharkar
DC Water & Sewer Authority
Coordinator
Workshop B, Speaker Session 12

Kelly Kimball
Brown and Caldwell
Speaker Session 08

Joone Kim-Lopez
Moulton Niguel Water District
Speaker Session 17

Jaclyn Knoth
City of Bellevue Utilities
Presenter Workshop A

Sree Kolapalli
Loudoun Water
Speaker Session 03

Kaylin Kramer
Brown and Caldwell
Speaker Session 06

William Kuehne
Ardurra
Speaker Session 16

Prabha Kumar
Black & Veatch Corporation
Presenter Workshop C, Moderator Session 06

Dilip Kumar
Hazen and Sawyer
Speaker Session 20

Rosanna La Plante
Washington Suburban Sanitation Commission
Speaker Session 25

Jennifer Lachmayr
Arcadis
Speaker Session 33

Craig Lees
Loudoun Water
Speaker Session 04

Jessica Le Noble
Kerr Wood Leidal Associates Ltd
Speaker Session 19

Jose Leon Jr
Johnson County Wastewater
Speaker Session 09

Jonathan Leung
Los Angeles DWP
Speaker Session 22

Lawrence Levine
Natural Resources Defense Council
Speaker Session 26

Ryan Locicero
Clean Water Services
Speaker Session 18, Moderator Session 35

Leslie Long
Clark County Water Reclamation District
Speaker Session 02

Sarah Lothman
Burns & McDonnell
Moderator Session 31
Ting Lu  
City of Portland  
Speaker Session 34

Jeffrey Lucas  
Xylem  
Presenter Workshop  
B

Peter Lucchetti  
Table Rock Capital  
Speaker Session 21

Zia Lyle  
Carnegie Mellon University  
Speaker Session 17

Erin Mackey  
Brown and Caldwell  
Speaker Session 08

Carol Malesky  
Stantec  
Speaker Session 33

Anas Malkawi  
HRSD  
Speaker Session 07

Kathleen Mannion  
Carollo Engineers  
Speaker Session 09

Paul Matthews  
Tualatin Valley Water District  
Speaker Session 33

Michael McGrath  
Fairfax County Government  
Speaker Session 36

Julie Mechling  
Pittsburgh Water  
Speaker Session 14

Melissa Meeker  
Gwinnett County - Department of Water Resources  
Speaker Session 09

Getachew Melsew  
DC Water & Sewer Authority  
Speaker Session 10, Moderator Session 08

Marco Merrick  
Baltimore City Department of Public Works  
Speaker Session 29

Olga Mikhalchishina  
Woodard & Curran Inc  
Speaker Session 05

Tanya Miro  
Kimley-Horn  
Moderator Session 07

Randy Moore  
Tnemec Company, Inc.  
Speaker Session 15

Jacob Mueller  
HDR  
Speaker Session 32

Mert Muftugil  
Portland Water Bureau  
Presenter Workshop F

Jacqueline Muhammad  
Northeast Ohio Regional Sewer District  
Speaker Session 34

Jhoanna Murray  
City of Tulsa  
Moderator Session 15

Ryan Nagel  
Hazen and Sawyer  
Speaker Session 03

Molly Nause-Mccord  
BES, City of Portland  
Speaker Session 09

Jonathon Nelson  
Trinnex  
Speaker Session 28

John Nice  
Clean Water Services  
Presenter Workshop A

Ryan Nordvik  
Arup  
Speaker Session 21
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<thead>
<tr>
<th>Name</th>
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<td>John Norton, Jr</td>
<td>Great Lakes Water Authority</td>
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<tr>
<td>Susie O'hara</td>
<td>Moonshot Missions</td>
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<td>Kirk Olds</td>
<td>Brown and Caldwell</td>
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<td>Daniel Ott</td>
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<tr>
<td>Christa Overby</td>
<td>City of Portland Bureau of Environmental Service</td>
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<td>William Owen</td>
<td>Multnomah County Drainage District</td>
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<tr>
<td>Eric Packer</td>
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<td>Ameerah Palacios</td>
<td>HDR</td>
<td>01</td>
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<tr>
<td>Medha Paliwal</td>
<td>Orange County Water District</td>
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<tr>
<td>Don Pannell</td>
<td>Prince William County Service Authority</td>
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<tr>
<td>David Parker</td>
<td>DC Water</td>
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<tr>
<td>Stacy Passaro</td>
<td>Passaro Engineering</td>
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<tr>
<td>Andrew Pearce</td>
<td>UK Environment Agency</td>
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<tr>
<td>Sharon Peters</td>
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<td>Mark Poling</td>
<td>Clean Water Management</td>
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<tr>
<td>Sanjay Puranik</td>
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<td>Grantley Pyke</td>
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<td>Fazle Rabbi</td>
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<td>Ishita Rahman</td>
<td>Freese and Nichols</td>
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<td>Ruthie Redmond</td>
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<td>Nohemy Revilla</td>
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<td>Karyn Riley</td>
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<td>Leo Rodgers</td>
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<tr>
<td>Raul Romero</td>
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<td>Tim Runde</td>
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<td>Kendall Ryan</td>
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<td>Alan Sauvageau</td>
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<td>Anna Schroeder</td>
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<td>Elizabeth Severt</td>
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<td>Edward Shea</td>
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<td>Brian Shell</td>
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<td>Jessica Shiao</td>
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<td>Steve Simon</td>
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<td>Charles Sinclair</td>
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<td>Hugh Sinclair</td>
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<td>Katelyn Skornia</td>
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<td>Kevin Slaven</td>
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<tr>
<td>Name</td>
<td>Company/Position</td>
<td>Session/Workshop</td>
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<td>Benjamin Stewart</td>
<td>Stantec Consulting Services Inc.</td>
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<td>Velmurugan Subramanian</td>
<td>Atkins</td>
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<td>Paul Suto</td>
<td>City of Portland Bureau of Environmental Services</td>
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<td>Louisville &amp; Jefferson County MSD</td>
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<td>Brett Taylor</td>
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<td>Mark Thomas</td>
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<td>Travis Wagner</td>
<td>Trinnex Moderator Session 24</td>
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<tr>
<td>Amy Weinfurter</td>
<td>WaterNow Alliance Moderator Session 34</td>
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<tr>
<td>Mia Welch</td>
<td>Jacobs Engineering Group Inc Speaker Session 01</td>
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<td>Tammy Whipple</td>
<td>AMCL Coordinator Workshop F</td>
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<td>Jeanettra Williams</td>
<td>Prince William County Service Authority Speaker Session 04</td>
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<td>Zeena Williss Kohr</td>
<td>South Platte Renew Speaker Session 05</td>
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<td>Heather Wootton</td>
<td>Kimley-Horn and Associates, Inc. Moderator Session 07</td>
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<tr>
<td>Alden Wyma</td>
<td>King County Dept Of Nat’l Res &amp; Parks Speaker Session 10</td>
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</table>
CONFERENCE SCHEDULE AT-A-GLANCE

**Tuesday, February 13**

7:30 a.m. – 5:00 p.m. Registration
8:30 a.m. – 5:00 p.m. Workshops A & B
8:30 a.m. – 12:00 p.m. Workshops C & D
1:30 p.m. – 5:00 p.m. Workshops E & F

**Wednesday, February 14**

7:30 a.m. – 5:00 p.m. Registration
8:30 a.m. – 10:00 a.m. Opening General Session
10:30 a.m. – 12:00 p.m. Technical Sessions 1, 2, 3, 4
12:00 p.m. – 1:30 p.m. Networking Luncheon
1:30 p.m. – 3:00 p.m. Technical Sessions 5, 6, 7, 8
3:30 p.m. – 5:00 p.m. Technical Sessions 9, 10, 11, 12
5:00 p.m. – 6:30 p.m. Networking Reception

**Thursday, February 15**

8:00 a.m. – 5:00 p.m. Registration
8:30 a.m. – 10:00 a.m. Technical Sessions 13, 14, 15, 16
10:30 a.m. – 12:00 p.m. Technical Sessions 17, 18, 19, 20
12:00 p.m. – 1:30 p.m. Lunch on Own
1:30 p.m. – 3:00 p.m. Technical Sessions 21, 22, 23, 24
3:30 p.m. – 5:00 p.m. Technical Sessions 25, 26, 27, 28
5:00 p.m. – 6:00 p.m. Meet the Speakers Social Hour

**Friday, February 16**

8:00 a.m. – 12:00 p.m. Registration
8:30 a.m. – 10:00 a.m. Technical Sessions 29, 30, 31, 32
10:30 a.m. – 12:00 p.m. Technical Sessions 33, 34, 35, 36
CONVENTION CENTER AMENITIES

Concessions
View hours of operation and menus online: oregoncc.org/en/eat-now

<table>
<thead>
<tr>
<th>Outlet</th>
<th>Tuesday, February 13</th>
<th>Wednesday, February 14*</th>
<th>Thursday, February 15</th>
<th>Friday, February 16</th>
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<tbody>
<tr>
<td>Portland Roasting Company - Level 1</td>
<td>7:00 AM – 3:30 PM</td>
<td>7:30 AM – 3:30 PM</td>
<td>7:30 AM – 3:30 PM</td>
<td>8:30 AM – 12:30 PM</td>
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<tr>
<td>Grab-and-go coffee, espresso, fresh</td>
<td>7:00 AM – 3:30 PM</td>
<td>7:30 AM – 3:30 PM</td>
<td>7:30 AM – 3:30 PM</td>
<td>8:30 AM – 12:30 PM</td>
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<td>baked goods, yogurt, and sandwiches.</td>
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<tr>
<td>Stir Bistro and Lounge - Level 2</td>
<td>10:00 AM – 2:00 PM</td>
<td>10:00 AM – 2:00 PM</td>
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<td>Full-service restaurant focused on</td>
<td>10:00 AM – 2:00 PM</td>
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<td>local fare.</td>
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<tr>
<td>Bento Food Cart - Level 1 - Grab-</td>
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<td>CLOSED</td>
<td>10:00 AM – 2:00 PM</td>
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<tr>
<td>and-go rice bowls.</td>
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</table>

*Complimentary Lunch is served to all conference registrants in Exhibit Hall A, 12:00 p.m. – 1:30 p.m. on Wednesday, February 14.

Coat and Bag Check
Pre-Function A – Level 1, Oregon Convention Center
Tuesday, February 13 7:30 a.m. – 7:00 p.m.
Wednesday, February 14 7:30 a.m. – 7:00 p.m.
Thursday, February 15 7:30 a.m. – 6:30 p.m.
Friday, February 16 8:00 a.m. – 12:30 p.m.
AWWA Membrane Technology Conference  
March 4-7, 2024, in West Palm Beach, FL  
www.awwa.org/Events-Education/Membrane-Technology

WEF Collection Systems and Stormwater Conference  
April 9-12, 2024, in Hartford, CT  
www.wef.org/collectionsstormwater

DBIA/AWWA/WEF Design-Build for Water/Wastewater Conference  
April 15-17, 2024, in Cincinnati, OH  
www.dbwater.com

WEF Innovations in Treatment Technology Conference  
May 21-24, 2024, in Virginia Beach, VA  
www.wef.org/treatmenttech

AWWA Annual Conference & Expo (ACE)  
June 10-13, 2024, in Anaheim, CA  
www.awwa.org/ace

WEF Residuals and Biosolids Conference  
June 18-21, 2024, in Oklahoma City, OK  
www.wef.org/residualsbiosolids

WEF Circular Water Economy Summit  
July 15-17, 2024, in Dallas, TX  
www.wef.org/cwesummit

AWWA Water Infrastructure Conference  
September 8-11, 2024, in Phoenix, AZ  
www.awwa.org/Events-Education/Water-Infrastructure
AWWA WaterSmart Innovations
September 24-26, 2024, in Las Vegas, NV
www.awwa.org/Events-Education/WaterSmart-Innovations

WEFTEC
October 5-9, 2024, in New Orleans, LA
www.weftec.org

AWWA Water Quality Technology Conference
November 17-21, 2024, in Schaumberg, IL
www.awwa.org/Events-Education/Water-Quality-Technology
TOP TECHNICAL TOPICS

- Water Utility Management and Leadership Financing, Rates, and Affordability
- Utility Risk and Resilience
- Water Quality Challenges
- Advances in Water Treatment
- The Latest in Lead and Copper
- Potable Reuse
- Work Laws
- PFAS Litigation and the MDL

Exhibitor and Sponsorship opportunities are available; please contact sales@awwa.org to learn how being an exhibitor or sponsor can help promote your company.

Register Today! Early Bird Discount Ends April 20th!

awwa.org/ace24p
LEADING THE FUTURE OF WATER

WEFTEC2024
NEW ORLEANS, LOUISIANA, USA
CONFERENCE: Oct. 5–9, 2024
EXHIBITION: Oct. 7–9, 2024
New Orleans Morial Convention Center

The must-attend annual meeting of the worldwide water community