



# WEF/AWWA The Utility Management Conference™

February 25-28, 2020  
Hyatt Regency Orange County  
Anaheim, California, USA



This conference is jointly hosted by the Water Environment Federation and American Water Works Association, in cooperation with the California Water Environment Association and The Water Research Foundation.

To Our Friends and Colleagues:

Welcome to Anaheim and The Utility Management Conference™!

The Water Environment Federation and the American Water Works Association are pleased to bring utility managers and other industry leaders together for another 4 days of learning, sharing and celebrating the value of our work.

We hope you are able to take a moment away from your daily routine of meetings, emails, deliverables, approvals and submittals to take a well-deserved pause. Here, you have rich opportunities to interact with the best and brightest in our industries - 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 is unparalleled in its breadth and depth. You will hear new ideas, lessons learned, ongoing challenges, all shared for our collective benefit. Please engage, ask questions, follow up with the speakers. (And if you are a speaker, we thank you for the effort you made to share your story 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** — 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** — Sector leaders will lead an engaging panel discussion regarding challenges and opportunities that are relevant to us all.
- **36 Sessions** — Over the next three days, a variety of sessions will be featured. Each spanning 1.5 hours, they cover a vast array of leadership topics and management strategies to meet the specific needs of attendees.
- **Enjoy Anaheim!** — The conference location in Anaheim provides you an opportunity to enjoy the Southern California Winter and maybe find some time to visit Disney Land. If the last time you went It's a Small World was the new ride, much has changed and it's worth another visit.

The Utility Management Conference gets better every year, we hope you find what you are looking for. Please do not hesitate to reach out to any of the staff, and even your colleagues, to help you find ways to plug in and connect. There are many opportunities!

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We need your feedback, too. Please tell Us What You Think. What works? What can be better? What we can do to improve your experience and the conference for future attendees? You will find forms and surveys to provide us with your valuable input, please take advantage of them or share your thoughts with staff.

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

Thank you for joining us!

Sincerely,

A handwritten signature in cursive script, appearing to read "Jack Bebee".

Jack Bebee  
Conference Co-Chair (AWWA)

A handwritten signature in cursive script, appearing to read "Sam Paske".

Sam Paske, P.E.  
Conference Co-Chair (WEF)

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## CONFERENCE COMMITTEE



**Sam Paske**  
*Metropolitan Council*  
Conference Co-Chair (WEF)



**Jack Bebee**  
*Fallbrook Public Utility District*  
Conference Co-Chair (AWWA)

## UTILITY MANAGEMENT CONFERENCE PLANNING COMMITTEE

Ryan Nagel  
Hazen

Aditya Ramamurthy  
Kennedy Jenks

Richard Anderson  
Peace River Manasota Regional  
Water Supply Authority

Matt Ries  
DC Water

Bob Parks  
Independence Water Department

Areeba Syed  
Metropolitan Water District of  
Southern California

## REGISTRATION

**All events are held in the Hyatt Regency Orange County.**

The Registration Desk is located in the Regal Room and will be open at the following times:

**Hours:**

Tuesday, February 25	7:30 AM – 5:00 PM
Wednesday, February 26	7:30 AM – 5:00 PM
Thursday, February 27	8:00 AM – 5:00 PM
Friday, February 28	8:00 AM – 12:00 PM

## PRESENTER AND MODERATOR INFORMATION

**All presenters, alternates, and moderators should sign in at the conference Registration Desk and attend their assigned briefing.**

Presenters, alternates, and session moderators, participating Wednesday, Thursday, or 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 26 — Plaza Terrace *Sessions 1 through 12	7:30 AM – 8:15 AM
Thursday, February 27 — Plaza Terrace *Sessions 13 through 36	7:30 AM – 8:15 AM

## RECEPTION AND MEAL FUNCTIONS

### Networking Luncheon

### Fountain Terrace

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

**Wednesday, February 26**

Fountain Terrace  
12:00 PM – 1:30 PM

### Networking Reception

### Fountain Terrace/North Pool

Weather permitting, join fellow attendees in the Fountain Terrace outside of the main entrance to the hotel. This reception will be an opportunity to enjoy a beer and light hors d'oeuvres while enjoying the sunny California weather. Full bar service available for purchase.

**Wednesday, February 26**

Fountain Terrace/Main Pool  
5:00 PM – 6:30 PM

*Sponsored by: **Arcadis***

### UMC Social with Speakers

### Fountain Terrace

The UMC Social with Speakers will be held in the Fountain Terrace. This event is an opportunity to connect with those presenting throughout the meeting. All attendees are encouraged to attend. Plan to grab a beer and join us for lively conversation.

**Thursday, February 27**

5:00 PM – 6:00 PM  
Fountain Terrace

### Networking Breaks

Wednesday, February 26 and Thursday, February 27

Meeting Room Foyer  
10:00 AM – 10:30 AM and 3:00 PM – 3:30 PM

Friday, February 28

Meeting Room Foyer  
10:00 AM – 10:30 AM

*Wednesday Breaks Sponsored by: **NewGen Strategies and Solutions***

*Thursday Breaks Sponsored by: **CDM Smith***

## **BRAVE BLUE WORLD**

### **Brave Blue World**

#### **Optional Viewing**

**Wednesday, February 26**

**12:20 PM – 1:15 PM**

### **Royal Ballroom**

Brave Blue World is a new feature-length documentary that examines how new technologies and innovations can create a sustainable water future. The 50-minute film will be shown on Wednesday, February 26 during the lunch break. After eating, go to the Royal Ballroom by 12:20 PM to see the documentary, which will end in time for the afternoon sessions to begin.

Learn more about the film at [www.wef.org/braveblueworld](http://www.wef.org/braveblueworld).



## CONTINUING EDUCATION

### **Continuing Education files are available online:**

<https://ceu.experientevent.com/WEF206>

You will be able to view your participation details and access your Continuing Education Credits for Workshops and Technical Sessions online. Attendees will have immediate access to their certificates and transcripts through an online portal for 1 year after this event. After that time, CE files will have to be requested by email through WEF's customer service group. These details will be posted on the UMC page of WEF.org and emailed to event participants after the conference.

### **How Do I Receive Credit For this Conference?**

In order to receive credit for participation in any of the training 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 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 for this event will be mailed within 8 weeks of the Symposium.

Please keep in mind that although WEF does provide these files, most states will require the individual licensee 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.

## CONTINUING EDUCATION

### Are WEF Continuing Education Credits Approved in My State?

WEF applies for approval in many states 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. Several states typically accept WEF PDH and CEU credits without issue. For example: California (CWEA), Florida and New Jersey.

### What Else Do I Need to Know?

WEF follows the International Association of Continuing Education and Training (IACET) guidelines along with state-specific regulations to achieve strict policies and procedures regarding its Continuing Education Program. WEF calculates education credits following a standardized method that is the most 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...

In keeping with IACET guidelines, 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 8:30am and 5:00pm EST, Monday through Friday to request these files. Please call 1-800-666-0206 or submit an email request to [csc@wef.org](mailto:csc@wef.org).

### State Credit Calculations:

\*Some state licensing boards will accept CEUs for session under 3 hours in length. Some use different acronyms for 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 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).*

**For more information regarding WEF's Continuing Education Program, please visit [www.wef.org/utilitymanagement](http://www.wef.org/utilitymanagement)**

## ONLINE PROCEEDINGS

Conference proceedings, consisting of manuscripts for each presentation, have been made available through an online portal. Advance registrants within Full Conference, Daily, and Student categories will receive access to the Utility Management Conference 2020 online proceedings on the day prior to the conference. Onsite registrants will receive an access link following the event's conclusion.

Copies of proceedings may be ordered after the conference at the member rate of \$100 USD/nonmember rate of \$150 USD. All orders will be processed after conclusion of the conference. You may call 1-800-666-0206 or visit [www.wef.org/ShopWEF](http://www.wef.org/ShopWEF) and ask for Stock Number – CPUM2001

## MOBILE APP



WEF is pleased to offer the ***WEF Events Connect Mobile App*** which gives you access to all current and future WEF events, including WEF/AWWA Utility Management.

Please search for and install our “WEF Events Connect” App.

View full program details, then start building your #UMC20 agenda.

Download “***WEF Events Connect***” now from the Google Play OR Apple App Store. Use the App on other web-enabled devices can access the app via the web at <https://ativ.me/pyn>.

***We are glad to continue using paperless surveys!***

***All session feedback will be done via the App. Please complete in-app feedback tool on individual presentations, sessions, workshops, and more.***

## SPONSORSHIP INFORMATION

We would like to thank the following sponsoring companies for their contributions to the conference and program.

# Hazen

[www.hazenandsawyer.com](http://www.hazenandsawyer.com)

Silver

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# HDR

[www.hdrinc.com](http://www.hdrinc.com)

Bronze Elite

## SPONSORSHIP INFORMATION

We would like to thank the following sponsoring companies for their contributions to the conference and program.



[www.awrusa.com](http://www.awrusa.com)  
Opening General Session



[www.arcadis.com](http://www.arcadis.com)  
Networking Reception



[www.cdmsmith.com](http://www.cdmsmith.com)  
Thursday Networking Break



[www.ema-inc.com](http://www.ema-inc.com)  
Lanyard



<https://hansencx.com>  
Mobile App Banner Ad



[www.hcamgt.com](http://www.hcamgt.com)  
Water Bottle



[www.jacobs.com](http://www.jacobs.com)  
Tote Bag



[www.newgenstrategies.net](http://www.newgenstrategies.net)  
Wednesday Networking Break



[www.stantec.com](http://www.stantec.com)  
Mobile App

## WEF POLICIES & POSITIONS

### **WEF's Vision**

A community of empowered professionals creating a healthy global water environment.

### **Core Values**

Leadership, Passion, Scholarship, and Collaboration, and Service

### **WEF Policies**

WEF respects and takes the broadest view of human diversity and inclusion and is committed to providing a professional, safe, and welcoming environment at its events for all water professionals and their guests. WEF expects all sponsors, speakers, attendees, media, exhibitors and other participants to uphold our commitment to diversity and inclusion by helping us provide a positive conference environment for everyone.

For more information, please see WEF's Diversity and Inclusivity Policy, as well as WEF's Non-Discrimination and Harassment Policy at [www.wef.org/about/about-wef](http://www.wef.org/about/about-wef).

### **Reporting Concerns**

If you have any concerns during this conference, please stop by the conference registration desk in the Regal Room at the Hyatt Regency Orange County, or you may email the WEF Executive Director Walter Marlowe at [wmarlowe@wef.org](mailto:wmarlowe@wef.org).

## WEF SOCIAL MEDIA POLICY

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

**Hyatt Regency Orange County**  
**11999 Harbor Blvd., Garden Grove, California, 92840**  
**Phone: 714-750-1234**

In an Emergency situation, we ask that (when possible) **dial 55** or the hotel operator by dialing (0) 24/7.

In a Non-Emergency situation, we ask that (when possible) notify the hotel operator by dialing (0) 24/7.

Security's direct phone number 24/7: **714-740-6046**

## **COMMITTEE MEETINGS**

### **Monday, February 24**

**AWWA YP Chair Training**

7:30 AM – 5:00 PM

Salon VII/VIII

**WEF Emerging Young  
Professionals Leadership  
Workshop (EYPL)**

1:00 PM – 5:00 PM

Royal AB

### **Tuesday, February 25**

**AWWA Utility Quality Management  
Committee**

12:00 PM - 1:00 PM

Salon VII

**AWWA Management and  
Leadership Division**

1:00 PM - 5:00 PM

Salon VII

### **Wednesday, February 26**

**AWWA Customer Service**

10:30 AM – 12:00 PM

Salon VII

**AWWA Utility Benchmarking  
Advisory**

1:30 PM – 3:30 PM

Salon VII

### **Thursday, February 27**

**AWWA Rates & Charges**

8:30 AM - 10:30 AM

Salon VII

**AWWA Workforce Strategies**

9:30 AM – 11:30 AM

Salon VIII

**AWWA Finance, Accounting &  
Management Controls**

10:30 AM - 12:00 PM

Salon VII

**WEF Utility Management  
Committee Luncheon**

12:00 PM – 1:30 PM

Harbor Room

**AWWA Strategic Management  
Practices Committee**

2:00 PM - 3:30 PM

Salon VII



# UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

## THE GLOBAL GOALS For Sustainable Development



All WEF and AWWA members and water professionals contribute to the UN Sustainable Development Goals (SDGs) every day they go to work. To highlight the value of water, WEF is offering an SDG educational certificate to all UMC 2020 attendees who attend at least 3 SDG related sessions and complete the onsite form. When identifying sessions, virtually all conference programming is related to SDG 6: Clean Water and Sanitation. However, we have selected an extensive list of sessions that directly address a key target for multiple SDGs. Please track all sessions you attend, submit your completed SDG form to the conference registration desk, and we will e-mail you the UMC 2020 SDG Awareness Professional Development Certificate after the event.

To participate, please pick up the UMC 2020 SDG worksheet from the conference registration desk and be sure to return it before heading home.

## **PRE- CONFERENCE WORKSHOPS**

All pre-conference workshop programs are held on Tuesday, February 25.  
Separate registration fees apply.

**Workshop A: A Utility Guide to Cyber Security: What Executives Need to Know and Practical Solutions to Achieve It**

Room: Royal AB  
8:30 AM - 5:00 PM

**Workshop B: The Digital Worker: Workforce Implications of Digital Tools**

Room: Royal CD  
8:30 AM - 5:00 PM

**Workshop C: Using Management Standards as Leadership Tools to Optimize Utility Performance**

Room: Royal EF  
8:30 AM - 12:00 PM

**Workshop D: Leveraging the AWWA M5 Manual with Effective Utility Management (EUM) Practices**

Room: Plaza Terrace  
8:30 AM - 12:00 PM

**Workshop E: Principles and Best Practices for Collaborative Delivery for Water Infrastructure Projects**

Room: Royal EF  
1:30 PM – 5:00 PM

**Workshop F: Business Intelligence-Driven Utility**

Room: Plaza Terrace  
1:30 PM – 5:00 PM

## OPENING GENERAL SESSION

**Wednesday, February 26**  
**8:30 AM – 10:00 AM**

**Room: Grand Ballroom ABCD**

**8:30 AM**

**Conference Welcome and Introduction**

Sam Paske, Conference Co-Chair (Representing WEF)  
Jack Bebee, Conference Co-Chair (Representing AWWA)

**8:45 AM**

**WEF and AWWA Welcome**

Jackie Jarrell, WEF President  
Jim Williams, AWWA President

**9:00 AM**

**The Innovators – Applying External Insight in Problem-Solving**

Tom Ferguson, Imagine H2O  
Megan Glover, 120WaterAudit  
Meena Sankaran, KETOS

*Wonderful things can happen when you take an idea from outside your field and apply it to your job. The same applies to water. We can all learn from how things are done externally, and how these ideas can improve how we serve our customers. Megan Glover and Meena Sankaran each started companies as newcomers to the water sector, and less than five years later are delivering cutting-edge solutions to urgent water challenges. This conversation will explore the lessons and insight they brought in to the sector with them, and the key lessons they've learned now they're here.*

**10:00 AM**

**Session Adjourns for Networking Break**

*Sponsored by:* **American Water Resources**

## TECHNICAL PROGRAM

### Session 01: Technology Whirlwind - Strategies for Technology Adoption and Integration

Wednesday, February 26  
10:30 AM - 12:00 PM

Room: Grand Ballroom A  
SDG: 9

**Moderator:** David Chamberlain, Eramosa

- 10:30 AM**      **CMMS Design Guide: How San Juan Water District Built a Bulletproof CMMS**  
Steven Gunsch, HDR; Tony Barela, San Juan Water District
- 11:00 AM**      **Bridging the Gap Between BIM data and CMMS for an Advanced Water Treatment Research Center**  
Dwayne Amos, Hazen and Sawyer; Katherine Linares, Hampton Roads Sanitation District; Scott Hakonson, Hazen and Sawyer; Anas Malkawi, Jules Robichaud, HRSD; James MacDonald, Hazen and Sawyer
- 11:30 AM**      **Leveraging Innovative Cloud Technology at a Municipal Authority**  
Julie Quigley, The Pittsburgh Water and Sewer Authority; Ryan Cawley, Kevin Clancey, Sprypoint
- 12:00 PM**      **Session Adjourns for Networking Lunch**

## TECHNICAL PROGRAM

### Session 02: Leadership / Workforce Support and Development I

Wednesday, February 26

Room: Grand Ballroom BCD

10:30 AM - 12:00 PM

SDG: 5

**Moderator:** Marianne Langridge, Sustainable Synthesis

- 10:30 AM**      **Deep Diving into the Water Sector – Using Algorithms and Web Scans to Gain Insights on Current Workforce Needs**  
Zakiya Seymour, Arcadis; Melissa Meeker, Gwinnett County - Department of Water Resources; Joanna Brunner, Jason Carter, Arcadis
- 11:00 AM**      **Targeted Recruitment 101: Finding the Best & Brightest Engineers**  
Evelyn Cortez-Davis, Greg Reed, LADWP
- 11:30 AM**      **Putting Employee Diversity and Inclusion to Work**  
Stephanie Glasgow, Ed Kerwin, Orange Water & Sewer Authority
- 12:00 PM**      **Session Adjourns for Networking Lunch**

## TECHNICAL PROGRAM

### Session 03: Risk-Based Approaches to Waterline Assessment and Replacement Planning

Wednesday, February 26  
10:30 AM - 12:00 PM

Room: Grand Ballroom EFG  
SDG: 6

**Moderator:** Ryan Nagel, Hazen and Sawyer

- 10:30 AM**      **Main to Meter: An Asset Management Replacement Strategy for 125K Lead Service Lines**  
David Fielder, Palencia Mobley, Detroit Water and Sewerage Department; Samuel Smalley, City of Dearborn
- 11:00 AM**      **How to Catch a Break with Risk-Based Main Replacement Planning**  
Allan Scott, HDR; Jill Mosley, Contra Costa Water District; David Spencer, HDR
- 11:30 AM**      **Next Generation Non-Revenue Water Information Management and Assessment System (NextGen NRW IMAS)**  
Gary Trachtman, Arcadis; James Siriano, AWWA; Ertan Akbas, Caroline Caglioni, Arcadis; Alan Wyatt, Independent Consultant
- 12:00 PM**      **Session Adjourns for Networking Lunch**

## TECHNICAL PROGRAM

### Session 04: Innovative Rates and Charges to Achieve Multiple Benefits

Wednesday, February 26

10:30 AM - 12:00 PM

Room: Royal CDEF

SDG: 9

Moderator: Jennifer Ivey, Carollo

- 10:30 AM**      **Where Engineering and Finance Meet: Leveraging Your Master Plan for a Better SDC**  
Mark Panny, Carollo Engineers; Jeffery Tucker, Napa Sanitation District; Jennifer Ivey, Carollo
- 11:00 AM**      **Alternative Methodologies for Assessing Sewer Charges at The Metropolitan District**  
Dave Fox, Raftelis; John Mirtle, The Metropolitan District
- 11:30 AM**      **Optimizing Nontraditional Customer Assistance Programs at a Low Cost Utility**  
Benjamin Stewart, Stantec; Michael Sweeney, Toho Water Authority; Carol Malesky, Stantec
- 12:00 PM**      **Session Adjourns for Networking Lunch**

## TECHNICAL PROGRAM

### Session 05: The Paperless Path to the Future

Wednesday, February 26  
1:30 PM - 3:00 PM

Room: Grand Ballroom A  
SDG: 12

**Moderator:** Aditya Ramamurthy, Kennedy Jenks

- 1:30 PM**            **Electronic SOP, Policy, and Knowledge Capture Management for Wastewater Utility Operations**  
Brian Owsenek, UOSA
- 2:00 PM**            **It's All About the Digital Baby: Detroit's Paperless GIS Centric Work Order Management System**  
Palencia Mobley, Anil Gosine, Detroit Water and Sewerage Department
- 2:30 PM**            **Using Satellite Radar Imaging to Detect Pipeline Leaks New Braunfels, TX – A Case Study**  
James Perry, Paul Gagliardo, Utilis
- 3:00 PM**            **Session Adjourns for Networking Break**
- Alternate**            **Moving On Up: Albuquerque's Climb Toward Strategic Asset Management**  
Ganesh Pai, Tim Payne, EMA, Inc.; Stan Allred, Albuquerque Bernalillo County Water Utility



## TECHNICAL PROGRAM

### Session 06: Leadership / Workforce Support and Development II

Wednesday, February 26  
1:30 PM - 3:00 PM

Room: Grand Ballroom BCD  
SDG: 5

Moderator: Tim Payne, EMA

- 1:30 PM**      **Leadership Training From Within**  
Ian Morgan, Gina Hillary, Moulton Niguel Water District
- 2:00 PM**      **What to Expect When You're Expecting... PUC Regulations**  
Catherine Carter, Seth Garrison, Raftelis; Robert Weimar, PWSA; Rocky Craley, Raftelis
- 2:30 PM**      **Changing a Culture and Improving Morale Through Employee Engagement**  
Jarred Jones, Phillip Sexton, North Charleston Sewer District
- 3:00 PM**      **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### Session 07: Risk and Managing Risk

Wednesday, February 26

1:30 PM - 3:00 PM

Room: Grand Ballroom EFG

SDG: 9

Moderator: Pieter Van Ry, SPWRP

- 1:30 PM**      **Risk Management: The Value of Applying a Common Framework and Taking Account of the Risk Consequences**  
Robert Raucher, Raucher LLC; James Henderson, Corona Environmental Consulting; Frank Blaha
- 2:00 PM**      **The AWWA Cybersecurity Tool: A User-Friendly Way to Build AWIA 2018 Compliance and Your Cyber-Resilience**  
Andrew Ohrt, West Yost Associates; Kevin Morley, AWWA; Daniel Groves; Joel Cox, West Yost Associates
- 2:30 PM**      **Doing it Right the First Time – Engineering Secure Water/Wastewater Systems in Our Hyper-connected World**  
Andrew Ohrt, West Yost Associates; Daniel Groves; Joel Cox, West Yost Associates; Andy Bochman, Idaho National Laboratory
- 3:00 PM**      **Session Adjourns for Networking Break**
- Alternate**      **Assessing Cybersecurity for the AWIA**  
Terry Draper, Bob Reilly, EMA Inc.; Jeff Coulson, EMA Canada, Inc.

## TECHNICAL PROGRAM

### Session 08: Effectively Leveraging Available Funding Sources to Finance Infrastructure Investment

Wednesday, February 26  
1:30 PM - 3:00 PM

Room: Royal CDEF  
SDG: 9

Moderator: Brian Shell, WSP USA

- 1:30 PM**      **Let's Save Money! How Utilities Use WIFIA to Fund Projects**  
Danusha Chandy, Environmental Protection Agency; Randy Fick, Orange County Water District, Paul Matthews, Tualatin Valley Water District
- 2:00 PM**      **Working Together to Demonstrate Strength and Obtain WIFIA Funding**  
Amy Broughton, Stantec; Paul Matthews, Tualatin Valley Water District; Bill VanderVeer, Stantec
- 2:30 PM**      **Funding a \$795 Million Master Plan with More than Just Rate Increases - The Mobile Area Water and Sewer System's Quest for a Creative Solution**  
Bud McCrory, Mobile Area Water and Sewer System; Carol Malesky, Stantec; Dedra Cassidey, Mobile Area Water and Sewer System
- 3:00 PM**      **Session Adjourns for Networking Break**
- Alternate**      **Stormwater Funding – The Golden State's Perspective**  
Benjamin Stewart, Andrew Burnham, Stantec

## TECHNICAL PROGRAM

### Session 09: Innovative Approaches to Optimizing Business Practices

Wednesday, February 26

Room: Grand Ballroom A

3:30 PM - 5:00 PM

SDG: 6

**Moderator:** Michael Rotunno, Arcadis

**3:30 PM            We're Agile! - Owner Delivery Improves Agility of an Asset Management Project**

Michael McGrath, Keith Chase, Fairfax County Wastewater Management Program; Ronald Taylor, Hazen and Sawyer

**4:00 PM            City of Hamilton - Water Distribution & Wastewater Collection - Process Improvement Initiative**

Dave Alberton, City of Hamilton

**4:30 PM            Leveraging Enterprise Program Management at DC Water to Improve Strategic Alignment and Collaborative Decision-Making**

Francis Cooper, Yvette Judge, DC Water

**5:00 PM            Session Adjourns for Networking Reception**

## TECHNICAL PROGRAM

### **Session 10: Strengthening and Diversifying the Water Quality Workforce: Real-World Pathways into Sustainable Infrastructure Careers**

**Wednesday, February 26**  
**3:30 PM - 5:00 PM**

**Room:** Grand Ballroom BCD  
**SDG:** 5

**Moderator:** Steven Currie, Environment and Education

Building a strong and diverse talent pipeline is an ongoing challenge facing utilities nationwide that requires initiatives to:

- Recruit, train and retain entry-level, front-line and mid-career employees
- Build and support career advancement pathways for workers with mission-critical technical expertise and skills.
- Invest in leadership development and succession planning
- Increase industry diversity and inclusiveness to enhance access to water and utility industry careers for women and minorities, and for people from communities across the socio-economic spectrum.

Building off discussions (two years) involving nationwide workforce and infrastructure leaders in New Orleans, Ft. Lauderdale, and Chicago, we invite you to join us in this critical conversation about the present and future of our industry.

- 3:30 PM**            **Introduction**  
Steven Currie, Environment and Education
- 3:35 PM**            **Trust the Process: Lowering Barriers through  
Apprenticeships and Pipeline Academy**  
Carolyn Ross, Charlotte Water
- 3:45 PM**            **How the CityWorks Youth Program Works: San  
Francisco's Sewer System Improvement Program**  
Dion Jay (DJ) Brooker, Young Community Developers
- 3:55 PM**            **Stand for Something: Using Your Agency for the Greater  
Good**  
Wainella Isaacs, College of Engineering Diversity and Inclusion  
Programs, University of South Florida
- 4:05 PM**            **National Infrastructure Workforce Models**  
Drew Lehman, Environment and Education
- 4:15 PM**            **WEF's Workforce Program Overview**  
Ifetayo Venner, Arcadis
- 4:30 PM**            **Roundtable Discussion**
- 5:00 PM**            **Session Adjourns for Networking Reception**

## TECHNICAL PROGRAM

### Session 11: Utility-Utility Collaboration

Wednesday, February 26

3:30 PM - 5:00 PM

Room: Grand Ballroom EFG

SDG: 17

Moderator: Ed McCormick, McCormick Strategic Water

- 3:30 PM**      **Pipes Know No Boundaries - The Need for Collaboration**  
Sherri Gee, Madison Merzlyakov, Great Lakes Water Authority
- 4:00 PM**      **The Leading Role: Utilities as Primary Drivers for Water Sector Innovation**  
Jason Carter, Joanna Brunner, Sarina Sriboonlue, Arcadis; Ed Means, Means Consulting LLC
- 4:30 PM**      **Regional Collaborative is Making a Big SPLASH in Northeastern Wisconsin**  
Seth Garrison, John Mastracchio, Raftelis Financial Consultants, Inc.; Nicolas Sparacio, Central Brown County Water Authority; Nancy Quirk, Green Bay Water Utility
- 5:00 PM**      **Session Adjourns for Networking Reception**

## TECHNICAL PROGRAM

### Session 12: Affordability, Equity, and Rising Costs

Wednesday, February 26

3:30 PM - 5:00 PM

Room: Royal CDEF

SDG: 12

Moderator: Todd Cristiano, Raftelis

3:30 PM

#### **Austin Water Affordability Assessment**

Grant Rabon, Newgen Strategies & Solutions; Manny Teodoro, Texas A&M University; David Anders, Austin Water

4:00 PM

#### **Affordability and the True Price of Water: How do you know what to charge?**

Marty Norton, Susan Woolard, Valdis Krumins, Nicole Schindler, USDA

4:30 PM

#### **Increasing Rates, Decreasing Affordability: Addressing Equity in a Time of Rising Costs**

Margaret Schneemann, Illinois-Indiana Sea Grant; Danielle Gallet, Metropolitan Planning Council; Caroline Pakenham, Elevate Energy; Dan Cooper, Metropolitan Planning Council; Margaret Garascia, Elevate Energy

5:00 PM

#### **Session Adjourns for Networking Reception**

## TECHNICAL PROGRAM

### Session 13: Journey to the Center of Continuous Process Improvements

Thursday, February 27

Room: Grand Ballroom A

8:30 AM - 10:00 AM

SDG: 9

**Moderator:** Salil Kharkar, DC Water

- 8:30 AM**      **Taming the Three Headed Beast: People, Processes, and Information in Asset Management**  
Donna Lund, King County Wastewater Treatment Division; Elizabeth Lowell, Rachel King, HDR; Alden Wyma, King County Department of Nat'l Resources & Parks
- 9:00 AM**      **Equipping Teams to Accelerate Business Process Improvements: Case Studies in Change Management at DC Water**  
Tera Fong, William Elledge, Nina Love, DC Water
- 9:30 AM**      **Mirror, Mirror on the Wall... HCWA's Story of Self Reflection**  
Tony Carnell, Tara Brown, Henry County Water Authority; John Evans, Blue Cypress Consulting
- 10:00 AM**      **Session Adjourns for Networking Break**



## TECHNICAL PROGRAM

### **Session 14: Optimizing Data Management to Deliver Better Asset Management Results**

**Thursday, February 27**  
**8:30 AM - 10:00 AM**

**Room:** Grand Ballroom BCD  
**SDG:** 9

**Moderator:** Phil Segura, Denver Water

**8:30 AM**            **Lemons to Lemonade: How Kansas City Water Is Using Asset Management Principles to Assure the Quality of Its Data**

Brian Hiller, Scott Parker, Burns and McDonnell

**9:00 AM**            **Asset Management Data Accessibility to All Utility Staff**  
Yann Le Gouellec, Newport News Waterworks; Russ Dalton, Hazen and Sawyer

**9:30 AM**            **Truth or Consequences in New Mexico: Using Consolidated Real Asset Data for Better CIP Decision-Making**  
Ganesh Pai, Tim Payne, EMA, Inc.; Stan Allred, Albuquerque Bernalillo County Water Utility Authority

**10:00 AM**            **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### Session 15: Sustainable Capital Planning

Thursday, February 27  
8:30 AM - 10:00 AM

Room: Grand Ballroom EFG  
SDG: 7, 9

Moderator: Phillip Sexton, NCSD

- 8:30 AM**            **Sustainable and Cost Effective Biosolids Management Planning at Orange County Sanitation District**  
James Clark, Black & Veatch; Sharon Yin, Orange County Sanitation District; Thomas Chapman, Brown and Caldwell
- 9:00 AM**            **Strategic Energy and Biosolids Planning - Small Utilities Can Dream Big Too**  
Derya Balci, Bryan Lisk, Hazen and Sawyer; Steve Wagner, Goleta Sanitary District
- 9:30 AM**            **ISIP: Boca Raton's Resilient Infrastructure Program**  
Lauren Burack, Chris Helfrich, City of Boca Raton; James Carolan, Jonathan Goldman, CDM Smith
- 10:00 AM**          **Session Adjourns for Networking Break**
- Alternate**            **How We Met Our Promise To Spend \$260 Million Dollars In 5 Years Using Lean Transformation**  
Rich McGillis, Raftelis Financial; Matt Hilliard, Montgomery County (OH) Environmental Services

## TECHNICAL PROGRAM

### Session 16: We Need to Change How We Communicate

Thursday, February 27  
8:30 AM - 10:00 AM

Room: Royal CDEF  
SDG: 11

**Moderator:** Donna Mancuso, Suffolk County Water Authority

- 8:30 AM**            **Begin the Journey to Excellent Customer Service**  
Jonathan Leung, Los Angeles DWP
- 9:00 AM**            **Shake It Up Shake It Up – A Story of Reorganization and Process Improvements**  
Melissa Josey-White, HRSD
- 9:30 AM**            **Courage over Comfort in Conversations**  
Cathy Bernardino-Bailey, Greater Cincinnati Water Works
- 10:00 AM**           **Session Adjourns for Networking Break**
- Alternate**           **Management Commitment and Research-Based Decisions Benefit CIS Implementation for Central Arkansas Water**  
Bill Rivers, EMA, Inc.; Jeff Mascagni, Central Arkansas Water

## TECHNICAL PROGRAM

### Session 17: Information Technology Transformation I

Thursday, February 27  
10:30 AM - 12:00 PM

Room: Grand Ballroom A  
SDG: 11

Moderator: Terry Brueck, EMA

- 10:30 AM**      **Unlocking the Potential of IT-OT Convergence: What's Your Technology Organization of the Future?**  
Bob Reilly, Terry Draper, EMA Inc.
- 11:00 AM**      **Smart City-Operations and Maintenance: The Effect of "The Internet of Things" IoT on Operations and Maintenance**  
Robert Riedel, Vince Turner, Shannon Dunne, City of Houston
- 11:30 AM**      **The Art of Change: Austin Water's Asset Management Story**  
Martin Tower, Austin Water
- 12:00 PM**      **Session Adjourns**

## TECHNICAL PROGRAM

### Session 18: Asset Management Strategy Development

Thursday, February 27

10:30 AM - 12:00 PM

Room: Grand Ballroom BCD

SDG: 11

**Moderator:** Rebecca West, RFW Consulting Services

- 10:30 AM**      **A Framework and Guidance for Incorporating Natural Assets into Asset Management Practices for Built Systems**  
Robert Raucher, Raucher LLC; Kurt Vause; Jan Cassin, Forest Trends; Mark Lorie, Corona Environmental Consulting
- 11:00 AM**      **A Strategic Step in Fort Worth Water's Asset Management Journey**  
Wendy Chi-Babulal, Fort Worth Water Department; Mazen Kawasmi, Jessica Brown, Thomas Haster, Freese and Nichols Inc
- 11:30 AM**      **A SAMP Journey: How Charleston Water System Developed a Strategic Asset Management Plan**  
Earl Dupriest, Charleston Water System
- 12:00 PM**      **Session Adjourns**
- Alternate**      **Strategic Asset Management Plan (SAMP) Development from the Ground Up: A People Focused Approach to Asset Management at Great Lakes Water Authority**  
Steven Dutschke, Great Lakes Water Authority; James Decker, Jacobs; Elizabeth Kelly, Seattle Public Utilities

## TECHNICAL PROGRAM

### Session 19: Importance of Community Support for Your CIP

Thursday, February 27  
10:30 AM - 12:00 PM

Room: Grand Ballroom EFG  
SDG: 11

**Moderator:** Richard Anderson, Peace River Manasota Regional Water Supply Authority

- 10:30 AM**      **Importance of Branding Your Project: It's What People Say About You Behind Your Back**  
Sarah Rossetto, Matthew Bennett, Katz & Associates
- 11:00 AM**      **Financing Your Integrated Resource Plan**  
Fletcher Davis, Greg Fisher, Denver Water
- 11:30 AM**      **Planning and Funding 2030 Capital Needs in 2020 Through Community Engagement**  
Melissa Pieri, Citrus Heights Water District; Andrew MacDonald, Harris & Associates; Habib Isaac, IB Consulting LLC
- 12:00 PM**      **Session Adjourns**

## TECHNICAL PROGRAM

### Session 20: Understanding How to Communicate with Customers in Today's Media Environment

Thursday, February 27  
10:30 AM - 12:00 PM

Room: Royal CDEF  
SDG: 12

**Moderator:** Matthew Manchisi, Hazen and Sawyer

- 10:30 AM**      **Get Social and Build Ambassadors – How to Get Customers to Do PR for You**  
Chelsea Odle, Central Arkansas Water
- 11:00 AM**      **Enhancing the Customer Communication Experience by Revamping Your Phone System**  
Guy Fittje, Parker Water & Sanitation District
- 11:30 AM**      **From Mandate to Tunnel System in 7 Years: Communicating the Value of RiverRenew, Alexandria, VA's Largest Public Works Project to Date**  
Caitlin Feehan, Liliana Maldonado, Alexandria Renew
- 12:00 PM**      **Session Adjourns**
- Alternate**      **Innovation in Integrated Stakeholder Engagement for Strategic Utility Planning**  
Michael Comeskey, City of Boise Public Works Department; Matthew Gregg, Brown and Caldwell; Amanda Watson, Atlas Strategic Communications

## TECHNICAL PROGRAM

### Session 21: Information Technology Transformation II

Thursday, February 27

Room: Grand Ballroom A

1:30 PM - 3:00 PM

SDG: 9

**Moderator:** Russ Dalton, Hazen and Sawyer

- 1:30 PM**      **How Digital Water Revolutionizes Source Water Monitoring**  
Laura Underwood, Aaron McGarvey, Lauren Weinrich  
American Water
- 2:00 PM**      **AMI - Are You Ready?**  
Billie Owens, Nikki Hoyt, Parker Water & Sanitation District
- 2:30 PM**      **Planning your AMI Journey – Feasibility, Strategy, and Vendor Selection**  
Tricia Anklan, West Monroe Partners; Kyle Okamura, Vicki White, City of Henderson; Mike Wayman, West Monroe Partners
- 3:00 PM**      **Session Adjourns for Networking Break**
- Alternate**      **Looking at 3D BIM Beyond Design**  
Chris Heltzel, Suman Bopaiah, Dan Seider, Arcadis



## TECHNICAL PROGRAM

### Session 22: Effective Pipeline Assessment and Maintenance Optimization

Thursday, February 27

Room: Grand Ballroom BCD

1:30 PM - 3:00 PM

SDG: 6

**Moderator:** Mike Martin, Milwaukee Metropolitan Sewer District

- 1:30 PM**      **A Half a Decade of Lessons Learned from the Implementation of Fairfax County's Asset Management System**  
Paul Longo, Dewberry; Junaid Malik, Magdalena Springer, Fairfax County
- 2:00 PM**      **Putting the 'P' in Predictive: Adding Predictive Maintenance to Your Collection System Maintenance Program**  
Alexander Palmatier, Jacob Mueller, Xiating Chen, HDR
- 2:30 PM**      **A Phased, State of The Art Technology Based Approach to Assessing KC Water's Missouri Valley Tunnel**  
Charles Stevens, KC Water; William Barloon, Xylem / Pure Technologies
- 3:00 PM**      **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### Session 23: Innovative Capital Planning Tools

Thursday, February 27  
1:30 PM - 3:00 PM

Room: Grand Ballroom EFG  
SDG: 9

Moderator: Doug Baldessari, Baker Tilly

- 1:30 PM**      **Fairfax County's Trigger Based Planning Using a Capital Timing Analysis Tool**  
Timothy Devine, Kelly Landry, Ronald Taylor, Janice Carroll, Hazen & Sawyer; Sarah Motsch; Michael McGrath, Fairfax County Wastewater Management Program; Mujahid Ali, Fairfax County Government
- 2:00 PM**      **Success in Capital Tracking – Looking Back at Gwinnett County's Improvements to their CIP Process and Adoption of their Tracking System**  
Daniel Scrutchfield, Arcadis; Michael Lanfreschi, Gwinnett County Water Resources
- 2:30 PM**      **Forget Me, Remember We: How the City of Long Beach Departments Worked Together to Implement a Robust Project Portfolio Management System**  
Ertan Akbas, Arcadis; Stephanie Gunawan-Piraner, Long Beach - Airport; Angelina Castellanos, City of Long Beach - Public Works; Morgan Mills, Arcadis
- 3:00 PM**      **Session Adjourns for Networking Break**
- Alternate**      **Adopting an Asset Management Mindset for Capital Planning**  
Phillip Sexton, North Charleston Sewer District

## TECHNICAL PROGRAM

### Session 24: How to Tell Your Success Story

Thursday, February 27

1:30 PM - 3:00 PM

Room: Royal CDEF

SDG: 3

Moderator: Matt Ries, DC Water

1:30 PM

#### **Tucson Water Turnaround: Crisis to Success**

Marie Pearthree, Retired, Central Arizona Project; Michael McGuire, MJM, Inc.

2:00 PM

#### **Communicating PFAS: How to Handle the Impacts of New Discoveries and the Political Developments Caused by the EPA's Action Plan**

Michael McGill, WaterPIO

2:30 PM

#### **You'll Miss Me When I'm Gone: Consequences of Losing Customer Trust and Strategies to Earn, Maintain and Rebuild Customer Trust in Your Drinking Water System**

Jeff Biggs, Tucson Water; Shonnie Cline, Corona Environmental Consulting

3:00 PM

#### **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### **Session 25: Utility Collaboration for Innovation and Development of Best Practices**

**Thursday, February 27**  
**3:30 PM - 5:00 PM**

**Room: Grand Ballroom A**  
**SDG: 9**

**Moderator:** Scott Haskins, Jacobs

- 3:30 PM**            **Introduction to L4M Collaborative Development of Best Practices**  
Mark Poling, Clean Water Services
- 3:35 PM**            **Track 1: Value of Business Process Modeling from a Utility Perspective**  
Kevin Simmonds, Orange County, FL
- 3:45 PM**            **Track 2: Introduction**  
Scott Haskins, Jacobs
- 3:50 PM**            **Modeling “As Is” Business Processes and Collecting Data**  
Getachew Melsew, DC Water
- 4:00 PM**            **2019 Fall Workshop: Overview of Agendas, Goals, Deliverables**  
Scott Parker, Kansas City Water
- 4:10 PM**            **Preparation for the 2020 UMC Workshop**  
Liv Hov, UK Environment Agency
- 4:20 PM**            **Next Steps: Implementing Processes for 4 Topics, New Topics**  
Scott Haskins, Jacobs
- 4:30 PM**            **Interactive Q & A with Panel Members**  
Mark Poling, Clean Water Services
- 5:00 PM**            **Session Adjourns for Social Event with Speakers**

## TECHNICAL PROGRAM

### Session 26: Key Aspects of Successful Asset Management Programs

Thursday, February 27

3:30 PM - 5:00 PM

Room: Grand Ballroom BCD

SDG: 6

**Moderator:** Areeba Syed, Metropolitan Water District of Southern California

3:30 PM

#### **Take Your Asset Management Culture “To Infinity and Beyond!”**

Tammy Whipple, Jillian Hostenske, Kyle Wong, Kevin Walton,  
Sammamish Plateau Water & Sewer District

4:00 PM

#### **Benefits of Every Part of Asset Management: The More You Do, The More You Benefit**

Heather Himmelberger, Southwest Environmental Finance  
Center

4:30 PM

#### **Risk Prioritization Beyond Utility Silos – Utility Collaboration and Planning in Rochester, MN**

Douglas Klamerus, Rochester Public Utilities; Derek Gardels,  
Kathryn Jones, HDR

5:00 PM

#### **Session Adjourns for Social Event with Speakers**

Alternate

#### **Guiding Practices for Getting the Most and Best from Your Asset Management Program**

Rich McGillis, Raftelis Financial; Brandon Vatter

## TECHNICAL PROGRAM

### Session 27: Latest Trends in Capital Projects

Thursday, February 27  
3:30 PM - 5:00 PM

Room: Grand Ballroom EFG  
SDG: 9

**Moderator:** Robert Parks, Independence Water Department

- 3:30 PM**            **Project & Program Management in Capital Project Delivery – State of the Water and Wastewater Industry**  
Aditya Ramamurthy, Hazen and Sawyer; Michael Martin, Milwaukee Metropolitan Sewerage District
- 4:00 PM**            **A Strategic Approach to CIP Prioritization**  
Tracy Jarrett, John Page, Sarah Doherty, City of Olathe, KS
- 4:30 PM**            **One Water Alexandria: A Public-Private Outreach Partnership to Help Alexandrians Know their H2O**  
Alison Bibb-Carson, Virginia American Water; Lisa Van Riper, Monica Billger, Alexandria Renew Enterprise
- 5:00 PM**            **Session Adjourns for Social Event with Speakers**
- Alternate**            **Everything's Bigger In Texas - The Nearly \$1Billion P3 That Will Secure San Antonio's Waterful Future**  
Carissa Shelley, Murraysmith; Marisa Vergara, CP&Y; Alissa Lockett, San Antonio Water System

## TECHNICAL PROGRAM

### Session 28: Sustainability: Ideas, Options, and Actions

Thursday, February 27

3:30 PM - 5:00 PM

Room: Royal CDEF

SDG: 7, 17

Moderator: Ann Casey, Carollo

- 3:30 PM**            **Sustainability at DC Water: Concept Development, Input, and Reporting**  
Matthew Ries, DC Water; Tristen Townsend, Duke University
- 4:00 PM**            **Incorporating UN Sustainable Development Goals into the Daily Routine at a One Water Utility**  
Per Henrik Nielsen, Mads Leth, VCS Denmark
- 4:30 PM**            **Electric Vehicle (EV) Fleet Conversion – Is Your Utility Fleet Ready?**  
Margaret Oloriz, Mark Barmasse, Michael DeVuono, Arcadis
- 5:00 PM**            **Session Adjourns for Social Event with Speakers**
- Alternate**            **City of Phoenix Biogas-to-Renewable Natural Gas Plant: Innovative Use of a Previously Wasted Resource**  
Patty Kennedy, City of Phoenix

## TECHNICAL PROGRAM

### Session 29: Utility Collaboration for Resilience

Friday, February 28

8:30 AM - 10:00 AM

Room: Grand Ballroom A

SDG: 12

Moderator: Matt Ries, DC Water

**8:30 AM**            **Innovative Flood Control Emerging from Collaborations - Evolution of Yokohama Green Infrastructures Accommodating Climate Change**  
Seiji Horita, City of Yokohama

**9:00 AM**            **Gilbert & Queen Creek, AZ: Two Communities Sharing Resources for Resiliency Sake**  
Eric Braun, Town of Gilbert

**9:30 AM**            **Tarrant Regional Water District: A Case Study on Collaboration and Resilience**  
Poonam Dagli, Arcadis; Norman Ashton, Tarrant Regional Water District

**10:00 AM**          **Session Adjourns for Networking Break**

**Alternate**            **One Water - Bringing Utilities Together in Denver**  
Abigail Antolovich, Phillip Segura, Denver Water Dept; Barbara Chongtoua, Mile High Flood District; David Jula, City and County of Denver; Devon Buckels, The Water Connection; Kevin Reidy, Colorado Water Conservation Board



## TECHNICAL PROGRAM

### **Session 30: Communicating in the Spotlight: A Risk Communication Training for Water Professionals**

**Friday, February 28**  
**8:30 AM - 10:00 AM**

**Room:** Grand Ballroom BCD  
SDG: 3

**Moderator:** Kelley Dearing Smith, Louisville Water Company

- 8:30 AM**      **Overview of Risk Communication Guide (landscape of today's media and advocacy situations, social science on risk communications, strategies for risk communication in social media, customer communication advocacy groups and mainstream media)**  
Samantha Villegas, Raftelis Consulting
- 9:00 AM**      **Risk Communication Applied: Case Study Examples from Utilities**  
Kelley Dearing Smith, Louisville Water Company
- 9:30 AM**      **Facilitated Panel Discussion**  
Kelley Dearing Smith, Louisville Water Company; Karen Snyder, Katz & Associates; Mary Gugliuzza, City of Fort Worth; Karen Raucher, Raucher LLC

## TECHNICAL PROGRAM

### **Session 31: EUM: Effective or Not? Reflections and Recommendations from Utility Managers Who Used the Framework**

**Friday, February 28**  
**8:30 AM - 10:00 AM**

**Room:** Grand Ballroom EFG  
**SDG:** 6

**Moderator:** Jim Ginley, Jim Ginley Consulting

- 8:30 AM**            **Introduction of Utility Managers and Co-Facilitators**  
Liz Kelly, Jacobs Engineering and SMPC member
- 8:35 AM**            **Overview of Effective Utility Management Framework**  
Jim Ginley, Jim Ginley Consulting and SMPC member
- 8:45 AM**            **Overview of EUM Efforts from Three Utility Managers**  
Tammy Whipple, Assistant to General Manager, Sammamish Plateau Water (Seattle area) and SMPC member; David Irish, General Manager, Southgate Water & Sanitation Districts (Denver area); Anna Bryan-Borja, Chief Support Services Officer, Austin (TX) Water
- 9:15 AM**            **Facilitated Panel Discussion and Interactive Discussion/Q&A**  
Liz Kelly, Jacobs; Jim Ginley, Jim Ginley Consulting; Tammy Whipple, Sammamish Plateau Water; David Irish, Southgate Water & Sanitation Districts; Anna Bryan-Borja, Austin Water; Jim Horne, US EPA
- 10:00 AM**           **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### Session 32: Successful Facility-Focused Asset Management Approaches

Friday, February 28

8:30 AM - 10:00 AM

Room: Royal CDEF

SDG: 6

**Moderator:** Patrick Beane, City of Des Moines Department of Public Works

- 8:30 AM**            **Montgomery County, Ohio's Vertical Asset Management Program**  
Jeff Macomber, Hazen and Sawyer; Marill Clay, Montgomery County Environmental Services
- 9:00 AM**            **Comprehensive Condition Assessment for 39 Wastewater Treatment Plants and 383 Lift Stations in less than a Year – Houston's Unique Approach**  
Fazle Rabbi, Shannon Dunne, Pratistha Pradhan, Amirhossein Shokouhi, City of Houston
- 9:30 AM**            **Yorba Linda Water District's Transition to a Progressive Asset Management Program**  
Danielle Logsdon, Yorba Linda Water District; Rosanne Weston; Dan Baker, Carollo
- 10:00 AM**           **Session Adjourns for Networking Break**

## TECHNICAL PROGRAM

### Session 33: Creating a Smart Distribution System

Friday, February 28  
10:30 AM - 12:00 PM

Room: Grand Ballroom A  
SDG: 9

**Moderator:** Megan Yoo Schneider, Seven Management & Consulting

**10:30 AM**      **WRF Project #4917 Update: Utilizing Smart Water Networks to Manage Pressure and Flow for Reduction of Water Loss and Pipe Breaks**

John Abrera, Michael Karl, Erin Culbertson, Brown and Caldwell; Robert Janke, EPA

**11:00 AM**      **Pipeline Break Forecasting for Rate Justification and Extending Pipe Useful Life Without Pipe Replacement**

Steve Strapac, Rainbow Municipal Water District; Eric Scherch, David Spencer, HDR Inc.

**11:30 AM**      **What Exactly Does 95% Accurate Mean? How to Interpret the Results of Your Machine Learning Pipe Failure Model**

Greta Vladeanu, Xylem Inc.; Chenyang Wang, MullenLowe Media Hub Global; Sepideh Yazdekhashti, Karl Ivan San Luis, Craig Daly, Xylem Inc.

**12:00 PM**      **Conference Adjourns**

**Alternate**      **Next Generation Non-Revenue Water Performance Indicators**

Steve Cavanaugh, Cavanaugh & Associates PA; George Kunkel, Philadelphia Water Department

## TECHNICAL PROGRAM

### Session 34: Strategic Planning: Data, Technology, and Application

Friday, February 28  
10:30 AM - 12:00 PM

Room: Grand Ballroom BCD  
SDG: 9

Moderator: Jon Grant, JNG

- 10:30 AM**      **Demystifying Intelligent Water: Actionable Insights & Strategies for Utility Leaders**  
Eric Bindler, Bluefield Research; James Cooper, Arcadis
- 11:00 AM**      **Technology Silos Are in Your Organization's Cultural DNA**  
Zdenko Vitasovic, 9D Analytics; Fidan Karimova, The Water Research Foundation
- 11:30 AM**      **From a Trickle to a Big Wave of Funding: How to Develop and Ramp Up a Stormwater Program**  
Matthieu Roussillon, Carollo Engineers; Hubertus Cox, LASAN
- 12:00 PM**      **Conference Adjourns**
- Alternate**      **The CDD Roadmap**  
Katie Miller, Lisa Chau, San Francisco Public Utilities Commission

## TECHNICAL PROGRAM

### Session 35: Water Supply Resilience

Friday, February 28  
10:30 AM - 12:00 PM

Room: Grand Ballroom EFG  
SDG: 12

**Moderator:** Gerard Yates, Central Utah Water

- 10:30 AM**      **A 100% Water Reuse Design Approach for Los Angeles**  
Hubertus Cox, Azya Jackson, Timeyin Dafeta, Fernando Gonzalez, Tracy Minamide, Joline Munoz, Ali Poosti, City of Los Angeles Sanitation Agency
- 11:00 AM**      **Implementing Groundwater Replenishment in LA**  
Yoshiko Tsunehara, Los Angeles Department of Water and Power; Joline Munoz, City of Los Angeles; Madeline Kelsch, Los Angeles Department of Water and Power; Azya Jackson, City of Los Angeles; Michael Ruiz
- 11:30 AM**      **Strategic Planning to Improve Water Supply Resilience in the Nation's Capital**  
Getachew Melsew, Biju George, DC Water; Syam Nayer, Mott MacDonald
- 12:00 PM**      **Conference Adjourns**

## TECHNICAL PROGRAM

### Session 36: Integrating Climate Change into Enterprise Risk Management

Friday, February 28  
10:30 AM - 12:00 PM

Room: Royal CDEF  
SDG: 12

**Moderator:** Usha Sharma, Denver Water

- 10:30 AM**      **Introductions**  
Usha Sharma, Denver Water
- 10:35 AM**      **How Markets May Reward Cities (Utilities) Who Plan for Climate Changes**  
Paul Fuller, Allied Public Risk LLC
- 10:50 AM**      **Why Is Climate Risk Relevant to a Utility's Credit Rating**  
Ted Chapman, Standard & Poors
- 11:05 AM**      **How Water Supply Risk and Drought Can Affect Utility Credit Ratings**  
John Mastracchio, Luke Eastman, Raftelis
- 11:20 AM**      **Climate Change – How Do You Integrate It in Your Organization's Comprehensive Risk Management Framework?**  
Taylor Winchell, Denver Water
- 11:45 AM**      **Panel Discussion**  
Paul Fuller, Allied Public Risk LLC; Ted Chapman, Standard & Poors; John Mastracchio, Luke Eastman, Raftelis; Laura Kaatz, Usha Sharma Denver Water
- 12:00 PM**      **Conference Adjourns**

## SESSIONS AT A GLANCE

Session Number	Session Title	Time	CE Credit Total/Type	Room
<b>Tuesday, February 25</b>				
<b>Workshop A</b>	A Utility Guide to Cyber Security: What Executives Need to Know and Practical Solutions to Achieve It	8:30am–5:00pm	<b>6.0 CEUs</b>	<b>Royal AB</b>
<b>Workshop B</b>	The Digital Worker: Workforce Implications of Digital Tools	8:30am–5:00pm	<b>6.0 CEUs</b>	<b>Royal CD</b>
<b>Workshop C</b>	Using Management Standards as Leadership Tools to Optimize Utility Performance	8:30am–12:00pm	<b>3.0 CEUs</b>	<b>Royal EF</b>
<b>Workshop D</b>	Leveraging the AWWA M5 Manual with Effective Utility Management (EUM) Practices	8:30am–12:00pm	<b>3.0 CEUs</b>	<b>Plaza Terrace</b>
<b>Workshop E</b>	Principles and Best Practices for Collaborative Delivery for Water Infrastructure Projects	1:30pm–5:00pm	<b>3.0 CEUs</b>	<b>Royal EF</b>
<b>Workshop F</b>	Business Intelligence-Driven Utility	1:30pm–5:00pm	<b>3.0 CEUs</b>	<b>Plaza Terrace</b>
<b>Wednesday, February 26</b>				
<b>OGS</b>	Opening General Session	8:30am–10:00am	<b>1.5 GCHs</b>	<b>Grand Ballroom ABCD</b>
<b>Session 1</b>	Technology Whirlwind - Strategies for Technology Adoption and Integration	10:30am–12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom A</b>
<b>Session 2</b>	Leadership / Workforce Support and Development I	10:30am–12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom BCD</b>
<b>Session 3</b>	Risk-Based Approaches to Waterline Assessment and Replacement Planning	10:30am–12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom EFG</b>
<b>Session 4</b>	Innovative Rates and Charges to Achieve Multiple Benefits	10:30am–12:00pm	<b>1.5 PDHs</b>	<b>Royal CDEF</b>
<b>Session 5</b>	The Paperless Path to the Future	1:30pm–3:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom A</b>
<b>Session 6</b>	Leadership / Workforce Support and Development II	1:30pm–3:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom BCD</b>
<b>Session 7</b>	Risk and Managing Risk	1:30pm–3:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom EFG</b>
<b>Session 8</b>	Effectively Leveraging Available Funding Sources to Finance Infrastructure Investment	1:30pm–3:00pm	<b>1.5 PDHs</b>	<b>Royal CDEF</b>
<b>Session 9</b>	Innovative Approaches to Optimizing Business Practices	3:30pm–5:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom A</b>
<b>Session 10</b>	Strengthening and Diversifying the Water Quality Workforce: Examining Real-World Pathway Programs into Sustainable Infrastructure Careers	3:30pm–5:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom BCD</b>
<b>Session 11</b>	Utility-Utility Collaboration	3:30pm–5:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom EFG</b>
<b>Session 12</b>	Affordability, Equity, and Rising Costs	3:30pm–5:00pm	<b>1.5 PDHs</b>	<b>Royal CDEF</b>



## SESSIONS AT A GLANCE

Session Number	Session Title	Time	CE Credit Total/Type	Room
<b>Thursday, February 27</b>				
<b>Session 13</b>	Journey to the Center of Continuous Process Improvements	8:30am–10:00am	1.5 PDHs	<b>Grand Ballroom A</b>
<b>Session 14</b>	Optimizing Data Management to Deliver Better Asset Management Results	8:30am–10:00am	1.5 PDHs	<b>Grand Ballroom BCD</b>
<b>Session 15</b>	Sustainable Capital Planning	8:30am–10:00am	1.5 PDHs	<b>Grand Ballroom EFG</b>
<b>Session 16</b>	We Need to Change How We Communicate	8:30am–10:00am	1.5 PDHs	<b>Royal CDEF</b>
<b>Session 17</b>	Information Technology Transformation I	10:30am–12:00pm	1.5 PDHs	<b>Grand Ballroom A</b>
<b>Session 18</b>	Asset Management Strategy Development	10:30am–12:00pm	1.5 PDHs	<b>Grand Ballroom BCD</b>
<b>Session 19</b>	Importance of Community Support for Your CIP	10:30am–12:00pm	1.5 PDHs	<b>Grand Ballroom EFG</b>
<b>Session 20</b>	Understanding How to Communicate with Customers in Today's Media Environment	10:30am–12:00pm	1.5 PDHs	<b>Royal CDEF</b>
<b>Session 21</b>	Information Technology Transformation II	1:30pm–3:00pm	1.5 PDHs	<b>Grand Ballroom A</b>
<b>Session 22</b>	Effective Pipeline Assessment and Maintenance Optimization	1:30pm–3:00pm	1.5 PDHs	<b>Grand Ballroom BCD</b>
<b>Session 23</b>	Innovative Capital Planning Tools	1:30pm–3:00pm	1.5 PDHs	<b>Grand Ballroom EFG</b>
<b>Session 24</b>	How to Tell Your Success Story	1:30pm–3:00pm	1.5 PDHs	<b>Royal CDEF</b>
<b>Session 25</b>	Utility Collaboration for Innovation and Development of Best Practices	3:30pm–5:00pm	1.5 PDHs	<b>Grand Ballroom A</b>
<b>Session 26</b>	Key Aspects of Successful Asset Management Programs	3:30pm–5:00pm	1.5 PDHs	<b>Grand Ballroom BCD</b>
<b>Session 27</b>	Latest Trends in Capital Projects	3:30pm–5:00pm	1.5 PDHs	<b>Grand Ballroom EFG</b>
<b>Session 28</b>	Sustainability: Ideas, Options, and Actions	3:30pm–5:00pm	1.5 PDHs	<b>Royal CDEF</b>

## SESSIONS AT A GLANCE

Session Number	Session Title	Time	CE Credit Total/Type	Room
<b>Friday, February 28</b>				
<b>Session 29</b>	Utility Collaboration for Resilience	8:30am– 10:00am	<b>1.5 PDHs</b>	<b>Grand Ballroom A</b>
<b>Session 30</b>	Communicating in the Spotlight: A Risk Communication Training for Water Professionals	8:30am– 10:00am	<b>1.5 PDHs</b>	<b>Grand Ballroom BCD</b>
<b>Session 31</b>	EUM: Effective or Not? Reflections and Recommendations from Utility Managers Who Used the Framework	8:30am– 10:00am	<b>1.5 PDHs</b>	<b>Grand Ballroom EFG</b>
<b>Session 32</b>	Successful Facility-Focused Asset Management Approaches	8:30am– 10:00am	<b>1.5 PDHs</b>	<b>Royal CDEF</b>
<b>Session 33</b>	Creating a Smart Distribution System	10:30am– 12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom A</b>
<b>Session 34</b>	Strategic Planning: Data, Technology, and Application	10:30am– 12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom BCD</b>
<b>Session 35</b>	Water Supply Resilience	10:30am– 12:00pm	<b>1.5 PDHs</b>	<b>Grand Ballroom EFG</b>
<b>Session 36</b>	Integrating Climate Change into Enterprise Risk Management	10:30am– 12:00pm	<b>1.5 PDHs</b>	<b>Royal CDEF</b>

## PRESENTER AND MODERATOR DIRECTORY

**Ertan Akbas,**  
Arcadis, **Speaker**  
**Session 23**

**Dave Alberton,** City  
of Hamilton,  
**Speaker Session**  
**09**

**Dwayne Amos,**  
Hazen and Sawyer,  
**Speaker Session**  
**01**

**David Anders,**  
Austin Water,  
**Speaker Session**  
**12**

**Richard Anderson,**  
Peace River  
Manasota Regional  
Water Supply  
Authority,  
**Moderator Session**  
**19**

**Tricia Anklan,** West  
Monroe Partners,  
**Speaker Session**  
**21**

**Esteban Azagra,**  
Arcadis,  
**Coordinator**  
**Workshop F**

**Daniel Baker,**  
Carollo, **Speaker**  
**Session 32**

**Derya Balci,** Hazen  
and Sawyer,  
**Speaker Session**  
**15**

**Doug Baldessari,**  
Baker Tilly,  
**Moderator Session**  
**23**

**William Barloon,**  
Xylem / Pure  
Technologies,  
**Speaker Session**  
**22**

**Mark Barmasse,**  
Arcadis, **Speaker**  
**Session 28**

**Patrick Beane,** City  
of Des Moines  
Department of  
Public Works,  
**Moderator Session**  
**32**

**Cathy Bernardino-**  
**Bailey,** Greater  
Cincinnati Water  
Works, **Speaker**  
**Session 16**

**Alison Bibb-**  
**Carson,** Virginia  
American Water,  
**Speaker Session**  
**27**

**Monica Billger,**  
Alexandria Renew  
Enterprise, **Speaker**  
**Session 27**

**Eric Bindler,**  
Bluefield Research,  
**Speaker Session**  
**34**

**Andy Bochman,**  
Idaho National  
Laboratory, **Speaker**  
**Session 07**

**Eric Braun,** Town of  
Gilbert, **Speaker**  
**Session 29**

**Tommy Brennan,**  
Ulliman Schutte  
Construction,  
**Speaker Workshop**  
**E**

**Dion-Jay Brookter,**  
Young Community  
Developers,  
**Speaker Session**  
**10**

**Amy Broughton,**  
Stantec, **Speaker**  
**Session 08**

**Tara Brown,** Henry  
County Water  
Authority, **Speaker**  
**Session 13**

**Jessica Brown,**  
Freese & Nichols  
Inc, **Speaker**  
**Session 18**

**Terry Brueck,** EMA,  
Inc., **Moderator**  
**Session 17**

**Anna Bryan-Borja,**  
Austin Water,  
**Speaker Session**  
**31**

**Andrew Burnham,**  
Stantec, **Speaker**  
**Session 08**

**Brian Butscher,**  
City of Sugar Land,  
**Speaker Workshop**  
**F**

**James Carolan,**  
CDM Smith,  
**Speaker Session**  
**15**

## PRESENTER AND MODERATOR DIRECTORY

**Catherine Carter**, Raftelis Financial Consultants, **Speaker Session 06**

**Jason Carter**, Arcadis, **Speaker Session 11**

**Ann Casey**, Carollo, **Moderator Session 28**

**Steve Cavanaugh**, Cavanaugh & Associates PA, **Speaker Session 33**

**David Chamberlain**, Eramosa, **Moderator Session 01**

**Danusha Chandy**, US EPA, **Speaker Session 08**

**Ted Chapman**, S&P Global Ratings, **Speaker Session 36**

**Lisa Chau**, SF Public Utilities Commission, **Speaker Session 34**

**Wendy Chi-Babulal**, Fort Worth Water Department, **Speaker Session 18**

**Leofwin S. Clark**, Water Design-Build Council, **Speaker Workshop E**

**James Clark**, Black & Veatch, **Speaker Session 15**

**Shonnie Cline**, Corona Environmental Consulting, **Speaker Session 24**

**Michael Comeskey**, City of Boise Public Works Department, **Speaker Session 20**

**Francis Cooper**, DC Water, **Speaker Session 09**

**James Cooper**, Arcadis, **Speaker Session 34**

**Evelyn Cortez-Davis**, LADWP, **Speaker Session 02**

**James Courchaine**, Tata & Howard, Inc., **Speaker Workshop D**

**Todd Cristiano**, Raftelis, **Moderator Session 12**

**Steven Currie**, Environment and Education, **Coordinator Session 10**

**Catherine Curtis**, San Francisco Public Utilities Commission, **Coordinator Workshop B**

**Poonam Dagli**, Arcadis, **Speaker Session 29**

**Russ Dalton**, Hazen and Sawyer, **Speaker Session 14, Moderator Session 21**

**Craig Daly**, Xylem Inc., **Speaker Session 33**

**Cheryl Davis**, CKD Consulting, **Coordinator Workshop B**

**Fletcher Davis**, Denver Water, **Speaker Session 19**

**Kelley Dearing Smith**, Louisville Water Company, **Coordinator Session 30**

**Timothy Devine**, Hazen & Sawyer, **Speaker Session 23**

**Sarah Doherty**, City of Olathe, **Speaker Session 27**

**Terry Draper**, EMA Inc., **Speaker Session 07, 17**

**Clyde Dugan**, East Lansing - Meridian Water & Sewer Authority, **Speaker Workshop C**

## PRESENTER AND MODERATOR DIRECTORY

**Shannon Dunne**,  
City of Houston,  
**Speaker Session**  
**17**

**Earl Dupriest**,  
Charleston Water  
System, **Speaker**  
**Session 18**

**Steven Dutschke**,  
GLWA, **Speaker**  
**Session 18**

**Luke Eastman**,  
Raftelis Financial  
Consultants Inc,  
**Speaker Session**  
**36**

**William Elledge**,  
DC Water, **Speaker**  
**Session 13**

**John Evans**, Blue  
Cypress Consulting,  
**Speaker Session**  
**13**

**Randy Fick**, Orange  
County Water  
District, **Speaker**  
**Session 08**

**Guy Fittje**, Parker  
Water & Sanitation  
District, **Speaker**  
**Session 20**

**Tera Fong**, DC  
Water, **Speaker**  
**Session 13**

**Chitra Foster**,  
Water Design-Build  
Council, **Speaker**  
**Workshop E**

**Dave Fox**, Raftelis,  
**Speaker Session**  
**04**

**Paul Fuller**, Allied  
Public Risk LLC,  
**Speaker Session**  
**36**

**Derek Gardels**,  
HDR, **Speaker**  
**Session 26**

**Seth Garrison**,  
Raftelis Financial  
Consultants, Inc.,  
**Speaker Workshop**  
**D, Session 11**

**Sherri Gee**, Great  
Lakes Water  
Authority, **Speaker**  
**Session 11**

**Biju George**, DC  
Water, **Speaker**  
**Workshop A**

**James Ginley**, Jim  
Ginley Consulting,  
**Speaker Workshop**  
**D, Coordinator**  
**Session 31**

**Robert Golden**,  
Water Design Build  
Council,  
**Coordinator**  
**Workshop E**

**Jon Grant**, JNG,  
**Moderator Session**  
**34**

**Mary Gugliuzza**,  
City Of Fort Worth  
Water Dept,  
**Speaker Session**  
**30**

**Steven Gunsch**,  
HDR, **Speaker**  
**Session 01**

**Scott Haskins**,  
Jacobs,  
**Coordinator**  
**Session 25**

**Christopher**  
**Heltzel**, Arcadis,  
**Speaker Workshop**  
**F, Session 21**

**Brian Hiller**, Burns  
& McDonnell,  
**Speaker Session**  
**14**

**Heather**  
**Himmelberger**,  
Southwest  
Environmental  
Finance Center,  
**Speaker Session**  
**26**

**Seiji Horita**, City of  
Yokohama, **Speaker**  
**Session 29**

**Jim Horne**, US  
EPA, **Speaker**  
**Session 31**

**Jillian Hostenske**,  
Sammamish Plateau  
Water & Sewer  
District, **Speaker**  
**Session 26**

**Nikki Hoyt**, Parker  
Water & Sanitation  
District, **Speaker**  
**Session 21**

## PRESENTER AND MODERATOR DIRECTORY

**Dave Irish**,  
Southgate Sanitation  
District, **Speaker**  
**Session 31**

**Wainella Isaacs**,  
University of South  
Florida, **Speaker**  
**Session 10**

**Jennifer Ivey**,  
Carollo, **Moderator**  
**Session 04**

**Dane Jablonsky**,  
Arcadis, **Speaker**  
**Workshop F**

**Azya Jackson**, City  
of Los Angeles -  
PW/LASAN,  
**Speaker Session**  
**35**

**Tracy Jarrett**, City  
of Olathe, **Speaker**  
**Session 27**

**Jarred Jones**, North  
Charleston Sewer  
District, **Speaker**  
**Session 06**

**Melissa Josey-  
White**, HRSD,  
**Speaker Session**  
**16**

**Laurna Kaatz**,  
Denver Water,  
**Speaker Session**  
**36**

**Michael Karl**, Brown  
and Caldwell,  
**Speaker Session**  
**33**

**Mazen Kawasmi**,  
Freese and Nichols  
Inc, **Speaker**  
**Session 18**

**Liz Kelly**, Jacobs  
Engineering,  
**Speaker Session**  
**31**

**Madeline Kelsch**,  
Los Angeles  
Department of Water  
and Power, **Speaker**  
**Session 35**

**Patty Kennedy**, City  
of Phoenix, **Speaker**  
**Session 28**

**Ed Kerwin**, Orange  
Water & Sewer  
Auth, **Speaker**  
**Session 02**

**Salil Kharkar**, DC  
Water, **Moderator**  
**Session 13**

**David Kinchen**,  
Burns & McDonnell,  
**Speaker Workshop**  
**E**

**Ted Lam**, East Bay  
Municipal Utilities  
District, **Speaker**  
**Workshop B**

**Michael Lanfreschi**,  
Gwinnett County  
Water Resources,  
**Speaker Session**  
**23**

**Marianne  
Langridge**,  
Sustainable  
Synthesis,  
**Moderator Session**  
**02**

**Yann Le Gouellec**,  
Newport News  
Waterworks,  
**Speaker Session**  
**14**

**Drew Lehman**,  
Environment and  
Education, **Speaker**  
**Session 10**

**Jonathan Leung**,  
Los Angeles DWP,  
**Speaker Session**  
**16**

**Danielle Logsdon**,  
Yorba Linda Water  
District, **Speaker**  
**Session 32**

**Paul Longo**,  
Dewberry, **Speaker**  
**Session 22**

**Nina Love**, DC  
Water, **Speaker**  
**Session 13**

**Elizabeth Lowell**,  
HDR, **Speaker**  
**Session 13**

**Ting Lu**, Clean  
Water Services,  
**Speaker Workshop**  
**B**

**Andrew  
MacDonald**, Harris  
& Associates,  
**Speaker Session**  
**19**

## PRESENTER AND MODERATOR DIRECTORY

**Jeff Macomber,**  
Hazen and Sawyer,  
**Speaker Session**  
**32**

**Jay Madigan,**  
Brown and Caldwell,  
**Speaker Workshop**  
**D**

**Liliana Maldonado,**  
Alexandria Renew  
Enterprises,  
**Speaker Session**  
**20**

**Carol Malesky,**  
Stantec, **Speaker**  
**Session 08**

**Matthew Manchisi,**  
Hazen and Sawyer,  
**Moderator Session**  
**20**

**Donna Mancuso,**  
Suffolk County  
Water Authority,  
**Moderator Session**  
**16**

**Michael Martin,**  
Milwaukee  
Metropolitan  
Sewerage District,  
**Moderator Session**  
**22, Speaker**  
**Session 27**

**John Mastracchio,**  
Raftelis Financial  
Consultants,  
**Speaker Session**  
**36**

**Paul Matthews,**  
Tualatin Valley  
Water District,  
**Speaker Session**  
**08**

**Ed McCormick,**  
McCormick Strategic  
Water, **Moderator**  
**Session 11**

**Billy McCrory,**  
Mobile Area Water &  
Sewer System,  
**Speaker Session**  
**08**

**Lisa McFadden,**  
Water Environment  
Federation, **Speaker**  
**Workshop A**

**Michael McGill,**  
WaterPIO, **Speaker**  
**Session 24**

**Rich McGillis,**  
Raftelis Financial,  
**Speaker Session**  
**15, 26**

**Michael McGrath,**  
Fairfax County  
Wastewater  
Management  
Program, **Speaker**  
**Session 09**

**Michael McGuire,**  
MJM, Inc., **Speaker**  
**Session 24**

**Melissa Meeker,**  
Gwinnett County -  
Department of Water  
Resources, **Speaker**  
**Session 02**

**Getachew Melsew,**  
DC Water, **Speaker**  
**Session 25, 35**

**Madison**  
**Merzlyakov,** Great  
Lakes Water  
Authority, **Speaker**  
**Session 11**

**Stephen Miksis,**  
RVSD, **Speaker**  
**Workshop B**

**Palencia Mobley,**  
Detroit Water and  
Sewerage  
Department,  
**Speaker Session**  
**03, 05**

**Ian Morgan,**  
Moulton Niguel  
Water District,  
**Speaker Session**  
**06**

**Kevin Morley,**  
American Water  
Works Association,  
**Speaker Workshop**  
**A, Session 07**

**Ryan Nagel,** Hazen  
and Sawyer,  
**Speaker Workshop**  
**D, Moderator**  
**Session 03**

**Per Henrik Nielsen,**  
VCS Denmark,  
**Speaker Session**  
**28**

**Eva Nieminski,**  
Utah Division of  
Drinking Water,  
**Speaker Workshop**  
**C**

**Marty Norton,**  
USDA Rural  
Development,  
**Speaker Session**  
**12**

**Kanwal Oberoi,**  
Charleston Water  
System, **Speaker**  
**Workshop C**

## PRESENTER AND MODERATOR DIRECTORY

**Chelsea Odle**,  
Central Arkansas  
Water, **Speaker**  
**Session 20**

**Andrew Ohrt**, West  
Yost Associates,  
**Speaker Session**  
**07**

**Kyle Okamura**, City  
of Henderson,  
**Speaker Session**  
**21**

**Margaret Oloriz**,  
Arcadis, **Speaker**  
**Session 28**

**Billie Owens**,  
Parker Water &  
Sanitation District,  
**Speaker Session**  
**21**

**Brian Owsenek**,  
UOSA, **Speaker**  
**Session 05**

**Jeff Oxenford**,  
Stratus Consulting,  
**Speaker Workshop**  
**B**

**John Page**, City of  
Olathe, KS, **Speaker**  
**Session 27**

**Ganesh Pai**, EMA,  
Inc., **Speaker**  
**Session 14**

**Alexander**  
**Palmatier**, HDR,  
**Speaker Session**  
**22**

**Mark Panny**,  
Carollo, **Speaker**  
**Session 04**

**Scott Parker**,  
Kansas City Water,  
**Speaker Session**  
**14, 25**

**Robert Parks**,  
Independence  
Water, **Moderator**  
**Session 27**

**Tim Payne**, EMA,  
Inc., **Speaker**  
**Session 05**,  
**Moderator Session**  
**06**

**James Perry**, Utilis  
Inc., **Speaker**  
**Session 05**

**Sharon Peters**,  
EMA Canada Inc.,  
**Speaker Workshop**  
**B**

**Heather Pohl**, San  
Francisco Public  
Utilities Commission,  
**Speaker Workshop**  
**B**

**Mark Poling**, Clean  
Water Services, OR,  
**Speaker Session**  
**25**

**David Purkiss**,  
NSF, **Coordinator**  
**Workshop C**

**Julie Quigley**, The  
Pittsburgh Water  
and Sewer Authority,  
**Speaker Session**  
**01**

**Fazle Rabbi**,  
Houston Water,  
**Speaker Session**  
**32**

**Grant Rabon**,  
Newgen Strategies  
& Solutions,  
**Speaker Session**  
**12**

**Aditya**  
**Ramamurthy**,  
Kennedy Jenks,  
**Moderator Session**  
**05**

**Robert Raucher**,  
Raucher LLC,  
**Speaker Session**  
**07, 18**

**Karen Raucher**,  
Raucher LLC,  
**Speaker Session**  
**30**

**Curt Rayer**, San  
Jose Water,  
**Speaker Workshop**  
**B**

**Bob Reilly**, EMA  
Inc., **Speaker**  
**Session 07, 17**

**Matthew Ries**, DC  
Water, **Moderator**  
**Session 24, 29**,  
**Speaker Session**  
**28**

**William Rivers**,  
EMA, **Speaker**  
**Session 16**

**Carolyn Ross**, City  
of Charlotte, Utilities  
Department,  
**Speaker Session**  
**10**

**Sarah Rossetto**,  
Katz & Associates,  
**Speaker Session**  
**19**



## PRESENTER AND MODERATOR DIRECTORY

**Frank Roth**,  
Albuquerque  
Bernalillo County  
Water Authority,  
**Speaker Workshop  
F**

**Michael Rotunno**,  
Arcadis, **Moderation  
Session 09**

**Matthieu  
Roussillon**, Carollo,  
**Speaker Session  
34**

**Dave Sadamoto**,  
Metropolitan Water  
District of Southern  
California, **Speaker  
Workshop F**

**Eric Scherch**, HDR,  
**Speaker Session  
33**

**Margaret  
Schneemann**,  
Illinois-Indiana Sea  
Grant, **Speaker  
Session 12**

**Robert Scott**, Valley  
Water (formerly  
Santa Clara Valley  
Water District),  
**Speaker Workshop  
B**

**Allan Scott**, HDR  
Inc, **Speaker  
Session 03**

**Daniel  
Scrutchfield**,  
Arcadis, U.S.,  
**Speaker Session  
23**

**Phillip Segura**,  
Denver Water,  
**Moderator Session  
14, Speaker  
Session 29**

**Phillip Sexton**,  
North Charleston  
Sewer District,  
**Moderator Session  
15, Speaker  
Session 23**

**Chi Ho Sham**,  
Eastern Research  
Group, **Speaker  
Workshop C**

**Usha Sharma**,  
Denver Water,  
**Coordinator  
Session 36**

**Brian Shell**, WSP  
USA, **Moderator  
Session 08**

**Carissa Shelley**,  
Murraysmith,  
**Speaker Session  
27**

**Kara Shuror**, City of  
Fort Worth Water  
Dept, **Speaker  
Workshop D**

**Kevin Simmonds**,  
Orange County  
Utilities, **Speaker  
Session 25**

**Kevin Slaven**,  
Arcadis, **Speaker  
Workshop F**

**Doug Spiers**,  
Westin Technology  
Solutions,  
**Coordinator  
Workshop D**

**David St Pierre**,  
Westin, **Speaker  
Workshop A**

**Charles Stevens**,  
KC Water, **Speaker  
Session 22**

**Benjamin Stewart**,  
Stantec, **Speaker  
Session 04, 08**

**Areeba Syed**,  
Metropolitan Water  
District of Southern  
California,  
**Moderator Session  
26**

**Karen Synder**, Katz  
& Associates,  
**Speaker Session  
30**

**Manny Teodoro**,  
Texas A&M  
University, **Speaker  
Session 12**

**Martin Tower**,  
Austin Water,  
**Speaker Session  
17**

**Gary Trachtman**,  
Arcadis **Speaker  
Session 03**

**Laura Underwood**,  
American Water,  
**Speaker Session  
21**

## PRESENTER AND MODERATOR DIRECTORY

**Bill Van Derveer,**  
Stantec Consulting  
Services Inc.,  
**Speaker Session**  
**08**

**Pieter Van Ry,**  
South Platte Water  
Renewal Partners,  
**Speaker Workshop**  
**E, Moderator**  
**Session 07**

**Ifetayo Venner,**  
Arcadis, **Speaker**  
**Session 10**

**Samantha Villegas,**  
APR, Raftelis,  
**Speaker Session**  
**30**

**Zdenko Vitasovic,**  
9D Analytics,  
**Speaker Session**  
**34**

**Rebecca West,**  
RFW Consulting  
Services, **Moderator**  
**Session 18**

**Tammy Whipple,**  
Sammamish Plateau  
Water, **Speaker**  
**Session 31**

**Vicki White,** City of  
Henderson,  
**Speaker Session**  
**21**

**Corey Williams,**  
Optimatics,  
**Coordinator**  
**Workshop A**

**Taylor Winchell,**  
Denver Water,  
**Speaker Session**  
**36**

**Gerard Yates,**  
Central Utah  
Conservancy  
District, **Speaker**  
**Workshop C,**  
**Moderator Session**  
**35**

**Sharon Yin,** Orange  
County Sanitation  
District, **Speaker**  
**Session 15**

**Megan Yoo**  
**Schneider,** Seven  
Management &  
Consulting,  
**Moderator Session**  
**33**

## CONFERENCE SCHEDULE AT-A-GLANCE

### **Tuesday, February 25**

7:30 AM – 5:00 PM	Registration
8:30 AM – 5:00 PM	Workshops A & B
8:30 AM – 12:00 PM	Workshops C & D
1:30 PM – 5:00 PM	Workshops E & F

### **Wednesday, February 26**

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

### **Thursday, February 27**

8:00 AM – 5:00 PM	Registration
8:30 AM – 10:00 AM	Technical Sessions 13, 14, 15, 16
10:30 AM – 12:00 PM	Technical Sessions 17, 18, 19, 20
12:00 PM – 1:30 PM	Lunch on Own
1:30 PM – 3:00 PM	Technical Sessions 21, 22, 23, 24
3:30 PM – 5:00 PM	Technical Session 25, 26, 27, 28
5:00 PM – 6:00 PM	Social Event with Speakers

### **Friday, February 28**

8:00 AM – 12:00 PM	Registration
8:30 AM – 10:00 AM	Technical Sessions 29, 30, 31, 32
10:30 AM – 12:00 PM	Technical Sessions 33, 34, 35, 36

## **GREEN INITIATIVES AT WEF/AWWA UTILITY MANAGEMENT**

### **Sustainability Efforts throughout the Hyatt Regency Orange County:**

- Window tinting film installed on glass in the atrium lobby to reduce solar heat load by 63%
- Participation in Southern California Edison's Demand Bidding Program
- Recycling bins provided in all guestrooms and throughout the hotel
- Turn off lights and HVAC when meeting room, guestroom or office is not occupied
- Utilize thermal storage tanks to reduce chiller run time by 15% in cooler months
- Chilled water setting based on desired return temperature of 52 - 53° to reduce energy consumption
- Water dispensing items rated as conservation devices: Low-flow toilets, showerheads and faucets
- Compact fluorescent lights in guestrooms and T8 fluorescent bulbs in service halls and offices
- Recycle paper, cardboard, plastic and glass
- Proper disposal of hazardous waste such as bulbs, batteries and computer hardware
- Multiple employee incentive programs for ride-sharing and conserving energy within the hotel

### **Food & Beverage Efforts**

- Organic rooftop herb garden
- Strive to reduce food waste by accurately forecasting food quantity needs
- Provide condiments in bulk, and beverages in pitchers rather than individual containers if possible
- Purchase local and organic foods when possible

### **Housekeeping Efforts**

- Each room is equipped with a digital thermostat set at 72°
- The drapes are closed to 12 inches to save on air conditioning
- Use of Green Safe Cleaning Products deemed environmentally safe
- Linen and terry cloth are washed every three days in stay-over rooms, unless otherwise requested

### **Introducing the Green Team**

A hotel committee created with a commitment to conserve and protect the environment by ensuring that our hotel is reducing waste and conserving energy to its fullest potential.

## UPCOMING EVENTS

### **WEF Odors and Air Pollutants Conference 2020**

March 15-18, 2020  
Cincinnati, Ohio  
[www.wef.org/OdorsAir](http://www.wef.org/OdorsAir)

### **WEF National Stormwater Symposium 2020**

March 15-17, 2020  
Cincinnati, Ohio  
[www.wef.org/NationalStormwater](http://www.wef.org/NationalStormwater)

### **AWWA Membrane Technology Conference & Exposition**

March 16-20, 2020  
Phoenix, Arizona  
[www.awwa.org/Events-Education/Membrane-Technology](http://www.awwa.org/Events-Education/Membrane-Technology)

### **AWWA Sustainable Water Management Conference**

March 29-April 1, 2020  
Minneapolis, Minnesota  
[www.awwa.org/Events-Education/Sustainable-Water-Management](http://www.awwa.org/Events-Education/Sustainable-Water-Management)

### **WEF Residuals and Biosolids Conference 2020**

March 31-April 3, 2020  
Minneapolis, Minnesota  
[www.wef.org/ResidualsBiosolids](http://www.wef.org/ResidualsBiosolids)

### **AWWA International Symposium on Inorganics**

April 14-15, 2020  
Denver, Colorado  
[www.awwa.org/Events-Education/Inorganics](http://www.awwa.org/Events-Education/Inorganics)

### **ACE 2020**

June 14-17, 2020  
Orlando, Florida  
[www.awwa.org/ace](http://www.awwa.org/ace)

### **WEF Collection Systems Conference 2020**

June 2-5, 2020  
El Paso, Texas  
[www.wef.org/CollectionSystems](http://www.wef.org/CollectionSystems)

*Continued on following page*

## UPCOMING EVENTS

*Continued from previous page*

### **WEF/AWWA Transformative Issues Symposium on Communications 2020**

August 17-19, 2020

Cincinnati, Ohio

[www.awwa.org/Events-Education/Communications](http://www.awwa.org/Events-Education/Communications)

### **WEFTEC 2020**

October 3-7, 2020

New Orleans, Louisiana

[www.weftec.org](http://www.weftec.org)

### **AWWA Water Infrastructure Conference & Exposition**

November 2-5, 2020

Philadelphia, Pennsylvania

[www.awwa.org/Events-Education/Water-Infrastructure](http://www.awwa.org/Events-Education/Water-Infrastructure)

### **AWWA/SWAN International Smart Water Symposium**

November 10-11, 2020

Austin, Texas

[www.awwa.org/Events-Education/Smart-Water](http://www.awwa.org/Events-Education/Smart-Water)

### **AWWA Water Quality Technology Conference & Exposition**

November 16-19, 2020

Schaumburg, Illinois

[www.awwa.org/Events-Education/Water-Quality-Technology](http://www.awwa.org/Events-Education/Water-Quality-Technology)

*For more information, visit [www.awwa.org/events-education](http://www.awwa.org/events-education) or [www.wef.org/events/all-events/](http://www.wef.org/events/all-events/).*

**NOTES**

## NOTES