The Utility Management Conference™

Conference Program

Orlando, FL
February 21–24, 2022

#UMC22
We tailor our solutions to meet your specific needs.

Our team of discipline engineers and industry-leading experts work in-house to bring your solutions to life. They deliver highly creative and coordinated services for efficient project delivery.

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Water Treatment
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WEF/AWWA The Utility Management Conference 2022

February 21-24, 2022
Hyatt Regency Grand Cypress
Orlando, Florida, USA

#UMC22

This conference is jointly hosted by the Water Environment Federation and American Water Works Association in cooperation with the Florida Water Environment Association.
To Our Friends and Colleagues:

Welcome to Orlando 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. After almost two years of living through the COVID-19 pandemic, we acknowledge that engagements like this have been drastically altered from what we had become accustomed to.

We encourage you to make the most of our time together. Step 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, in person, with the best and brightest 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 is unparalleled in its breadth and tailored for our dynamic times. You will hear new ideas, lessons learned, ongoing challenges, all shared for our collective benefit. Please engage, ask questions, follow up with the speakers. 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** — 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** — National business leaders will provide perspectives on the value of exceptional customer relations and building brand loyalty, sharing insights from outside the water sector to help us become “best in class.”

- **35 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.

- **Enjoy the “Magic” of Orlando!** — The conference location near all the major resort attractions provides you an opportunity to enjoy all that Orlando has to offer! We hope you will take time to explore beautiful sunny Central Florida.
The Utility Management Conference gets better every year, and we hope you will agree. Please reach out to any of the 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,

Richard Anderson  Matthew Ries, Ph.D., P.E.
Conference Co-Chair (AWWA)  Conference Co-Chair (WEF)
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Committee</td>
<td>2</td>
</tr>
<tr>
<td>Code of Conduct, Health Policies, DE&amp;I Policies</td>
<td>3</td>
</tr>
<tr>
<td>Conference Safety and Security</td>
<td>5</td>
</tr>
<tr>
<td>Registration</td>
<td>6</td>
</tr>
<tr>
<td>Presenter and Moderator Information</td>
<td>6</td>
</tr>
<tr>
<td>Reception and Meal Functions</td>
<td>7</td>
</tr>
<tr>
<td>Committee Meetings</td>
<td>8</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>9</td>
</tr>
<tr>
<td>Online Proceedings</td>
<td>11</td>
</tr>
<tr>
<td>Mobile App</td>
<td>11</td>
</tr>
<tr>
<td>Sponsorship Information</td>
<td>12</td>
</tr>
<tr>
<td>Sessions-at-a-Glance</td>
<td>14</td>
</tr>
<tr>
<td>Pre-Conference Workshops</td>
<td>16</td>
</tr>
<tr>
<td>Opening General Session</td>
<td>24</td>
</tr>
<tr>
<td>Technical Program</td>
<td>25</td>
</tr>
<tr>
<td>Presenter and Moderator Directory</td>
<td>57</td>
</tr>
<tr>
<td>Conference Schedule-at-a-Glance</td>
<td>65</td>
</tr>
<tr>
<td>Nearby Dining Options</td>
<td>66</td>
</tr>
<tr>
<td>Upcoming WEF and AWWA Events</td>
<td>67</td>
</tr>
</tbody>
</table>
CONFERENCE COMMITTEE

Richard Anderson
Peace River Manasota Regional Water Supply Authority
Conference Co-Chair Representing AWWA

Matt Ries
DC Water
Conference Co-Chair Representing WEF

WEF/AWWA UTILITY MANAGEMENT CONFERENCE PLANNING COMMITTEE

Andrew Burnham
Stantec

Terri Holcomb
Peace River Manasota Regional Water Supply Authority

Donna Mancuso
Suffolk County Water Authority

Suzanne Coffey
Great Lakes Water Authority

Sarah Reeves
Brown & Caldwell
WEF is implementing the following health and well-being protocols for participants at all 2022 in-person meetings and events. These protocols were developed based on U.S. Centers for Disease Control and Prevention (CDC) guidance. WEF may adjust our health and well-being protocols as necessary.

1. **Show proof of full vaccination* OR of a negative COVID-19 test result** (test taken no more than 48-hours before arriving) to pick up your badge or to register onsite.
   - **Vaccination Record Options:** you can bring either a hard copy of your vaccination record or present a digital copy for verification onsite at Badge Pickup/Registration.
   - **Acceptable COVID-19 Tests:** Rapid Antigen or Rapid Molecular (PCR) test results generated from an official medical agency/clinic are acceptable. Antibody tests are NOT acceptable.

2. **Wear a mask** while attending sessions/meetings and engaging with other participants at functions (masks may be removed for eating/drinking). This is to maximize protection for each individual participant and reduce the possibility of spreading COVID-19. The CDC currently recommends KN95 or N95 masks as the most effective at reducing transmission of COVID-19, when worn consistently and correctly.

*The CDC defines fully vaccinated as:

- 2 weeks after the second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, such as Johnson & Johnson’s Janssen vaccine.

If you do not meet these requirements, you are NOT fully vaccinated. WEF recommends that you follow CDC guidance and stay up-to-date with your vaccines.

**Session/Meeting Capacities:** expect that session and meeting room set-ups will consider moderate physical distance, which may reduce capacity. For example, seating may be limited to six people per round table.
Employees of the **Hyatt Regency Grand Cypress** are expected to wear masks when servicing WEF/AWWA Utility Management Conference related functions.

- The hotel uses linen-less tables in most spaces. Bare tables are sanitized overnight. If table linens are used in meeting rooms, the tablecloths are changed overnight.
- Traditional room service deliveries are not currently available. Guests can order take-out from the hotel's LakeHouse Restaurant or have the restaurant deliver the meal (boxed and bagged) for an extra fee.
- Guests can select the level of housekeeping services they want when they check-in to the hotel.

**Nearby COVID-19 Testing Locations:**

- AdventHealth Centra Care Lake Buena Vista (12500 S. Apopka Vineland Rd. - 0.25 mile from hotel)
- Walgreens (12100 S. Apopka Vineland Rd. - 0.5 mile from hotel)

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**CONFERENCE SAFETY AND SECURITY**

**Hyatt Regency Grand Cypress Emergency Procedures**

To report a medical emergency, fire, safety or security concern, **dial “55” from any hotel phone or call 407-239-1234, Extension “0” from your cell phone.** DO NOT call 911. The Hyatt has an emergency response team on duty 24-hours a day.

- Paramedics, Fire Department, and the Orange County Police Department are all located approximately 3-5 minutes from the hotel.
- The Hyatt Security Department, and some Hyatt employees, are trained in CPR and First Aid.
- In the event of a building evacuation, follow instructions from hotel employees. Emergency evacuation routes and procedures are located on the backside of all guest room doors.
CODE OF CONDUCT

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.

Reporting Concerns
If you have any concerns during this conference, please stop by the conference registration desk in Windsong 4 at the Hyatt Regency Grand Cypress, or you may email the WEF Executive Director Walter Marlowe at 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.
REGISTRATION

All events are held in the Hyatt Regency Grand Cypress.

The Registration Desk is located in Windsong 4 and will be open at the following times:

Monday, February 21  7:30 a.m. –  5:00 p.m.
Tuesday, February 22  7:30 a.m. –  5:00 p.m.
Wednesday, February 23  8:00 a.m. –  5:00 p.m.
Thursday, February 24  8:00 a.m. – 12:00 p.m.

PRESENTER AND MODERATOR INFORMATION

All presenters, alternates, and moderators should sign in at the conference Registration Desk and attend their assigned briefing. Microphone covers will be available at the Registration Desk as well for any speaker who requests one.

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

Tuesday, February 22 — Room: Regency Hall  7:00 a.m. – 8:00 a.m.
   *Sessions 1 through 11

Wednesday, February 23 — Room: Regency Hall  7:00 a.m. – 8:00 a.m.
   *Sessions 12 through 34
Networking Luncheon
Lunch will be provided for all registered attendees with both indoor and outdoor seating options. Use this opportunity to meet your fellow participants from across the country and abroad while enjoying a luncheon. The menu has been created with a variety of dietary preferences in mind, but please let staff know if you have specific restrictions.

**Tuesday, February 22**
Regency Hall (indoors) and Windsong Fountain Lawn (outdoors)
12:00 p.m. – 1:30 p.m.

Networking Reception
Weather permitting, join fellow attendees at the Upper Pool Deck at the Lobby level of the venue. This reception will be an opportunity to enjoy a beverage and light hors d’oeuvres while enjoying the sunny Florida weather.

**Tuesday, February 22**
Upper Pool Deck (outdoors)
5:00 p.m. – 6:30 p.m.

 Networking Reception Sponsored by: Arcadis

UMC Social with Speakers
The UMC Social with Speakers will be held in the Windsong Ballroom Foyer. This event 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.

**Wednesday, February 23**
Windsong Ballroom Foyer
5:00 p.m. – 6:00 p.m.

Networking Breaks

**Tuesday, February 22 and Wednesday, February 23**
Windsong Ballroom Foyer
10:00 a.m. – 10:30 a.m. and 3:00 p.m. – 3:30 p.m.

**Thursday, February 24**
Windsong Ballroom Foyer
10:00 a.m. – 10:30 a.m.

*Tuesday Networking Break Sponsored by: Kando*
WISE: Water Intrapreneurs for Successful Enterprises  Grand Cypress H
Monday, February 21, 2022
1:30 p.m. – 5:00 p.m.

AWWA Rates & Charges Committee  Grand Cypress G
Tuesday, February 22, 2022
10:30 a.m. – 12:00 p.m.

AWWA Customer Service Committee  Grand Cypress G
Tuesday, February 22, 2022
1:30 p.m. – 2:30 p.m.

AWWA Utility Benchmarking Advisory Committee  Grand Cypress G
Tuesday, February 22, 2022
3:30 p.m. – 4:30 p.m.

AWWA Emergency Preparedness & Security Committee  Grand Cypress G
Wednesday, February 23, 2022
10:30 a.m. – 11:30 a.m.

WEF Utility Management Committee  La Coquina
Wednesday, February 23, 2022
12:00 p.m. – 1:30 p.m.

AWWA Strategic Management Practices Committee  Grand Cypress G
Wednesday, February 23, 2022
2:00 p.m. – 3:00 p.m.

AWWA Workforce Strategies Committee  Grand Cypress G
Wednesday, February 23, 2022
3:00 p.m. – 5:00 p.m.

AWWA Management and Leadership Division Meeting  Grand Cypress G
Thursday, February 24, 2022
1:00 p.m. – 5:00 p.m.
Continuing Education files are available online: https://ceu.experientevent.com/WEF226

You will be able to view your participation details and access your Continuing Education Credits for Workshops and Technical Sessions online. Attendees will have daily access to their certificates and transcripts through an online portal for 1 year from the event date. After that time, CE documentation will be available through WEF’s new CE Credit Archive site: https://www.wef.org/resources/wef-ce-credit-archive. 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 are available for download during and post conference. WEF will send an email after the conference to remind each attendee where they can obtain these 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?

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 as issued by WEF. 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…

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 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 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
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 2022 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 Utility Management 2022 Mobile App which gives you convenient access to WEF/AWWA Utility Management 2022. Please search for and install our Utility Management Conference App.

View full program details, speakers, and sponsors, and connect with other conference attendees using the networking feature. Set up your My Show Planner account to begin saving your favorite sessions, speakers and sponsors to your plan and receiving recommendations.

Scan the QR code to download the app now or visit the Google Play or App Store.

We are glad to continue using paperless surveys! All session feedback will be done via the App and in daily conference emails. Please complete in-app surveys on individual presentations, programs, and more.
We would like to thank the following sponsoring companies for their contributions to the conference and program.

**Platinum**

www.itineris.net
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**Gold**

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GOLD

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**Silver**

www.hazenandsawyer.com
SILVER

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**Iridium**

www.garverusa.com/markets/water
IRIDIUM
We would like to thank the following sponsoring companies for their contributions to the conference and program.

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www.hdrinc.com
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NETWORKING RECEPTION

Brown & Caldwell
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ONLINE REGISTRATION

Carollo
www.carollo.com
MOBILE APP

CDM Smith
www.cdmsmith.com
WATER BOTTLES

EMA
www.ema-inc.com
LANYARDS

Jacobs
www.jacobs.com
TOTE BAGS

Kando
www.kando.eco
TUESDAY NETWORKING BREAKS
<table>
<thead>
<tr>
<th>Session Number</th>
<th>Session Title</th>
<th>Start Time</th>
<th>End Time</th>
<th>CE Credits (PDHs)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuesday, February 22</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OGS</td>
<td>Opening General Session</td>
<td>8:30 a.m.</td>
<td>9:45 a.m.</td>
<td>1.25</td>
</tr>
<tr>
<td>01</td>
<td>A Thin Line Between Diversity, Equity and Inclusion</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>02</td>
<td>Data Management</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>03</td>
<td>Strategic Planning</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>04</td>
<td>Environmental and Regulatory Issues</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>05</td>
<td>Organizational Culture Change</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>06</td>
<td>Utility Leadership &amp; Strategy Implementation I</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>07</td>
<td>Operations &amp; Maintenance</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>08</td>
<td>Developing a Financing Strategy in Uncertain Times</td>
<td>1:30 p.m.</td>
<td>5:00 p.m.</td>
<td>3</td>
</tr>
<tr>
<td>09</td>
<td>Planning for Utility Excellence through Workforce Management and Development</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>10</td>
<td>Communications and Public Interest</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>11</td>
<td>Utility Innovation: Leadership and Evolution</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td><strong>Wednesday, February 23, a.m.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Diversity, Equity, and Inclusion in Workforce Pipelines</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>13</td>
<td>Rate &amp; Affordability Benchmarking from NYC to Capacity Fee Evolutions on the West Coast</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>14</td>
<td>Digital Transformation I</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>15</td>
<td>Asset Management: The Crucial Fundamentals</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>16</td>
<td>Leaning into Adaptive Challenges: Insights from Public Sector Leaders</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>17</td>
<td>Shaping Rates Through Policies &amp; Second Opinions</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>18</td>
<td>CIP Planning</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>19</td>
<td>Utility Collaboration &amp; Regionalization</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>Session Number</td>
<td>Session Title</td>
<td>Start Time</td>
<td>End Time</td>
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</tr>
<tr>
<td>20</td>
<td>Alternative Storytelling 101: Partnering with Arts</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>21</td>
<td>Resilience: The Leadership Superpower We All Need</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>22</td>
<td>Business Transformation for Nimble CIP Planning</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>23</td>
<td>Alternate Project Delivery/PPP I</td>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>24</td>
<td>Improving Customer Experience</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>25</td>
<td>YP Perspectives: Meeting the Needs of a Multi-Generational Workforce</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>26</td>
<td>Utility Leadership and Strategy Implementation II</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>27</td>
<td>Asset Management: Tools and Technologies</td>
<td>3:30 p.m.</td>
<td>5:00 p.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>28</td>
<td>Resilience</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
<td>1.5</td>
</tr>
<tr>
<td>29</td>
<td>Innovations in Resiliency Funding</td>
<td>8:30 a.m.</td>
<td>10:00 a.m.</td>
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<td>30</td>
<td>Digital Transformation II</td>
<td>8:30 a.m.</td>
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<td>31</td>
<td>Lessons from Working with Digital Twins</td>
<td>10:30 a.m.</td>
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<td>32</td>
<td>Alternate Project Delivery/PPP II</td>
<td>10:30 a.m.</td>
<td>12:00 p.m.</td>
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<td>33</td>
<td>Closing the Gap — Valuable Approaches to Risk Management and Continuity Planning</td>
<td>10:30 a.m.</td>
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<td>34</td>
<td>Successfully Funding Resilience</td>
<td>10:30 a.m.</td>
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Workshop A: Solving the Affordability Riddle: Creating a Framework for Customer Assistance Programs that Bridge Legal Barriers and are Financially Sound

Monday, February 21, 2022
8:30 a.m. - 5:00 p.m.               0.7 CEUs

Moderators and Panelists:
Andrew Burnham, Stantec
Peiffer Brandt, Raftelis

8:30 a.m. Welcome, Orientation, Introductions
8:45 a.m. ENGAGE: Who is in the room?
9:00 a.m. Let’s Put Our Thinking CAPs On
9:15 a.m. How Birmingham Water Works Board is Meeting the CAP Challenge
9:45 a.m. ENGAGE: Q & A with Birmingham Water Works Board
10:00 a.m. Networking break
10:30 a.m. If the CAP Fits: Interactive Session Using a Decision Tree for CAPs
12:00 p.m. Break for lunch
1:00 p.m. How Toho Water Authority is meeting the CAP Challenge
1:30 p.m. ENGAGE: Q & A with Toho Water Authority
1:45 p.m. CAP it Off: Implementation and Monitoring Considerations
2:15 p.m. A Feather in your CAP: Making the Business Case for Your CAP
3:00 p.m. Networking break
3:30 p.m. ENGAGE: Let’s get real! Exercise Using your Utility Data or Example Data

Workshop A agenda continued on following page
Workshop A: Solving the Affordability Riddle: Creating a Framework for Customer Assistance Programs that Bridge Legal Barriers and are Financially Sound,

Monday, February 21, 2022
8:30 a.m. - 5:00 p.m. 0.7 CEUs

4:00 p.m.  World Café Night CAP: Getting your input on the CAP Framework

4:40 p.m.  ENGAGE: Report out of World Café Discussions

4:50 p.m.  Our CAPs are Off to You: Workshop closure and how to stay connected

5:00 p.m.  Workshop adjourns
Workshop B: Communicating to Decision Makers: Getting Your Staff To Understand

Monday, February 21, 2022
8:30 a.m. - 12:00 p.m. 0.3 CEUs

Moderators and Panelists:
- JD Solomon, Author “How to Get Your Boss’s Boss to Understand”, consultant, former Town Manager
- Ed Kerwin, Retired utility General Manager
- Rick Crosby, Long-time utility Board Chair and business owner
- Tim Adams, Senior reliability engineer for NASA Kennedy Space Center

8:00 a.m. Introductions and Audience Polling
8:30 a.m. Technical Communication Best Practices
JD Solomon
9:00 a.m. Perspectives from a General Manager
Ed Kerwin
9:20 a.m. Perspectives from a Board Chair
Rick Crosby
9:45 a.m. Break-out Groups – Initial Thoughts
10:00 a.m. Networking Break
10:15 a.m. Break-out Groups, Report-outs, Discussions
11:00 a.m. The Outside View
Tim Adams
11:20 a.m. Discussions, Take- Home Material, and Check
11:45 a.m. Attendee Round-Robin and Final Thoughts
12:00 p.m. Workshop adjourns
Workshop C: Smart Water Utility Framework and Maturity Assessment

Monday, February 21, 2022
8:30 a.m. - 12:00 p.m.                0.3 CEUs

Moderators and Presenters:
Prabhushankar Chandrasekeran, Stantec
Cello Vitasovic, MWD
Kevin Johnson, Stantec
Yvonne Carney, WSSC
Sandra Davis, Pinellas County Utilities
Ting Lu, Clean Water Services
Andrew Lee, Seattle Public Utilities

8:30 a.m. Introduction to Assessment Tools – IWS Definition, Framework, and Maturity Model
8:40 a.m. Business Process Model Review
8:50 a.m. Assessment – General Information
9:00 a.m. Hands on Activity: Assessment – Layer 1
9:30 a.m. Hands on Activity: Assessment – Layer 2
10:00 a.m. Networking break
10:30 a.m. Hands on Activity: Assessment – Layer 3
11:00 a.m. Hands on Activity: Assessment – Layer 4
11:15 a.m. Assessment – Results and Recommendations
11:35 a.m. Context – WISE: People and Processes
11:50 a.m. Open Discussion & Closing
12:00 p.m. Workshop adjourns
PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.


Monday, February 21, 2022
8:30 a.m. - 12:00 p.m. 0.3 CEUs

Moderators and Presenters:
Doug Spiers, Raftelis
Jim Ginley, Jim Ginley Consulting LLC
Seth Garrison, Raftelis
Jerome Madigan, JJ Madigan LLC
Anna Bryan-Borja, City of Austin, Texas
Liz Kelly, Parametrix
Bentley Chan, Henrico County
Prabha Kumar, Black and Veatch

8:30 a.m. Welcome
Doug Spiers

8:35 a.m. Opening Remarks
Seth Garrison, Jay Madigan

8:45 a.m. Utility Management Overview
Anna Bryan-Borja

9:15 a.m. Interactive Session
All

9:30 a.m. Strategic Planning for Water Sector Utilities
Jim Ginley

10:00 a.m. - 10:15 a.m. Networking Break

10:15 a.m. EUM & Sustainability
Bentley Chan

10:45 a.m. Risk Management
Liz Kelly

11:15 a.m. Facilitated Panel Discussion
Doug Spiers

11:45 a.m. Closing
Seth Garrison, Jay Madigan

12:00 p.m. Workshop Adjourns
Workshop E: Workforce Development - Developing the Whole Person: A Tactical View for Workforce Competency

Monday, February 21, 2022
1:30 p.m. - 5:00 p.m.                0.3 CEUs

Moderator and Presenters:
Rhonda Harris, Brown and Caldwell
Jim Courchaine, Regional Water Authority
Richard Gerstberger, Tap Resource Development Group, Inc,
Cindy Goodburn, Goodburn Consulting, Inc.

1:30 p.m. Introduction

1:45 p.m. Business Practice Evaluations – Using the Tools on the Trade to Help You be More Effective in your Operations
Standard Operating Procedures (SOPs) and Effective Practice Guidelines (EPGs) – What is the Difference and Pros and Cons of each

2:20 p.m. Table Exercise - discussion and documentation of pros and cons of SOPs

2:40 p.m. Table Exercise – assign an EPG for development by Table for discussion and presentation

3:00 p.m. Networking break

3:15 p.m. Leadership Development Implementation and Competency Based Selection/Performance Management
Leadership Competency Modeling/Assessment and Leadership Training - Creating Leadership Plans

3:50 p.m. Table Exercise – Competency Modeling activity for discussion and presentation

4:10 p.m. Table Exercise – Leadership Plan activity for discussion and presentation

4:30 p.m. Wrap-up

5:00 p.m. Workshop adjourns
Workshop F: Combining Traditional SCADA with Contemporary Analytics: Big Data Finally Yields Big Benefits

Monday, February 21, 2022
1:30 p.m. - 5:00 p.m.                0.3 CEUs

Moderator and Presenters:
Dane Jablonsky, Arcadis
Stephen Rot, City of Scottsdale, Arizona
Dan Scrutchfield, Arcadis
Greg Osthues, Arcadis

1:30 p.m. Initiative: Permit Compliance, Monroe County, NY
1:50 p.m. Initiative: Energy Management, Scottsdale Water, AZ
2:10 p.m. Initiative: Digester Optimization, Evansville, IN
2:30 p.m. Exercise A: Opportunity Brainstorm
2:45 p.m. Business Intelligence Background and Architecture
3:00 p.m. Networking break
3:30 p.m. Initiative: Air Quality Monitoring
4:00 p.m. Exercise B: Solution Storyboarding
4:45 p.m. Wrap-up
5:00 p.m. Workshop adjourns
Workshop G: A Practical and Concise Approach to Developing an Effective Strategic Asset Management Plan
Monday, February 21, 2022
1:30 p.m. - 5:00 p.m. 0.3 CEUs

Moderator and Presenters:
Celine Hyer, Arcadis
Esteban Azagra, Arcadis
Ryan Nagel, Hazen and Sawyer
Tim Noyes, Toho Water Authority
Jamie Decker, Hazen and Sawyer
Jennifer Suttles, Gwinnett County Department of Water Resources

1:30 p.m. Introductions, SAMP Overview and Case Studies
- Overview of AM Strategy Elements
- Case Study: AM Alignment with Overarching Strategy / Performance Measures at Gwinnett County
- Case Study: AM Governance Establishment at TRWD
- Case Study: AM Maturity Assessment & Roadmap Development at Somerville, MA
- Case Study: AM Implementation Journey at Toho Water Authority

2:30 p.m. Breakout Sessions – round 1: AM Policy and SAMP Table of Contents

3:10 p.m. Networking break


4:05 p.m. Breakout Sessions – round 3: AM Gap Analysis and Roadmap for Improvements

4:45 p.m. Group Summary, Lessons Learned, and Closing Remarks

5:00 p.m. Workshop adjourns
8:30 a.m.  Conference Welcome and Introduction  
Matthew Ries, Conference Chair (Representing WEF)  
Richard Anderson, Conference Chair (Representing AWWA)

8:45 a.m.  WEF and AWWA Welcome  
Jamie Eichenberger, WEF President  
Chi Ho Sham, AWWA President

9:00 a.m.  Building Customer Loyalty through Transparent and Human Communication Strategy in the Age of Misinformation  
Alyson Sologaistoa, Senior Director of Corporate Communications, Universal Orlando Resort

As businesses struggle to maintain and even grow consumer confidence in their brand in an age of misinformation fueled by the digital social sphere, now more than ever companies must be intentional and human with their communication strategies. This presentation will explore what it takes to develop a brand promise that your customers AND team members believe in and want to be a part of – building trust, delivering exceptional service and resulting in loyalty.

9:45 a.m.  Session adjourns for networking break
Session 01: A Thin Line Between Diversity, Equity and Inclusion  
Tuesday, February 22, 2022  
10:30 a.m. – 12:00 p.m.  
Room: Windsong 3  
1.5 PDHs

Moderator: Donnell Duncan, Arcadis

10:30 a.m. Equity in Water Infrastructure: People at the Center of Our Design and Effort  
Steve Hamai, Seattle Public Utilities

11:00 a.m. Developing an Inclusive Workforce Strategy  
Lisa Stone, DC Water

11:30 a.m. Panel Discussion  
Steve Hamai, Seattle Public Utilities; Lisa Stone, DC Water; Donnell Duncan, Arcadis

Some water and wastewater utilities have developed clear objectives for equity in their services. Others have committed to diversity and inclusion in their workforce. In this panel, we discuss the overlap between equity in the provision of services to diverse communities while promoting diversity and inclusion in our water workforce.

12:00 p.m. Session adjourns for luncheon
Session 02: Data Management

Tuesday, February 22, 2022
Room: Windsong 5
10:30 a.m. - 12:00 p.m.
1.5 PDHs

Moderator: Tim Dean, Kleinfelder

10:30 a.m. Are We There Yet? — Performance Measurement through Process Optimization, Collaboration, & Technology Integration
Jeanetta Williams, Aniruddha Guha, Irma Houck, Jillian Rosche, PWCSA; Aditya Ramamurthy, Janice Sloan, Kennedy/Jenks

11:00 a.m. A Collaborative Approach to Business Intelligence Software Selection
Lauren Chamblin, Clayton County Water Authority; Ann Houseman, Hazen and Sawyer

11:30 a.m. The Long Road: CMMS Lessons Learned from a Former Town Manager
John Solomon, JD Solomon, Inc.

12:00 p.m. Session adjourns for luncheon

Alternate Lessons Learned: Integrating 'Dirty Data' into Cartegraph
Abby Owens, City of Plano; Stephen Johnson, Freese & Nichols Inc
Session 03: Strategic Planning
Tuesday, February 22, 2022         Room: Windsong 6
10:30 a.m. - 12:00 p.m.               1.5 PDHs

Moderator: Terri Holcomb, Peace River Manasota Regional Water Supply Authority

10:30 a.m. Peer Scanning, Informative Interviews, and Design Thinking — Tactical Approaches for Leveraging Innovation
Michael Johnson, Birmingham Water Works; Zakiya Seymour, Jason Carter, Patrick Flannelly, Arcadis

11:00 a.m. Developing a Utility Strategic Plan Integrating Sustainability, Innovation and Equity: A Case Study of the 2021-2025 MWRD Strategic Plan
Vincent Lee, Arup; Marcelino Garcia, Catherine O’Connor, MWRD; Janine Witko, Audrey Fremier, Arup

11:30 a.m. Using Uncertainty to Drive Investments for Organizational Resiliency
Jason Carter, Arcadis; Keith Tyson, Todd Allen, Yvonne Carney, WSSC Water; Joanna Brunner, Arcadis

12:00 p.m. Session adjourns for luncheon

Alternate Adapting to Unexpected Changes: A Case Study in Successful Program Management in a Changing Environment
David Saunders, Jacob Mueller, HDR
Session 04: Environmental and Regulatory Issues
Tuesday, February 22, 2022 Room: Windsong 9
10:30 a.m. - 12:00 p.m. 1.5 PDHs

Moderator: Trent Stober, HDR

10:30 a.m. Pacing Reinvestment: Developing a Long-Term Collection System Rehabilitation Plan
Alexander Palmatier, Jacob Mueller, HDR Inc.

11:00 a.m. Preparing for New Requirements of Lead Copper Rule Revisions
Rob Little, Woodard & Curran

11:30 a.m. Modular, Decentralized Wastewater Treatment: A Promising Solution for the American Southeast and Beyond
Ashutosh Sharma, Kenneth DaRos, Aquatech

12:00 p.m. Session adjourns for luncheon

Alternate PFAS, The Challenge for Water/Wastewater Utilities
Viraj deSilva, Freese & Nichols
Session 05: Organizational Culture Change
Tuesday, February 22, 2022
Room: Windsong 3
1:30 p.m. - 3:00 p.m. 1.5 PDHs

Moderator: Sarah Reeves, Brown and Caldwell

1:30 p.m. From Words to Empowerment: Embrace the Power of a Promise
Jamie Floer, Todd Swingle, Toho Water Authority

2:00 p.m. KC Water's Capital Improvement Program Planning & Delivery Improvements - The Power of Business Process Modeling
Daniel Ott, Scott Parker, Kansas City Water

2:30 p.m. Grow Up! — Maturity Assessment to Direct Organizational Development
Jacob Mueller, Kaylyn Sinisgalli, HDR

3:00 p.m. Session adjourns for networking break
Session 06: Utility Leadership & Strategy Implementation I
Tuesday, February 22, 2022           Room: Windsong 5
1:30 p.m. - 3:00 p.m.                1.5 PDHs

Moderator: Jim Ginley, Jim Ginley Consulting, LLC

1:30 p.m. Accelerate Critical Decisions through Real-Time Data Storytelling Fed by Data from more than 13 Disparate Data Sources via a Modern Utility-wide Data Warehouse
Charles Burtron, Benjamin Cella, Teksouth Corporation; Dan Hilyer, Opelika Utilities

2:00 p.m. Transformative Water Leadership — Who, What, Where, When, Why and How
Tim Worley, Ortega Strategies Group; Suresh Radhakrishnan, Metropolitan Water District of Southern California; Alane Boyd, Desert Rose Environmental

2:30 p.m. Not Your Typical Rate Study: How a Mid-Sized Aging Utility Instilled Transformational Change to Overhaul Its Planning and Financing Strategies
Pieter Van Ry, South Platte Water Renewal Partners; Sarah Stone, City of Englewood Utilities; Roger Austin, Hazen and Sawyer; Carol Malesky, Stantec

3:00 p.m. Session adjourns for networking break
Session 07: Operations & Maintenance
Tuesday, February 22, 2022         Room: Windsong 6
1:30 p.m. - 3:00 p.m.                1.5 PDHs

Moderator: Laurie Chase, Blue Heron Engineering

1:30 p.m. The Dollars and Sense for Adopting Optimized O&M Processes: The Demonstrated Successes of Three Utilities
           Jay Boyd, ADS Environmental

2:00 p.m. Operational Strategies to Prepare the Wastewater Treatment Facilities for Extreme Weather Events
           Velmurugan Subramanian, Atkins

2:30 p.m. Benchmarking Your Break Rates: How Do Water Main Break Rate Studies Compare to AI/Machine Learning Findings?
           Gregory Baird, Water Finance Research

3:00 p.m. Session adjourns for networking break
Session 08:  Developing a Financing Strategy in Uncertain Times
Tuesday, February 22, 2022
1:30 p.m. – 5:00 p.m.
Room: Windsong 9
3 PDHs

Moderator:  Amy Jablonsky, Arcadis
Panelists:  Eric Bindler, Bluefield Research; Tim Burns, Arcadis; John Mastracchio, Raftelis; Aaron Henderson, Arcadis; Representative from DC Water

Whether we need to address underlying industry needs such as funding aging infrastructure, or other critical issues like water affordability, the need to develop an effective financial strategy is as relevant as ever before. This panel discussion will explore the building blocks of a sound financial strategy, bringing perspectives from utilities, researchers and industry practitioners on how to best leverage traditional and emerging funding and financing tools for a sustainable financial future.

1:30 p.m.  Introduction

1:35 p.m.  State of the Industry
Eric Bindler, Bluefield Research

2:00 p.m.  The Funding Landscape
Tim Burns, Arcadis

2:30 p.m.  Exploring Financial Considerations
John Mastracchio, Raftelis

3:00 p.m.  Networking break

3:30 p.m.  Utility Perspective on Funding and Financing
Representative from DC Water

4:00 p.m.  Tools To Develop a Robust Funding Strategy
Aaron Henderson, Arcadis

4:30 p.m.  Panel Discussion

5:00 p.m.  Session adjourns for networking reception
Session 09: Planning for Utility Excellence through Workforce Management and Development

Tuesday, February 22, 2022            Room: Windsong 3
3:30 p.m. - 5:00 p.m.                1.5 PDHs

Moderator: Christine Boyle, Xylem, Inc.

3:30 p.m. Developing a New Generation of Leaders with Discover the Leader in Utilities (DLIU)
Jenelle Ostrowski, Megan Ross, Patsy Heiss, Pinellas County Utilities

4:00 p.m. Strategic Talent Management for Utilities in a Post-Pandemic World
Caitlin Humrickhouse, Jeffrey Rowe, Baker Tilly

4:30 p.m. Want to Strengthen Innovation? First, Break Down the Organizational Siloes
Robert Bornhofen, DC Water

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

Session 10: Communications and Public Interest

Tuesday, February 22, 2022            Room: Windsong 5
3:30 p.m. - 5:00 p.m.                1.5 PDHs

Moderator: Amanda Schwerman, Black & Veatch

3:30 p.m. In March, OWASA’s Water Tastes Like Chlorine (And Other Community Survey Learnings)
Mary Tiger, Orange Water and Sewer Authority; Catherine Carter, Raftelis

4:00 p.m. The CCR — Transforming a Mandate Into a Masterpiece
Jennifer Frost, Charlotte Water; Samantha Villegas, Raftelis

4:30 p.m. Ethnographic Approach for a Watershed-Based Disadvantaged Community Initiative
Jeffrey Mosher, Rick Whetsel, Santa Ana Watershed Project Authority

5:00 p.m. Session adjourns for networking reception
Session 11: Utility Innovation: Leadership and Evolution
Tuesday, February 22, 2022         Room: Windsong 6
3:30 p.m. - 5:00 p.m.                1.5 PDHs

Moderator: Melissa Pomales, Arcadis

3:30 p.m. Key Tactics for Executive Innovation Champions
Jason Carter, Joanna Brunner, Arcadis; Ed Means, Means Consulting; Keith Tyson, WSSC Water; Colin Chapman, Queensland Urban Utilities; Jeff Cochran, Birmingham Water Works

4:00 p.m. An Innovation “Refresh” at DC Water: History, Drivers, and the Path Forward
Matt Ries, Robert Bornhofen, DC Water

4:30 p.m. Rustbelt Innovation — A Tale (Comparison) of Two Programs
Jeffrey Duke, Northeast Ohio Regional Sewer District; John Norton, Great Lakes Water Authority

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

Session 12: Diversity, Equity, and Inclusion in Workforce Pipelines
Wednesday, February 23, 2022           Room: Windsong 3
8:30 a.m. - 10:00 a.m.                1.5 PDHs

Moderator: Donna Mancuso, Suffolk County Water Authority

8:30 a.m. Meeting DEI Where It’s At: Innovative Outreach Approaches
Judith Ibarra-Bianchetta, Tetra Tech

9:00 a.m. Jail-to-Job Pipeline Program
Noralvys Hancock, Megan Ross, Hillary Weber, Pinellas County Utilities

9:30 a.m. Reboot Re-entry: Returning to a Technical Profession After a Career Detour
Karen Counes, Julie Lucas, Jennifer Harrison, Kurt Wildforster, Sara Varvargios, Rose Hanson, CDM Smith

10:00 a.m. Session adjourns for networking break
Session 13: Rate & Affordability Benchmarking from NYC to Capacity Fee Evolutions on the West Coast

Wednesday, February 23, 2022        Room: Windsong 5
8:30 a.m. - 10:00 a.m. 1.5 PDHs

Moderator: Robert Ryall, Arcadis

8:30 a.m. Understanding the ‘Why’ Behind Utility Rate Structures and Customer Affordability Programs
David Hyder, Deborah Kloeckner, Stantec; Janet Clements, One Water Econ; Alan Cohn, NYC DEP

9:00 a.m. Coming Soon! A New System Development Charge Manual
Jennifer Ivey, Carollo Engineers; Andy McCartney, City of Fort Worth

9:30 a.m. Improving Capacity Charges through Sound Philosophy and Modern Statistics
Matthew Freiberg, Benjamin Stewart, William Zieburtz, Stantec; Sophia Skoda, East Bay Municipal Utility District

10:00 a.m. Session adjourns for networking break
Session 14:  Digital Transformation I  
Wednesday, February 23, 2022  
Room: Windsong 6  
8:30 a.m. - 10:00 a.m.  
1.5 PDHs

Moderator:  
David Garcia, WCS Engineering

8:30 a.m.  
Where Do We Go from Here? A Technology Master Plan for St. Paul Regional Water Services  
Carol Kaszynski, Saint Paul Regional Water Services; Bill Lloyd, Kathryn Jones, HDR

9:00 a.m.  
The Foundational Role of GIS in Digital Water Transformation  
Eric Bindler, Bluefield Research; Seth Johnstone, Esri

9:30 a.m.  
Beyond the “Cool” Factor: Why Managing Facilities and Vertical Assets using GIS and BIM Makes Business Sense  
Seth Johnstone, Esri; Emily Champagne, Milwaukee Metropolitan Sewer District

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

Alternate  
Smart One Water — A New Paradigm for Integrated Water Management in the 21st Century  
Sunil Sinha, Virginia Tech; Celine Hyer, Arcadis
Session 15: Asset Management: The Crucial Fundamentals
Wednesday, February 23, 2022
8:30 a.m. - 10:00 a.m.

Moderator: Cory Dow, V&A Consulting Engineers, Inc.

8:30 a.m. Getting The Money That Your Utility Requires: Key Approaches for Forecasting Capital and O&M Needs
John Solomon, JD Solomon, Inc.

9:00 a.m. Aligning Service Levels and KPI’s as part of Creating an Effective Asset Management Plan for Your Sewer Mains
Celine Hyer, Arcadis

9:30 a.m. How an Asset Management Maturity Assessment Led to a New Strategic Plan
Joseph Sloan, Evansville Water and Sewer Authority; Kevin Slaven, Arcadis

10:00 a.m. Session adjourns for networking break
Session 16: Leaning into Adaptive Challenges: Insights from Public Sector Leaders

Wednesday, February 23, 2022  
10:30 a.m. – 12:00 p.m.  
Room: Windsong 3  
1.5 PDHs

Moderators:  
Rick Warner, Warner & Associates; Ralph Exton, Suez Water Technologies & Solutions

Panelists:  
Eileen O’Neill, Water Principles LLC; Yvonne Forrest, Director Houston Water; Raye Marshall, JEA; Oluwele McFoy, Buffalo Sewer Authority; Kevin Shafer, Milwaukee MMSD

While concepts of adaptive challenges and adaptive leadership are not new, these management ideas may come to mind when the events of the last 2 years and their impacts on the water sector are considered. During 2020 and 2021 the key role of water service providers in helping cities and society at large address both longstanding and more recently recognized challenges has certainly been evident. Addressing these needs will require new thinking, new approaches, and new kinds of partnerships.

Partnering for Impact (PFI, see below) believes that compelling examples and ideas already exist and that these can, inform, encourage, and inspire our sector as this new normal of unprecedented change continues. The session draws on individual conversations with a diverse group of public sector water CEOs to learn about their personal, organizational and leadership stories. Eileen O’Neill interviewed each leader using a semi-structured process with questions covering both organizational change and current priorities as well as career journeys, key successes, individual motivations, and survival tips.

During the session, Dr. O’Neill will highlight some of her findings as presented in PFI’s new report *Staying Above Water: Lessons Learned from Water Sector Change Leaders*. Most of the time will be allotted to hearing from four municipal water leaders and from our audience about how adaptive thinking, approaches, and leadership can be harnessed to address the challenges and opportunities facing communities. A highly interactive session is anticipated.
Session 17: Shaping Rates Through Policies & Second Opinions  
Wednesday, February 23, 2022  
Room: Windsong 5  
10:30 a.m. - 12:00 p.m.  
1.5 PDHs

Moderators: Jennifer Ivey, Carollo Engineers

10:30 a.m. Integrating Financial Policies into Long-Term Financial Planning  
Usha Sharma, Denver Water

11:00 a.m. Real Time Water Rate Policy  
Dan Hilyer, Opelika Utilities; Andrew Leeds, Waggoner Engineering; Charles Burtron, Teksouth Corporation

11:30 a.m. Pain, With Gain: Independent Reviews to Challenge and Improve Utility Financial Outcomes  
Benjamin Stewart, Andrew Burnham, Stantec; Lisa Celaya, City of San Diego

12:00 p.m. Session adjourns

Alternate Due Diligence - Establishing a Framework for Utility Acquisitions  
Jeffrey Dykstra, Stantec
Session 18:  CIP Planning  
Wednesday, February 23, 2022  
Room: Windsong 6  
10:30 a.m. - 12:00 p.m.  
1.5 PDHs

Moderators:  Michael Jankowski, Drummond Carpenter

10:30 a.m.  Integrating Project Recommendations from Competing Master Plans Under Limited Budgets  
Mikita Browning, City of Atlanta; Sharon Matthews, Atlanta Program Management Services Team; Jane McLamarrah, Stantec Consulting Services

11:00 a.m.  Four Case Studies for WRF 4917 — Using Smart Water Networks for Manage Pressure and Flow for Reduction of Water Loss and Pipe Breaks  
Erin Culbertson, Michael Karl, Brown and Caldwell

11:30 a.m.  Strategic CIP Prioritization Utilizing Optimization Algorithms to Maximize Return on Investment  
Joel Wilson, Andrew Faulkner, David Garcia, WCS Engineering James Brescol, Tetra Tech

12:00 p.m.  Session adjourns
Session 19: Utility Collaboration & Regionalization
Wednesday, February 23, 2022
Room: Windsong 9
10:30 a.m. - 12:00 p.m. 1.5 PDHs

Moderator: Kris Samples, Mead & Hunt

10:30 a.m. Denver One Water Plan — Setting the Stage for Broad Utility Collaboration
John Rehring, Inge Wiersema, Carollo Engineers; David Jula, City and County of Denver; Ty Bereskie, Denver Water

11:00 a.m. Development of a Wastewater Surveillance Program to Protect Public Health in Southeastern Michigan
John Norton, Great Lakes Water Authority; Anil Gosine, Detroit Water and Sewerage Dept; Andrea Busch, Xavier Fonoll Almansa, Great Lakes Water Authority; Anna Mehrotra, Water Environment Federation; John Sheets, CDM Smith; Brijen Miyani, Liang Zhao, Irene Xagoraraki, Michigan State University

11:30 a.m. COVID in Wastewater: How Data from Sewer Assets Enhanced the UK's Response to the Pandemic Threat and Enables Completely New Public Health Services
Simon Spooner, Atkins

12:00 p.m. Session adjourns

Alternate Equitably Allocating the Cost of Providing Sanitary Services to an Adjoining Municipality
Nicholas Dragisich, Baker Tilly; Brian Bachmeier, P.E., City of Oakdale, Minnesota
Session 20: Alternative Storytelling 101: Partnering with Arts
Wednesday, February 23, 2022  Room: Windsong 3
1:30 p.m. - 3:00 p.m.  1.5 PDHs

Moderator: Matt Manchisi, Kimley-Horn

1:30 p.m. The Art of Water - Partnering with the Arts Community to Tell your Story
Douglas Shackelford, Jane Hurley, Central Arkansas Water

2:00 p.m. Framing Effects on Public Support for Rate Increases: Experimental Evidence
Manny Teodoro, University of Wisconsin

2:30 p.m. It’s Not Water’s Worth It — It’s People are Worth It: An Exploration of the Crisis in Miscommunication from the Water Industry and How We Fix It
Steven Drangsholt, Brown and Caldwell; Stephanie Corso, Rogue Water; Stephen Sanders, SUNY Morrisville; Chelsea Boozer, Central Arkansas Water

3:00 p.m. Session adjourns for networking break
Session 21: Resilience: The Leadership Superpower We All Need
Wednesday, February 23, 2022       Room: Windsong 5
1:30 p.m. – 3:00 p.m.                1.5 PDHs

Presenter: Alan Heymann, Peaceful Direction

1:30 p.m. Welcome, introductions, centering exercise

1:40 p.m. Learning objectives, what is resilience, why are we focusing on it today?

1:45 p.m. Group sharing on resilience examples

1:50 p.m. How resilience works in the brain, mental models, the "office hijack"

1:55 p.m. Breakout session and report back: when have you been hijacked at work?

2:20 p.m. Resilience practices for the body and mind

2:30 p.m. Group sharing: What do we want to try out? What didn’t resonate?

2:45 p.m. Closing/book drawing

3:00 p.m. Session adjourns for networking break
**Session 22: Business Transformation for Nimble CIP Planning**  
**Wednesday, February 23, 2022**  
**Room: Windsong 6**  
1:30 p.m. - 3:00 p.m.  
1.5 PDHs

**Moderator:** Cliff Cate, Burns & McDonnell

1:30 p.m.  
**Lessons Learned from a Performance Management Implementation**  
Brett Anderson, Dannette McCulley, City of Minneapolis; Kevin Slaven, Arcadis

2:00 p.m.  
**Back to the Basics: Establishing the Foundation for a Modern Capital PMO**  
Daniel Scrutchfield, Arcadis; Casey Hellriegel, Pinellas County Utilities Department

2:30 p.m.  
**Utility Performance Improvement through Business Process Transformation**  
Prabhushankar Chandrasekeran, Stantec; Torri Martin, Wole Ralph, City of Atlanta; Christopher Puccio, Sharon Matthews, Stantec

3:00 p.m.  
**Session adjourns for networking break**
Session 23: Alternate Project Delivery/PPP I
Wednesday, February 23, 2022        Room: Windsong 9
1:30 p.m. - 3:00 p.m.                1.5 PDHs

Moderator: James Steffen, Archer Western Construction

1:30 p.m. Management Decisions for Making Multiple Collaborative Delivery Methods Part of Hillsborough County’s Strategy to Deliver the One Water Program
Cheryl Robitzsch, Thomas Mamott, Jason Parrillo, Hillsborough County

2:00 p.m. Utilizing the Progressive Design Build Delivery Model to Meet City of St. Petersburg’s Consent Order Commitment for Wet Weather Flow
Scott Keddy, City of St. Petersburg; JD Gillespie, Archer Western Construction; Christopher High, Wade Trim

2:30 p.m. Blue River Biosolids: Can Lump Sum Design-Build Be Progressive?
Blake Anderson, KC Water; Hannah Fodor, Carollo Engineers; Matt Bond, KC Water, Lynn Norton, Carollo Engineers

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

Alternate Effectively Engaging Stakeholders of a University Community’s New Water Treatment Plant Under Design-Build-Operate Contract
Rob Little, Woodard & Curran
Session 24: Improving Customer Experience
Wednesday, February 23, 2022
Room: Windsong 3
3:30 p.m. - 5:00 p.m. 1.5 PDHs

Moderator: Maria DeChellis, Oracle

3:30 p.m. Ready to be Rescued: How Utilities and Their Customers are Accessing Low Income Households Water Assistance Program Funds
Henrietta Locklear, Joseph Crea, Raftelis Financial Consultants Inc; Danielle Giannantonio, Northeast Ohio Regional Sewer District

4:00 p.m. The Economic Importance of Your Utility – What Customers Need to Know
William Zieburtz, Stantec, Patrick Luce, ITR Economics

4:30 p.m. Seeing the Unseen: Using Interactive Mapping to Engage with the Public
Clayton Freed, City of Phoenix; Bill Lloyd, Marsha Miller, HDR

5:00 p.m. Session adjourns for Social with Speakers
Session 25: YP Perspectives: Meeting the Needs of a Multi-Generational Workforce

Wednesday, February 23, 2022  Room: Windsong 5
3:30 p.m.– 5:00 p.m.  1.5 PDHs

Moderator: Ji Im, P.E., CDM Smith
Panelists: Chelsea Boozer, Central Arkansas Water; Jaquice Boyd, Birmingham Water Works Board; Mark Theiler, Middlesex Water Company

Get ready to engage with a room full of water industry OGs (older generations) and YPs (young professionals) on all the buzz topics around today’s multi-generational workforce and the misconceptions and opportunities that come along with that. Communication is key in bridging gaps and misunderstandings between generational groups (that might not be as different as we think.) Back by popular demand after a successful and interactive session at UMC21, this session is set up to fully engage the audience in a facilitated conversation with a panel of utility YP leaders and managers who will share their experience and research on what YPs are looking for from utilities today and tips on how utilities can meet those needs. The audience is invited to engage throughout what we hope is a productive conversation that moves the industry forward on this timely topic. Audience members wishing to ask their question or make comments anonymously can take advantage of the live texting option we will have available. Let us know your questions ahead of time here: https://www.surveymonkey.com/r/UMC22YP

3:30 p.m.  Who Are We and Why Are We Here?

4:00 p.m.  Panel Discussion
- Retention and engagement
- Barriers to success
- Succession planning and professional development

5:00 p.m.  Session adjourns for Social with Speakers
Session 26: Utility Leadership and Strategy Implementation II
Wednesday, February 23, 2022        Room: Windsong 6
3:30 p.m. - 5:00 p.m.                1.5 PDHs

Moderator: John Phillips, Parametrix

3:30 p.m. Becoming Utility of the Future - Journeys and Case Studies
Prabhushankar Chandrasekeran, Stantec

4:00 p.m. The North Miami Beach Utility Transition: Taking Back a Utility During a Pandemic
Juan Oquendo, Beate Wright, Nicole Cohen, Brenda Rivera, Jafeth Baez, Carollo Engineers; Andrea Suarez, City of North Miami Beach

4:30 p.m. Increasing Digital Resiliency Through Extended Reality
Scott Aldridge, Richard Newberg, CDM Smith

5:00 p.m. Session adjourns for Social with Speakers

Alternate Comprehensive Decision-making Framework for a Wastewater Utility Using MCDA (Multi-Criteria Decision Analysis)
Daehyun Ko, University of Michigan; John Norton, Great Lakes Water Authority; Glen Daigger, University of Michigan
Session 27: Asset Management: Tools and Technologies  
Wednesday, February 23, 2022  
Room: Windsong 9  
3:30 p.m. - 5:00 p.m.  
1.5 PDHs

Moderator: Raj Chavan, Atkins, North America

3:30 p.m. Leveraging Business Intelligence from Legacy Data to Optimize Utility Operations and Decision Making  
Rishi Immanni, Peter Garvey, Michael Hanley, Dewberry; Louis Mammolette, City of Chelsea, Dept. of Public Works

4:00 p.m. Denver Water’s Integrated Approach to Linear Asset Replacement Leveraging the Optimizer™ WMR Software Solution  
Jaclyn Gorman, Denver Water; Joshua Cantone, Marie Hilliard, Optimatics

4:30 p.m. Innovative Approach to Master Planning – A Phased-based Asset Management Technique  
Hansa Keswani, Soroush Zamanian, Sean Pour, Hazen and Sawyer

5:00 p.m. Session adjourns for Social with Speakers

Alternate A Goldilocks Problem: Identifying Suitable Asset Management Tools for Mid-Size Utilities  
Bradley Hayes, Rachel Osborn, Woodard and Curran
Session 28: Resilience
Thursday, February 24, 2022  Room: Windsong 5
8:30 a.m. - 10:00 a.m.  1.5 PDHs

Moderator: Arturo Burbano, Black & Veatch

8:30 a.m. Regional Resiliency Among Neighboring Water Districts
Renée Lanza, Meghan Trahan, Woodard & Curran; Paul Ferland, City of Fall River

9:00 a.m. Real-Time Storm Water Management Keeps Pace with Mother Nature
Tommy Strowd, Lake Worth Drainage District; Glen Hill, Greg Quist, SmartCover

9:30 a.m. How the City of Miami is Using Technology to Help Plan for Management of Urban Flooding in the Face of Sea Level Rise
Michael Schmidt, Jayson Brennen, CDM Smith; Christopher Bennett, City of Miami; Jonathan Goldman, Thomas Nye CDM Smith

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

Alternate When it Rains, it Pours: Organizational Learning in the Face of More Extreme Precipitation
John Phillips, Parametrix
TECHNICAL PROGRAM

Session 29: Innovations in Resiliency Funding
Thursday, February 24, 2022  Room: Windsong 6
8:30 a.m. - 10:00 a.m.  1.5 PDHs

Moderator: Andrew Burnham, Stantec Consulting Services, Inc.

8:30 a.m. It’s About Time: Recent Developments to Close the Stormwater Funding Gap, Including Innovative Stormwater Financing Approaches
Fernando Pasquel, Arcadis; Ellen Tarquinio, EPA; Robert Ryall, Arcadis

9:00 a.m. Increasing the Effectiveness of BRIC Grant Applications: Lessons Learned
Sheryl Chino, Roger Null, HDR Engineering Inc

9:30 a.m. Cincinnati MSD’s Strategic Pathway to Build Wet Weather Resiliency While Enhancing Affordable Cost Recovery
Marylynn Lodor, Metropolitan Sewer District of Greater Cincinnati; Pamela Lemoine, Prabha Kumar, Black & Veatch

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

Alternate Potential Cost of Service Implications Resulting From the Pandemic
Michael Borchers, Arcadis
Session 30: Digital Transformation II
Thursday, February 24, 2022 Room: Windsong 9
8:30 a.m. - 10:00 a.m. 1.5 PDHs

Moderator: Thierry Boveri, Raftelis

8:30 a.m. Technology Strategy, Smart SCADA, and AI-Based Analytics Implementation at City of Chino, CA
Benjamin Stanford, Tori Yokoyama, Hazen and Sawyer; Amanda Coker, City of Chino

9:00 a.m. Making Digital Twins a Reality - Waste Water Case Study
David Ogden, Atkins

9:30 a.m. Integrating “Large Data” into a Distribution System Digital Twin Model
Charlie Stevens, Melanie Jollett, KC Water; James Maher, Black & Veatch; Ashton Rohrich, KC Water

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

Alternate The First Fruits of the Metropolitan Utilities District's Digital Transformation
Derek Gardels, Scott Humphrey, HDR; Masa Niiya, Jared Svagera, Metropolitan Utilities District
The water sector is in the midst of a digital transformation. A growing number of utility leaders across all sizes of systems are finding that you can achieve more, positively impact natural resources, and improve financial stability through incorporation of intelligent water. With increasing case studies illustrating the significant return on investment the technology can provide, utilities are increasingly considering and adopting, at least in some part, digital solutions to their address their challenges and achieve their priorities. The pandemic catalyzed this change as utilities were forced to find innovative and transformative approaches, resulting in rapid deployment of new technologies and meaningful business process improvements.

One of the topics with rapidly growing interest is digital twins. While the concept of digital twins is not new, the application and adoption of digital twins in the water sector is only beginning and will continue to evolve and play an integral long-term role in water utilities’ planning, engineering, modeling, design, and operations.

10:30 a.m.  
**Digital Twin Types, Levels, and AWWA Survey Results**  
James Cooper, Arcadis

11:00 a.m.  
**Digital Twins at Newport News Waterworks**  
Chris Basford, Newport News Waterworks

11:30 a.m.  
**Digital Twin Deployment Success Case Studies with Emphasis on Workforce Engagement Strategies**  
Chris Miller, Fontus Blue

12:00 p.m.  
Conference adjourns
Session 32: Alternate Project Delivery/PPP II
Thursday, February 24, 2022
10:30 a.m. - 12:00 p.m.
Room: Windsong 5
1.5 PDHs

Moderator: Justin Sobel, Burns & McDonnell

10:30 a.m. Can You Hear Me Now? — Effective Technology Adoption & Stakeholder Engagement in the Delivery of a Complex Alternative Delivery Program
Teresa Herrera, Silicon Valley Clean Water; Mark Minkowski, Kennedy Jenks; Ken Pilkins, Nexinite

11:00 a.m. Leveraging Alternative Delivery and Innovative Funding to Achieve the City of Memphis’s Vision — Process Upgrades at the T.E. Maxson WWTF
Zack Daniel, CDM Smith; Scott Morgan, City of Memphis; Yaribell Hernandez, CDM Smith

11:30 a.m. Yadkin Regional Water Supply Project — Water Treatment Plant Design Development for Union County’s Future Needs
John Shutak, Union County; Jonathan Lapsley, CDM Smith

12:00 p.m. Conference adjourns

Alternate Implementing Creative Cooperation – City of Camden, New Jersey and American Water Operations & Maintenance LLC Public Private Partnership
Jim Hopkins, Buchart Horn, Inc.
Session 33: Closing the Gap — Valuable Approaches to Risk Management and Continuity Planning

Thursday, February 24, 2022         Room: Windsong 6
10:30 a.m. - 12:00 p.m.               1.5 PDHs

Moderator: Ashwin Dhanasekar, The Water Research Foundation

10:30 a.m. Winter Storm Uri Shows Us Why Investing in Risk and Emergency Planning Goes Beyond Checking the Box for Compliance Requirements
Nadia Mata, Freese and Nichols

11:00 a.m. Do Not Let a Crisis Go to Waste: Leveraging Industry Momentum to Address Integrated Risk Management
Esteban Azagra, Arcadis; Norman Ashton

11:30 a.m. Utility Resiliency Starts with an Engaging Business Continuity Planning Approach
Michael Sweeney, Maria Aviles, Chris Wilson, Michael Gibbs, Toho Water Authority; Duane Lohn, Risk Solutions International

12:00 p.m. Conference adjourns
Session 34: Successfully Funding Resilience  
Thursday, February 24, 2022  
10:30 a.m. – 12:00 p.m.  
1.5 PDHs

Moderator: Linda Warren, Launch! Consulting  
Panelists: Kevin Morley, AWWA  
Sheryl Chino, HDR  
Derek Gardels, HDR

10:30 a.m.  
Panel Introductions

10:40 a.m. Prominent Funding Agencies and Programs
- FEMA
- EPA
- USDA
- USBR
- HUD
- New federal appropriations

11:00 a.m. Applying for Grants: AWWA discusses the opportunity for utilities to utilize the RRA requirements and results to build a business case for funding  
Kevin Morley, AWWA

11:15 a.m. Successful Grant Management Programs: Tips and tricks for developing a grant strategy

11:40 a.m. Facilitated Questions  
Linda Warren, Launch! Consulting

12:00 p.m. Conference adjourns
Tim Adams  
NASA  
Presenter  
Workshop B

Scott Aldridge  
CDM Smith  
Speaker Session 26

Blake Anderson  
Kansas City Water  
Speaker Session 23

Esteban Azagra  
Arcadis  
Presenter  
Workshop G, Speaker Session 33

Gregory Baird  
Stantec Inc.  
Speaker Session 7

Christopher Basford  
Newport News Waterworks  
Speaker Session 31

Rosalind Bertolo  
City of Dayton  
Speaker Session 8

Eric Bindler  
Bluefield Research  
Speaker Session 14

Chelsea Boozer  
Central Arkansas Water  
Speaker Session 25

Michael Borchers  
Arcadis  
Speaker Session 29

Robert Bornhofen  
DC Water & Sewer Authority  
Speaker Session 9

Thierry Boveri  
Raftelis  
Moderator Session 30

Jay Boyd  
ADS Environmental  
Speaker Session 7

Christine Boyle  
Xylem, Inc  
Moderator Session 09

Rachel Bradley  
Arcadis  
Speaker Session 8

Peiffer Brandt  
Raftelis Financial Consultants Inc  
Presenter  
Workshop A

Mikita Browning  
City of Atlanta Department of Watershed Management  
Speaker Session 18

Anna Bryan-Borja  
City of Austin, Texas Presenter  
Workshop D

Arturo Burbano  
Black & Veatch  
Moderator Session 28

Andrew Burnham  
Stantec  
Presenter  
Workshop A, Moderator Session 29

Charles Burtrton  
Teksouth Corporation  
Speaker Session 6

Joshua Cantone  
Optimatics  
Speaker Session 27

Yvonne Carney  
WSSC Water Presenter  
Workshop C

Jason Carter  
Arcadis  
Speaker Session 3, Session 11
<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Institution</th>
<th>Session/Workshop</th>
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<tr>
<td>Catherine Carter</td>
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<td>Laurie Chase</td>
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Glen Hill  
*SmartCover*  
*Speaker Session 28*

Dan Hilyer  
*Opelika Utilities*  
*Speaker Session 17*

Terri Holcomb  
*Peace River*  
*Manasota Regional Water Supply Authority*  
*Moderator Session 03*

James Hopkins  
*Buchart Horn, Inc.*  
*Speaker Session 32*

Ann Houseman  
*Hazen and Sawyer*  
*Speaker Session 2*

Jane Hurley  
*Central Arkansas Water*  
*Speaker Session 20*

David Hyder  
*Stantec*  
*Speaker Session 13*

Celine Hyer  
*Arcadis*  
*Presenter  
Workshop G, Speaker Session 15*

Judith Ibarra-Bianchetta  
*Tetra Tech*  
*Speaker Session 12*

Rishi Immanni  
*Dewberry*  
*Speaker Session 27*

Jennifer Ivey  
*Carollo Engineers*  
*Speaker Session 13, Moderator Session 17*

Amy Jablonsky  
*Arcadis*  
*Speaker Session 8*

Dane Jablonsky  
*Arcadis*  
*Presenter  
Workshop F*

Michael Jankowski  
*Drummond Carpenter*  
*Moderator Session 18*

Kevin Johnson  
*Stantec*  
*Presenter  
Workshop C*

Michael Johnson  
*Birmingham Water Works*  
*Speaker Session 3*

Seth Johnstone  
*Esri*  
*Speaker Session 14*

Melanie Jollett  
*Kansas City Water*  
*Speaker Session 30*

Scott Keddy  
*City of Saint Petersburg*  
*Speaker Session 23*

Liz Kelly  
*CH2M*  
*Presenter  
Workshop D*

Ed Kerwin  
*Orange Water & Sewer Authority*  
*Presenter  
Workshop B*

Hansa Keswani  
*Hazen and Sawyer*  
*Speaker Session 27*

Daehyun Ko  
*University of Michigan*  
*Speaker Session 26*
<table>
<thead>
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<th>Name</th>
<th>Company</th>
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<td>Prabha Kumar</td>
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<td>Woodard &amp; Curran</td>
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<td>CDM Smith</td>
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<td>Woodard &amp; Curran</td>
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<td>Speaker Session 29</td>
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<td>Donna Mancuso</td>
<td>Suffolk County Water Authority</td>
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<tr>
<td>Rayenetta Marshall</td>
<td>City of Tallahassee</td>
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<td>John Mastracchio</td>
<td>Raftelis</td>
<td>Speaker Session 8</td>
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<tr>
<td>Nadia Mata</td>
<td>Freese and Nichols</td>
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<tr>
<td>Danette McCulley</td>
<td>City of Minneapolis - Water Treatment &amp; Distribution Services</td>
<td>Speaker Session 22</td>
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<tr>
<td>Oluwole McFoy</td>
<td>Buffalo Sewer Authority</td>
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<tr>
<td>Christopher Miller</td>
<td>Fontus Blue</td>
<td>Speaker Session 31</td>
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<tr>
<td>Kevin Morley</td>
<td>AWWA</td>
<td>Speaker Session 34</td>
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<tr>
<td>Jeffrey Mosher</td>
<td>Santa Ana Watershed Project Authority</td>
<td>Speaker Session 10</td>
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</tbody>
</table>
Jacob Mueller  
_HDR  
Speaker Session 5

Ryan Nagel  
_Hazen and Sawyer  
Presenter  
Workshop G

John Norton  
_Great Lakes Water Authority  
Speaker Session 19

Tim Noyes  
Toho Water Authority  
Presenter  
Workshop G

Roger Null  
_HDR Engineering Inc  
Speaker Session 29

Catherine O'Connor  
_MWRD  
Speaker Session 3

David Ogden  
Atkins  
Speaker Session 30

Eileen O'Neill  
_Water Environment Federation  
Speaker Session 16

Juan Oquendo  
_Carollo Engineers  
Speaker Session 26

Jenelle Ostrowski  
_Pinellas County Utilities  
Speaker Session 9

Daniel Ott  
_Kansas City Water  
Speaker Session 5

Abby Owens  
_City of Plano, TX  
Speaker Session 2

Fernando Pasquel  
_Arcadis  
Speaker Session 29

John Phillips  
_Parametrix  
Moderator Session 26, Speaker Session 28

Melissa Pomales  
_Arcadis  
Moderator Session 11

Suresh Radhakrishnan  
_Metropolitan Water District of Southern California  
Speaker Session 6

Sarah Reeves  
_Brown and Caldwell  
Moderator Session 05

John Rehring  
_Camp Dresser & McKee Inc  
Speaker Session 19

Matt Ries  
_DC Water & Sewer Authority  
Speaker Session 11

Cheryl Robitzsch  
_Hillsborough County  
Speaker Session 23

Megan Ross  
_Pinellas County Utilities  
Speaker Session 9

Stephen Rot  
_City of Scottsdale  
Presenter  
Workshop F

Jeffrey Rowe  
_Baker Tilly Municipal Advisors, LLC  
Speaker Session 9

Robert Ryall  
_Arcadis  
Moderator Session 13
<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>Session</th>
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<tbody>
<tr>
<td>Kris Samples</td>
<td>Mead &amp; Hunt</td>
<td>19</td>
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<tr>
<td>David Saunders</td>
<td>HDR</td>
<td>Speaker Session 3</td>
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<tr>
<td>Michael Schmidt</td>
<td>CDM Smith</td>
<td>Speaker Session 28</td>
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<tr>
<td>Amanda Schwerman</td>
<td>Black &amp; Veatch</td>
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<td>Daniel Scrutchfield</td>
<td>Arcadis</td>
<td>Speaker Session 22</td>
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<tr>
<td>Douglas Shackelford</td>
<td>Central Arkansas Water</td>
<td>Speaker Session 20</td>
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<tr>
<td>Kevin Shafer</td>
<td>Milwaukee Metropolitan Sewerage District</td>
<td>Speaker Session 16</td>
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<tr>
<td>Usha Sharma</td>
<td>Denver Water</td>
<td>Speaker Session 17</td>
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<tr>
<td>Sunil Sinha</td>
<td>Virginia Tech</td>
<td>Speaker Session 14</td>
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<tr>
<td>Joseph Sloan</td>
<td>Evansville Water and Sewer Utility</td>
<td>Speaker Session 15</td>
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<tr>
<td>Justin Sobel</td>
<td>Burns &amp; McDonnell</td>
<td>Moderator Session 32</td>
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<tr>
<td>John Solomon</td>
<td>JD Solomon, Inc.</td>
<td>Presenter Workshop B, Speaker Session 2, Session 15</td>
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<tr>
<td>Douglas Spiers</td>
<td>Raftelis</td>
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<td>Simon Spooner</td>
<td>Atkins</td>
<td>Speaker Session 19</td>
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<td>Hazen and Sawyer</td>
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<td>James Steffen</td>
<td>Archer Western Construction</td>
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<tr>
<td>Benjamin Stewart</td>
<td>Stantec</td>
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<td>Trent Stober</td>
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<td>Lisa Stone</td>
<td>DC Water &amp; Sewer Authority</td>
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<td>Tommy Strowd</td>
<td>Lake Worth</td>
<td>Drainage District Speaker Session 28</td>
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<td>Velmurugan Subramanian</td>
<td>Atkins</td>
<td>Speaker Session 7</td>
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<tr>
<td>Jennifer Suttles</td>
<td>Gwinnett County Dept of Water Resources</td>
<td>Presenter Workshop G</td>
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<tr>
<td>Michael Sweeney</td>
<td>Toho Water Authority</td>
<td>Speaker Session 33</td>
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<tr>
<td>Manuel Teodoro</td>
<td>University of Wisconsin</td>
<td>Speaker Session 20</td>
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<tr>
<td>Name</td>
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<td>Session</td>
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<tr>
<td>Pieter Van Ry</td>
<td>South Platte Renew &amp; City of Englewood Utilities</td>
<td>Speaker Session 6</td>
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<td>Samantha Villegas</td>
<td>Raftelis</td>
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<tr>
<td>Cello Vitasovic</td>
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<tr>
<td>Rick Warner</td>
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<td>Linda Warren</td>
<td>Lanch! Consulting</td>
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<td>Hillary Weber</td>
<td>Pinellas County Utilities</td>
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<tr>
<td>Kurt Wildforster</td>
<td>CDM Smith</td>
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<tr>
<td>Jeanetta Williams</td>
<td>PWCSA</td>
<td>Speaker Session 2</td>
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<td>Joel Wilson</td>
<td>WCS Engineering</td>
<td>Speaker Session 18</td>
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<tr>
<td>Timothy Worley</td>
<td>Ortega Strategies Group</td>
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<td>Soroush Zamanian</td>
<td>Hazen and Sawyer</td>
<td>Speaker Session 27</td>
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<tr>
<td>William Zieburtz</td>
<td>Burton &amp; Associates</td>
<td>Speaker Session 24</td>
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<tr>
<td>Day</td>
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<tr>
<td>Monday, February 21</td>
<td>7:30 a.m. – 5:00 p.m.</td>
<td>Registration</td>
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<td>8:30 a.m. – 5:00 p.m.</td>
<td>Workshop A</td>
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<td>8:30 a.m. – 12:00 p.m.</td>
<td>Workshops B, C &amp; D</td>
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<td>1:30 p.m. – 5:00 p.m.</td>
<td>Workshops E, F &amp; G</td>
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<tr>
<td>Tuesday, February 22</td>
<td>7:30 a.m. – 5:00 p.m.</td>
<td>Registration</td>
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<td>8:30 a.m. – 9:45 a.m.</td>
<td>Opening General Session</td>
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<td>10:30 a.m. – 12:00 p.m.</td>
<td>Technical Sessions 1, 2, 3, 4</td>
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<tr>
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<td>12:00 p.m. – 1:30 p.m.</td>
<td>Networking Luncheon</td>
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<td>1:30 p.m. – 3:00 p.m.</td>
<td>Technical Sessions 5, 6, 7</td>
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<td>1:30 p.m. – 5:00 p.m.</td>
<td>Technical Session 8</td>
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<td>3:30 p.m. – 5:00 p.m.</td>
<td>Technical Sessions 9, 10, 11</td>
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<td>5:00 p.m. – 6:30 p.m.</td>
<td>Networking Reception</td>
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<tr>
<td>Wednesday, February 23</td>
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<td>8:30 a.m. – 10:00 a.m.</td>
<td>Technical Sessions 12, 13, 14, 15</td>
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<td>10:30 a.m. – 12:00 p.m.</td>
<td>Technical Sessions 16, 17, 18, 19</td>
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<td>12:00 p.m. – 1:30 p.m.</td>
<td>Lunch on Own</td>
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<td>1:30 p.m. – 3:00 p.m.</td>
<td>Technical Sessions 20, 21, 22, 23</td>
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<td>3:30 p.m. – 5:00 p.m.</td>
<td>Technical Session 24, 25, 26, 27</td>
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<td>5:00 p.m. – 6:00 p.m.</td>
<td>Social Event with Speakers</td>
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<td>Friday, February 28</td>
<td>8:00 a.m. – 12:00 p.m.</td>
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<td>8:30 a.m. – 10:00 a.m.</td>
<td>Technical Sessions 28, 29, 30</td>
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<td>10:30 a.m. – 12:00 p.m.</td>
<td>Technical Sessions 31, 32, 33, 34</td>
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</table>
The following is a list of food and beverage options at the conference hotel, the Hyatt Regency Grand Cypress. For dining recommendations outside of the hotel, please visit the concierge desk.

<table>
<thead>
<tr>
<th>Restaurant</th>
<th>Open Daily*</th>
<th>Time</th>
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<tbody>
<tr>
<td>LakeHouse Restaurant</td>
<td>Breakfast</td>
<td>7:00 a.m. - 11:30 a.m.</td>
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<td>Lunch</td>
<td>11:30 a.m. - 2:00 p.m.</td>
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<td>Dinner</td>
<td>6:00 p.m. - 10:00 p.m.</td>
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<td>Bar</td>
<td>5:00 p.m. - 10:00 p.m.</td>
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<td>Take-Out and Delivery</td>
<td>7:00 a.m. - Midnight</td>
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<td>On the Rocks Poolside Restaurant</td>
<td>Bar and Food Service</td>
<td>11:00 a.m. - 6:00 p.m.</td>
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<tr>
<td>Market</td>
<td>Open Daily*</td>
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<td></td>
<td>Grab-and-go Food &amp; Beverage</td>
<td>6:30 a.m. - Midnight</td>
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<tr>
<td>Four Flamingos Restaurant</td>
<td>Open Daily*</td>
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<td>Dinner</td>
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<tr>
<td>The Lobby Bar &amp; Grille</td>
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<td>Bar</td>
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<tr>
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<td>Food Service</td>
<td>6:00 p.m. - 11:00 p.m.</td>
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* Operating hours subject to change.
WEF Public Health and Water Conference & Wastewater Disease Surveillance Summit
March 21-24, 2022
Cincinnati, Ohio
www.wef.org/publichealth

AWWA Sustainable Water Management Conference
March 27-30, 2022
Denver, Colorado
https://www.awwa.org/Events-Education/Sustainable-Water-Management

WEF Collection Systems Conference
April 19-22, 2022
Detroit, Michigan
www.wef.org/collectionsystems

WEF Residuals and Biosolids Conference
May 24-27, 2022
Columbus, Ohio
www.wef.org/residualsbiosolids

AWWA Annual Conference & Exposition
June 12-15, 2022
San Antonio, Texas
www.awwa.org/ace

WEF Innovations in Process Engineering Conference
June 20-23, 2022
Miami, Florida
www.wef.org/processengineering

WEF Stormwater Summit
June 27-29, 2022
Minneapolis, Minnesota
www.wef.org/stormwatersummit
AWWA Water Infrastructure Conference  
September 11-14, 2022  
Portland, Oregon  
https://www.awwa.org/Events-Education/Water-Infrastructure

WEFTEC  
October 8-12, 2022  
New Orleans, Louisiana  
www.weftec.org

AWWA Water Quality Technology Conference  
November 13-17, 2022  
Cincinnati, Ohio  
https://www.awwa.org/Events-Education/Water-Quality-Technology

AWWA/WEF The Utility Management Conference 2023  
Stay tuned for more details
Looking Forward to UMC23
STAY TUNED FOR DETAILS

The Utility Management Conference™

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