



The
**Utility
Management**
Conference™

AWWA | WEF

Conference Program

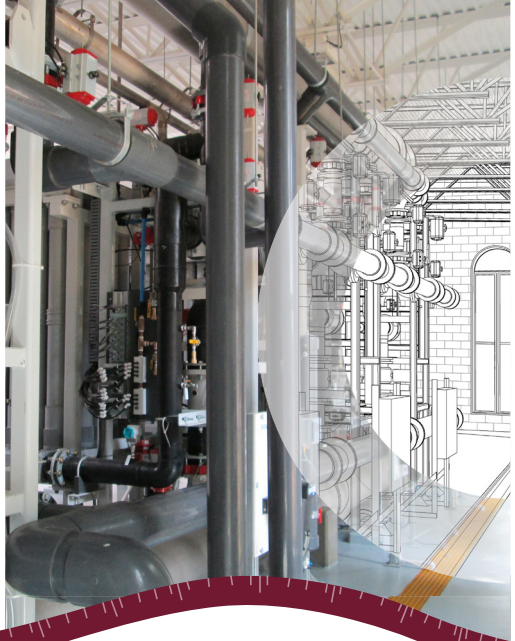
 Orlando, FL

 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.



Planning and Modeling



Wastewater Treatment



Water Treatment



Reclamation and Reuse



Biosolids Optimization



Distribution, Collection, and Pumping



Owner's Advisor



Operations Assistance



Funding Assistance



Permit Renewal



Construction Management



Research and Development



Stormwater



Scan me to learn more about Garver Water.

www.GarverUSA.com





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
Conference Co-Chair (AWWA)



Matthew Ries, Ph.D., P.E.
Conference Co-Chair (WEF)

TABLE OF CONTENTS

Conference Committee	2
Code of Conduct, Health Policies, DE&I Policies	3
Conference Safety and Security	5
Registration	6
Presenter and Moderator Information	6
Reception and Meal Functions	7
Committee Meetings	8
Continuing Education	9
Online Proceedings	11
Mobile App	11
Sponsorship Information	12
Sessions-at-a-Glance	14
Pre-Conference Workshops	16
Opening General Session	24
Technical Program	25
Presenter and Moderator Directory	57
Conference Schedule-at-a-Glance	65
Nearby Dining Options	66
Upcoming WEF and AWWA Events	67

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

Suzanne Coffey
*Great Lakes Water
Authority*

Terri Holcomb
*Peace River
Manasota Regional
Water Supply
Authority*

Donna Mancuso
*Suffolk County
Water Authority*

Sarah Reeves
Brown & Caldwell

HEALTH AND WELL-BEING

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.

HEALTH AND WELL-BEING

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)

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 *Sessions 1 through 11	7:00 a.m. – 8:00 a.m.
Wednesday, February 23 — Room: Regency Hall *Sessions 12 through 34	7:00 a.m. – 8:00 a.m.

RECEPTIONS AND MEAL FUNCTIONS

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

COMMITTEE MEETINGS

WISE: Water Intrapreneurs for Successful Enterprises Monday, February 21, 2022 1:30 p.m. – 5:00 p.m.	Grand Cypress H
AWWA Rates & Charges Committee Tuesday, February 22, 2022 10:30 a.m. – 12:00 p.m.	Grand Cypress G
AWWA Customer Service Committee Tuesday, February 22, 2022 1:30 p.m. – 2:30 p.m.	Grand Cypress G
AWWA Utility Benchmarking Advisory Committee Tuesday, February 22, 2022 3:30 p.m. – 4:30 p.m.	Grand Cypress G
AWWA Emergency Preparedness & Security Committee Wednesday, February 23, 2022 10:30 a.m. – 11:30 a.m.	Grand Cypress G
WEF Utility Management Committee Wednesday, February 23, 2022 12:00 p.m. – 1:30 p.m.	La Coquina
AWWA Strategic Management Practices Committee Wednesday, February 23, 2022 2:00 p.m. – 3:00 p.m.	Grand Cypress G
AWWA Workforce Strategies Committee Wednesday, February 23, 2022 3:00 p.m. – 5:00 p.m.	Grand Cypress G
AWWA Management and Leadership Division Meeting Thursday, February 24, 2022 1:00 p.m. – 5:00 p.m.	Grand Cypress G

CONTINUING EDUCATION

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.

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 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.

SPONSORS

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



SPONSORS

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



www.hdrinc.com
BRONZE ELITE



www.arcadis.com
NETWORKING RECEPTION



www.brownandcaldwell.com
ONLINE REGISTRATION



www.carollo.com
MOBILE APP



www.cdmsmith.com
WATER BOTTLES



www.ema-inc.com
LANYARDS



www.jacobs.com
TOTE BAGS



www.kando.eco
TUESDAY NETWORKING BREAKS

SESSIONS AT A GLANCE

Session Number	Session Title	Start Time	End Time	CE Credits (PDHs)
Tuesday, February 22				
OGS	Opening General Session	8:30 a.m.	9:45 a.m.	1.25
01	A Thin Line Between Diversity, Equity and Inclusion	10:30 a.m.	12:00 p.m.	1.5
02	Data Management	10:30 a.m.	12:00 p.m.	1.5
03	Strategic Planning	10:30 a.m.	12:00 p.m.	1.5
04	Environmental and Regulatory Issues	10:30 a.m.	12:00 p.m.	1.5
05	Organizational Culture Change	1:30 p.m.	3:00 p.m.	1.5
06	Utility Leadership & Strategy Implementation I	1:30 p.m.	3:00 p.m.	1.5
07	Operations & Maintenance	1:30 p.m.	3:00 p.m.	1.5
08	Developing a Financing Strategy in Uncertain Times	1:30 p.m.	5:00 p.m.	3
09	Planning for Utility Excellence through Workforce Management and Development	3:30 p.m.	5:00 p.m.	1.5
10	Communications and Public Interest	3:30 p.m.	5:00 p.m.	1.5
11	Utility Innovation: Leadership and Evolution	3:30 p.m.	5:00 p.m.	1.5
Wednesday, February 23, a.m.				
12	Diversity, Equity, and Inclusion in Workforce Pipelines	8:30 a.m.	10:00 a.m.	1.5
13	Rate & Affordability Benchmarking from NYC to Capacity Fee Evolutions on the West Coast	8:30 a.m.	10:00 a.m.	1.5
14	Digital Transformation I	8:30 a.m.	10:00 a.m.	1.5
15	Asset Management: The Crucial Fundamentals	8:30 a.m.	10:00 a.m.	1.5
16	Leaning into Adaptive Challenges: Insights from Public Sector Leaders	10:30 a.m.	12:00 p.m.	1.5
17	Shaping Rates Through Policies & Second Opinions	10:30 a.m.	12:00 p.m.	1.5
18	CIP Planning	10:30 a.m.	12:00 p.m.	1.5
19	Utility Collaboration & Regionalization	10:30 a.m.	12:00 p.m.	1.5

SESSIONS AT A GLANCE

Session Number	Session Title	Start Time	End Time	CE Credits (PDHs)
Wednesday, February 23, p.m.				
20	Alternative Storytelling 101: Partnering with Arts	1:30 p.m.	3:00 p.m.	1.5
21	Resilience: The Leadership Superpower We All Need	1:30 p.m.	3:00 p.m.	1.5
22	Business Transformation for Nimble CIP Planning	1:30 p.m.	3:00 p.m.	1.5
23	Alternate Project Delivery/PPP I	1:30 p.m.	3:00 p.m.	1.5
24	Improving Customer Experience	3:30 p.m.	5:00 p.m.	1.5
25	YP Perspectives: Meeting the Needs of a Multi-Generational Workforce	3:30 p.m.	5:00 p.m.	1.5
26	Utility Leadership and Strategy Implementation II	3:30 p.m.	5:00 p.m.	1.5
27	Asset Management: Tools and Technologies	3:30 p.m.	5:00 p.m.	1.5
Thursday, February 24				
28	Resilience	8:30 a.m.	10:00 a.m.	1.5
29	Innovations in Resiliency Funding	8:30 a.m.	10:00 a.m.	1.5
30	Digital Transformation II	8:30 a.m.	10:00 a.m.	1.5
31	Lessons from Working with Digital Twins	10:30 a.m.	12:00 p.m.	1.5
32	Alternate Project Delivery/PPP II	10:30 a.m.	12:00 p.m.	1.5
33	Closing the Gap — Valuable Approaches to Risk Management and Continuity Planning	10:30 a.m.	12:00 p.m.	1.5
34	Successfully Funding Resilience	10:30 a.m.	12:00 p.m.	1.5

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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 am. | 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

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

Workshop A agenda continued from 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 |

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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 |

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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.

Workshop D: **AWWA M5 Manual - Water Utility Management: What You Should Probably Know**

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**

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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 |

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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 |

PRE-CONFERENCE WORKSHOPS

Separate registration fees apply.

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

3:25 p.m.

Breakout Sessions – round 2: AM Organization and Governance

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

OPENING GENERAL SESSION

Tuesday, February 22, 2022
8:30 a.m. – 9:45 a.m.

Room: Grand Cypress Ballroom
1.25 PDHs

- 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 Sologaitoa, 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**

TECHNICAL PROGRAM

Session 01: A Thin Line Between Diversity, Equity and Inclusion
Tuesday, February 22, 2022 **Room: Windsong 3**
10:30 a.m. – 12:00 p.m. **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

TECHNICAL PROGRAM

Session 02: Data Management

Tuesday, February 22, 2022

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

Room: Windsong 5

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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**

TECHNICAL PROGRAM

Session 08: **Developing a Financing Strategy in Uncertain Times**

Tuesday, February 22, 2022

Room: Windsong 9

1:30 p.m. – 5:00 p.m.

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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 Ziebertz, Stantec; Sophia Skoda, East Bay Municipal Utility District

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

Session 15: Asset Management: The Crucial Fundamentals

Wednesday, February 23, 2022

Room: Windsong 9

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

1.5 PDHs

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

TECHNICAL PROGRAM

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.

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

Session 18: CIP Planning

Wednesday, February 23, 2022

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

Room: Windsong 6

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

TECHNICAL PROGRAM

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 Xagorarakis, 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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

Session 28: Resilience

Thursday, February 24, 2022

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

Room: Windsong 5

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

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

Session 31: Lessons from Working with Digital Twins

Thursday, February 24, 2022

Room: Windsong 3

10:30 a.m. – 12:00 p.m.

1.5 PDHs

Moderator: James Cooper, Arcadis

Presenters: Chris Miller, Fontus Blue; Chris Basford, Newport News Waterworks

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

TECHNICAL PROGRAM

Session 32: **Alternate Project Delivery/PPP II**

Thursday, February 24, 2022

Room: Windsong 5

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

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.

TECHNICAL PROGRAM

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

TECHNICAL PROGRAM

Session 34: **Successfully Funding Resilience**

Thursday, February 24, 2022

Room: Windsong 9

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

PRESENTER MODERATOR DIRECTORY

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 Burtron
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

PRESENTER MODERATOR DIRECTORY

Catherine Carter
Raftelis
Speaker Session
10

Cliff Cate
Burns & McDonnell
Moderator Session
22

Bentley Chan
Raftelis
Presenter
Workshop D

Prabhushankar Chandrasekeran
Stantec Consulting Service Inc
Presenter
Workshop C, Speaker Session 22, Session 26

Laurie Chase
Blue Heron Engineering
Moderator Session
07

Raj Chavan
Atkins, North America
Moderator Session
27

Sheryl Chino
HDR
Speaker Session
29, Session 34

James Cooper
Arcadis
Speaker Session
31

Karen Counes
CDM Smith
Speaker Session
12

James Courchaine
Tata & Howard, Inc
Presenter
Workshop E

Rick Crosby
Mount Pleasant Waterworks
Presenter
Workshop B

Erin Culbertson
Brown and Caldwell
Speaker Session
18

Zack Daniel
CDM Smith
Speaker Session
32

Kenneth DaRos
AquaTech
Speaker Session 4

Sandra Davis
Pinellas County Utilities
Presenter
Workshop C

Tim Dean
Kleinfelder
Moderator Session
02

Maria DeChellis
Oracle
Moderator Session
24

Jamie Decker
Hazen and Sawyer
Presenter
Workshop G

Viraj deSilva
Freese and Nichols
Speaker Session 4

Ashwin Dhanasekar
The Water Research Foundation
Moderator Session
33

Cory Dow
V&A Consulting Engineers, Inc.
Moderator Session
15

Nicholas Dragisich
Baker Tilly
Speaker Session
19

Steven Drangsholt
Brown and Caldwell
Speaker Session
20

PRESENTER MODERATOR DIRECTORY

Jeffrey Duke
*Northeast Ohio
 Regional Sewer
 District*
**Speaker Session
 11**

Donnell Duncan
Arcadis
Speaker Session 1

Jeff Dykstra
Stantec
**Speaker Session
 17**

Ralph Exton
*SUEZ - Water
 Technologies &
 Solutions*
**Speaker Session
 16**

Jamie Floer
*Toho Water
 Authority*
Speaker Session 5

Yvonne Forrest
*Houston Public
 Works*
**Speaker Session
 16**

Matthew Freiberg
Stantec
**Speaker Session
 13**

Marcelino Garcia
MWRD
Speaker Session 3

David Garcia
WCS Engineering
**Moderator Session
 14**

Derek Gardels
HDR
**Speaker Session
 30, Session 34**

Seth Garrison
*Raftelis Financial
 Consultants Inc*
**Presenter
 Workshop D**

Peter Garvey
Dewberry
**Speaker Session
 27**

**Richard
 Gerstberger**
*Tap Resource
 Development Group
 Inc*
**Presenter
 Workshop E**

James Ginley
*Jim Ginley
 Consulting LLC*
**Presenter
 Workshop D,
 Moderator Session
 06**

Cindy Goodburn
*Englewood Littleton
 WWTP*
**Presenter
 Workshop E**

Steve Hamai
*Seattle Public
 Utilities*
Speaker Session 1

Nory Hancock
*Pinellas County
 Utilities*
**Speaker Session
 12**

Michael Hanley
Dewberry
**Speaker Session
 27**

Rhonda Harris
Brown and Caldwell
**Presenter
 Workshop E**

Bradley Hayes
Woodard & Curran
**Speaker Session
 27**

Patricia Heiss
*Pinellas County
 Utilities*
Speaker Session 9

Teresa Herrera
*Silicon Valley Clean
 Water*
**Speaker Session
 32**

Alan Heymann
Peaceful Direction
**Speaker Session
 21**

PRESENTER MODERATOR DIRECTORY

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

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

PRESENTER MODERATOR DIRECTORY

Prabha Kumar
Black and Veatch
Presenter
Workshop D

Renee Lanza
Woodard & Curran
Speaker Session
28

Jonathan Lapsley
CDM Smith
Speaker Session
32

Andrew Lee
*City of Seattle,
 Seattle Public
 Utilities*
Presenter
Workshop C

Vincent Lee
Arup
Speaker Session 3

Pamela Lemoine
Black and Veatch
Speaker Session
29

Rob Little
Woodard & Curran
**Speaker Session 4,
 Session 23**

William Lloyd
HDR
Speaker Session
14, Session 24

Henrietta Locklear
*Raftelis Financial
 Consultants Inc*
Speaker Session
24

Marylynn Lodor
*Metropolitan Sewer
 District of Greater
 Cincinnati*
Speaker Session
29

Dusti Lowndes
*DC Water & Sewer
 Authority*
Speaker Session 8

Ting Lu
*Clean Water
 Services*
Presenter
Workshop C

Julie Lucas
CDM Smith
Speaker Session
12

Jerome Madigan
JJ Madigan, LLC
Presenter
Workshop D

Matt Manchisi
Kimley-Horn
Moderator Session
20

Donna Mancuso
*Suffolk County
 Water Authority*
Moderator Session
12

Rayenetta Marshall
City of Tallahassee
Speaker Session
16

John Mastracchio
Raftelis
Speaker Session 8

Nadia Mata
Freese and Nichols
Speaker Session
33

Danette McCulley
*City of Minneapolis -
 Water Treatment &
 Distribution Services*
Speaker Session
22

Oluwole McFoy
*Buffalo Sewer
 Authority*
Speaker Session
16

Christopher Miller
Fontus Blue
Speaker Session
31

Kevin Morley
AWWA
Speaker Session
34

Jeffrey Mosher
*Santa Ana
 Watershed Project
 Authority*
Speaker Session
10

PRESENTER MODERATOR DIRECTORY

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
Alexander Palmatier
HDR Inc
Speaker Session 4

Fernando Pasquel
Arcadis
Speaker Session 29

John Phillips
Parametrix
Moderator Session 26, Speaker Session 28

Melissa Pomaes
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

PRESENTER MODERATOR DIRECTORY

Kris Samples
Mead & Hunt
Moderator Session
19

David Saunders
HDR
Speaker Session 3

Michael Schmidt
CDM Smith
Speaker Session
28

Amanda Schwerman
Black & Veatch
Moderator Session
10

Daniel Scrutchfield
Arcadis
Speaker Session
22

Douglas Shackelford
Central Arkansas Water
Speaker Session
20

Kevin Shafer
Milwaukee Metropolitan Sewerage District
Speaker Session
16

Usha Sharma
Denver Water
Speaker Session
17

Sunil Sinha
Virginia Tech
Speaker Session
14

Joseph Sloan
Evansville Water and Sewer Utility
Speaker Session
15

Justin Sobel
Burns & McDonnell
Moderator Session
32

John Solomon
JD Solomon, Inc.
Presenter
Workshop B,
Speaker Session 2,
Session 15

Douglas Spiers
Raftelis
Presenter
Workshop D

Simon Spooner
Atkins
Speaker Session
19

Benjamin Stanford
Hazen and Sawyer
Speaker Session
30

James Steffen
Archer Western Construction
Moderator Session
23

Benjamin Stewart
Stantec
Speaker Session
17

Trent Stober
HDR
Moderator Session
04

Lisa Stone
DC Water & Sewer Authority
Speaker Session 1

Tommy Strowd
Lake Worth Drainage District
Speaker Session
28

Velmurugan Subramanian
Atkins
Speaker Session 7

Jennifer Suttles
Gwinnett County Dept of Water Resources
Presenter
Workshop G

Michael Sweeney
Toho Water Authority
Speaker Session
33

Manuel Teodoro
University of Wisconsin
Speaker Session
20

PRESENTER MODERATOR DIRECTORY

Pieter Van Ry
*South Platte Renew
& City of Englewood
Utilities*
Speaker Session 6

Samantha Villegas
Raftelis
Speaker Session 10

Cello Vitasovic
MWD
**Presenter
Workshop C**

Rick Warner
*Warner &
Associates*
Speaker Session 16

Linda Warren
Lanch! Consulting
Speaker Session 34

Hillary Weber
*Pinellas County
Utilities*
Speaker Session 12

Kurt Wildforster
CDM Smith
Speaker Session 12

Jeanetta Williams
PWCSA
Speaker Session 2

Joel Wilson
WCS Engineering
Speaker Session 18

Timothy Worley
*Ortega Strategies
Group*
Speaker Session 6

Soroush Zamanian
Hazen and Sawyer
Speaker Session 27

William Zieburtz
Burton & Associates
Speaker Session 24

CONFERENCE SCHEDULE-AT-A-GLANCE

Monday, February 21

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

Tuesday, February 22

7:30 a.m. – 5:00 p.m.	Registration
8:30 a.m. – 9:45 a.m.	Opening General Session
10:30 a.m. – 12:00 p.m.	Technical Sessions 1, 2, 3, 4
12:00 p.m. – 1:30 p.m.	Networking Luncheon
1:30 p.m. – 3:00 p.m.	Technical Sessions 5, 6, 7
1:30 p.m. – 5:00 p.m.	Technical Session 8
3:30 p.m. – 5:00 p.m.	Technical Sessions 9, 10, 11
5:00 p.m. – 6:30 p.m.	Networking Reception

Wednesday, February 23

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

Friday, February 28

8:00 a.m. – 12:00 p.m.	Registration
8:30 a.m. – 10:00 a.m.	Technical Sessions 28, 29, 30
10:30 a.m. – 12:00 p.m.	Technical Sessions 31, 32, 33, 34

HYATT REGENCY GRAND CYPRESS DINING OPTIONS

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.

LakeHouse Restaurant	Open Daily*
Breakfast	7:00 a.m. - 11:30 a.m.
Lunch	11:30 a.m. - 2:00 p.m.
Dinner	6:00 p.m. - 10:00 p.m.
Bar	5:00 p.m. - 10:00 p.m.
Take-Out and Delivery	7:00 a.m. - Midnight
On the Rocks Poolside Restaurant	Open Daily*
Bar and Food Service	11:00 a.m. - 6:00 p.m.
Market	Open Daily*
Grab-and-go Food & Beverage	6:30 a.m. - Midnight
Four Flamingos Restaurant	Open Daily*
Dinner	5:00 p.m. - 10:00 p.m.
The Lobby Bar & Grille	Open Daily*
Bar	5:00 p.m. - Midnight
Food Service	6:00 p.m. - 11:00 p.m.

** Operating hours subject to change.*

UPCOMING WEF AND AWWA EVENTS

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

UPCOMING WEF AND AWWA EVENTS

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

NOTES

Looking Forward to

UMC23

STAY TUNED FOR DETAILS



The
**Utility
Management** AWWA | WEF
Conference™



**THE WEF/AWWA UTILITY MANAGEMENT CONFERENCE 2022
PROCEEDINGS AND MORE ARE AVAILABLE HERE!**

Access Water organizes the information and technical content critical to the water sector into a single, central location.



SEARCH



CITE



WRITE



SHARE



DISCUSS



LEARN

...ALL WITHIN ONE POWERFUL TOOL

www.accesswater.org

Local Connections, Global Ideas

Our clients face tough decisions with limited resources. That's why we support leading water associations—like AWWA and WEF—to help make great things possible for our industry.

hdrinc.com | WEF Specialty Conferences Bronze Elite Sponsor



Trent Stober, PE
Director, Utility Management Services

