

The
Utility
Management
Conference™

AWWA | WEF

February 20-23, 2018

San Antonio, TX

Hyatt Regency Riverwalk

<http://bit.ly/UtilityManagement2018>



Water Environment Federation
the water quality people®

American Water Works Association

WEAT

This conference is jointly sponsored by the American Water Works Association (AWWA) and the Water Environment Federation (WEF) and held in cooperation with the Water Environment Association of Texas.

SCHEDULE-AT-A-GLANCE

Tuesday, February 20	
7:30 am – 5:00 pm	Registration Open
8:30 am – 5:00 pm	Workshop A: Demystifying the “SMART” Utility
	Workshop B: Leading Water Utility Innovation
8:30 am – 12:00 pm	Workshop C: Effective Staff Training: Bringing the Resources Needed to Do It Right
	Workshop D: Water Utility Management (AWWA Manual M5)
	Workshop E: Keeping it Real: Building an Innovative Culture that Gets Results!
1:30 pm – 5:00 pm	Workshop F: Workforce of the Future
	Workshop G: Driving Performance through Strategy— Leading, Advancing, and Enhancing Blue
	Workshop H: Sustaining Asset Management – The Leadership View
Wednesday, February 21	
7:30 am – 5:00 pm	Registration Open
8:30 am – 10:00 am	Opening General Session
10:30 am - 12:00 pm	Operationalizing Asset Management
	Energy and Technology
	Finance/Rate Planning and Collaboration
	Being Strategic with Your Human Capital
12:00 pm – 1:30 pm	Networking Lunch
1:30 pm – 3:00 pm	Asset Management and Change
	Managing Utilities in a Changing World
	Who Pays? Reclaimed and Recycled Water Finance
	Engaging Value with Your Customers and Stakeholders
3:30 pm – 5:00 pm	Asset Management
	Utility Management and Planning for the Future
	Improving System Operations
	Customer Communication and Improvements
5:00 pm – 6:30 pm	Networking Reception

Thursday, February 22

8:00 am – 5:00 pm	Registration Open
8:30 am – 10:00 am	Utility Leader Forum: HELP WANTED - Providing Workforce Support and Development in Low Income-High Risk and Capacity Limited Communities
	Asset Management Tools
	Looking into the Future Through Intentional Public Involvement
	Integrated Strategic Planning - A Road Map to the Future
10:30 am – 12:00 pm	Utility Leader Forum: Sustainable Rates: Balancing Revenue and Resource Efficiency
	Asset Management and Planning
	Workforce Improvement - The Importance of Effective Human Capital
	Proactively Managing Risk
1:30 pm – 3:00 pm	Utility Leader Forum: Texas Topic
	Business Process Optimization
	The Importance of Collaboration in Utility Partnerships
	Information Technology (IT) Management
3:30 pm – 5:00 pm	Speed Strategies in Communications: How to Win Community Support and Influence the Conversation About Your Utility
	Operations/Maintenance - Improving Efficiency
	Are You Ready? Emergency Preparedness Approaches
	US Department of Agriculture Federal Funding for Green Infrastructure: Source Water and Storm Water
5:00 pm – 6:30 pm	Meet the Speakers Social Event

Friday, February 23

8:00 am – 12:00 pm	Registration Open
8:30 am – 10:00 am	Proactive Connection with Customers and Stakeholders
	Benchmarking and Performance Management
	Finance, Accounting and Rate Policy
	Infrastructure Management
10:30 am – 12:00 pm	Strengthening Your Organization - Culture and Improvement
	Expanding Benchmarking: Going Beyond the Metrics
	Funding and Affordability
	Environmental Issue Management

WORKSHOPS FEBRUARY 20

Workshop A: Demystifying the “SMART” Utility

8:30 am – 5:00 pm | Full-Day

Join us for this full-day workshop, designed to educate water utility leaders on the topic of intelligent water systems by exploring the experiences of four major metropolitan utilities who utilize the field's systems and methodologies to solve business problems specific to the water industry.

Workshop B: Leading Water Utility Innovation

8:30 am – 5:00 pm | Full-Day

This workshop provides utilities with the knowledge and tools to create a sustainable culture of innovation, broadly engage stakeholders, and effectively leverage external resources. Attendees will learn the eight key disciplines of innovative utilities based on the experience from private industry and utilities from around the world, and how these disciplines can be combined into a scalable Utility Innovation Framework that guides utility activities.

Workshop C: Effective Staff Training: Bringing the Resources Needed to Do It Right

8:30 am – 12:00 pm | Half-Day

Utilities have historically under-invested in staff training, few have a realistic picture of the level of investment required to implement a sound training program, or a considered approach on the degree to which programs will be designed in-house, with consultant support, or a combination. This workshop provides information on the achievements and challenges associated with different approaches, and support for developing agency-specific training resource plans.

Workshop D: Water Utility Management (AWWA Manual M5)

8:30 am – 12:00 pm | Half-Day

The new AWWA M5 Manual "Water Utility Management" is a go-to reference guide for utility managers to help them achieve their utility's most critical objectives. Increasing demands, changing technologies and aging infrastructure complicate every manager's role. This

Young Professionals Summit

Come for the summit. Stay for the conference.

The Young Professionals Summit (a WEF and AWWA joint event) is the premier workshop for young professionals in the water and wastewater sector. At the YP Summit, local and national leaders will discuss emerging issues in the water sector and provide programming to expand your leadership skills. Join us in San Antonio, TX this February 19-20 to explore your role in water and how you can best serve your organization and community!

www.wef.org/YP-Summit

Full-Day Workshop	Thru 1/26/18	\$179 member \$209 nonmember
	After 1/26/18	\$199 member \$229 nonmember
Half-Day Workshop	Thru 1/26/18	\$100 member \$120 nonmember
	After 1/26/18	\$129 member \$150 nonmember

workshop focuses on what is essential for today's utility managers to know. Industry leaders will present the M5 Manual's best practices and lesson learned to help today's utility managers remain heroes in this ever-changing world.

Workshop E: Keeping it Real: Building an Innovative Culture that Gets Results!

8:30 am – 12:00 pm | Half-Day

This workshop is all about learning and interacting with your peers, and is designed to show, through real world examples and table discussions, how to pull it all together to get the results utility leaders need. The workshop will be built around the 5 Keys to Management Success that, along with the Attributes of Effectively Managed Utilities, make up the Effective Utility Management approach endorsed by WEF, AWWA, EPA, and seven other major water sector organizations.

Workshop F: Workforce of the Future

1:30 pm – 5:00 pm | Half-Day

This workshop identifies common ground in anticipated workplace and workforce changes and provides discussion about how that common ground must meet the needs of the Utility, meet member needs, and satisfy the needs of the customer. Workshop participants will learn about the changing workplace, the changing workforce, the intersection of the two, and solutions and case studies designed to address the issues.

Workshop G: Driving Performance through Strategy—Leading, Advancing, and Enhancing Blue

1:30 am – 5:00 pm | Half-Day

This workshop highlights the opportunities and benefits of strong strategy, performance management, and innovation. Attendees will learn how growing strong individual and team performance can drive utility success.

Workshop H: Sustaining Asset Management – The Leadership View

1:30 pm – 5:00 pm | Half-Day

This workshop provides a highly interactive forum for participants to learn from senior leaders about experiences and practical methods that are effective for leading a successful asset management program. Case studies and examples of best practices for a range of topics will be presented by presenters from Toho Water, Tarrant Regional Water District and DC Water.

REGISTRATION

Registration Category	Before: January 26, 2018 (Super Saver)	After: January 26, 2018
Full Conference	\$690 member \$995 nonmember	\$890 member \$1,295 nonmember
One-day Conference	\$400 member \$535 nonmember	\$520 member \$660 nonmember
Student	\$0 member \$225 nonmember	\$0 member \$290 nonmember

Note: Cancellations must be received by February 9, 2018, to be eligible for a refund.

Only WEF and AWWA members are eligible for the member rate.

Not a member? Join today: www.wef.org/JoinWEF

HOTEL ACCOMMODATIONS

Hyatt Regency San Antonio Riverwalk

123 Losoya Street, San Antonio, Texas, USA, 78205

Hotel Phone: (210) 222-1234 | Reservation Phone Number: (888) 421-1442

Reservation Link: <https://aws.passkey.com/go/WEF2018UtilMgmt>

Book your stay at the Hyatt Regency San Antonio Riverwalk by January 26, 2018, to be eligible for the discounted conference rate of \$199 per night. *Please note:*

The conference rate is available on a first-come, first-served basis. When booking, please ask for the WEF/AWWA—Utility Management.

10.5
PDHs

0.6
CEUs

10
Contact
Hours

CONTINUING EDUCATION CREDITS

Attendee may earn Continuing Education Units (CEUs) for participation in workshops, Professional Development Hours (PDHs) for the Opening General Session and technical sessions. General Contact Hours are available for participation in the Mobile Session and Facility Tours. *Please note: Credit totals are subject to change. Conference participants are responsible for exploring their state requirements to confirm these educational credits are recognized.*

SPONSORSHIP OPPORTUNITIES

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Sponsors of The Utility Management Conference™ will receive unparalleled exposure to an elite attendee base. Opportunities include conference-wide packages; ad placements in the conference program; registration giveaways, such as tote bags, lanyards, and water bottles; support of the opening general session, breaks, the luncheon, and the networking reception; and hotel sponsorships, such as key cards, door drops, and screen ads; and digital media opportunities through Wi-Fi, mobile app and online registration and proceedings. Each opportunity offers multiple branding exposures (pre-show and onsite) at price points designed for any marketing plan.

79% of surveyed 2016 Utility Management Conference attendees were able to recognize and accurately identify conference sponsors.

Networking opportunities are among the top 3 reasons for attending UMC. Consider sponsoring one of the conference's onsite events to get your company in front of attendees.

Sponsor Benefits

- Enhanced visibility to conference attendees
- Logo recognition on corresponding sponsor slide at the Opening General Session
- Sign recognition at sponsored event
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- Logo with sponsor directory listing including company website and address in conference program
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- Complete mobile app listing, including logo, description, and PDF upload capability
- Pre-registered and final attendee lists in Excel format
- Sponsor badge ribbons

Our long-term partnership with WEF and active involvement in your conferences supports our corporate mission—to provide vision, value and service to support clean water worldwide. From sponsorship concepts to fulfillment, your staff always goes above and beyond to create unique opportunities to help us reach our clients and partners!

Debra Hempel

Water-Marketing/Communications Lead, HDR

Thank you to our current sponsors for their support of the conference



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The Utility Management Conference™

AWWA | WEF

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The Utility Management Conference is the leading, most informative, and most prestigious management conference available to the water and wastewater industry. Gather with fellow water and wastewater managers and professionals to share your knowledge and experience the latest approaches, practices, processes, techniques, case studies, and research in all aspects of utility management.

Conference highlights include: intelligent water systems; innovation & strategic planning; leadership & workforce development; benchmarking & performance optimization; customer service; infrastructure & asset management; public affairs; and more.



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