Wednesday, February 26
Registration Open: 7:30 am – 5:00 pm
8:30 am – 10:30 am Opening General Session
Session 01: Technology Whirlwind - Strategies for Technology Adoption and Integration
Session 02: Leadership / Workforce Support and Development I
Session 03: Risk-Based Approaches to Waterline Assessment and Replacement Planning
Session 04: Innovative Rates and Charges to Achieve Multiple Benefits
10:30 am – 12:00 pm Networking Lunch
1:30 pm – 3:00 pm Networking Reception

Thursday, February 27
Registration Open: 8:00 am – 5:00 pm
8:30 am – 10:30 am Opening General Session
Session 13: Journey to the Center of Continuous Process Improvements
Session 14: Optimizing Data Management to Deliver Better Asset Management Results
Session 15: Sustainable Capital Planning
Session 16: We Need to Change How We Communicate
Session 17: Information Technology Transformation
Session 18: Asset Management Strategy Development
Session 19: Importance of Community Support for Your CIP
Session 20: Understanding How to Communicate with Customers in Today’s Media Environment
12:00 pm – 1:30 pm Lunch on your own
1:30 pm – 3:00 pm Networking Reception
1:30 pm – 3:30 pm Workshop B: The Digital Worker: Workforce Implications of Digital Tools
1:30 pm – 3:30 pm Workshop C: Using Management Standards as Leadership Tools to Optimize Process Efficiency
1:30 pm – 3:30 pm Workshop D: Leveraging the AWWA M5 Manual with Effective Utility Management (EUM) Practices
1:30 pm – 3:30 pm Workshop E: Principles and Best Practices for Collaborative Delivery for Water Infrastructure Projects
1:30 pm – 3:30 pm Workshop F: Business Intelligence-Driven Utility Optimization
For detailed workshop descriptions please visit: www.wef.org/UtilityManagement
This conference is jointly hosted by the Water Environment Federation and American Water Works Association, in cooperation with the California Water Environment Association and the Water Research Foundation.

Registration Fees

<table>
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<th>Registration Category</th>
<th>Before 1/17/2020</th>
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<tr>
<td>Full Conference</td>
<td>$690</td>
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Note: Cancellations must be received by Friday, February 14, 2020, to be eligible for a refund.

Continuing Education Credits

0.6 CEUs | 13.5 PDHs | 1.5 GCHs

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

Hotel Accommodations
Hyatt Regency Orange County
11999 Harbor Blvd., Garden Grove, California, United States, 92840
Phone: 1-714-750-1234
Group Rate: $189/night
Cut-off Date: February 3, 2020
Reservation Phone Number: 1-800-233-1234
Reservations are available on a first-come, first-served basis and may sell-out before the cut-off date, so don’t delay in booking your room!

Book Your Room Here:

Sponsorship Opportunities
Sponsoring The Utility Management Conference will enhance your company’s visibility and provide greater awareness of your branding, products, and services to the water sector’s decision makers.

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To learn more or sign-up:
Contact Sarah Evans Moretti at smoretti@wef.org | 1-703-684-2466

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Utilities of the future will be the best performing systems in the world. WEF’s Utility Management Conference is the only event that provides the comprehensive education, networking, and connections essential to tackling the challenges of today and tomorrow’s most pressing issues.

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For more information or to sign up, please contact Sarah Evans Moretti at smoretti@wef.org or 1-703-684-2466.

To learn more about the sponsors, visit www.wef.org/UtilityManagement/2020/Sponsors.