



William Keefer

Senior Planner

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Areas of Expertise

Education, Facilitation & Training
All Hazard Exercise Development and Facilitation

Drinking Water Quality

Water Security

Environmental Permitting & Compliance

Emergency Preparedness & Response

Professional Registrations & Affiliations

Certified Massachusetts Municipal Vulnerability Preparedness Provider

FEMA Certifications:

IS-100/200/300/400

IS-553 Coordination

IS-700 NIMS

IS-701 MACS

IS-702 Public Information

IS-800 NRF

Memberships:

American Water Works Association (AWWA)/New England Water Works Association (NEWWA)

Academic Background

Project Management Certification, 2009, Association for Project Management (APMP)

Master of Science, 2004

Environmental Science, American University

Bachelor of Science, 2002

Environmental Science, University of Delaware

Professional Experience

Horsley Witten Group, Inc. Planner, 2011 to Present

Atkins Global, Process Engineer, 2008 to 2010

United Water New Jersey, Compliance Specialist, 2006 to 2007

DC Water and Sewer Authority, Water Quality Specialist, 2003 to 2006

Horsley Witten Group

Sustainable Environmental Solutions



Will Keefer has 22 years of professional experience and his areas of expertise include training event development and facilitation, water and wastewater resilience, environmental regulatory compliance, and asset management/planning gained through roles in the United States, United Kingdom, and United Arab Emirates. Will schedules, develops, and facilitates numerous discussion and operations-based training events across the United States for federal, state, and local clients to help jurisdictions become better prepared for and more resilient against natural and man-made incidents. In addition, Will supports other projects on the topics of climate change adaptation, community-based resiliency, cybersecurity, lead in drinking water, and environmental policy.

KEY PROJECTS

U.S. Environmental Protection Agency (EPA) Support: Provides support to the EPA Water Infrastructure and Cyber Resilience Division in the form of training and exercises, as well as the development of tools for the water and wastewater utilities across the United States. Training topics include natural and man-made disaster preparedness, critical infrastructure interdependencies, risk and resilience assessments, emergency response plan development, drought resilience and water loss, black sky planning, community-based water resiliency, and many other water security initiatives.

U.S. EPA Region 3 (Philadelphia, Pennsylvania) Support: Provides support specifically for EPA Region 3 staff and their assigned states and utilities. As the primary agency for the District of Columbia, Region 3 staff have unique roles and responsibilities that are normally found at the state level. Provides assistance to the Region including emergency response training and exercises for the staff to enhance their capability to support DC Water and other states in the region.

Water and Wastewater Agency Response Network (WARN) Support: Leads the development, planning, and conducting of WARN intrastate and interstate seminars, tabletop exercises and functional exercises for the 50 WARNs across the country. Supports the annual WARN Chairpersons Meeting and develops a National WARN Progress Report.

Water Sector Incident Command System (ICS) and National Incident Management System (NIMS) Training: Develops the content and acts as an instructor for this training series that is presented across the United States. Delivers presentations and group learning activities, resulting in thousands of water and wastewater professionals receiving ICS and NIMS certifications, being more prepared to respond to incidents that could impact their utilities.

DC Water Emergency Preparedness Support: Supports DC Water in preparedness activities to include ICS training; designing and conducting tabletop, functional exercises and drills for Incident Management Team members and field staff; and facilitating events for DC Water customers and partner agencies. Lead training events including after action conferences following incidents and annual critical customer engagement sessions. Facilitate the development of actionable improvement planning items for local, state, and federal stakeholders to improve coordination in the future.

Source Water Protection Training: Plans, develops, and facilitates source water protection workshops, tabletop, and functional exercises across the country focused on preparing for releases. Leads discussions and exercises designed to provide an opportunity for water suppliers to plan and discuss response capabilities with local, county, state, and federal response partners.



Cybersecurity Assessments, Technical Assistance and Workshops: Conducts confidential cybersecurity assessments for water and wastewater utilities around the country. Based on the assessment, a utility receives a customized cyber action plan and subsequent assistance that helps them to implement the plan's identified cybersecurity best practices. Involved in the development and facilitation of cybersecurity workshops and cyber incident response exercises throughout the United States.

Regional and State Level Exercises: Plans and facilitates functional and full scale exercises that test the capabilities of utilities to respond to resources requests by deploying personnel and equipment to a requesting member's location. Enables emergency response agencies and local, state and federal stakeholders to communicate and coordinate an activated emergency operations center.

Community and County-Level Exercises: Plans and facilitates sessions designed to bring together local emergency responders to provide response training, enhance coordination and communication between all responders, improve understanding of roles and responsibilities, and allow participants to discuss steps to prepare for a future, multi-agency, "all hazards" emergency scenario.

W.K. Kellogg Foundation: Lead in Drinking Water in Schools and Homes: Led the development of a "Managing Lead in Drinking Water at Schools and Early Childhood Education Facilities" guide and fact sheets regarding how to better manage risk of lead (Pb) in drinking water in homes and apartments. Created a website with information on lead in drinking water resources for homeowners in all 50 states.

Development and Implementation of Southern Water Asset Management Program, Epsom, United Kingdom: Prioritized management schemes to deliver a prioritized scheduling of Water Supply Works investigations based on cost, benefit, and overall business value. Included response scenarios for a significant increase of bacterial failures, the monitoring of the completion of system wide disinfection compliance improvement schemes, and the delivery of a pump optimization program which identified £141,000 yearly savings for Southern Water.

Chlorination Systems Evaluation, Abu Dhabi, United Arab Emirates: Led the collection and analysis of potable water samples at strategic locations across the emirate and performed capacity and residual analysis of the chlorination systems to provide recommendations for improving water quality

Management of Environmental Regulatory Compliance Programs, Haworth, New Jersey: Coordinated with all departments of United Water New Jersey to maintain compliance with applicable laws and regulations. Submitted regulatory reports, managed the permit renewal and termination process, created a document index for permits, developed the yearly disaster response drill, directed regulatory site inspections of the Haworth Water Treatment Plant, and supervised the cleanup of spills in the watershed.

Lead in Drinking Water Mitigation, Washington, District of Columbia: Completed a research and development project which mitigated lead (Pb) problems in Washington, DC drinking water and deferred a major service line replacement program. Developed a sampling program of residential, commercial and government locations and investigated suspected drinking water contaminations and customer water quality complaints.