



Quisha Light, Acting Director

1120 SW Fifth Avenue, Room 405
 Portland, Oregon 97204-1926
 Information: 503-823-7770
 Portland.gov/water



November 25, 2025

OESAC CEU Committee
 PO Box 577
 Canby, OR 97013-0577

Dear members of the CEU Committee:

Please consider this request for your approval of the American Water Works Association (AWWA) Fall 2025 Webcasts for 1.1 CEU's.

DATE	AWWA Fall 2025 Webcasts	CEU's: 1.1
9/10/25	Water 2050: Strengthening Public Trust in Water	0.1
9/17/25	YP Global Perspectives: Navigating Careers in Water Across Cultures	0.1
9/24/25	Water 2050: The Value of Regionalization or Consolidation of Water and Wastewater Services	0.1
10/08/25	Developing Predictive Models for Service Line Inventories and Applying Results to Regulatory Compliant Inventories	0.1
10/15/25	Water 2050: The Future of Water Utility Financial Sustainability	0.1
10/22/25	Implementing Reliability Maintenance Programs to Optimize O&M	0.1
11/05/25	Water 2050: Strategic Planning for Resilient Water Resources - From Vision to Action	0.1
11/12/25	Communicating the True Cost of Water	0.1
11/13/25	From Paper to Progress: Utility Leaders on Strategic Planning with AWWA's M5 Manual	0.1
11/19/25	Filter Surveillance	0.1
11/20/25	Engineered for Endurance: Building Resilience	0.1

Thank you in advance for your consideration.

Respectfully,

Averi Tegethoff
 Portland Water Bureau
 averi.tegethoff@portlandoregon.gov

The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, or to file a [complaint of discrimination](#), contact **503-823-4000 (311)**, **Relay: 711**, or **503-823-7770**.

Traducción e Interpretación | Biên Dịch và Thông Dịch | 口笔译服务 | अनुवादन तथा व्याख्या | Устный и письменный перевод

Turjumaad iyo Fasiraad | Письмовий і усний переклад | Traducere și interpretariat | Chiaku me Awewen Kapas

Translation and Interpretation: **503-823-4000 (311)**, **Relay: 711**, or **503-823-7770** | portland.gov/water/access

Enclosures:

1. Letter of request to review
2. AWWA Webcast Summaries and Speaker Bios

Fall 2025 AWWA Webinars

Water 2050: Strengthening Public Trust in Water

September 10, 2025

Overview:

Community engagement is powerful, and it builds the public's trust. But many water utilities struggle to do it correctly and make the engagement impactful. This webinar highlights stories from water providers across the United States who have built strategic relationships with the communities they serve. This is a conversation-based webinar, filled with examples, visuals, and research to show the impact of community engagement.

Learning Objectives:

- Recognize the connection between a strategic communications and engagement strategy and the public's trust.
- Understand how tactics with visuals, choice of words, and delivery setting can influence a consumer's perception.
- See how a variety of funding and staffing decisions can build a professional communications team at a water provider.

Panel Biographies:

Kelley Dearing Smith, Vice President, Communications & Marketing, Louisville Water Company

Kelley Dearing Smith has spent more than 25 years elevating the value of water through her work at Louisville Water Company and throughout the water sector. Kelley is Vice President of Communications and Marketing at Louisville Water and serves on AWWA's International Council and is past chair of the Public Affairs Council. Kelley directs all internal/external communications at Louisville Water as well as public affairs, community relations, and economic development. She has authored a book on Louisville Water's history and oversaw the development of the Waterworks Museum at the company's 1860 pumping station. Kelley's impact on communications was recognized by AWWA with the 2025 Abel Wohlman award, one of the highest honors from the Association. Kelley is the first communicator and the first female to receive the award.

Michelle Clements, Public Relations and Communications Director, Portland Water District

Michelle Clements has over two decades of experience in the communications field. She is the Communications and Public Relations Director at the Portland Water District (Maine). Clements is Accredited in Public Relations (APR) through the Public Relations Society of America and has won several regional and national awards, including the Edward L. Bernays Achievement Award, the highest individual honor bestowed by the Maine Public Relations Council. Clements is a member of AWWA's Public Affairs Council and the Editor of the New England Water Works Association's technical publication, the Journal.

Sonia Allman, Manager of Strategic Communications, Metro Water Services

Sonia Allman has served as the Manager of Strategic Communications at Metro Water Services (MWS) for over 20 years. Along with her team, she manages all communications and public messaging strategies for drinking water, stormwater, and water reclamation for MWS. A graduate of the University of Tennessee, Sonia holds a Bachelor of Science Degree in Biology. It was her personal interest in the environment that led Sonia to a career in the water industry, and she worked as an Environmental Compliance Officer, performing water quality work and stream bioassessments prior to her current role.

Natalie DeRoock, Public Affairs Division, Tucson Water

Natalie DeRoock leads the Public Affairs Division at Tucson Water, where she serves as a senior advisor and champions innovative and sustainable strategies for water quality and resource management through her work in government affairs and strategic communications. She is a former policy researcher at the University of Arizona, where she was a co-recipient of a National Science Foundation award. Natalie proudly served overseas as a lead public affairs strategist for the U.S. Department of State. Her work amplifies positive, innovative, and culturally relevant approaches to water management domestically and abroad, ensuring a safe, secure, and sustainable water future for all.

YP Global Perspectives: Navigating Careers in Water Across Cultures

September 17, 2025

Overview:

This webinar explores the unique journeys of young professionals (YP) with international backgrounds in the water industry, highlighting their challenges and successes navigating academic, cultural, and professional landscapes across borders.

Learning Objectives:

- Analyze the common challenges faced by international students and young professionals transitioning into the water industry.
- Share personal strategies to navigate cultural, academic, and workplace environments.
- Discuss strategies that the speakers leveraged from their international experiences to succeed in their current roles.
- Learn about the panelists' tips and techniques to successfully adapt to new professional settings.
- Create stronger connections between the international YP community within AWWA.

Panel Biographies:

Alfredo Rodriguez, Environmental Engineer, CDM Smith

Alfredo Rodriguez is an environmental engineer with more than 5 years of experience in the consulting industry, focused on hydraulic modeling of wastewater collection systems and water distribution systems for master planning projects. He is also passionate about stormwater pollution prevention projects for the aviation industry. He enjoys social media content creation, making his own bow ties, and riding the bike he recently bought.

Angela Davis, Biologist, U.S. EPA

Angela Davis is an environmental microbiologist with 3.5 years of experience in the federal government, with a focus on federal and state water regulations, microbial and chemical contamination, and water reuse. She is passionate about the work she does in the federal workforce, in hopes of protecting public health and the environment, and ensuring everyone has access to safe drinking water.

Pooja Chari, Project Engineer, Woodard & Curran

Pooja Chari is a Project Engineer at Woodard & Curran and a licensed Professional Engineer in the state of Massachusetts. Pooja completed her Bachelor's in Chemical Engineering from the Institute of Chemical Technology in Mumbai, India, and a Master of Science in Environmental Engineering from the University of Cincinnati, OH. In her current role at Woodard & Curran, she primarily focuses on design for water and wastewater treatment.

Pooja has been an active member of AWWA for 10 years. Currently, Pooja is the VP Chair for the International Council VP Committee, Secretary for Capital Project Delivery Committee, and member of the Water Treatment Facility Design & Construction Committee. She is the 2024 5 under 35 award recipient.

Paniteja Madala, Water/Wastewater Engineer, AECOM

With seven years of experience in water and wastewater management, I currently work at AECOM on projects serving clients in the USA, India, and the UK. I serve as a Young Professional Advisor on the AWWA International Council, hold leadership roles with IEEE and WEF, and contribute to ASTM standards committees. I have co-authored technical resources, including WEF's MOP8, and hold master's degrees in Construction & Facilities Engineering and Environmental Engineering & Management.

Water 2050: The Value of Regionalization or Consolidation of Water and Wastewater Services

September 24, 2025

Overview:

Water and wastewater utilities are facing increased operational and financial pressures. Regionalization or consolidation of water and wastewater utility services can help certain communities leverage economies of scale and improve service delivery. If your utility or region is considering regionalization or consolidation, this webinar offers a valuable opportunity to learn from seasoned and skilled practitioners. Find out what it takes to successfully implement water and wastewater utility regionalization or consolidation and explore different opportunities and solutions available to support your efforts.

Learning Objectives:

- Explore various regionalization and consolidation strategies and evaluate which approaches are most likely to deliver an optimal outcome.
- Identify the types of data stakeholders must gather and analyze to support and justify this approach.
- Compare different approaches to regionalization and consolidation, including financial impacts, policy and regulatory drivers, and triple bottom line benefits.
- Understand the elements of an implementation plan and activity flow-chart.

Panel Biographies:

Katie Richardson, P.E., ENV SP, Associate VP, TYLin

Catharine (Katie) Richardson brings a valued perspective to the leadership of programs and projects, having degrees in both Communications and Engineering. With 18 years of experience, she has program management experience on major programs that have included significant public outreach, including the development of inventory outreach

programs. She also brings experience with the compilation of rate studies, developing funding strategies, permitting of large and unique programs, and preparing detailed design drawings for conveyance and distribution systems.

Tad Bohannon, CEO, Central Arkansas Water

Tad Bohannon is CEO of Central Arkansas Water (CAW). Under Tad's leadership, CAW has been recognized as a global leader in financial reporting, community partnerships, sustainability, education, regionalism, watershed management, and canine leak detection. Tad serves on the Board of Directors of AMWA, ARWO, the Southwest Section of the AWWA, and the Little Rock Workforce Development Board. He is a frequent speaker on leadership, Arkansas history, and water utility issues. Tad holds degrees from Hendrix College, UALR School of Law, Washington University, and Oxford University.

Bill Teichmiller, CEO, EJ Water Cooperative

Bill Teichmiller is the CEO of EJ Water Cooperative. With his passion for strategic planning and effective utility management, he brings cutting-edge technology to the rural communities that EJ Water helps. He speaks nationally on leadership strategies, creating and advocating for culture in the workforce, rural community relations, and regionalization. When Bill started working at EJ Water, they were serving about 3,300 meters, 4,500 members, and managed a team of 9 employees. Today, Bill's leadership has drastically grown EJ Water to 11,200+ meters, 10,400+ members, and manages a team of 38 employees.

John S. Young Jr., P.E., Former President and Chief Operating Officer, American Water Service Company

John has been employed by and/or supported numerous water/wastewater utilities over his 47 years in the industry. At American Water, he held numerous engineering and operating positions, including Chief Operating Officer. In 2010, he became the Court appointed Receiver of the Jefferson County (Ala.) utility to resolve numerous financial and operating issues. He spent five years leading the recovery effort in Flint, Michigan, and has addressed operating and financial issues in Detroit (DWSD), Puerto Rico (PRASA), and other under-resourced communities. He is currently the Court-appointed Receiver of the Prichard Water Works and Sewer Board.

Developing Predictive Models for Service Line Inventories and Applying Results to Regulatory Compliant Inventories

October 8, 2025

Overview:

This webinar is designed to provide utility professionals and consultants with essential knowledge and practical guidance on leveraging machine learning to develop service line inventories in compliance with the Lead and Copper Rule Improvements (LCRI). With increasing regulatory pressure to accurately identify, manage, and mitigate lead service lines, predictive modeling offers a powerful tool to streamline the inventory process, reduce uncertainties, and enhance public health protection.

Learning Objectives:

- Know what data is needed to develop a predictive model.
- Identify locations needed to field verify when building a model.
- Evaluate cases using predictive models.
- Understand how to utilize model outputs to assign “lead” and “non-lead.”
- Understand the nuances of aligning predictive models with regulatory expectations.

Panel Biographies:

Vishakha Kaushik, Senior Water Engineer, Arcadis

Ms. Kaushik is a senior engineer with over 9 years of professional experience and is supporting drinking water treatment projects across North America. Her experience in the industry has been focused on maintaining drinking water quality in the distribution system including working on corrosion control and disinfection strategies, helping over 500 PWS become compliant with the Lead and Copper Rule Revisions

(LCRR), and writing nitrification action plans. Vishakha is currently serving as the Chair of the American Water Works Association (AWWA) Distribution System Water Quality committee. She is also a chapter author on AWWA Manual M58 - Internal Corrosion Control in Water Distribution Systems, AWWA Manual M68 - Water Quality in Distribution Systems; and serves as a chapter lead for AWWA Manual M20 - Water Chlorination/Chloramination Practices manual.

Lowell Rust, VP of Customer Success, VODA.ai

Lowell began his career in the US Navy following completion of his Mechanical Engineering degree. Following service, he transitioned to the private industry at Schlumberger. Lowell held various roles in product and project management at several providers to the water and energy utility industry, most recently as General Manager of Metering Products at Mueller Systems. Lowell has significant experience in developing products, solutions, and service offerings to meet the needs of utility customers. At VODA.ai, he heads our Customer Success department and ensures an optimal customer experience for every utility.

Tracy Shearer, P.E, Civil Engineer, Las Vegas Valley Water District

Tracy is originally from the San Francisco Bay Area, where she attended UC Berkley for her Bachelor's in Civil Engineering and San Jose State for her Master's in Civil Engineering. During her time in the Bay Area, she worked for the San Francisco Public Utility, the East Palo Alto Water Quality Treatment Plant, and the City of Antioch as an engineer in their Capital Improvements division. After moving to Las Vegas, she worked for the Nevada Department of Transportation before joining the Las Vegas Valley Water District, where she has worked since 2022. At the District, she works in the Engineering and Planning Division with the Master Planning Group, where she is involved in different long-term management and planning projects for the District, such as compliance with Lead and Copper Rule updates.

Robert “Nick” Tuttle, Senior Management Consultant, Arcadis

Nick is a Senior Management Consultant with a technical focus in the Lead and Copper Rule service offerings, along with advancing our Intelligent Water, Applied Research, and Treatment services. Before joining Arcadis, Nick served as the Data Analyst Supervisor, Philadelphia Water Department - Planning and Research, and was instrumental in the implementation of LCRR. He also helped design and facilitate the development of a utility-wide data management strategy to aid in department-wide data analysis and visualization. Nick graduated with his PhD in Marine Biology from Scripps Institution of Oceanography and is currently pursuing his MS in Data Science/Analytics from Georgia Institute of Technology.

Justin Meschter, Water Quality Coordinator, City of Bloomington Utilities

Justin is the Water Quality Coordinator for the City of Bloomington Utilities. He started on the wastewater side before moving into his current role, where he’s been for 2.5 years. His background is in environmental science, holding previous positions as a staff scientist at the Smithsonian Environmental Research Center and a lab manager at Villanova University.

Alice Berners-Lee, Ph.D. VP of Data Science, BlueConduit

Alice Berners-Lee, PhD, is the VP of Data Science at BlueConduit. She leads the Data Science team to build tools to deliver machine learning (ML) models across water assets (e.g., LSLs and water mains). She has a background in neuroscience and over a decade of experience leveraging large-scale data analysis to advance rigorous scientific progress on challenging problems.

Mattie Lehman, Director of Innovation and Technology, City of Goshen, IN

Mattie is the Director of Innovation and Technology for the City of Goshen. Previously, she served as Goshen's GIS Coordinator since the fall of 2022. She holds an M.S. in Environmental Studies from the University of Montana and is passionate about using spatial thinking to protect both the environment and community health. In her role, Mattie equips City staff with the tools they need to create and maintain accurate data records efficiently and confidently. This collaborative approach has helped the City respond quickly and cost-effectively to the public health and infrastructure challenges of the Lead and Copper rules.

Katie Deheer, Analytics Consultant, Trinnex

Katie is a solutions consultant and product leader with Trinnex, a wholly owned subsidiary of CDM Smith. She has 15 years of experience in predictive modeling and holds two Master's degrees. At Trinnex, she works with utilities and regulatory agencies across the country to effectively and responsibly leverage predictive models for lead and copper programs.

Allison Spinelli, Director of Water Resources, Orange Water and Sewer Authority (OWASA)

Allison is the Director of Water Resources for Orange Water and Sewer Authority in Carrboro, North Carolina. She is a registered professional engineer with over 13 years' experience. In addition to her current role as director, she has held a variety of roles at OWASA -utilities engineer, asset manager, and CIP manager. She is a member of the national AWWA Water Utility Council and is the chair of her local North Carolina Regulatory Affairs Committee. She has a bachelor's degree in environmental engineering from Southern Methodist University and a master's degree in environmental engineering from North Carolina State University.

Sandra Kutzing, Lead and Copper Strategy Leader, CDM Smith

Sandra Kutzing is a professional engineer and Senior Vice President at CDM Smith in New Jersey with 22 years of experience in drinking water. She has a B.S. from the University of Illinois and an M.S. from the University of Washington. Ms. Kutzing is CDM Smith's Lead and Copper Strategy Leader, assisting utilities with meeting the Lead and Copper Rule and implementing lead service line replacement programs.

Thomas Barnes, Director of Distribution, Middlesex Water

Thomas Barnes is the Director of Distribution at Middlesex Water Company. He specializes in the operation, construction, and repair of the water distribution system serving approximately 61,000 customers across eastern Middlesex County. Thomas graduated

from Fairleigh Dickinson University with a B.S. in Civil Engineering Technology and an MBA in Management. Thomas is a licensed PE in the field of water resources and environmental engineering, as well as holding a NJ W-3 water operator's license. In his free time, Thomas enjoys the outdoors and sports. He is a competitive golfer, having been a 4-year member of the NCAA Division 1 golf team at Fairleigh Dickinson University.

Water 2050: The Future of Water Utility Financial Sustainability

October 15, 2025

Overview:

Financial Stability ranked fifth in a list of top water industry challenges in AWWA's 2024 State of the Water Industry Report. In its first year of inclusion in the report's list of water challenges, such a high ranking reflects the criticality of financial sustainability to long-term utility success. Working to achieve the Water 2050 vision of creating a sustainable and resilient water future, Water 2050's Finance & Affordability Strategic Implementation Team is focused on a future characterized by a shared understanding of the value of water, as well as a balance between recognition of the full cost of water services and ensuring it does not present an economic burden to our most vulnerable communities.

Learning Objectives:

- A glimpse into our water future through the lens of financial sustainability.
- An engaging discussion about innovative policies and practices that will help shape the future of utility finance.
- Will learn which actions must be taken now to support financial sustainability in the future.

Panel Biographies:

Chris Morrill, Executive Director/CEO, Government Finance Officers Association (GFOA)

Chris Morrill is the Executive Director/CEO of the Government Finance Officers Association (GFOA) of the US & Canada, a 22,000-member professional association that advances excellence in government finance to build thriving communities. He has decades of experience in local government, serving as city manager of the City of Roanoke, VA, the only seven-time All-America City, Assistant City Manager and Budget Director for the City of Savannah, GA, a budget analyst for Catawba County, NC, and downtown project manager for Lynn, MA.

John Mastracchio, CFA, PE, Vice President (Finance), Raftelis

John Mastracchio has 30 years of experience as a financial and management consultant serving water and wastewater utilities. His work covers financial planning and rate setting, capital financing, regionalization, and valuation. He participates in the AWWA Water 2050 finance & affordability SIT and is the past chairperson of the Finance, Accounting, and Management Controls committee.

Kevin Wachtel, Senior Manager, Consulting, Government Finance Officers Association (GFOA)

Kevin Wachtel is a Senior Manager in GFOA's Research and Consulting Center focusing on ERP implementation, process improvement, financial policy development, and budgeting. Prior to coming to GFOA, Kevin served for over 20 years in local government management and finance administration. Mr. Wachtel earned a B.S. in Political Science and a Master of Public Administration degree from Northern Illinois University. Mr. Wachtel has been recognized by the GFOA as a Certified Public Finance Officer.

Jason Mum, Senior Director of Infrastructure Finance, Brown and Caldwell

Jason Mummis, Senior Director of Infrastructure Finance at Brown and Caldwell. He has 30 years of experience helping local government utilities solve complex financial and operational challenges. A nationally recognized expert in utility rates, fees and charges, he has also helped author significant portions of the American Water Works Association (AWWA)'s guidelines for water utility rates. He currently chairs the Water2050 Strategic Implementation Team responsible for recommendations to guide utility providers closer to full-cost pricing by 2050.

Implementing Reliability Maintenance Programs to Optimize O&M

October 22, 2025

Overview:

Learn key strategies and steps you can take to implement and sustain a successful reliability program from any stage of your reliability journey. This session includes a high-level overview of maintenance reliability: the journey and lessons learned from three utilities successfully implementing reliability maintenance projects; tips for developing strategies to sustain and improve asset reliability; and a panel discussion with audience engagement.

Objectives:

- Insight into developing strategies to optimize operations, maintenance, and asset reliability.
- High-level overview of maintenance reliability.
- Panel will share their experiences of successfully implementing maintenance and reliability practices.

Panel Biographies:

Tammy Whipple, Principal Consultant, AMCL

Tammy is a Principal Consultant at AMCL. She received a master's in public administration from Seattle University. Tammy has 22 years' experience in non-profit management, the water industry, and local government. With 13 years' managing the development and implementation of robust Asset Management programs, strategies and plans.

Andy Yang, Director of Asset Management, San Jose Water Company

Andy Yang is the Director of Asset Management at San Jose Water. He is a licensed Professional Engineer, certified Reliability leader, Project Management Professional, and is certified by the Institute of Asset Management. Andy holds a B.S. from U.C. Berkeley and an M.S. from Stanford University and is currently focused on advancing the water industry through asset management.

Mert Muftugil, P.E., Engineering Supervisor – Asset Management Branch, Portland Water Bureau

For nearly 20 years, Met has been inneresed in asset management across North America's water and wastewater utilities. Today, Mert serves as the Engineering Supervisor of the Asset Management Branch for Portland Water Bureau, where his Passion lies in closing the gap between strategic theory and on-the-ground practice.

Joan Gausvik, Asset and Planning Manager, City of Tulsa – Water and Sewer Department

Joan executes the Asset Management (AM) Program for the City of Tulsa Water and Sewer Department. Joan is a graduate of Missouri S&T (Formerly University of Missouri – Rolla) with a B.S. degree in Chemical Engineering. She is a professional engineer in Oklahoma and Florida, A Waterworks Operator, and has earned a Certificate in Asset Management from the Institute of Asset Management.

Scott Furman, Maintenance Reliability Coordinator, City of Tulsa – Water and Sewer Department

Scott currently works for the City of Tulsa's Water and Sewer in the Position of Maintenance Reliability Coordinator. His educational background is in Strategic Implementation of Reliability and Maintenance through Tickle College of Engineering along with a Bachelor of Science in Business, with a minor in Management through Western International University with state certifications in Water and Wastewater operations through ODEQ of Oklahoma and is a certified reliability leader.

Water 2050: Strategic Planning for Resilient Water Resources - From Vision to Action

November 5, 2025

Overview:

Discover how Sonoma Water builds resilience through strategic planning, community collaboration, and transparent technology. Learn a replicable approach to climate adaptation and public trust. Attendees will gain tools to create living strategic plans, use performance dashboards, and engage stakeholders to shape a future-ready water agency.

Objectives:

- Analyze the drivers behind strategic planning in water resource management, including climate, infrastructure, and public trust challenges.
- Evaluate how pillars like environmental stewardship, climate resiliency, and community engagement contribute to long-term utility resilience.
- Apply strategies for building internal and external transparency, even when resistance or discomfort arises.
- Create adaptive, "living" plans that evolve based on performance data, staff feedback, and community input. Leverage technology to align strategic goals with measurable action, transparent reporting, and culture change.

Panel Biographies:

Kevin Wachtel, Senior Manager, Consulting, Government Finance Officers Association (GFOA)

Kevin is a Senior Manager in GFOA's Research and Consulting Center, focusing on ERP implementation, process improvement, financial policy development, and budgeting. Prior to coming to GFOA, Kevin served for over 20 years in local government management and finance administration. Mr. Wachtel earned a B.S. in Political Science and a Master of Public Administration degree from Northern Illinois University.

Neil Brem, Employee Engagement / PMO Coordinator, Sonoma County Water Agency

Neil works at Sonoma Water, leading employee engagement and project management efforts. After 30 years in the private sector helping teams work smarter through better systems and culture, he's now focused on building programs and bring people together, move projects forward, and treat progress as a process – not a destination.

Elizabeth Steward, Vice President, Marketing & Research, Envisio

Elizabeth Steward leads the marketing and research team and Envisio. Her work helps local government leaders use technology to build trust and transparency through strategic planning, budget alignment, and performance management. Liz's research explores methods for local government leaders to enhance resident trust through proactive communication, transparency, effective strategic execution, and budget reform.

Communicating the True Cost of Water

November 12, 2025

Overview:

This webinar will explore strategic utilities can use to explain the “true cost of water” in clear, relatable ways that connect with customers and decision-makers. Attendees will come away with new ideas, examples, and resources to strengthen their messaging around the dollars and sense of water service-helping them build understanding and support for the essential work utilities do every day.

Objectives:

- Learn storytelling strategies to communicate infrastructure investments in relatable, customer-friendly terms that build public understanding and support.
- Discover case studies and communication strategies that successfully reframed large capital projects and rate increases as essential, long-term community investments.
- Identify tools, data, and research insights that strengthen local messaging, build trust, and engage stakeholders in conversations about the value and true cost of water.

Panel Biographies:

Matthew Junker, Public Relations. Municipal Authority of Westmoreland County

Mathew Junker is a public relations professional for the Municipal Authority of Westmoreland County, a water and wastewater utility in Southwestern Pennsylvania. Matt volunteers with the Public Affairs Council at AWWA, where he worked on the Lead Communications Guide and Toolkit, Trending in an Instant, and other projects. He has presented four times at ACE, once at UMC, and published six articles in Journal AWWA and one in OpFlow.

Adriann Deering, Manager of Communications, Columbus Water Works

Adriann Deering serves as Manager of Communications at Columbus Water Works in Columbus, Georgia, where she leads strategic communication efforts to strengthen public engagement and organizational messaging. She holds a Bachelor of Arts in Secondary Education and a Master of Business Administration with a concentration in Organizational Leadership. Adriann serves on the Public Affairs Council of the American Water Works Association (AWWA), helping shape national communication initiatives within the water sector.

Douglas Shackelford, Public Affairs Officer, Central Arkansas Water

Douglas Shackelford is the Public Affairs Officer for Central Arkansas Water. Shackelford serves as the face and voice of the utility as well as an advisor to senior leadership on public policy, industry trends, crisis communication, and community outreach programs. Doug holds the Accreditation in Public Relations from the Public Relations Society of America (PRSA).

Alice Fulmer, Director of Subscriber Services, Water Research Foundation

Alice Fulmer is Director of Subscriber Services with The Water Research Foundation (WRF), where she has worked for over 23 years. Alice has a Master of Science in Environmental Science and Engineering from the University of North Carolina at Chapel Hill and resides in Raleigh, NC. She is a member of AWWA and WEF and currently serves as Division Chair of AWWA's Water Quality and Technology Division.

Emily Simonson, Senior Director of Water Leadership and Innovation, US Water Alliance

Emily is the Senior Director of Water Leadership and Innovation at the US Water Alliance, a national nonprofit organization building a sustainable water future for all. She is responsible for building, incubating, and leading initiatives that help advance multi-benefit, equitable policies and practices at the intersection of water, infrastructure, community, and social justice.

From Paper to Progress: Utility Leaders on Strategic Planning with AWWA's M5 Manual

November 13, 2025

Overview:

Strategic planning is a crucial element of running successful utility. This webinar describes the steps required for creating a strategic management approach. It provides water and/or wastewater utility managers with a framework and the tools for starting their own strategic planning process.

Objectives:

- Developing and prioritizing strategic actions
- Identifying performance indicators to track progress
- Executing the plan's initiatives
- Communicating progress internally and externally
- Regularly Reviewing and updating the plan

Panel Biographies:

Malia Turner, Senior Principal Business Analyst, Hazen and Sawyer

Malia is a Senior Principal Business Analyst at Hazen and Sawyer in Raleigh, NC, and has a master's degree in Analytics. She has over 7 years of experience at Hazen and Sawyer and primarily contributes to the digital solutions and utility management solutions groups, developing machine learning (ML) models and business intelligence dashboards for water industry needs.

Ryan Nagel, Vice President, Utility Management Solutions, Hazen and Sawyer

Mr. Nagel is the Utility Management Solutions corporate leader at Hazen and Sawyer. Throughout his 27 years in the industry, he has implemented organizational strategic plans, asset management programs, executive dashboard systems, workforce development initiatives, organizational assessments, and delivered financial feasibility, capital efficiency, and utility formation projects. He has a BS in Civil Engineering, an MS in Environmental Engineering, an MBA in Finance, and is a registered PE and PMP.

Allison Orton Sprigg, Enterprise Strategic Planning Manager, Austin Water

Allison joined the City of Austin in 2014 after working in the private sector banking industry in lending and quality control. She joined Austin Water in 2021 after spending 7 years in the City's Financial Services Department in business process consulting and strategic

planning. Allison holds a Bachelor of Science Degree in Finance from the University of Idaho.

Jay Bernas, General Manager, Hampton Roads Sanitation District (HRSD)

Jay Bernas, P.E., serves as General Manager/CEO of the Hampton Roads Sanitation District. He previously served as Chief Financial Officer for over six years and was instrumental in maximizing WIFIA and Clean Water Revolving Loan Funds, saving ratepayers over \$390 million. He is a professional engineer with an MBA from The College of William and Mary and a Civil Engineering degree from Old Dominion University.

Filter Surveillance

November 19, 2025

Overview:

Filters can be a black box. This webinar focuses on the tools and techniques of filter surveillance to help operators unlock the black box and optimize their facilities. The primary goal is to equip listeners with the necessary tools and techniques to perform filter surveillance and accurately interpret the results. Presenters will begin with an overview of filtration fundamentals and mechanisms. Next, they will focus on the preparation of filter surveillance (tools, setup, etc.), performing filter surveillance (what to do and what to look for), and evaluating the results of filter surveillance (what optimization opportunities are possible).

Objectives:

- Identify major filtration mechanisms and how treatment impacts filter performance.
- Develop in-house tools to complete filter surveillance.
- Create a filter surveillance plan.
- Interpret filter performance and filter surveillance results.
- Identify means to increase plant efficiency.

Panel Biographies:

Tyler Hudson, Senior Principal Engineer, Hazen and Sawyer

Tyler Hudson is a Regional Drinking Water Practice and Operations Assistance Lead for Hazen and Sawyer. He has worked on a variety of drinking water projects—studies, master plans, designs, construction, and operations/start up. His true passion lies in conventional treatment and all things coagulation, flocculation, sedimentation, and filtration. He has

participated in multiple bench, pilot, and full-scale evaluations, including filter surveillance at over 20 facilities across the country, to support utilities in optimizing and enhancing their treatment processes.

Brock Emerson, PE, CEO, Intuitech

Brock actively manages the day-to-day administration and implements Intuitech long-term strategic plan. He has extensive piloting experience in conventional and advanced water treatment. He holds a BS in Mechanical Engineering as well as a MS in Environmental Engineering and an Executive MBA. He has been an active AWWA member: serving as a Division Trustee and the Chair of the Coagulation and Filtration Committee. Brock was a Peace Corps volunteer in The Islamic Republic of Mauritania.

Engineered for Endurance: Building Resilience

November 20, 2025

Overview:

Join top engineers and utility leaders in the drinking water industry as they explore how long-term infrastructure performance is shaped by engineering decisions, material selection, installation practices, and maintenance strategies. This session will highlight utility case studies where systems have withstood decades of service, even under challenging conditions such as seismic events, corrosive soils, and wildfires. Attendees will learn how real-world challenges have shaped best practices in designing durable, low-maintenance water systems.

Objectives:

- Identify key engineering decisions that impact the long-term durability of drinking water infrastructure.
- Evaluate material options and their performance in different environmental conditions, including corrosive and high-risk areas.
- Analyze case studies where water systems have withstood severe challenges such as seismic events and wildfires

Panel Biographies:

Robert Mullins, Vice Chairman, Senior Vice President of the Water Division, Jackson Energy Authority

Robert Mullins is the Senior Vice President of the Water & Wastewater Divisions at the Jackson Energy Authority (JEA). He has been with JEA since 1997 and has held various roles within the company, including managing daily operations of the electric, gas, water, and wastewater systems. Prior to this, he served as the Vice-President of Operations, overseeing the company's operations.

David Billings P.E., Former Director of Water / Chief Water Engineer, Frankfort Plant Board (FPB)

David Billings, P.E., served as the Director of Water and Chief Water Engineer at the Frankfort Plant Board (FPB) for over 20 years. His role involved overseeing the planning, design, and implementation of water and wastewater infrastructure systems. Billings was instrumental in the FPB's efforts to replace its 130-year-old water reservoir and in advocating for the importance of investing in water infrastructure to ensure safe and reliable water services for the community.

AWWA Moderator:

Jason Hrdlicka, Standards Engineer, Engineering & Technical Services