



American Water Works  
Association

*Dedicated to the World's Most Important Resource®*

AWWA WEBINAR 

 American Water Works Association

**Free Webinar:**  
Workforce and COVID-19: Utility Solutions

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**AGING WATER INFRASTRUCTURE**



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## WEBINAR MODERATOR AND PRESENTER



**Joone Lopez**  
**General Manager**  
**Moulton Niguel Water District**

Joone Lopez is the General Manager of the Moulton Niguel Water District, which provides water, wastewater and recycled water services to six cities in South Orange County. Before joining Moulton Niguel, she served as the General Manager of Calaveras County Water District located in Northern California. Joone's prior experience includes working for Apple Valley Ranchos Water Company as its Assistant General Manager and serving as the Deputy General Manager of Central Basin Municipal Water District.

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## PANEL OF EXPERTS



**Joone Lopez**  
General  
Manager,  
Moulton Niguel  
Water District



**Jim Horne**  
Sustainable  
Utilities Program  
Manager,  
U.S. EPA, Office  
of Wastewater  
Management



**Chad Weikel**  
Education &  
Workforce  
Manager,  
AWWA



**Ronald  
Hargrove**  
Deputy Utility  
Director,  
Charlotte Water



**Stacy  
Thompson**  
Deputy Director,  
City of Saco  
Water Resource  
Recovery  
Facility



**Mike Sadowski**  
Operations  
Superintendent,  
City of  
Saskatoon  
Wastewater  
Treatment Plant

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## AGENDA

- I. Water Workforce Resources
- II. Moulton Niguel Water District
- III. Charlotte Water - Workforce and COVID-19: Utility Solutions
- IV. Keep Moving on During a Pandemic - City of Saco WRRD
- V. City of Saskatoon Wastewater Treatment Plant
- VI. Roundtable discussion and Q&A w/ the Audience

Jim Horne and Chad Weikel

Joone Lopez

Ronald Hargrove

Stacy Thompson

Mike Sadowski

Panel

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## ASK THE EXPERTS



**Joone Lopez**  
General Manager,  
Moulton Niguel  
Water District



**Jim Horne**  
U.S. EPA, Office  
of Wastewater  
Management



**Chad Weikel**  
AWWA



**Ronald  
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Charlotte Water



**Stacy  
Thompson**  
City of Saco  
Water Resource  
Recovery Facility



**Mike Sadowski**  
City of Saskatoon  
Wastewater  
Treatment Plant

Enter your **question** into the **question pane** at the right-hand side of the screen.

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## Water Workforce Case Studies



At present, water, wastewater, and stormwater utilities across the county face significant challenges recruiting, retaining, and developing a prepared workforce to deliver the critical services that protect public health and support the vitality of our communities, natural environment, and economy. At the November 2018 *National Water Workforce Convening*, participants stressed the importance of documenting and sharing successful workforce development strategies through a utilities-learning-from-utilities model.

### EPA Works to Develop Case Studies on Innovative Workforce Programs

In response, the Office of Wastewater Management and Office of Groundwater and Drinking Water at EPA, working closely with sector associations and utilities, are developing a series of case studies that will highlight successful utility workforce programs and practices in recruitment, retention, competency, and community partnerships. The EPA expects that these case studies will be available in Summer 2020 and then shared widely throughout the water sector. The case studies will include the following utilities and topics:

- **City of Atlanta & AlexRenew:** Building Community Partnerships to Engage Underrepresented Persons in the Community
- **Philadelphia Water Department & Power Corps PHL:** Recruiting Unemployed and Underemployed Young People for a Greener Future
- **Central Utah:** Developing an Internal Training Program to Support and Retain Employees
- **Louisville, MSD:** Working with Community Partners and Providing Employment for A Young Workforce
- **Moulton Niguel:** Creating a Healthy and Inspiring Workplace Culture
- **Saco, Maine:** Supporting Employees Through Team Building and Networking
- **San Francisco Public Utilities Commission:** Connecting with the Community and Building the Workforce Pipeline from Kinder to Career
- **WaterOne Johnson County:** Restructuring Career Pathways for Upward Momentum

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## Workforce Webinar Series



### Webinar Series: CREATING THE WATER WORKFORCE OF THE FUTURE

Recruiting and retaining a talented and diverse workforce is one of the most important challenges facing today's water and wastewater utilities. It often takes many partners to create a truly sustainable and motivating workforce. Please join EPA and other partners to hear how utilities can collaborate to reach the next generation of the water workforce.

#### Upcoming Webinars

##### June 2020: Utility Workforce Diversity Program

- **Speakers:** **Jennifer Zuchowski**- Manager Programs and Administration, Metropolitan Council of Twin Cities, Minnesota and **Stacy Thompson**- Deputy Director, Saco Water Resource Recovery Department

##### September 2020: Role of State/Local Workforce Boards

- **Speakers:** TBD

#### Past Webinars

##### May 2019: Achieving and Maintaining Economic and Social Health for the Community

- The following links are available to listen to a [Recording](#) of the webinar and a copy of the [Slide Deck](#)
- **Speakers:** **Andrada Butler**- Administrative Service Manager, City of Atlanta Department of Watershed Management and **Mark Poling**- Director of Business Operations, Clean Water Services.

##### October 2019: People are a Utility's Most Important Asset

- The following links are available to listen to a [Recording](#) of the webinar and a copy of the [Slide Deck](#)
- **Speakers:** Hampton Roads Sanitation District, **Paula A Hogg**- Director of Talent Management; **Dorissa Pitts-Paige**- HR Business Partner; **Mike Chapman**- Plant Manager; **Keegan Ankofski**- Interceptor Systems Chief Maintenance Management; and **Anita Hardy**- Plant Operator

##### February 2020: Project WET Assistance to Utilities

- The following links are available to listen to a [Recording](#) of the webinar and a copy of the [Slide Deck](#)
- **Speakers:** **Julia Beck**- Vice President, Project Wet; **April Lopez**- Water Conservation Education Specialist, El Paso Water; and **Cindy Busche**- Environmental Education Manager, Boise WaterShed Education Center

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## Water Workforce Grant

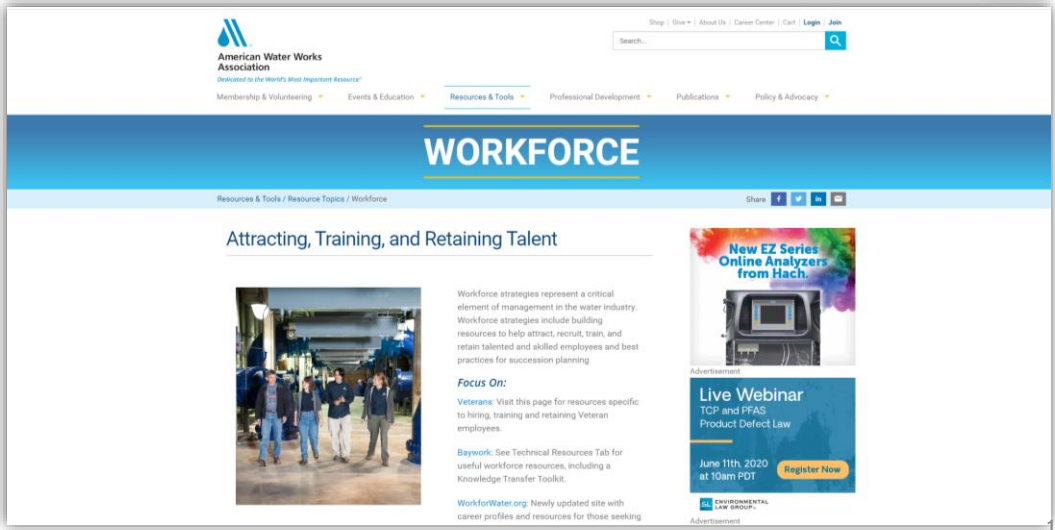
OFFICE OF WASTEWATER  
MANAGEMENT

- **Statutory Authority: America's Water Infrastructure Act (AWIA)**
- **Amount of Funding Authorized and Appropriated :** \$1 million
- **Description of Grant:** To assist the development and utilization of innovative activities relating to workforce development and career opportunities in the water utility sector; and to expand public awareness about water utilities and connect individuals to careers in the water utility sector.
- **Eligible Applicant Types:** Nonprofit professional or service organizations, nonprofit labor organizations, nonprofit community colleges, institutions of higher education, or other nonprofit training and educational institutions
- **Timing:** EPA hopes to issue the Request for Applications (RFA) in July

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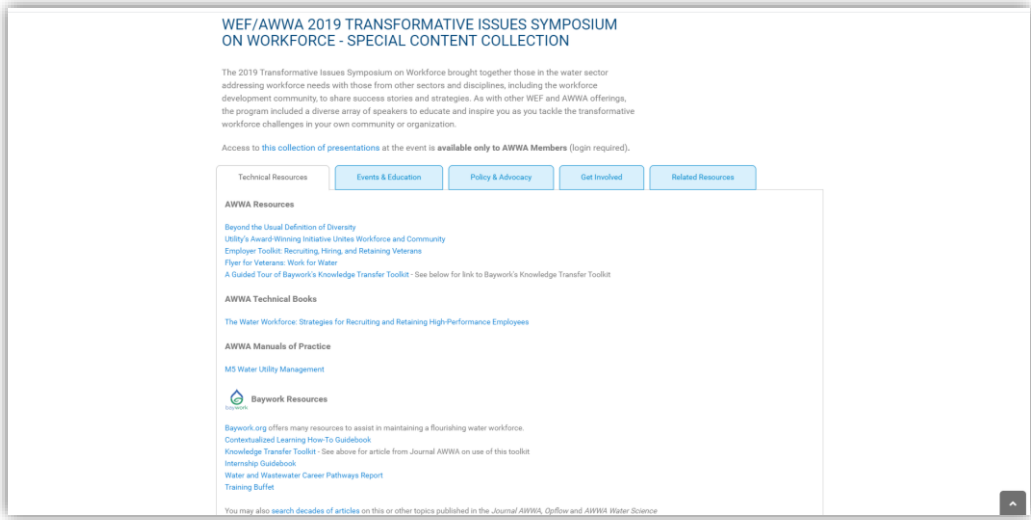
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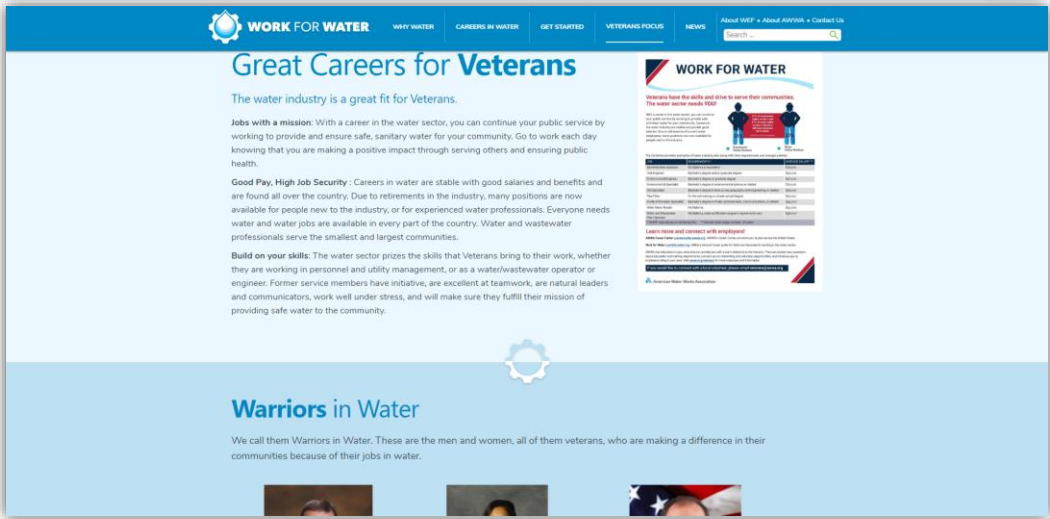


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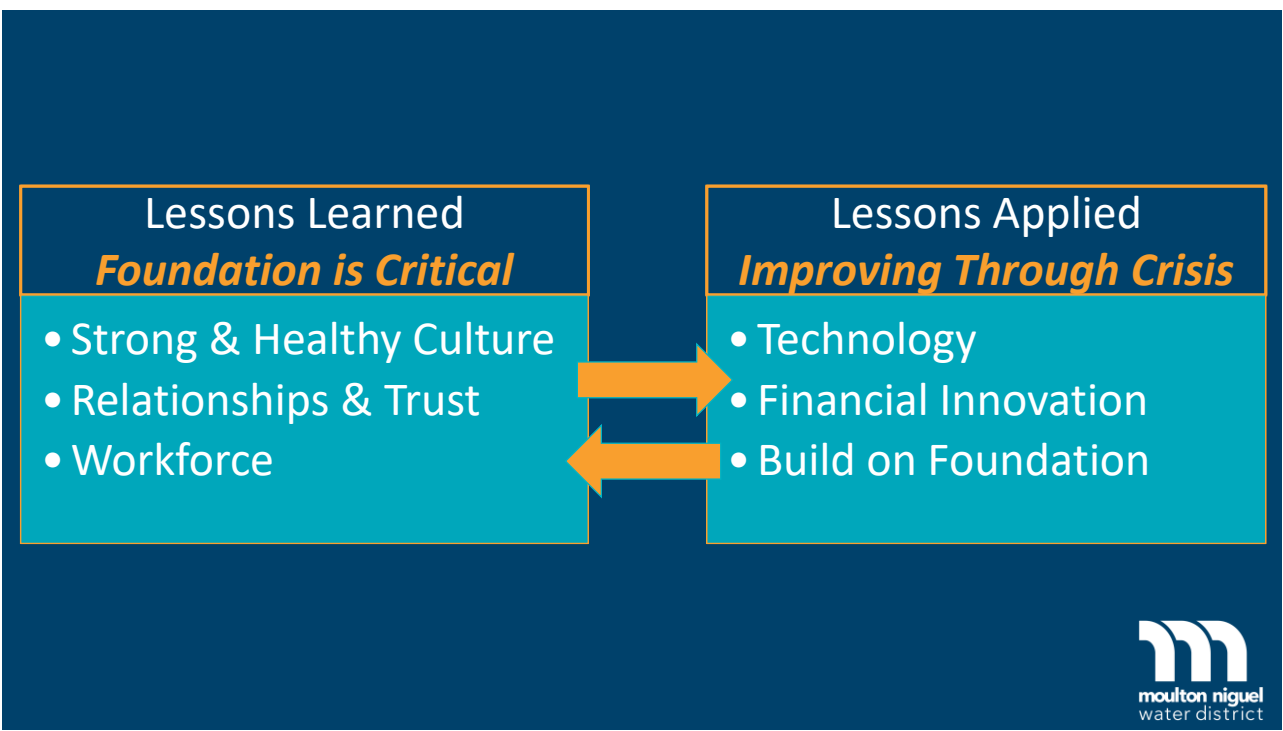




- Drinking Water, Recycled Water, and Wastewater Treatment
- Serve 170,000+ Customers in 6 Cities in South Orange County
- 7-Member Board of Directors
- 158 Employees
- AAA Credit Rating from Fitch and S&P
- Top Workplace in Orange County
- Recognized Statewide and Nationally for Innovation, Environmental Stewardship and Customer Service



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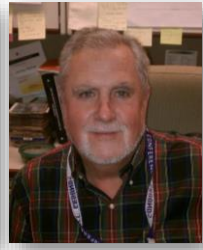
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# ASK THE EXPERTS



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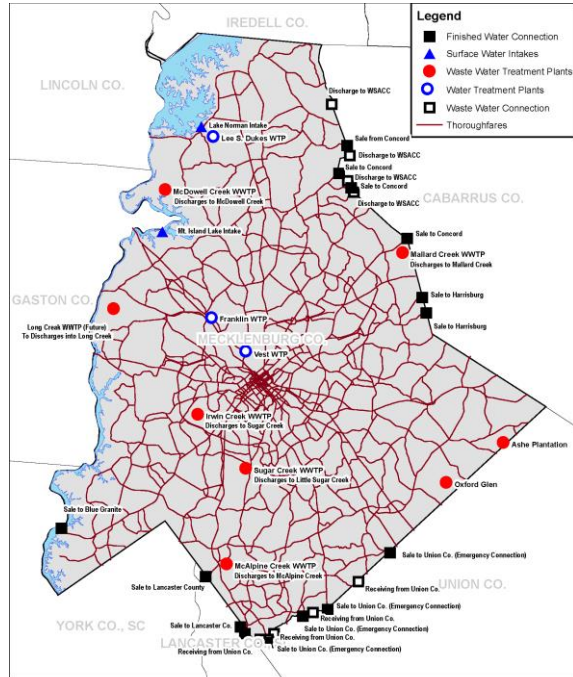
## Workforce and COVID-19: Utility Solutions

**RON HARGROVE**  
**DEPUTY DIRECTOR - OPERATIONS**



## System Overview

- 3 WTPs (174 MGD)
- 5 WWTPs (123 MGD)
- 985,000 customers
- 4,353 miles water mains
- 4,300 miles sewer mains
- 1,000 FTEs
- 17 worksites



CHARLOTTE WATER

CHARLOTTE WATER

Charlotte Water System Map

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Biggest lesson learned...  
Water Utilities Are Truly Resilient



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Keep Moving on During a  
Pandemic  
City of Saco WRRD

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## City of Saskatoon Wastewater Treatment Plant



- Saskatoon, Saskatchewan, Canada
- Population ~ 270,000
- 120 MLD (32 MGD) Biological Nutrient Removal Facility
- ~ 60 Employees



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# City of Saskatoon Wastewater Treatment Plant

## Lesson Learned

Working from home has a realistic possibility of becoming introduced into our new normal. Productivity increases have been a noted benefit for administrative, financial, and engineering staff. Utilization of tools such as Microsoft Teams has made working from home possible, and virtual meetings efficient and viable.

The City of Saskatoon is anticipating large reductions in green house gas emissions, and financial savings as a result of reduced travel throughout the corporation.



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## ADDITIONAL RESOURCES

- Find more COVID-related resources at [awwa.org/coronavirus](http://awwa.org/coronavirus)
- View our [COVID-19 Webinar Series](#)
  - [Free Webinar Recording: COVID-19 Implications to Operations, Compliance & Training](#)
  - [Free Webinar Recording: Legal Aspects of COVID-19 for Water Utilities](#)
  - [Free Webinar Recording: Be a Trusted Source: How to Handle Communication Challenges During COVID-19](#)
  - [Free Webinar Recording: Utility Actions to Sustain Operations During COVID-19](#)
  - [Free Webinar Recording: Facing the New Normal for Credit and Collections During COVID-19](#)
  - [Free Webinar Recording: COVID-19's Financial Impact on Water Utilities](#)

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## UPCOMING WEBINARS

**June 9 - FREE Webinar from GE Digital: It's More Than Grayscale: Busting Myths About High Performance HMI**

**June 11 - FREE Webinar from SL Environmental Law Group: How to Shift Drinking Water Treatment Costs from Ratepayers to Polluters**

**June 18 - WOTUS and Maui – Parallel Developments Impact the Clean Water Act and Source Water Protection**

[Register for a 2020 Webinar Bundle](#)

View the full 2020 schedule at [awwa.org/webinars](http://awwa.org/webinars)

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## THANK YOU FOR JOINING TODAY'S WEBINAR

- As part of your registration, you are entitled to an additional 30-day archive access of today's program.
- Until next time, keep the water safe and secure.

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## PRESENTER BIOGRAPHY INFORMATION



Jim Horne manages a program designed to promote the adoption of sustainable water utility management practices, including those associated with Workforce Development. Under Jim's leadership is working with a range of partners, including AWWA, WEF and others and plans to publish a compendium of water utility workforce case studies this summer as well as host a Water Workforce Webinar series. Jim has been with the Office of Water at EPA since 1988 and has an MPA from the University of Washington.



Mr. Weikel is currently the Education and Workforce Manager at the American Water Works Association. He is tasked with enhancing the educational outcomes of AWWA Conferences, Webinars, and eLearning programs. Before AWWA, Mr. Weikel designed and delivered programs of instruction for national audiences such as the National Guard Family Program, Big Brothers Big Sisters of America, and the U.S. Anti-Doping Agency.



Ron is the current Deputy Utilities Director for Charlotte Water in Charlotte, NC where he has been since 2016. He has over 31 years of public utilities experience serving in various positions including utilities director. He is also the current AWWA Director for the NC section.



Stacy Thompson has been with the City of Saco WRRD just over 11 years. She is currently the Deputy Director, which entails overseeing the treatment facility, crew and maintenance operations.



Mr. Sadowski has been an employee of the City of Saskatoon Wastewater Treatment Plant, Saskatoon, Saskatchewan for 13 years in various positions. The previous 5 years as the Operations Manager, and the last 3 months as the Plant Manager. He has spent the entirety of his career in the water and wastewater industry and has extensive experience in the operation of activated sludge plants.

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