



# Utility Management Summit

**October 31 & November 1, 2019**

**Wyndham Gettysburg  
Gettysburg, PA**

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# Thursday, October 31

**9:00-10:00 Registration/Opening Remarks**  
**Welcome Hour with Exhibitors**

## **10:00-10:30 Communication**

### ***Communication Strategies and Tools to Help You Build Consensus for Strategic Planning, Asset Management and Funding Initiatives***

**Kiana Tralongo, Partner, KLD Consulting, LLC**

**Nicole Khoury, MSHRM, SPHR, SHRM-SCP, Human Resources Manager, West View Authority**

Strategic planning and asset management to repair aging infrastructure and promote long-term sustainability for your utility is valuable, but rate payers, board members, and funding agencies need to be on board to execute those plans. This presentation will help you identify effective messages and the best ways to communicate those messages. Specific examples of the ways authorities have used communication strategies to ensure the success of their planning, asset management and funding initiatives will also be discussed.

## **10:30-11:00 Technology**

### ***Demystifying Intelligent Water: Actionable Insights and Strategies for Utility Leaders and Operators***

**James Cooper, PE, Arcadis**

Intelligent water is here. Understand what it is and when to apply advanced technologies such as artificial intelligence (AI) and machine learning. Intelligent water can provide \$17.6 billion in savings over the next decade specifically in advanced asset management. Along with research results, attendees will learn strategies and methods utilities can and should take for a successful future.

## **11:00-11:30 Technology**

### ***A Penny Saved is a Penny Earned - Savings Realized by Three PA Utilities with Technology (Leak Detection)***

**John Brutz, LB Water**

This presentation will focus on three Pennsylvania Utilities – Monaca, Williamsport and Harrisburg, and how they implemented new technology and the effects this technology had on their bottom line. It will show their water production numbers and costs prior to the implementation of a leak detection technology program. Upon implementation and use for various months and years, we will review and compare numbers of these utilities and the benefits of the leak detection program. You will see what happened financially with infrastructure maintenance and in water conservation.

## **11:30-12:00 Technology**

### ***S2GEO, AGOL: A User-Friendly Solution to Infrastructure Asset Management***

**Howard Hodder, Strategic Geospatial Solutions, LLC**

Web-based mobile GIS, once an expensive solution only feasible for larger utilities, has now been packaged in a way that any utility may take advantage. This can be done in a way that allows for immediate return on investment while setting the cornerstone for potential future and continued technology advancements. It provides the building block for additional enterprise level enhancements, expansions and integrations of other solutions once the utility is ready and budget is capable.

## **12:00-1:00 Lunch with Exhibitors**

## **1:00 - 2:00 Panel Session**

This panel will include 3 utility managers who will discuss their experiences and lessons learned in developing and implementing asset management programs. The panelists will focus on similarities and differences in managing wastewater, drinking water and stormwater assets, and will identify successes achieved and problems encountered.

**Moderator: Mark Pickering, GHD Inc.**

### ***Asset Management Considerations for Stormwater Utilities***

**William Gralski, PE, LLC**

This portion of the panel presentation will discuss the topic of asset management as it relates to stormwater utilities. The

Utility professionals are responsible for managing water and wastewater systems in today's increasingly challenging environment. Utility management is a vital component of any progressive utility system.

PWEA, PMAA and PA AWWA have joined together in presenting this informative program. The Utility Management Summit includes presentations on utility assessment, tools and technologies and a variety of case studies.

**All sessions and activities are held in Salons D, E, F**

presentation will discuss the similarities and differences between stormwater asset management and water/wastewater utilities. Asset management for stormwater also has some unique aspects which will be discussed.

### **How Asset Management Fits in the Modern Authority**

**William Kasper, North Penn Water Authority**

Updating our CMMS/Work Order Management software and procedures means that when we are finished, all field personnel will turn in their pencils and paper work orders. All work will be documented and closed out on a laptop or mobile device. The challenge is that 3 different departments will be using similar, yet different parts of the software...yet it is possible!

### **Early Successes Give Way to Painful Lessons Learned as a Home-Grown Asset Management Program Evolves,**

**Peter Hartmann, Lancaster Area Sewer Authority**

This case study is the Lancaster Area Sewer Authority, a mid-sized utility that developed and implemented an asset management program nearly 10 years ago using a consultant coach to manage nearly 24,000 assets. The initial program was developed with Board input but relied heavily on default data. Problems with data handling were quickly identified and corrected. Ongoing challenges include dealing with the human element and applying information to capital planning and budgeting.

### **2:00-2:30 Finance**

#### **Real Life is Too Complicated for Simple Payback – Don't Ever Use it Again**

**Dennis Clough, Energy Systems Group**

This Session will focus on three projects that used alternative financial evaluation methods, (20 year macro budget comparison, annualized cash flow modeling and required asset buy-down models) to support the utility's decision process on capital investments. Each project focused on a combination of required asset renewal, consent order compliance, energy net zero goals, and organics co-digestion.

### **2:30-3:00 Break with Exhibitors**

### **3:00-4:30 Asset Management Institute**

#### **Making Asset Management Work for Your Organization**

**Tom Iseley, Buried Asset Management Institute**

This session will focus on the fundamentals of water asset management and the keys to making these fundamentals work for your organization. It will also briefly describe how the Buried Asset Management Institute- International (BAMI-I) was formed in Atlanta's Department of Watershed Management; and how the Certification of Training in Asset Management (CTAM) was an outgrowth from an EPA grant which BAMI-I was awarded in 2006. It will explain the evolution of the CTAM program. It will discuss the fundamentals of water asset management and keys to making these fundamentals work.

### **4:30 - 5:30 Reception with Exhibitors**

## **Friday, November 1**

### **7:30-8:30 Breakfast with Exhibitors**

### **8:30-8:45 Overview of Benchmarking and Continuous Improvement in Water Utilities**

**Michael Kyle, Lancaster Area Sewer Authority**

This overview will show that even well-run organizations can become best-in-class utilities of the future by using various management tools like benchmarking and by implementing best management practices to optimize the efficiency and effectiveness of all functional areas of their organizations.

### **8:45-9:30 Benchmarking**

#### **Continuously Improving Utility Performance with Lean and Six-Sigma**

**Michael Roth, Go-Lean-Six Consulting, LLC**

This session will explain the eight "DOWNTIME" wastes in the office and the field, including Defects, Overproduction, Waiting, Not utilizing talent, Transportation, Inventory excess, Motion waste, and Excess processing. Case studies will be presented showing how improvements in reorganization can result in real cost savings and improved performance in utilities by reducing non-value added time.

## **9:30 - 10:00 Break with Exhibitors**

### **10:00-10:30 Benchmarking**

#### **Case Study in Strategic Planning: Using the Effective Utility Management (EUM)**

**Liesel Gross, Lehigh County Authority**

After undergoing massive organizational change in 2013 and significant leadership changeover in 2015, Lehigh County Authority was looking for a way to reorganize itself and move forward with a new vision, mission and organizational structure. Using the Effective Utility Management (EUM) framework, the utility was able to quickly assess what was most important to focus on, develop measures to benchmark progress, and plan multi-year action plans to keep momentum going, even while the utility was continuing to evolve. Using the EUM framework, the utility's goals became easier to understand and communicate with employees, board members and the general public. Now three years into using EUM, and six years after the significant transformation began, the utility is preparing to undertake a full-scale strategic planning process using EUM to build consensus on the goals and strategies required to catapult the organization into the future.

### **10:30-11:00**

#### **Benchmarking and Continuous Improvement to Lower Paxton Township's Wastewater Collection System**

**Bill Weaver, Lower Paxton Township Authority**

Lower Paxton Township Authority has successfully implemented an I/I mitigation program demonstrating cost effective removal results. Key fundamentals to the program's success: solid programmatic approach with full buy-in; continued evaluation of rehabilitation cost-effectiveness; utilization of hydraulic modeling to evaluate alternatives; and solid metering and GIS data to support decision confidence. Results have been proven to achieve zero sanitary sewer overflows that meet all DEP Consent Decree Order regulatory requirements for system improvements.

### **11:00-12:00 Benchmarking Panel**

This panel will focus on continuous improvement and benchmarking in 3 key areas of running a utility – training/communication, customer service, and organizational development. The panelists will discuss and debate lessons learned and best practices for utilities that manage water and waste water services.

**Moderator: Mark Pickering, GHD Inc.**

#### **Benchmarking Goals with Staff, Training and Communication**

**Sherri Berilla, Capital Region Water**

In 2014, CRW completed the process of selecting a comprehensive asset management information system software to support our internal tracking. With every opportunity in the journey, it is imperative that the dialogue continue to educate and remind all what it is that the AM program is designed to accomplish with emphasis on TEAM effort.

#### **Continuous Improvement in Customer Service**

**Edward J. Knittel, PA State Association of Boroughs**

Water infrastructure operators are operating in a highly competitive and exacting environment. Every action, every position and every outcome is subject to scrutiny from regulatory agencies, media, consumers and competitors. It is essential that improvements continue to be made, shortcomings addressed, and success rewarded.

#### **Organizational Development**

**Rick Brocius, Bradford Sewer Authority**

Past practices and old habits should not be barriers to improving the performance of your Authority and operations. Despite an inherent resistance to change, improvements in organizational development are achievable. In this session several examples of improvement opportunities will be shared to aid managers in modernizing your Authority operations. A continuous improvement approach is essential in positioning your Authority for future Benchmarking and Asset Management objectives.

#### **Continuing Education**

Professional Development Hours (PDH) will be provided to Professional Engineers for the sessions attended. Tracking sheets will be provided to document attendance and certificates will be provided after the conference. Up to 9.5 PDHs are available for P.E.'s attending the full conference.

Pending PADEP Approval -Up to 3 PA DEP Contact Hrs. for Water and Wastewater Operators for Full Conference.