◀ 2023 AWWA|WEF UTILITY MANAGEMENT CONFERENCE

⩗⩗ American Water Works Association

SCHEDULE

While AWWA has taken care to ensure the qualifications of speakers, presenters and moderators at this conference, the opinions, comments and other views made by participants in his/her presentation(s) are not necessarily those of AWWA nor its officers, directors, planning committee or staff.

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Monday, March 27, 2023

PCW09 - AWWA YP LEADERSHIP TRAINING

Event Type:
Track: Leadership Training
Moderator(s):

Day: Monday, March 27, 2023
Time: 12:00 PM - 05:00 PM EST

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PCW10 - WEF EMERGING LEADERSHIP TRAINING

Event Type:
Track: Leadership Training
Moderator(s):

Day: Monday, March 27, 2023
Time: 12:00 PM - 05:00 PM EST

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Tuesday, March 28, 2023

PCW01 - STRATEGIES FOR DEVELOPING, RECRUITING, AND RETAINING A QUALIFIED WORKFORCE

Event Type: Pre-Conference Workshop
Track: Pre-Conference Workshop
Moderator(s): Cheryl Davis

Day: Tuesday, March 28, 2023
Time: 08:00 AM - 05:00 PM EST

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PCW02 - THE BUSINESS OF CYBER-RISK MANAGEMENT - EVOLVING OUR COLLECTIVE APPROACH

Event Type: Pre-Conference Workshop
Track: Pre-Conference Workshop
Moderator(s): Andrew Ohrt

Day: Tuesday, March 28, 2023
Time: 08:00 AM - 05:00 PM EST

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PCW03 - ACCELERATING OPTIMIZATION IN UTILITIES WITH DIGITAL TECHNOLOGY

Event Type: Pre-Conference Workshop
Track: Pre-Conference Workshop
Moderator(s): Michael Karl

Day: Tuesday, March 28, 2023
Time: 08:00 AM - 05:00 PM EST

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PCW04 - AWWA MANUAL M5–WATER UTILITY MANAGEMENT: WHAT YOU SHOULD PROBABLY KNOW.

Event Type: Pre-Conference Workshop
Track: Pre-Conference Workshop
Moderator(s): Douglas Spiers

Day: Tuesday, March 28, 2023
Time: 08:00 AM - 12:00 PM EST

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PCW06 - MOVE THE DIAL ON YOUR UTILITY'S DEI PROGRAM

Event Type: Pre-Conference Workshop
Track: Pre-Conference Workshop
Moderator(s): Chi Ho Sham, Margaret Vaulman

Day: Tuesday, March 28, 2023
Time: 08:00 AM - 12:00 PM EST

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PCW05 - ACHIEVING VALUE FROM AN ASSET MANAGEMENT PROGRAM

Event Type: Pre-Conference Workshop

Day: Tuesday, March 28, 2023

SESSION DETAILS ▶

Track: Pre-Conference Workshop   **Time:** 01:00 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s): Celine Hyer

PCW07 - DEMYSTIFYING ONE WATER

Event Type: Pre-Conference Workshop   **Day:** Tuesday, March 28, 2023   SESSION DETAILS ▶
Track: Pre-Conference Workshop   **Time:** 01:00 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s): Esteban Azagra

Wednesday, March 29, 2023

OGS - OPENING GENERAL SESSION

Event Type: Professional Program   **Day:** Wednesday, March 29, 2023   SESSION DETAILS ▶
Track: Keynote   **Time:** 08:30 AM - 10:00 AM EST   OVERVIEW ▶
Moderator(s):

WED01 - CHANGING THE UTILITY BUSINESS BY CHANGING APPROACHES TO DATA

Event Type: Professional Program   **Day:** Wednesday, March 29, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time:** 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Aditya Ramamurthy

WED02 - DIVERSITY, EQUITY AND INCLUSION: UTILITY PERSPECTIVES

Event Type: Professional Program   **Day:** Wednesday, March 29, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time:** 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Maria DeChellis

WED03 - UTILITY LEADERSHIP AND STRATEGY IMPLEMENTATION

Event Type: Professional Program   **Day:** Wednesday, March 29, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time:** 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Sarah Lothman

WED04 - ADDRESSING REGULATORY CONCERNS

Event Type: Professional Program
Track: Utility Management
Moderator(s): Paul Delphos

Day: Wednesday, March 29, 2023
Time: 10:30 AM - 12:00 PM EST

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WED05 - OPTIMIZE PROJECT MANAGEMENT LEVERAGING PROCESSES AND TECHNOLOGY

Event Type: Professional Program
Track: Utility Management
Moderator(s): Matthew Manchisi

Day: Wednesday, March 29, 2023
Time: 01:30 PM - 03:00 PM EST

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WED06 - PROACTIVE CYBERSECURITY APPROACHES VS REACTIVE COSTS IN TECHNOLOGY PLANNING

Event Type: Professional Program
Track: Utility Management
Moderator(s): Majid Khan

Day: Wednesday, March 29, 2023
Time: 01:30 PM - 03:00 PM EST

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WED07- WHAT'S YOUR PLAN? - HOW UTILITY LEADERS USE STRATEGY WHEN THE STAKES ARE HIGH (STS)

Event Type: Professional Program
Track: Utility Management
Moderator(s): Catherine Noyes Carter, Darin
Thomas

Day: Wednesday, March 29, 2023
Time: 01:30 PM - 05:00 PM EST

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WED08 - UNDERSTANDING AFFORDABILITY

Event Type: Professional Program
Track: Utility Management
Moderator(s): Jennifer Ivey

Day: Wednesday, March 29, 2023
Time: 01:30 PM - 03:00 PM EST

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WED09 - DRIVING INNOVATION AND PERFORMANCE WITH EMPLOYEE ENGAGEMENT AND DESIGN

Event Type: Professional Program
Track: Utility Management
Moderator(s):

Day: Wednesday, March 29, 2023
Time: 03:30 PM - 05:00 PM EST

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WED10 - WORKFORCE DEVELOPMENT, PLANNING AND MANAGEMENT: APPROACHES

Event Type: Professional Program
Track: Utility Management
Moderator(s): Donna Mancuso

Day: Wednesday, March 29, 2023
Time: 03:30 PM - 05:00 PM EST

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WED11 - FINANCE AND AFFORDABILITY: MAKING AN IMPACT

Event Type: Professional Program
Track: Utility Management
Moderator(s): Prabha Kumar

Day: Wednesday, March 29, 2023
Time: 03:30 PM - 05:00 PM EST

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Thursday, March 30, 2023

THU01 - IMPROVING THE VALUE OF ASSET MANAGEMENT

Event Type: Professional Program
Track: Utility Management
Moderator(s): Christene Mitchell

Day: Thursday, March 30, 2023
Time: 08:30 AM - 10:00 AM EST

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THU02 - RESILIENCE/ EMERGENCY PREPAREDNESS

Event Type: Professional Program
Track: Utility Management
Moderator(s):

Day: Thursday, March 30, 2023
Time: 08:30 AM - 10:00 AM EST

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THU03 - STRATEGIC PLANNING - SUCCESSFUL APPROACHES

Event Type: Professional Program
Track: Utility Management
Moderator(s): Paul Delphos

Day: Thursday, March 30, 2023
Time: 08:30 AM - 10:00 AM EST

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THU04 - DEVELOPING A UNIFIED ESG REPORTING STANDARD FOR THE WATER RESOURCES SECTOR (STS)

Event Type: Professional Program
Track: Utility Management
Moderator(s): Karri Ving

Day: Thursday, March 30, 2023
Time: 08:30 AM - 12:00 PM EST

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THU05 - TRANSFORMING UTILITY CHALLENGES TO BUSINESS

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Christine Boyle

THU06 - WORKFORCE DEVELOPMENT, PLANNING AND MANAGEMENT: MATURATION

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Rhonda Harris

THU07 - STRATEGIC PLANNING - DIGITAL EDITION

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Ryan Nagel

THU08 - CUSTOMER SERVICE AND ENGAGEMENT: NEW MEASUREMENTS OF PERFORMANCE

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 01:30 PM - 03:00 PM EST   OVERVIEW ▶
Moderator(s): Douglas Spiers

THU09 - THE VALUE OF TECHNOLOGY IN FACILITY OPERATION AND MAINTENANCE

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 01:30 PM - 03:00 PM EST   OVERVIEW ▶
Moderator(s): James Cooper

THU10 - UTILITY COLLABORATION & REGIONALIZATION - BIG BENEFITS

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 01:30 PM - 03:00 PM EST   OVERVIEW ▶
Moderator(s): Sarah Reeves

THU11 - CAPITAL PROJECT MANAGEMENT IN TODAY'S CHALLENGING TIMES (STS)

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 01:30 PM - 03:00 PM EST   OVERVIEW ▶
Moderator(s): Matt Bond, James Steffen

THU12 - DELIVERING ON ENVIRONMENTAL JUSTICE AND WATER EQUITY IN THE AGE OF JUSTICE40 (STS)

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 03:30 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s): Hugh Sinclair

THU13 - DIVERSITY, EQUITY AND INCLUSION: DATA-DRIVEN APPROACHES

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 03:30 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s):

THU14 - LEAD SERVICE LINE INVENTORY

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 03:30 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s): Jamie Decker

THU15 - BEST PRACTICES FOR EFFECTIVE ASSET MANAGEMENT

Event Type: Professional Program   **Day**: Thursday, March 30, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 03:30 PM - 05:00 PM EST   OVERVIEW ▶
Moderator(s):

Friday, March 31, 2023

FRI01 - LEAD AND COPPER RULE - HOW TO APPROACH IT AND TALK ABOUT IT

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶

Track: Utility Management   **Time**: 08:30 AM - 10:00 AM EST   OVERVIEW ▶
Moderator(s): Usha Sharma

FRI02 - UTILITY SAFETY AND SECURITY: IT'S MORE THAN A FENCE

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 08:30 AM - 10:00 AM EST   OVERVIEW ▶
Moderator(s): Sarah Moore

FRI03 - UTILITY SUSTAINABILITY

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 08:30 AM - 10:00 AM EST   OVERVIEW ▶
Moderator(s): Ting Lu

FRI04 - FINANCE AND AFFORDABILITY: ANSWERING KEY QUESTIONS

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 08:30 AM - 10:00 AM EST   OVERVIEW ▶
Moderator(s): Brian Shell

FRI05 - UTILITY COLLABORATION & REGIONALIZATION - A "HOW TO"

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Christene Mitchell

FRI06 - WORKFORCE DEVELOPMENT, PLANNING AND MANAGEMENT: EVOLUTION

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Cindy Goodburn

FRI07 - EFFECTIVE INTEGRATED WATER MANAGEMENT

Event Type: Professional Program   **Day**: Friday, March 31, 2023   SESSION DETAILS ▶
Track: Utility Management   **Time**: 10:30 AM - 12:00 PM EST   OVERVIEW ▶
Moderator(s): Janis Lusco

FRI08 - RISK MANAGEMENT: PLANNING FOR THE UNPREVENTABLE

Event Type: Professional Program
Track: Utility Management
Moderator(s):

Day: Friday, March 31, 2023
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UTILITY MANAGEMENT

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Over the past three decades, members of AWWA and WEF have established The Utility Management Conference™ as one of the leading, most informative, and most prestigious management conferences available. For COVID-19 resources, current cancellation policy,

health and wellness information, please visit our COVID-19 resources page.

Attend	Program	Sponsor	Presenters

Hotel & Travel

Registration is open!

Register Online

Are you a WEF member and not an AWWA member? Use this link for your registration discount

*Note - discount applied at checkout.

If you require a registration form, please reach out to AWWA Customer Service at service@awwa.org.

Register by February 24, 2023, for best rates!

Registration Type *Subject to Change	Member Early Rate - On or Before 2/24/2023	Nonmember Early Rate - On or Before 2/24/2023	Member Late Rate - After 2/25/2023	Nonmember Late Rate - After 2/25/2023
Full-Conference Registration (Best Value!) Includes sessions, lunch & reception; does *not* include workshops	$650	$850	$850	$950
Wednesday-only (includes sessions, lunch & reception)	$380	$580	$580	$680
Thursday/Friday-only (includes sessions)	$330	$530	$530	$630
Student (Validation required - same as Full-Conference)	$35	$35	$50	$50
Speaker (Validation required - same as Full-Conference)	$390	$590	$590	$690
Spouse/Guest (Includes Wednesday reception)	$35	$35	$35	$35
Pre-Conference Workshops (half day/full day)	$130/$260	$235/$360	$235/$360	$335/$460

YP Summit (Will be verified - includes all YP Summit events Sunday - Tuesday)	$115	$155	$115	$155
YP Summit plus UMC Registration (Will be verified - includes all YP Summit events, plus all UMC)	$165	$205	$165	$205

Cancellation Policy: AWWA must receive cancellations in writing. Phone cancellations are not accepted. All cancellations dated on or before 2/24/23 will receive a refund, minus a 25% administrative fee. After 2/24/23 cancellations will not be refunded; however, substitute registrants are welcome. Email requests for substitutions or cancellations to service@awwa.org.

Conference Policies & Code of Conduct

Who attends UMC?

Public relations specialists
Utility managers and executives
CFOs and finance directors
Public works directors
Engineers Project managers
Human resource professionals
Public officials
Regulatory
Board members

What about YP Summit?

For more information, please visit the YP Summit page.

THANK YOU TO OUR 2023