

NACWA's 2008 Winter Conference
Creating Tomorrow's Utility Today...
Keys to Management Success

February 5 – 8, 2008
Pointe Hilton Tapatio Cliffs
Phoenix, Arizona

(current to January 3, 2008)

- ♦ - Board of Directors Committee
- * - Denotes confirmed speakers

Tuesday, February 5

Morning

8:00 – 4:00	Registration
8:30 – 10:00	Spouse Lounge
8:30 – 9:30	Strategic Planning Committee ♦
11:00 – 12:00	Finance Committee ♦
11:00 – 12:15	Air Quality & Climate Change Committee

Afternoon

1:30 – 2:45	Water Quality Committee
2:45 – 4:00	Facility & Collection System Committee
4:00 – 5:00	Membership Committee ♦

Evening

6:00 – 7:00	Welcoming Reception/Meet & Greet
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Wednesday, February 6

Morning

7:30 – 8:45 Regulatory Policy Committee

8:00 – 4:00 Registration

8:30 – 10:00 Spouse Lounge

9:00 – 11:45 **GENERAL SESSION I —
Opening Remarks**

Chris Westhoff*

NACWA President

Assistant City Attorney - Public Works General Counsel

City of Los Angeles

Los Angeles, Calif.

Welcoming Remarks

Councilman Claude Mattox*

Chair of the Phoenix Land Use, Environment and

Natural Resources Subcommittee

Phoenix City Council

Phoenix, Ariz.

Conference Keynote

Get Switched On!

Chip Eichelberger will keynote the 2008 Winter Conference. Chip's ability to generate enthusiasm and contagious level of energy has enabled him to challenge, enlighten, and motivate leaders all across America. His insights into the importance of a common vision and the power of both mission and momentum will lay the groundwork for the rest of the conference.

Chip Eichelberger*

Harriman, Tenn.

10:30– 10:45 BREAK

Featured Address

Leadership: Driving & Inspiring Change

Leadership plays a critical role in the success of any organization. Inspiring and driving change and improvement, as well as providing consistent management on a day-to-day basis, are essential characteristics of an effective leader. Two industry executives will share their experiences leading multi-billion dollar

companies and provide valuable insight for utility leaders of today and tomorrow.

Dan McConville*

President, Municipal and State Services
MWH
Broomfield, Colo.

Jack Baylis*

West Region Group Chief Executive
AECOM
Los Angeles, Calif.

Closing Remarks/Announcements

Chris Westhoff*

NACWA President

Afternoon

12:00 – 1:45

Board of Directors Meeting

2:00 – 3:30

GENERAL SESSION I (*continued*)

Opening Remarks

Chris Westhoff*

NACWA President

Featured Remarks

A Vision for Effective Utility Management

For more than a year, a committee of water and wastewater industry representatives from six major associations worked, in collaboration with the U.S. Environmental Protection Agency, to develop a common vision of an effectively-managed utility.

Avoiding the one-size-fits-all approach, the committee embraced the constantly evolving world of utility management, identified 5 keys to success, and focused on a set of outcome-oriented attributes that utilities could integrate into their own management and strategic planning efforts. This important work serves to advise and inform any and all utilities as they strive to create tomorrow's utility today.

Jim Horne*
Special Assistant
Office of Wastewater Management
U.S. Environmental Protection Agency
Washington, D.C.

Ed McCormick*
Manager of Support Services
East Bay Municipal Utility District
Oakland, Calif.

Panel Discussion

Strategic Planning –

Guiding Utility Objectives, Investments, and Operations

Strategic planning efforts are as vital to effective utility management as they are to any successful enterprise. All major utility initiatives, including asset management programs and information technology efforts, begin with the organization's strategic plan. Strategies for maintaining assets and information must be linked to and consistent with the organization's overall mission. Panelists will provide their perspectives on how organizational strategies and the linkages with individual utility management efforts are improving their operations.

Moderator:

Tim Houghton*
Executive Assistant
City & County of Honolulu Department of Environmental Services
Kapolei, Hawaii

Panelists:

John O'Neil*
Wastewater Administrator
Johnson County Wastewater
Olathe, Kansas

Larry Nespica*
Principal
CDM
Kansas City, Mo.

Keith Smith*

Director of Information Technology
Metropolitan Water Reclamation District of Greater Chicago
Chicago, Ill.

Doug Harp*

President and CEO
Westin Engineering, Inc.
Rancho Cordova, Calif.

Brian Wheeler*

Executive Director
Toho Water Authority
Kissimmee, Fla.

Linda Blankenship*

Principal Consultant
EMA
Vienna, Va.

Closing Remarks/Announcements

Chris Westhoff*

NACWA President

3:45 – 4:45 Clean Water Funding Task Force

3:45 – 5:00 Biosolids Management Committee

3:45 – 5:30 Security & Emergency Preparedness

Evening

6:00 – 7:30 Excellence in Management Awards Ceremony and Reception

Thursday, February 7

Morning

7:30 – 8:45 Legal Affairs Committee

8:00 – 4:00 Registration

8:30 – 10:00 Spouse Lounge

9:00 – 12:00

GENERAL SESSION II

Opening Remarks

Chris Westhoff*

NACWA President

Panel Presentation

Organizational Flexibility –

Building and Maintaining a Productive Workforce

Workforce challenges have garnered significant attention over the past few years. Agencies have heeded the warnings and succession planning and other staff development efforts are growing steadily. But maintaining a productive, engaged workforce is just as critical as filling key vacancies. Once a position is filled, systems must be in place to keep motivation high and empower employees to help the organization meet its goals. Panelists will explore both external strategies for finding qualified candidates and internal strategies for ensuring the current workforce is engaged, flexible, and prepared to step up into more senior roles in the future.

Moderator:

Jon Schellpfeffer*

Chief Engineer and Director

Madison Metropolitan Sewerage District

Madison, Wis.

Panelists:

Marcia Isbell*

Principal Consultant

EMA, Inc.

Tucson, Ariz.

Gary Fujita*

Deputy Director

Detroit Water & Sewerage Department

Detroit, Mich.

Tom DeLaura*

President

Westin Engineering, Inc

Detroit, Mich.

10:15 – 10:30

BREAK

Panel Presentation

Creating Tomorrow's Utility Workforce

As the workforce gap grows larger, many utilities have begun to take notice of new and potentially more effective ways to grow a new crop of public sector water and wastewater utility employees. With college scholarship programs, high school mentoring, and other innovative outreach programs, utilities across the country are targeting their efforts at younger audiences. These programs acknowledge that fewer high school and college students are choosing science and engineering disciplines, and even fewer are choosing to pursue a career as a practitioner in the municipal sector. Panelists will highlight their own efforts to increase the pool of future job candidates and discuss what the industry as a whole may want to pursue.

Moderator:

Philip Friess*

Departmental Engineer

Sanitation Districts of Los Angeles County

Whittier, Calif.

Panelists:

Joshua Boltz*

CH2M HILL

Tampa, Fla.

Mike Selna*

Assistant Chief Engineer & Assistant General Manager

Sanitation Districts of Los Angeles County

Whittier, Calif.

Carol Higley*

Manager of Corporate Workforce Planning

JEA

Jacksonville, Fla.

Featured Speaker

Water For People – Engaging Employees Beyond the Workplace

Colleen Stiles*

CEO

Water for People

Denver, Colo.

Closing Remarks/Announcements

Chris Westhoff*

NACWA President

12:00 – 1:30

Awards Committee Meeting*

1:30 – 3:30

GENERAL SESSION II (*continued*)

Opening Remarks

Chris Westhoff*

NACWA President

Facilitated Discussion

Elected and Appointed Board Officials Roundtable

The critical importance of engaging elected and appointed board officials in the business of managing a wastewater utility cannot be overstated. Board officials are constantly balancing available resources, community expectations, political concerns and a host of other considerations. NACWA members are encouraged to invite their Board Members to attend this conference and participate actively in the Roundtable. The perspectives of these elected and appointed officials on community water and wastewater needs and the future viability and sustainability of their communities' utilities will provide conference attendees with valuable insights.

Closing Remarks/Announcements

Chris Westhoff*

NACWA President

3:45 – 4:45

Utility Management Committee

3:45 – 4:45

Pretreatment and Pollution Prevention Committee

Evening

6:00 – 7:30

Reception

A Different

Pointe of View

Friday, February 8

Morning

7:30 – 8:45

Legislative Policy Committee

8:00 – 10:00

Registration

9:00 – 11:00

GENERAL SESSION III —

Opening Remarks

Chris Westhoff*

NACWA President

Featured Speaker

Alison Fragale*

Assistant Professor of Organizational Behavior/Strategy

Instructor, Water and Wastewater Leadership Center

University of North Carolina, Chapel Hill

Chapel Hill, N.C.

Panel Presentation

Maintaining and Evaluating Successful Practices

Charting a course for improving the management of a utility requires a framework for planning, implementing and assessing progress. Many utilities have embraced the plan-do-check-act cycle as a means of ensuring continuous improvement across all utility programs and for some utilities a comprehensive environmental management system approach has proven effective. At the same time, keeping track of progress toward an organization's goals or evaluating a continual improvement effort, whether through internal measurement or external benchmarking, is essential.

Panelists will share their perspectives on how their agencies have benefited from embedding continuous improvement concepts within their organizations, how measurement has helped them to fine tune their strategic goals, and the importance of recognition programs in helping utilities secure ongoing organizational commitments.

Moderator:

Suzanne Goss*

Specialist, Government Relations

JEA

Jacksonville, Fla.

Panelists:

Billy Turner*

President

Columbus Water Works

Columbus, Ga.

Terry Bruek*

President and CEO

EMA

Saint Paul, Minn.

James Ricci*

Superintendent of Water

City of New Bedford Wastewater Division

New Bedford, Mass.

Peter Maynard*

Management Consultant

CDM

Kansas City, Mo.

Ron Maze*

Superintendent, Wastewater Collections

City of Phoenix Water Services Department

Phoenix, Ariz.

Kerry Brough*

Vice President, Southwest Business Practice Leader

Brown and Caldwell

Phoenix, Ariz.

Closing Remarks/Adjourn

Chris Westhoff*

NACWA President