



# Utility Management Conference

## Workforce Sustainability

November 14, 2019 - Cromwell, CT

### AGENDA

- 8:00 AM Registration and Continental Breakfast (provided)
- 8:45 AM **Welcome and Keynote Address**  
Ray Vermette, NEWEA President and Gary Zrelak Chair, Utility Management Committee
- 9:00 AM **Right Now: The Best Time to be in Water - Keynote Speaker - Tom Kunetz, WEF Past President**  
Tom Kunetz is the Immediate Past President of the Water Environment Federation, having served on the Board of Trustees since 2013. He is the Assistant Director of Engineering at the Metropolitan Water Reclamation District of Greater Chicago. Tom is the recipient of the Charles Walter Nichols Award for Environmental Excellence from the American Public Works Association, and is a WEF Fellow.
- 9:30 AM **Engaging Youth in the Environment: Successful Summer City Programs for Youth**  
NEIWPCCC has led a Youth in the Environment Program with US EPA Region 1 for over 25 years. This program is a great model for utilities to use to help engage inner city youths.  
• Thomas Groves, NEIWPCCC
- 10:00 AM **Building Sustainable Talent Pipelines**  
• Christopher Leveque, Ray Baral, Susan Negrelli and Marcy Wright, MDC
- 10:30 AM Break
- 11:00 AM **Planning for the Future—Success Stories from New England Wastewater Management Programs**  
Succession planning for water/wastewater utility management has been a growing concern in the industry. As utility managers retire, there is a huge void that needs to be filled. NEIWPCCC has played a key roll in the development and spreading of management school programs throughout the region. Starting with program's inception in Rhode Island by RIDEM in 2007, NEIWPCCC has been able to spread these successful programs to all of the other New England states in one form or another.  
• Thomas Groves, NEIWPCCC and Leeann Hanson, JETCC
- 11:30 AM **Attracting, Retaining and Growing Young Professionals**  
• Colin O'Brien, Brown and Caldwell
- 12:00 PM Lunch (provided) - Promenade Room
- 1:00 PM **Infusing Youth in the Water Industry**  
With mass retirement on the horizon with our water operators, how can we as an industry entice and recruit young talent to see a career in our field?  
• Tyler Feeney, Woodard & Curran

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## AGENDA Continued

- 1:30 PM      **RWA's Transformational Journey**  
Every major organization in the world knows that their employees are critical to their success. Accordingly, professional development and soft skills training for high potential managers and employees supports succession planning, strategic planning, and business continuity. Hear how RWA is implementing a 21st Century Leadership Program and building a workforce to lead them in the future.  
• Beth Nesteriak and Salvatore Nesci , Regional Water Authority
- 2:00 PM      Break
- 2:30 PM      **What We've Learned from Training 10,000 Operators**  
This presentation will show how training needs can be determined, how classes can be structured and delivered, and how their value can be evaluated so that essential programs can be defended.  
• John Rickerman, Jacobs
- 3:00 PM      **Smart Utility and Technology for the Next Generation of Workers**  
The future workforce is expecting easy to understand information at their fingertips. This presentation will discuss new technology and how it benefits utilities and the future workforce.  
• Michael Karl, Brown and Caldwell
- 3:30 PM      Closing Remarks / Adjourn

**WIFI: Connect to Courtyard Marriott. Code is 1876**

**TRAINING CONTACT HOURS (TCHs):** will be awarded for operator recertification for participating states (CT=4.75; MA=6; ME=4.75; VT=5.0) . If you need TCHs, please sign-up at the **end of the day** (see the registration desk). Certificates will be sent to attendees following the conference.

**PROCEEDINGS:** In an effort to reduce/reuse/recycle, copies of today's presentations will be posted on the NEWEA website. Attendees will be notified when the presentations are available.

This specialty conference was hosted by NEWEA's Utility Management Committee. We thank you for making this event successful.

THANK YOU!