



MISSION CRITICAL: Reliably Delivering a Superior Product

AGENDA

Monday, September 9th

*All times below are in Pacific Standard Time
All General Session panels will take place in Pacific Ballroom.*

- 10:00 a.m. **Registration and Vendor Hall Open**
Pacific Foyer

- 12:00-2:00 p.m. **Networking Session**
Bayview Terrace

- 2:00 p.m. **Welcome to the 2024 Water Summit**
Robert Powelson, President & CEO, National Association of Water Companies

- 2:15 p.m. **Communications Workshop: The Return Fire**
Research shows that opinions on water service can be moved with effective messaging. NAWC members provide a superior product, but getting that message across and combatting the crisis of confidence in tap water is not exactly an easy task. Let’s talk about how to address concerns about the U.S. water grid and refocus customers’ attention on the reality that NAWC’s utilities provide a product that is not only safe and reliable, but superior to other options.

- 3:30p.m. **Keynote Remarks and Q&A**
Kyle Hanslovan, CEO, Huntress

- 4:15 p.m. **Cybersecurity Roundtable Discussion**
The cyber threats to the nation’s water and wastewater systems continue to evolve. As an industry, we recognize that if a water source or an industrial control system is compromised, there could be huge public health outcomes to a community – not to mention interruptions in service. Join us for a roundtable discussion on the latest.

- 6:00-8:00 p.m. **Welcome Reception**
Bayview Ballroom



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- 7:30-9:00 a.m. **Women in Water Breakfast**
Balboa AB (4th floor)

- 7:30-9:00 a.m. **Breakfast for Attendees**
Bayview Ballroom

- 9:00 a.m. **Opening Remarks**
Commissioner Julie Fedorchak, President of NARUC, North Dakota Public Service Commission

- 9:20 a.m. **Best Practices in Low-Income Water Assistance**
The relationship between those that provide vital drinking water and wastewater disposal and customers that rely on these services is an important one. Connect with industry leaders about the best practices for customer-centric policies that is positive and data-driven.

- 10:20 a.m. **Mission Success & Survival**
Water system fragmentation often increases costs and decreases water quality, perpetuating environmental injustice and causing disproportionate harm to low-income communities. Join us for a conversation about the important role of coordination, both across agencies and with utilities, in effectively addressing water system fragmentation.

- 11:20 a.m. **Networking Session and Vendor Hall Open**

- 11:40 a.m. **Data Presentation**

- 12:00 p.m. **Lunch and Networking**
Bayview Ballroom



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- 1:30 p.m. **Dealing with the Dangers**
More and more headlines are warning of the presence of “forever chemicals” in our drinking water. The EPA’s decision to establish a national standard for addressing these harmful chemicals provides clarity to all utilities, their customers and states, while placing all water and wastewater systems in the same boat to navigate these uncharted waters. Let’s break down how do we protect customers now – and in the future – from not only these substances, but also from the billions of dollars it will cost to clean them up.

- 2:30 p.m. **Finding and Developing the Best of the Best**
Not long ago, the utility industry was the gold standard career path for skilled workers. As those workers are now retiring or planning to retire shortly, the industry – and many other industries – face a shortage of skilled workers. The water utility industry needs to make some big changes, fast, in order to avoid unprecedented economic repercussions. Join us as industry experts share their perspectives and strategies on how we can develop the skills, teams, and supply population for right-now solutions and pipeline solutions for generations to come.

- 3:15 p.m. **Networking session and Vendor Hall Open**

- 3:30 p.m. **It’s Classified**
Join us for the staple of the Water Summit – the Commissioner and NAWC Member Roundtable. It’s an opportunity for a candid conversation about important topics from the perspective of state utility regulators and member companies.

- 4:45-6:30 p.m. **Closing Reception**
Sunset Terrace at Layover