

Regional Water Finance Forum

“The Sustainably Managed Utility”

Agenda – Day 1

Noon – 1:00 PM	Registration & Networking
1:00 PM – 1:30 PM	Welcome & Introductions
1:30 – 2:00 PM	Product Quality <i>Session speakers will discuss how focusing on system compliance and meeting community expectations for the quality of its drinking water or treated effluent results in better system performance.</i> - <i>Primacy Agencies or Case Study</i>
2:00 PM – 2:30 PM	Customer Satisfaction <i>Session speakers will discuss how systems learn about and respond to what its customers expect in terms of service, water quality, and rates.</i> - <i>Case Study or Panel of Systems</i>
2:30 PM – 2:15 PM	Break
2:45 PM – 3:15 PM	Employee & Leadership Development <i>Session will discuss how to recruit and retain a workforce that is competent, motivated, and safe-working by looking at the opportunities</i> - <i>NRWA’s Apprenticeship Program</i>
3:15 PM – 3:45 PM	Operational Optimization <i>Session will discuss how to ensure ongoing, timely, cost-effective, reliable and sustainable performance in all aspects of its operations.</i> - <i>Case Study or Panel</i>
3:45 PM – 4:15 PM	Financial Viability & Funding <i>Session will discuss strategies to establish and maintain an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues.</i> - <i>Funding Agencies/Water Finance Center</i>



Agenda – Day 2

8:00 AM – 8:30 AM	Infrastructure Stability	<p><i>Session will discuss how a system maintains and enhances the condition of all assets over the long-term at the lowest possible life-cycle cost and acceptable level of risk.</i></p> <ul style="list-style-type: none"> - <i>Panel/Individual Case Study</i>
8:30 AM – 9:00 AM	Operational Resiliency	<p><i>Session will discuss how to proactively identify legal, financial, non-compliance, environmental, safety, security, and natural threats to the system.</i></p> <ul style="list-style-type: none"> - <i>Panel/Individual Case Study</i>
9:00 AM – 9:30 AM	Community Sustainability & Economic Development	<p><i>Session will discuss how to be active in the community and aware of the impacts that decisions have on current and long-term future community health and welfare.</i></p> <ul style="list-style-type: none"> - <i>Panel/Individual Case Study</i>
9:30 AM – 9:45 AM	Break	
9:45 AM - 10: 15 AM	Water Resource Adequacy	<p><i>Session will discuss how to ensure that water availability is consistent with current and future customer needs.</i></p> <ul style="list-style-type: none"> - <i>Panel/Individual Case Study</i>
10:15 AM – 10: 45 Noon	Stakeholder Understanding & Support	<p><i>Session will discuss how to seek understanding of decision making bodies, community members, and regulatory bodies related to service levels, operating budgets, capital improvement programs, and risk management decisions.</i></p> <ul style="list-style-type: none"> - <i>Panel/Individual Case Study</i>
11:00 AM – 1:00 PM		<i>Lunch/Keynote</i>



Agenda – Day 2 (cont.)

1:00 PM – 2:00 PM

Utility Self-Assessment Exercise

Explain ‘Self-Assessment’ (5 minutes)

Participants conduct Self-Assessment (30 minutes)

Table discussion among participants about results & commonalities (25 minutes)

2:00 PM – 2:45 PM

Table Exercise – Improving Outcomes

Each table completes an improvement worksheet for one low achievement/high priority management area.

Discussion questions:

- *What will constitute “high achievement” in this management area?*
- *What changes will the utility need to make to improve performance?*
- *How could you track your performance progress?*
- *What will be the biggest challenges to performance improvement?*

2:45 PM – 3:00 PM

Break

3:00 PM – 3:45 PM

Creating an Action Plan

Discuss Sustainable Management Action Plan

Workshop participants complete a Sustainable Management Action Plan Worksheet

3:45 PM – 4:00 PM

Break

4:00 PM – 4:30 PM

Feedback Session

Participants Complete Evaluation Form

- *Are these the right management areas, and how to improve?*
- *Is self-assessment useful, and how to improve?*
- *Are tools and tips useful, and how to improve?*
- *Are measures useful, and how to improve?*
- *Overall rating of format, flow, presenters, etc.*

4:30 PM

Adjourn

