

NEWWA ANNUAL CONFERENCE

September 13 – 16, 2026

Technical Program

SUNDAY, SEPTEMBER 13, 2026

Young and Emerging Professionals Day by NEWWA, NHHWA, and NEWEA YPs

11:00 AM – 5:30 PM – Doubletree Ballroom

4 TCHs

Moderators: BRYAN SADOWSKI, P.E., Technical Specialist, Water Treatment, AECOM, Manchester, NH, and STEVE MORAN, Territory Manager, Ti-SALES, Sudbury, MA

11:00 AM – 11:30 AM – Opening Speaker – ERICA LOTZ, P.E., ENV SP, Senior Principal, Stantec, Burlington, MA

Erica Lotz will share her path from young professional to respected association and industry leader, reflecting on the experiences, mentors, and opportunities that shaped her career. She will highlight how early engagement, volunteer leadership, and steady skill-building can open doors across the water community.

11:30 AM – 12:00 PM – “Operator Experience and Path to Licensure”

HANNAH MARSHALL, P.E., Senior Engineer, Pennichuck Water Works, Nashua, NH

Hannah Marshall will discuss her own career including the perspective of being a young engineer for a water utility. She will touch on what she has learned through her experiences and particularly the path to operator licensure.

12:00 PM – 12:30 PM – Mid-Level Roundtable

MASON CACERES, Assistant Water Resource Manager, City of Portsmouth, NH, SARAH JAKOSITZ, P.E., Environmental Engineer, CDM Smith, Manchester, NH, LIAM FLAHERTY, Northeast Smart Utility Manager, E.J. Prescott, and HEATHER HENNIGAN, Lead Control and Remediation Specialist, New Hampshire Department of Environmental Services, Concord, NH

This roundtable features four mid-career professionals discussing growth, career pivots, and the realities of advancing in the water sector. Speakers will reflect on developing specialized expertise, managing increasing responsibility, and navigating leadership transitions.

12:30 PM – 1:30 PM – Lunch with the NEWWA Board of Directors

1:30 PM – 2:30 PM – Matching Game

Participants will be challenged to complete a series of matching games to test their water works knowledge by pairing an item to the correct name of the item. The game will consist of several themed stations which will cover various topics including pump identification, maps of watersheds, and the history of water works in New England.

2:30 PM – 3:30 PM – Table Discussion

Participants will be placed at one of several tables which will be assigned a thought-provoking question or challenge facing the drinking water industry. At the end of the allotted time, a representative from each

table will be tasked with reporting the findings and conclusions from each discussion.

3:30 PM – 5:30 PM – Manchester Water Works Water Merrimack River WTP Tour

Moderator: SARAH JAKOSITZ, P.E., Environmental Engineer, CDM Smith, Manchester, NH

Attendees will tour the Merrimack River Water Treatment Plant (WTP) in Hookset, NH. The Merrimack River WTP is a 7.2 MGD facility operated by Manchester Water Works and designed by CDM Smith. The facility is the first of its kind in New England to utilize a radial collector well, drawing water from beneath the Merrimack River. Key treatment processes at the facility include greensand filtration, GAC contactors, UV disinfection, and sodium hypochlorite. The facility serves as a vital regional water supply to southern New Hampshire, offering essential relief to smaller communities affected by MtBE and PFAS water contamination.

Tour Guides:

- **Jeremy Bouvier, P.E., Water Works Deputy Director, Water Treatment and Supply, City of Manchester, NH**
Jeremy Bouvier is the Deputy Director at Manchester Water Works in Manchester, NH. He spent the first 15 years of his career as an engineering consultant working on environmental infrastructure projects. Jeremy has been with the City of Manchester for eleven years, serving as the Environmental Permits Program Coordinator, then the CSO/CMOM Programs Coordinator, a Water Supply Engineer for Manchester Water Works, and now Deputy Director of Supply and Treatment. He has a B.S in Civil Engineering from Merrimack College, is a licensed professional engineer in the state of NH, and has his Grade IV Water Treatment license.
- **Alan G. LeBlanc, P.E., BCEE, Senior Vice President, CDM Smith**
Al LeBlanc is a Senior Vice President and Drinking Water Treatment Discipline Leader with CDM Smith. He has 32 years of experience in the planning and implementation of drinking water treatment projects across the United States. Al received his Bachelor of Science degree in Civil Engineering from Northeastern University in Boston, a Master of Engineering degree from Colorado State University, and is a registered Professional Engineer in twelve states.

MONDAY MORNING, SEPTEMBER 14, 2026

YP & First Time Attendee Networking Breakfast, Opening General Session, and more! Technical sessions begin Monday afternoon.

MONDAY AFTERNOON, SEPTEMBER 14, 2026

Session A – Cybersecurity

1:15 PM – 4:00 PM – Pemigewasset

2.5 TCHs

Moderator: CHRISTOPHER DZIDEK, P.E., CCM, ENV SP, Program Manager - Design, Tunnel Redundancy Dept., Massachusetts Water Resources Authority, Chelsea, MA

Assistant Moderators: KAREN GRACEY, P.E., Co-President, Tata & Howard, Marlborough, MA

1:15 PM – “Cyber Security for the Frontline Water Operator”

DONALD SCHUMACHER, CPP, Critical Infrastructure Security Consultant, Ivoryton, CT

Although there have been previous talks on water sector cyber security, those talks covered cyber security recommendations that a front-line operator has no control over- Updating software, MFA implementation, partitioning... What is within the operators control and how can they do their part in cyber

security? The talk will cover the real threat to the water sector, basic cyber hygiene, and discussion on responding to a cyber event all focused on the water operator.

1:45 PM – “Low-Cost Cybersecurity Tabletop Exercises for Water Systems: Practical Preparedness Without the Price Tag”

JASON LOZZI, Director of Information Technology, Pennichuck Water Works, Nashua, NH

Cybersecurity threats to water utilities are increasing, yet many lack resources for formal incident response planning. This session demonstrates how low-cost tabletop exercises can improve preparedness using existing staff and simple tools. Attendees will learn how to build realistic scenarios, facilitate discussions, and identify gaps in communication, roles, and response procedures. Focused on practical application, this approach enables utilities of any size to strengthen coordination between IT, operations, and leadership without requiring significant investment.

2:15 PM – “Modernizing Water Utility SCADA Systems: Cybersecurity Design Considerations and Lessons Learned”

MATTHEW LICK, OT Cybersecurity Discipline Leader, CDM Smith, Melville, NY

Water and wastewater utilities face growing cybersecurity and operational demands as SCADA and OT systems are modernized. This presentation shares design considerations and lessons learned from an active SCADA upgrade, focusing on secure remote access, patch management, intrusion detection, system backups, and test environments. Topics include transitioning from traditional VPNs to controlled remote access solutions, validating patches in test systems, OT intrusion detection strategies, and backup architectures that support resilient, recoverable operations across distributed utility sites.

2:45 PM – 15-Minute Break

3:00 PM – “Is AI a Game Changer for Cybersecurity?”

BRAD HOGLUND, CIO, and EVAN FERNANDES, Director of IT Security, Boston Water and Sewer Commission, Boston, MA

AI is rapidly transforming cybersecurity, acting as both a vital defensive tool and a sophisticated weapon for attackers. This presentation explores the dual nature of AI, highlighting new threats like deepfakes and data poisoning, alongside challenges like regulatory gaps and skilled talent shortages. We will demonstrate how organizations, particularly utilities, can leverage predictive AI to build stronger defenses. Ultimately, modern security requires moving beyond human-only monitoring toward a strategy that merges human expertise and ethics with AI’s speed and adaptability.

3:30 PM – Panel Discussion

DONALD SCHUMACHER, CPP, Critical Infrastructure Security Consultant, Ivoryton, CT; JASON LOZZI, Director of Information Technology, Pennichuck Water Works, Nashua, NH; MATTHEW LICK, OT Cybersecurity Discipline Leader, CDM Smith, Melville, NY; BRAD HOGLUND, CIO, and EVAN FERNANDES, Director of IT Security, Boston Water and Sewer Commission, Boston, MA

4:00 PM – Questions and Answers – All Presenters

Session B – Treatment

**1:15 PM – 4:00 PM – Merrimack + Piscataquog
2.5 TCHs**

Moderator: EMMA PAGE, P.E. Design Engineer, Boston Water & Sewer Commission, Boston, MA

Assistant Moderators: JAKE CANTOR, Engineer, Associate, Hazen and Sawyer, Manchester, NH, and KATIE PETERS, Executive Project Manager, Pawtucket Water Supply Board, Pawtucket, RI

1:15 PM – “Real Time Tracking of PFAS Breakthrough”

JOSEPH ROCCARO, Technical Leader - Water, Weston & Sampson, Rocky Hill, CT

A user-friendly Excel® based tool was developed to help utilities understand PFAS breakthroughs in their GAC/IX filters. Merging lab results with operational data, PFAS breakthrough curves are generated that help utilities “see” how PFAS contaminants work their way through their filters over time. These breakthrough trends are a powerful tool in predicting filter effluent concentrations and scheduling media changeouts. Examples of PFAS breakthrough in several full-scale applications will be presented, along with a review of contaminant adsorption fundamentals.

1:45 PM – “Fixing the Bottlenecks in the Rochester NH Surface Water Treatment Plant”

THOMAS PAGE, P.E., Senior Project Manager, Underwood Engineers, Portsmouth, NH

The Rochester Water Treatment Plant was designed in 1984 as a 5.0 MGD conventional treatment facility. However, hydraulic restrictions limit the hydraulic capacity of the plant to significantly less than the original design flow. Unit processes were evaluated to identify the bottlenecks. Final design of hydraulic improvements to the most critical areas were designed in 2026 and planned for construction. Long-term improvements, including new filtration were evaluated to make sure that near-term improvements were appropriate.

2:15 PM – “Data Visualization for PFAS Pilot Testing of Traditional and Alternative Media Treatment Options”

KAYLEE MOLAN, EIT, Environmental Engineer, CDM Smith, Manchester, NH

PFAS treatment pilot studies generate large volumes of data that must be interpreted efficiently to support pilot operations, treatment selection, regulatory planning, and long-term planning. A 10-month pilot study at the 14-MGD Goldsboro, North Carolina surface water treatment plant evaluated conventional, sequential, and alternative media, including GAC, AIX, regenerable AIX resins, and FLUORO-SORB®, across six treatment trains. This presentation will summarize findings and lessons learned from using PowerBI to enable interactive visualization and comparative performance analysis of treatment technologies.

2:45 PM - 15-Minute Break

3:00 PM – “Clarifying the Future: Considerations to Select the Right Surface Water Treatment Process”

CAITLIN FEDIO, P.E., Associate, Hazen and Sawyer, New York City, NY

As water treatment plants age and regulations evolve, many utilities face critical decisions when upgrading their clarification processes. Their treatment technologies must handle seasonal and event-driven changes like turbidity and emerging contaminants, while balancing reliability, operational flexibility, lifecycle cost, and site constraints. Adaptable options—such as DAF and ballasted flocculation—are favored for their performance under variable conditions. Case studies will highlight diverse solutions and emphasize a collaborative, data-driven, holistic approach to ensure effective, future-ready water treatment process selection.

3:30 PM – “Rescuing a Defunct Pressure Vessel for PFAS Treatment”

MAYSOON SHARIF, P.E., Senior Project Manager, Stantec, Burlington, MA, and MARY HEIM, Superintendent, North Raynham Water District, Raynham, MA

The North Raynham Water District (NRWD) placed an old pressure vessel back into service as part of a full-scale demonstration study to treat PFAS in wells at their First Street Site. Years ago, this single GAC vessel treated VOCs and was taken offline once the plume dissipated. This presentation summarizes the

results of pre-treating raw water for PFAS using GAC before it is blended with other well sources and treated for iron and manganese using aeration and greensand filters.

4:00 PM – Questions and Answers – All Presenters

Session C – A Little Bit of Everything (Except PFAS!)

1:15 PM – 4:00 PM – Merrimack + Piscataquog

2.5 TCHs

Moderator: LINDLE WILLNOW, P.E., Associate Vice President, Discipline Leader, Hydraulic Modeling, AECOM, Chelmsford, MA

Assistant Moderators: AMY COPPERS COSTANTINO, P.E., Technology Leader I, Wright-Pierce, Goshen, NY

1:15 PM – “Quantifying Distributional Equity in Urban Flood Infrastructure”

WILLIAM STARK, Graduate Assistant, University of New Hampshire, Durham, NH

As cities invest in Nature-Based Solutions to reduce flooding, it is critical to ensure that these benefits are reaching the communities that need them the most. This presentation examines four metrics of quantifying distributional equity across simulated urban catchment scenarios. Findings show the strengths and limitations of each metric, and give guidance for including equity objectives in flood infrastructure planning and optimization.

1:45 PM – “A Source-to-Tap Framework for Managing Algal Risks: Case Studies from New Hampshire and New York”

NAN WANG, PhD, Assistant Engineer, Hazen and Sawyer, Buffalo, NY

A source-to-tap framework was developed to address algal, cyanotoxin, and taste-and-odor risks—applied in New Hampshire across 13 public water systems and at New Salem WTP in New York. Source water actions included watershed characterization, risk-based monitoring, reservoir management, and targeted source control. In-plant actions comprised adaptive treatment optimization and phased upgrades. Linking source conditions to real-time operations creates a multi-barrier defense that detects risks earlier, strengthens treatment resilience, and safeguards finished water quality for climate-resilient planning.

2:15 PM – “Adapting Data Management for Lead Service Line Programs: Designing Systems for Real-World Field Conditions”

MAEVA TEIXEIRA MACHADO, Environmental Engineer, CDM Smith, Manchester, NH

Lead service line programs require significant field investigations and data collection to support service line inventories and replacement planning. These efforts often involve rapidly generated datasets, where basic data tools may not scale effectively or align with field conditions. This session presents lessons learned from field inspections and early development of procedures, highlighting challenges with consistency and the need to design systems that work in real-world field environments, as well as the importance of team coordination for successful execution.

2:45 PM – 15-Minute Break

3:00 PM – “Stepping into the Unknown: An Overview of Unregulated Emerging Contaminants in Water”

KATIE CHAMBERLAIN, P.E., Principal, Stantec, Burlington, MA

This presentation reviews emerging, unregulated contaminants in drinking water, including lithium and chloronitramide anion. It discusses their occurrence, health risks, and regulatory status, highlighting the challenges of management and the need for further toxicological studies. Future trends in detection, research, and the development of effective treatment strategies are explored, informing stakeholders on advancing water safety and public health.

3:30 PM – “Plymouth, NH – Leveraging Multiple Funding Programs to Accelerate a Water System Capital Improvement Program in Plymouth, NH”

CHRIS BERG, P.E., Regional Group Leader, Wright-Pierce, Portsmouth, NH, and JASON RANDALL, Director of Operations, Plymouth Village Water and Sewer District, Plymouth, NH

The Plymouth Village Water and Sewer District used loan and grant funding across seven funding programs to advance over \$30 million in projects in the last 10 years. This presentation will discuss the planning efforts that the district used to position itself to take advantage of funding opportunities, the advanced planning and coordination during design and construction to execute projects in accordance with funding requirements, while delivering a high level of service to its customers.

4:00 PM – Questions and Answers – All Presenters

TUESDAY MORNING, SEPTEMBER 15, 2026

Session D – Regulatory

**8:30 AM – 11:15 AM – Pemigewasset
2.5 TCHs**

Moderator: KRISTIN MOORE, P.E., Project Engineer, Stantec, Boston, MA

Assistant Moderators: CHRISTINA JONES, P.E., Director of Water Operations, Springfield Water and Sewer Commission, Westfield, MA

8:30 AM – “Don’t Forget About Lithium – What are the Odds of Regulation for the Only Non-PFAS UCMR5 Contaminant?”

ANNE MALENFANT, P.E., PMP, Senior Project Manager, CDM Smith, Boston, MA

The most recent Unregulated Contaminant Monitoring Rule (UCMR5) sampling was conducted by public water systems (PWS) from 2023-2025 and consisted of 29 PFAS compounds... and lithium. Nearly 30% of PWS who sampled under UCMR5 had lithium detected above the reference concentration. But what does this mean? And what are the considerations for regulating a contaminant that is also used for mental health treatment? This presentation will summarize the latest information on this unusual parameter.

9:00 AM – “Optimizing Full Scale Strong Cation Exchange for Lithium Removal”

CRAIG DOUGLAS, P.E., General Manager, Brunswick & Topsham Water District, Topsham, ME

The Brunswick & Topsham Water District discovered lithium during UCMR 5, with samples from the Taylor Station (2.5MGD) Ranging in values from 7-16ppb. In 1964 the Facility was designed with a strong cation exchange for iron and manganese removal. In 2025 the District investigated optimizing it for lithium removal, by optimization of the system through more frequent filter regeneration and the piloting of a secondary lithium polishing step. Both approaches were successful in lowering lithium levels below 10ppb.

9:30 AM – “Ahead of the Curve: BWSC’s Proactive, People-Powered, Tech-Enabled Lead Sampling Program for Schools and Childcare Facilities”

AJAY SHARMA, Senior Project Engineer, Kleinfelder, and EMMA PAGE, P.E., Director of Planning and Sustainability, Boston Water & Sewer Commission, Boston, MA

In response to EPA's LCRI, which mandate lead sampling in schools and childcare facilities by Nov. 1, 2027, BWSC launched a voluntary, citywide sampling and education program nearly 3 years ahead of schedule. Developed with Kleinfelder, the initiative uses a custom-built GIS database, automated lab data feeds, and Power BI dashboards to streamline logistics, visualize results, and coordinate in real time. This presentation explores the program's framework, technical innovations, outreach strategies, and lessons learned-offering a replicable model for other utilities.

10:00 AM – 15-Minute Break

10:15 AM – “Navigating Private Property Challenges in Public Lead Service Line Replacement: Lexington, Massachusetts”

TYLER SCHMIDT, P.E., Project Manager, Apex Companies, Woburn, MA

LSLR (Lead Service Line Replacement) programs often require public utilities to conduct construction on private property, leading to various legal and logistical challenges. Successful implementation is crucial for meeting federal regulations while gaining homeowner cooperation and maintaining public trust. This presentation shares lessons from a large-scale LSLR initiative, focusing on homeowner outreach, consent agreements, construction scheduling, unexpected site conditions, restoration expectations, and dispute resolution. It also presents a communication framework that combines regulatory notifications with customer service to reduce confusion.

10:45 AM – “New Hampshire’s Effort to Ensure Safe Drinking Water and Regulatory Compliance”

BRANDON KERNEN, Administrator, and JOHNNA MCKENNA, Deputy Administrator, Drinking Water and Groundwater Bureau, New Hampshire Department of Environmental Services, Concord, NH

Water industry partners are collaborating to help New Hampshire water systems meet federal regulations, including PFAS standards and EPA's Lead and Copper Rule, while tackling cybersecurity risks. This session outlines strategies such as technical and financial assistance, regional supply projects, and system consolidation. Funding options such as grants, loans with forgiveness, and state resources plus PFAS litigation impacts will be described. Compliance approaches also include ongoing studies and regional infrastructure projects supporting long-term sustainability.

11:15 AM – Questions and Answers – All Presenters

Session E – Distribution

8:30 AM – 11:15 AM – Merrimack + Piscataquog 2.5 TCHs

Moderator: AMY COPPERS COSTANTINO, P.E., Technology Leader I, Wright-Pierce, Goshen, NY

Assistant Moderators: JORDAN SPITZER-LONDON, Manager, Operations Systems & Efficiency, Aquarion Water Company of Connecticut, Stonington, CT, and DEVON SMITH, P.E., Project Manager, Underwood Engineers, Concord, NH

8:30 AM – “Multi-faceted Inspection of a Large Diameter Transmission Main”

DAVID TANZI, P.E., BCEDD, Senior Vice-President, CDM Smith, Edison, NJ

Presentation will focus on failures of a 4.4-mile 48" PCCP water transmission main and evaluation of the best approach for conducting a multi-faceted condition assessment, details on the planning for a successful inspection, and the results of this inspection. The assessment consisted of an in-service leak detection, and out-of-service visual, sounding, and electromagnetic inspection. This information was used to provide a structural evaluation and assessment to determine whether rehabilitation may be necessary to extend the remaining life of this asset.

9:00 AM – “An Innovative Approach to a Leak Alert Program Can Save You Millions of Gallons”

ROB LITTLE, P.E., Market Leader - Drinking Water, Woodard & Curran, Andover, MA

The San Francisco Public Utilities Commission leak alert program has realized a savings of 75 million gallons of water annually. This presentation highlights a first-of-its-kind algorithm used to expand the program to large properties that have historically been more difficult to analyze. Attendees will learn how to apply this approach to their system through success metrics, lessons learned, and how the overall program's measured expansion resulted in positive consumer feedback across a large, diverse customer base.

9:30 AM – “On Borrowed Time: The Planning and Logistics of Replacing Topsfield's Aging Boston Street Tank”

JIM CRAY, P.E., Sr. Project Manager, and IAN BENTLEY, P.E., Project Engineer, Wright-Pierce, Burlington, MA

Topsfield's Boston Street Water Storage Tank, constructed in 1948, was among the oldest concrete water storage tanks still in service in New England. Serving the town's sole pressure zone, the 500,000-gallon tank had reached the end of its useful life, exhibiting active leaks, exposed prestress wires, and progressive structural deterioration. This presentation examines the planning and logistical challenges of replacing this critical aging infrastructure, including site constraints, system serviceability, funding and the feasibility evaluation that guided the path forward.

10:00 AM – 15-Minute Break

10:15 AM – “Small Steps to Solve a Big Lead Service Line Problem”

AMY LEMOS, EIT, Project Engineer, Weston & Sampson, Reading, MA

Water service line inventory for the City of Medford, Massachusetts, suggested over 65% of their 15,000 water services were material unknown or lead. The City is addressing their big problem through City wide collaboration and a multi-faceted approach. This includes expanded inventory sources, employing predictive modeling to reduce unknowns and false positives, applying a multi-faceted construction and O&M approach, and managing finance with adjusted rates and grant/loan sources, all together estimated to save the City over \$18 million.

10:45 AM – “A New Elevation for Oak Bluffs: Technical Design of the District's Replacement Tank”

WILL SCHAEZKE, P.E., Project Manager, Apex Companies, Quincy, MA

Oak Bluffs Water District, in collaboration with Apex, is planning a significant system upgrade to construct a 1.5 MG elevated water storage tank to replace its 2.0 MG standpipe. The new tank will redefine the community skyline, improve available fire flow, elevate the system's hydraulic grade line, and accommodate future office space. This presentation examines engineering an optimal balance for managing pressure impacts, planning for operational flexibility, and integrating design that aligns with the unique character of the Martha's Vineyard.

11:15 AM – Questions and Answers – All Presenters

Session F – Management/Finance
8:30 AM – 11:15 AM – Contoocook
2.5 TCHs

Moderator: PATRICIA KELLIHER, P.E., Associate, CDM Smith, Manchester, NH

Assistant Moderators: ERIN HOLMES, P.E., Director of Engineering and Environmental Services, Pennichuck Water Works, Nashua, NH

8:30 AM – “Preparing for Success – The Importance of Planning for Technology Modernization Programs”

ROBERT RUSS, Senior Project Manager, Weston & Sampson Engineering, Reading, MA, and ALEX MACKENZIE, Assistant Director of Water & Wastewater, City of Framingham DPW, Framingham, MA, and DYLAN MCPHETRES, Senior Advisor/Consultant, Elliott Group Consulting, Portland, ME

Learn how the City of Framingham planned for a successful meter modernization program. This session shares practical planning tactics for assessing and evaluating impacts to field operations, billing, customer service, and leadership; validating data quality; and strengthening data management and workflows. Attendees will take away readiness assessment steps, stakeholder engagement approaches, and collaboration tips that reduce risk, speed decisions, and deliver a smoother transition to modern metering technology.

9:00 AM – “Lawsuit Risk Management & Tax Reduction for Water Industry Businesses”

LARRY OXENHAM, Senior Advisor, American Society for Asset Protection, St. George, UT

Discover strategies water industry businesses can use to reduce lawsuit exposure, improve financial efficiency, lower taxes, and secure long-term continuity. Learn the legal risks unique to water operations and how to protect business assets, data, equipment, and personal wealth from liability. Understand five overlooked tax strategies that can legally reduce annual taxes without changing cash flow. Finally, explore estate planning tools that eliminate probate, reduce or eliminate estate taxes, and support smooth transition of ownership for families and partners.

9:30 AM – “From Binders to Browsers: Modernizing Utility Information with Digital Resource Centers”

TYLER HUDSON, P.E., Associate, Hazen and Sawyer, New York, NY

This abstract describes how utilities manage large volumes of facility information using a Digital Resource Center (DRC). Examples show how a web-based DRC centralizes drawings, SOPs, manuals, training materials, and related resources into one platform accessible across devices. Emphasis is placed on user-first design supporting daily operations and effective staff training. DRCs can increase overall utility efficiency. The presentation highlights development processes, best practices, success factors, and real-world use cases demonstrating improved long-term information management for utilities and their teams.

10:00 AM – 15-Minute Break

10:15 AM – “One Water, Nine Communities: Advancing a Regional Solution in Boston's Metro West”

EMILY SNYDER, Principal, Stantec, Asheville, NC, MATT MOSTOLLER, District Manager, Acton Water District, Acton, MA, and JUSTIN DeMARCO, Director of Public Works, Town of Maynard, MA

Boston's MetroWest communities face increasing water supply challenges driven by development demands, groundwater contamination, drought vulnerability, and infrastructure and workforce reliability.

In response, nine towns are collaborating to evaluate cost allocation frameworks for constructing regional infrastructure through the MWRA. This presentation explores why these communities are pursuing regional water supply, how they are working together despite differing needs and timelines, and key issues including cost sharing, fairness, risk tolerance, and lessons learned from a multi-community planning effort.

10:45 AM – “Striving for the IDEAL Workplace: Building a Culture of Belonging”

LAUREN MOYLAN, Learning and Development Manager, Pennichuck Water Works, Nashua, NH

Two years ago, Pennichuck Water Works launched the IDEAL Committee, focused on Inclusion, Diversity, Equity, Accessibility, leading to belonging. Attendees will learn how the committee was formed, strategies used to build organizational support, challenges encountered along the way, including gaining buy-in and addressing misconceptions, and the approaches used to overcome those challenges. The session will also provide practical recommendations for organizations interested in starting similar initiatives to strengthen workplace culture, collaboration, resilience, and workforce development.

11:15 AM – Questions and Answers – All Presenters

TUESDAY AFTERNOON, SEPTEMBER 15, 2026

Session G – Public Relations

1:45 PM – 4:30 PM – Pemigewasset

2.5 TCHs

Moderator: ERIN HOLMES, P.E., Director of Engineering and Environmental Services, Pennichuck Water Works, Nashua, NH

Assistant Moderators: KYLE HAY, P.E., National PFAS Lead, Brown and Caldwell, Manchester, NH

1:45 PM – “PR in a Packet: Reviving a Classic Publicity Toolkit for Today’s Water Utility Challenges”

JEROME GUERRA, Principal, The JAGG Group, Lynnfield, MA and MICHELLE CLEMENTS, Communications and Public Relations Director, Portland Water District, Portland, ME

Originally developed in 1991 and updated in 2004, PR in a Packet provides water utilities with ready-to-use outreach tools for proactive communications. This session explores how the NEWWA PR Committee is reviving and modernizing the resource for today’s landscape, addressing issues such as consumer confidence reports, rates/fees, construction impacts, main breaks, and flushing. This new version includes traditional media outreach, digital and social platforms. Attendees will gain practical insights into creating and updating communications to meet evolving public expectations.

2:15 PM – “Smarter Outreach, Better Results: Digital Tools for Customer Engagement under Lead Service Line Programs”

LAUREN BALSAMO, Management Specialist 3 - Strategic Communications, and ASHLEY LAVERIANO, Management Specialist 2 – Strategic communications Organization, CDM Smith, Boston, MA

Under the Lead and Copper Rule Improvements, water systems face growing pressure to track customer outreach accurately without sacrificing efficiency and performance. Leveraging digital tools can help streamline outreach workflows, ensure regulatory compliance, and pinpoint effective customer engagement strategies. This session explores how integrated data management, GIS, and AI tools can be used to improve customer engagement decision-making, reporting, and performance for lead service line inventory and replacement programs.

2:45 PM – “Engineering the Message: Gaining Community Support for a Water Storage Project”

AMY COPPERS COSTANTINO, P.E., Technology Leader I, Goshen, NY, and ROBERT WILLIAMSON, P.E., Regional Group Leader, Sr. Project Manager, Wright-Pierce, Portland, ME

Building public understanding and support for major municipal water projects is rarely taught in technical coursework or operator license training. This presentation describes how two engineers navigated the challenge of educating stakeholders, residents, and regulators during a water storage tank replacement in Weston, Massachusetts. After two failed attempts, the project ultimately earned Town Meeting approval. The session highlights lessons learned in communication, outreach, and trust-building essential to advancing complex infrastructure projects through clear messaging and sustained community engagement efforts locally.

3:15 PM – 15-Minute Break

3:30 PM – “New Hampshire’s Value of Public Drinking Water Campaign”

JASON SMITH, NH Drinking Water Operator Certification Manager, New Hampshire Department of Environmental Services, Concord, NH

The New Hampshire Department of Environmental Services (NHDES) recently completed a campaign with Pinnacle Communications Resource Company, LLC (Pinnacle) to provide services to design a state-wide messaging campaign to educate, inform, and raise civic engagement among drinking water users. NHDES and Pinnacle used a collaborative approach to provide partners with materials for their use. Materials include bus signs, social media ads, billboard signs, digital ads, a Clean Water Quiz & a Clean Water Pledge along with a tool kit.

4:00 PM - From Posts to Public Trust: Results-Driven Communication for Water Utilities

MICHELLE CELMENTS, Communications and Public Relations Director, and KAITLIN TIBBETS, Community Engagement Specialist, Portland Water District, Portland, ME

Explore how Portland Water District uses strategic, multichannel communication to build trust, strengthen relationships, and deliver measurable results. Through social media, outreach, and strategic communications, PWD connects with diverse audiences to support broader organizational goals. With a special focus on social media, the session will show how various platforms can humanize utility work, share timely information, and spark meaningful public engagement. Attendees will gain practical insights on using communications to move beyond information sharing and drive meaningful engagement.

4:30 PM – Questions and Answers – All Presenters

Session H – Water Resources 1:45 PM – 4:30 PM – Contoocook 2.5 TCHs

Moderator: RENEE LANZA, P.E., Senior Consultant, GEI Consultant, Woburn, MA

Assistant Moderators: TARA McMANUS, P.E., Vice President, Weston and Sampson, Reading, MA

1:45 PM – “Bloom Fighters: Building a Statewide Monitoring and Response Protocol to Defend Against Cyanotoxins in New Hampshire”

ELIZABETH CRAFTON, Associate, Hazen and Sawyer, Lakewood, CO

Harmful Algal Blooms (HABs) have increased in frequency across New Hampshire, reaching record levels in 2024 and prompting the need for a statewide response. Thirteen participating water systems face

challenges such as limited treatment design, operational risks, and vulnerable source waters. A tailored optimization framework was developed to enable rapid detection, adaptive monitoring, and treatment of cyanotoxins. This scalable approach provides actionable guidance to enhance resilience and safeguard water quality across New Hampshire's drinking water systems.

2:15 PM – “A Giant Step Forward for Water Quality in the Merrimack River”

DAVID POLCARI, P.E., Senior Vice President, CDM Smith, Manchester, NH

The Merrimack River has long served the region as a drinking water source, economic engine and source of recreation. The river has also been a receptor for treated and untreated wastewater and non-point source pollution. As part of its successful and ongoing CSO Program, the City of Manchester has embarked on construction of a \$350M, 2-mile long 12-ft diameter drainage tunnel that will serve as the spine for its sewer separation program and improve water quality and the environment.

2:45 PM – “Development and Evolution of PWW's Watershed Program”

ASHLEY PIPER, Environmental Scientist, Pennichuck Water, Nashua, NH

As water systems face increasing pressure from emerging contaminants, aging infrastructure, and evolving land use, many are reevaluating their approach to source water protection. This presentation will discuss Pennichuck Water's recent efforts to transition from a primarily compliance-driven framework to a more proactive and strategic watershed-based management program. This presentation will touch on first steps, roadblocks, and lessons learned throughout the program's evolution.

3:15 PM – 15-Minute Break

3:30 PM – “New Hampshire's Recent Success and Future in Shared Resources for Drinking Water Systems”

DEVON SMITH, P.E., Senior Project Manager, and KEITH PRATT, P.E., Chief Operating Officer, Underwood Engineers, Concord, NH

Recent State and local investments have led to many successful water system interconnections across New Hampshire. Initiatives such as the Southern NH Regional Water Project and the Seacoast Interconnection Study have established a business case and vision for shared resources. This groundwork is promoting a shift in thinking for water managers to break down boundaries and consider options that focus on cost-effective and sustainable water supply with greater resiliency and reliability for the region. Recent case studies will be provided.

4:00 PM – “Planned Downtime, Lasting Impact: Proactive Tank Rehabilitation Strategies”

APRIL LOCKE, P.E., Project Engineer, Tighe & Bond, Worcester, MA

The Town of Ware is undergoing a Rehabilitation Project for two storage tanks. Original work included rehabilitation of coating systems, safety improvements, and installation of mixing systems at each tank. Taking advantage of the pre-planned shutdowns, the Town chose to rehabilitate the tank valve vaults and site piping, highlighting the opportunity for proactive maintenance that can be completed while a tank is offline. This presentation discusses the project's design and construction challenges and coordination considerations for tank rehabilitation.

4:30 PM – Questions and Answers – All Presenters

Session I – GIS/Data Management

1:45 PM – 4:30 PM – Contoocook

2.5 TCHs

Moderator: THOMAS RENAUD, P.E., CAPM, Project Manager, Massachusetts Water Resources Authority, Chelsea, MA

Assistant Moderators: JUSTIN RICHARDSON, GIS and Asset Manager, Kennebunk, Kennebunkport & Wells Water District, Kennebunk, ME

1:45 PM – “Using Analytics Dashboards to Support Utility Management and Data-Informed Decision Making”

CONOR BRENNAN, P.E., Associate, Hazen and Sawyer, New York, NY

Utility managers and leaders have a substantial amount of information to review and maintain. Analytics dashboards can strengthen overall utility management and support timely, data-informed decision-making. Examples show how dashboards integrate operational information, water quality data, customer service feedback, financial components, asset overviews, and external environmental data to track performance, compliance, consumption, and cost trends. These dashboards help identify system risks, emerging issues, and illustrate how utilities can review utility health, performance, and organizational priorities through a trusted “one-stop shop.”

2:15 PM – “Artificial Intelligence and Machine Learning Fundamentals: An Introduction for Engineers, Scientists, Managers, and Water Professionals”

HARRISON ROAKES, P.E., Lead Engineer, Sanborn, Head & Associates, Inc. Bedford, NH

Artificial intelligence (AI) and machine learning (ML) tools are increasingly powerful and accessible, driving interest in their use for data analysis and decision-making in drinking water. Many water professionals are data-literate but have limited exposure to AI/ML concepts. This presentation introduces core terminology, capabilities, and limitations of AI/ML, and it presents high-level frameworks for understanding available tools and evaluating appropriate use, all in the context of drinking water applications.

2:45 PM – “Preparing Utility Data and Deploying Asset Management and GIS Technologies in an AI World”

JAYSON BRENNEN, GISP, Senior Vice President, Asset Management & GIS Practice Leader, and BRYSON KOZIELL, Vice President, GIS Discipline Leader, CDM Smith, Manchester, NH

AI is here and utilities today need to prepare for the technologies of tomorrow. This presentation will describe the processes utilities can take to standardize and improve AM, GIS, and plant data to better leverage AI and other emerging technologies. In addition, next-generation AI and mobile GIS apps, including BIM-3D/GIS, AI data collection, capital planning tools, and large language models for utility operations will be presented to demonstrate emerging technologies in the AM, GIS, and AI world.

3:15 PM – 15-Minute Break

3:30 PM – “GIS Tools and Workflows for Lead Service Line Inventory Compliance”

JEFF NORMANDIN, GISP, GIS Manager, Portsmouth, NH, and CHRISTINE MANDERSON, Lead GIS Analyst, Wright-Pierce

In this presentation we will discuss the ways GIS was used in the inventory of water service line materials for compliance with EPA/NHDES requirements. We will use examples from our NH clients to demonstrate the inventory process, our custom data management tools that help ease data input and conversion and prepare the data for submission to DES, and our multi-phased approach to help minimize field investigations and reduce costs.

4:00 PM – “Software for Managing Mass Meter Replacement Projects”

AMY VREDEVOOGD, Staff Software Engineer, Weston & Sampson, Reading, MA

Managing mass meter replacement projects often relies on disconnected spreadsheets, customer correspondence, installation data, and scheduling systems, creating errors and delays as the project progresses. This presentation highlights a Meter Management Application that centralizes project tracking, correspondence, appointments, and installation records. By combining data from multiple sources using APIs and real-time webhooks, the application automates workflows and synchronizes updates instantly. Attendees will learn how integrating disparate systems into a single platform improves efficiency, accuracy, and oversight for meter replacement projects.

4:30 PM – Questions and Answers – All Presenters

WEDNESDAY MORNING, SEPTEMBER 16, 2026
Breakfast Buffet and Town Hall Panel Meeting: Utility Management
Contoocook + Merrimack
2 TCHs

Moderator: JOHN BOISVERT, P.E., Chief Executive Officer, Pennichuck Water Works, Inc., Nashua, NH, and CHRISTINA JONES, P.E., Director of Water Operations, Springfield Water and Sewer Commission, Westfield, MA

Assistant Moderator: CHRISTOPHER DZIDEK, P.E., CCM, ENV SP, Program Manager – Design, Tunnel Redundancy, Massachusetts Water Resources Authority, Chelsea, MA

Utility Management Panel: JOE DUNCAN, P.E., General Manager, Champlain Water District, South Burlington, VT, DARIN LAFALAM, Water & Sewer Superintendent, Concord Public Works Water & Sewer Division, Concord, MA, SCOTT FIRMIN, General Manager, Portland Water District, Portland, ME, JESSICA LYNCH, P.E., General Manager and Chief Engineer, Portsmouth Water & Fire District, Portsmouth, RI, MATT MOSTOLLER, District Manager, Acton Water District, Acton, MA, and ROGER PARADIS, General Manager, Kennebunk, Kennebunkport, and Wells Water District, Kennebunk, ME

This town hall session will focus on key issues affecting water utilities, including how to manage the surge in artificial intelligence use, successfully utilizing social media to communicate with customers and stakeholders, and navigating the workforce development crisis by ensuring stable staffing into the future. Participants will also have the opportunity to learn from peers via a panel discussion with utility managers.

8:30 AM – Introduction

8:40 AM – “Setting Guardrails for AI”

MICHAEL GREELEY, P.E., Data Management Practice Lead, Stantec, Burlington, MA

9:10 AM – “Getting Social: Using Social Media to Connect with Your Community”

JAIMYE BARTAK, AICP, Communications Manager, and LEAH KEATING, Communications Specialist, Springfield Water and Sewer Commission, Springfield, MA.

9:40 AM – “State of Workforce Development in New England – What Are We All Doing and What Is Working?”

Kirsten King, CEO, New England Water Works Association, Inc., Holliston, MA, and Mary Barry, Executive Director, New England Water Environment Association, Woburn, MA

10:10 AM – Open Discussion with Utility Managers Panelists – What are You Too Afraid to Ask?



10:45 – Adjourn