







NEWWA
New England Water Works ASSOCIATION

2026 December Membership Meeting
December 16, 2026
Andover Country Club, Andover, MA

YES - new location this year!

Earn 2.5 TCHs for attending technical sessions.
Topics include:

"MassDEP Regulatory Update"
"Keep Your Cool When the Customer Doesn't: De-Escalation for Water Utility Professionals"
"When Cyber Becomes Physical: Closing the Gap Between Detection and Authorized Action in Water Utilities"
"Current and Emerging Cybersecurity Threats to the Water Sector"

See full agenda and abstracts on the reverse side.

PLUS ...

- Award Presentations
- Committee Meetings
- Networking
- New Member Breakfast
- Updates from NEWWA President, Tom Garrity

water for people

NEWWA's Water For People Committee is hosting their annual raffle. Consider donating gift cards, tickets to sporting events, craft beer, crafts, etc. And don't forget to bring cash to buy raffle tickets!

Help brighten a child's Christmas!
Bring a new, unwrapped toy (Ages 0-13) to be donated to Toys for Tots. There will be a toy collection box near the Registration Desk. Thank you to NEWWA's Young Professionals Committee for coordinating.

TOYS FOR TOTS

Are you new to NEWWA?

Join us at the New Member Breakfast at 8:00AM in the Ballroom. Attend this popular event and ...

- Meet members of the Membership and Young Professionals Committees, Board of Directors, and staff.
- Find out the winners of the 2026 Membership Drive.
- Learn about NEWWA, its events, and the successful Mentoring Program and how to get involved!
- Come early for your chance to win some valuable NEWWA door prizes!

First-year members receive FREE registration to the December Meeting.



NEWWA December Membership Meeting Agenda
December 16, 2026

Earn 2.5 TCHs for attending this meeting (pending approval of state agencies). You must attend the entire meeting to earn TCHs.

8:30 AM **Registration and Coffee**

8:50 AM **Welcome and Introduction by Moderators**
ERIN HOLMES, P.E., Director of Engineering and Environmental Services, Pennichuck Water Works, Nashua, NH, and RENEE LANZA, P.E., Senior Consultant, GEI Consultants, Wakefield, MA

9:00 AM **"MassDEP Regulatory Update"**
DAMON GUTERMAN, Senior Analyst, MassDEP, Boston, MA

MassDEP will provide an overview of key provisions of new federal drinking water regulations taking effect in 2027, including the Consumer Confidence Report (CCR) Rule, PFAS National Primary Drinking Water Regulation, and Lead and Copper Rule Improvements (LCRI). The session will highlight upcoming requirements, MassDEP's efforts to adopt and implement these regulations, and available resources and support to help public water systems prepare for compliance.

9:30 AM **"Keep Your Cool When the Customer Doesn't: De-Escalation for Water Utility Professionals"**
VYCTORIA WALSH, MBA, Utility Billing & Meter Operations Manager, Town of Lexington, Lexington, MA

Water utility employees deal with difficult customers every day, but knowing the right answer doesn't always mean knowing how to communicate it when someone is angry. This practical and humorous session explores different types of difficult customers, reading your audience, staying calm during heated interactions, and using language that can prevent escalation. Attendees will learn techniques for balancing empathy with firmness, setting appropriate boundaries, and remembering an important truth: good customer service does not require accepting abusive behavior from customers.

10:00 AM **"When Cyber Becomes Physical: Closing the Gap Between Detection and Authorized Action in Water Utilities"**
ANN MARIE VAN DEN HURK, MSc., APR, Founder, Mind The Gap Advisory / SeverityIQ™, Newport, RI

Cyber incidents affecting water systems can quickly become operational decisions: disconnect remote access, shift to manual operations, shut down equipment, notify regulators, or warn the public. Detecting the problem is only the beginning. This session examines the anomaly-to-authority gap between recognizing something is wrong and getting the right person authorized to act. Attendees will learn a practical framework for mapping critical decisions, backup authority, escalation thresholds, and informed stakeholders before an incident creates avoidable delay under real-world operational pressure conditions.

10:30 AM **"Current and Emerging Cybersecurity Threats to the Water Sector"**
BRIAN GAVIOLI, Cybersecurity Advisor for Massachusetts, Cybersecurity and Infrastructure Security Agency, Framingham, MA

The Cybersecurity and Infrastructure Security Agency (CISA) will discuss current cybersecurity threats to the water sector looking at several recent attacks. CISA will also discuss potential future threats such as state actors conducting widespread destructive cyber-attacks and super intelligences impact. Participants will leave with a good understanding of the threats to their water systems and receive practical mitigations and no-cost resources available from CISA that can help reduce their risk.

11:30 AM **Networking and Social Time**

12:15 PM **Lunch, Announcements, Business Meeting, and Update by NEWWA President, TOM GARRITY**

DECEMBER MEETING REGISTRATION FORM — 3 WAYS TO REGISTER!

Register online at newwa.org	Complete this form, scan, and return by email to Katelyn at ktodesco@newwa.org.	Complete this form and return by fax to 508.893.9898

CONTACT INFORMATION (Please print clearly.)

Name	Title	Nickname	
Company			
Address	City	State	Zip
Phone	Fax	Email	

Early Registration Fee Before 11/26/26		Late Registration Fee 11/26/26 or After		Please indicate a luncheon choice below	
NEWWA Member Fee Before 11/26 @ $90		NEWWA Member Fee After 11/26 @ $115		# ordering Chicken Piccata	
Non-Member Fee Before 11/26 @ $155		Non-Member Fee After 11/26 @ $200		# ordering 6oz. Center Cut Sirloin Steak	
Specify here if you have any special dietary needs:				# ordering Vegetarian	

PAYMENT INFORMATION

☐ Personal Check (Payable NEWWA) ☐ Company Check ☐ MasterCard ☐ Visa ☐ AMEX ☐ Discover		TOTAL PAYMENT	
Credit Card #	Exp. Date CSV:	Signature	

ADA: If you have a disability and need accommodations to participate in one of NEWWA's events, please contact NEWWA at 508.893.7979 before the start of the event so proper arrangements can be made.
Cancellation Policy: Any registration cancellation is assessed a $30.00 administrative fee. If you cancel within one (1) business day of the event or training you will be charged 100 percent of the original registration fee. This charge is non-refundable and non-transferable. Written refund/credit requests made for special circumstances will be considered on a case-by-case basis.
Photograph and Information Release: Photographs will be taken at this event. By registering for this event you agree to allow NEWWA to use your photo in any NEWWA-related publication or social media site.

QUESTIONS? Contact Katelyn Todesco, Events & Marketing Manager, at ktodesco@newwa.org.