



NEWWA / NEWEA Information Technology & Asset Management Fair Technology, Data, AI, and Resilience in the Water Works Profession

Date: November 2, 2026

**NEWWA Training Center, 125 Hopping Brook Road, Holliston, MA 01746
5.5 TCHs**

8:30 AM - Registration and Coffee

9:00 AM - Background, Orientation, Purpose, and Learning Outcomes

9:20 AM - Welcome and Introduction by Moderators – MARGARET MCCARTHY, PE, Drinking Water Infrastructure Practice Leader/Vice President, Weston and Sampson, and MIKE GREELEY, PE, Data Management Practice Lead, Stantec

9:30 AM - “OT & IT Can Play Nice: The City of Lowell's OT & IT Cybersecurity Journey” - TIM MAYNARD, PE, GICSP, Senior Technical Leader, Woodard & Curran, and JOHN MEYERS, Management Information Systems Director, City of Lowell, MA

Over the last decade the City of Lowell Massachusetts have dedicated efforts to increase the cybersecurity posture of both IT and OT networks within the water and wastewater utilities. This presentation intends to walk through that journey, from initial assessment to road mapping and planning to integration of technology and systems.

The City of Lowell IT department will discuss what tools and systems they have implemented on the business side to strengthen their resiliency to, and ability to recover from, an attack.

Woodard & Curran will review the OT journey from simple flat networks at both water and wastewater to a system that incorporates segmentation, enforcement boundaries, network monitoring and zero trust remote access in alignment with recommended cybersecurity best practices for an OT network.

Lastly, the team will present on where the IT and OT systems converge, and the decisions that were made on where IT/OT tools can be combined and where they should remain isolated.

10:00 AM - “From Data Silos to Operational Resilience: Integrating IT, OT, and Asset Intelligence in Modern Water Utilities” - KENN BENGTTSSON, Cybersecurity Practice Lead, Tetra Tech

Water utilities are rapidly adopting connected technologies, yet critical operational, asset, and cybersecurity data often remain isolated across departments and systems. This presentation explores how utilities can transform SCADA, GIS, Historian, Asset management, and cybersecurity data into actionable operational intelligence that improves resilience, emergency response, asset prioritization, and decision-making. Through real-world utility examples and practical integration strategies, attendees will see how IT/OT convergence is reshaping modern water utility operations, risk management, and infrastructure planning.



10:30 AM Break

Interactive Learning Stations

10:40 AM Learning Station Rotation #1

11:20 AM Learning Station Rotation #2

12:30 PM Learning Station Rotation #3

Learning Station A - "Drone Uses for Various Municipal Services" - THOMAS LASHMIT, Town Surveyor GIS Coordinator, Town of Wayland DPW

Show the Town of Wayland DPW's drone with LIDAR payload and its municipal uses we have discovered so far. The town is finding other ways to utilize the drone beyond surface mapping for a grant to maximize its benefit to the town and its people. The Health Department, Water Division of DPW, Town Manager, Historic Society, Planning Department, and Facilities Department have all benefited from the drone usage. From LIDAR to Digital Modelling, basic photography, and a thermal camera (soon).

Learning Station B - "GIS for Lead Service Line Compliance" - JEFF NORMANDIN, GISP, GIS Manager, and CHRISTINE MANDERSON, Lead GIS Analyst, Wright-Pierce

We will discuss ways we use GIS to inventory water service line materials on the public and private side, collect and enter data using field data collection forms and while gathering information from as-built plans and other records, how this information is integrated with other GIS data and prepared for submittal to state regulatory agencies, and tools to help ease data conversion. The presentation will touch on the topics of data management, managing data from multiple sources, and system integration.

Learning Station C - "Empowering Water Utilities: Data-Driven Solutions for Sustainable Management" - KEVIN MACKINNON, Water Resources Practice Leader, and MICHAEL KASTANOTIS, Team Leader, Weston & Sampson

Communities face major challenges managing water amid climate change, aging infrastructure, and stricter regulations. A new intelligence platform lets utilities and leaders make proactive, sustainable decisions by integrating data from various sources into a user-friendly interface. It offers real-time visualization, predictive modeling, and automated alerts, enabling users to optimize water systems, improve collaboration, and ensure compliance. Early adopters have used it to forecast drought risk and enhance wellfield operations, resulting in transparent, cost-effective, and resilient water management.

12:00 PM - Lunch

1:10 PM - Welcome Back and Introduction by Moderator - ELIZA STYCZYNSKI, Asset Management Consultant, Brown and Caldwell



1:15 PM - “Advancing Utility Adoption of AI and Large Language Models: Practical Applications for the Water Sector” - WILSON SHEALY, Digital Solutions Project Manager, Brown and Caldwell

Water and wastewater utilities manage vast amounts of data across GIS, CMMS, SCADA, regulatory records, and operational documents, yet much of this information remains difficult to access and use effectively. This presentation highlights practical applications of artificial intelligence (AI) and large language models (LLMs) for document retrieval, regulatory compliance, asset management, operational analytics, and knowledge retention. Attendees will learn implementation strategies, governance considerations, and how utilities can begin leveraging AI to improve efficiency, decision-making, and long-term resilience.

1:45 PM - “From Curiosity to Governance: Developing an AI Acceptable Use Policy for a Water Utility” - JASON LOZZI, Director of Information Technology, Pennichuck Water

As AI tools become increasingly accessible, utilities must balance innovation with security, privacy, and regulatory obligations. This presentation shares Pennichuck's approach to developing an AI Acceptable Use Policy, including risk assessment, governance considerations, acceptable-use guidelines, and lessons learned. Attendees will gain a practical roadmap for establishing AI governance and enabling responsible adoption within their own organizations.

2:15 PM - “From Data to Maintenance Actions: Integrating GIS & AMS for Smarter Asset Management in Nantucket” - CINDY CHU, Principal GIS Analyst, , and DEVON JONES, Principal GIS Analyst, Hazen and Sawyer

As municipalities modernize operations, GIS has become more than a mapping tool—it is a critical foundation for enterprise asset management. This presentation highlights the Town of Nantucket's effort to integrate GIS with an Asset Management System (AMS), creating a spatially enabled program that supports proactive maintenance of sewer, water, and stormwater infrastructure.

This session will explore how GIS data was evaluated, standardized, and organized to support asset management objectives.

Attendees will learn how asset layers were prepared and published, and how GIS was integrated with work order management to improve decision-making for office and field staff. The presentation will also share lessons learned, including challenges related to data cleanup, schema development, user adoption, and system integration. Drawing on the Town of Nantucket's experience, the session will demonstrate how integrating GIS and AMS technologies can support a more comprehensive and sustainable approach to managing municipal infrastructure. Participants will leave with actionable insights and best practices that can help similar communities strengthen asset management programs, improve operational efficiency, and maximize the value of their GIS investments.



2:45 PM - “Modernizing Water Infrastructure Management Through GIS and Asset-Based Planning in Middleborough, MA” - TITO SANCHEZ, Senior Project Manager and GIS Manager, BETA Group, Inc.

The Middleborough Asset Management Grant Project strengthened the Town’s ability to manage critical infrastructure through GIS data consolidation, field verification, leak detection support, and asset management planning. The project created standardized GIS layers, improved data accuracy, and developed a risk-based prioritization framework using asset vulnerability and criticality to help guide inspections, maintenance, rehabilitation, and future capital planning.

3:15 PM - “Asset Management and Technology” - BETH SCHRAYSHUEN, Asset Management Program Manager, EA Engineering, Science, and Technology, Inc., PBC

Many utilities and organizations are already performing elements of asset management, though they may not fully recognize the breadth and maturity of their existing practices. Asset management is often introduced or “sold” as a software solution; however, the true foundation lies in the decisions, policies, and processes that exist outside of the technology. These elements must be clearly defined, documented, and supported through consensus among end users and staff to ensure long-term success.

This presentation will provide an overview of the Institute of Asset Management (IAM) Anatomy of Asset Management, a comprehensive framework that defines the scope, structure, and key components of an effective asset management program. The IAM Anatomy helps organizations understand how asset management aligns with delivery level of services, decision making approach, and risk. In addition to reviewing this framework, the session will explore key considerations when implementing software tools to support asset data management. While technology platforms enable improved data collection, integration, and analysis, successful implementation requires alignment with organizational objectives, operational decision-making processes, and long-term planning for asset replacement. Equally important is ensuring that these tools integrate effectively with existing workflows and are supported by strong governance and stakeholder engagement.

3:45 PM - Questions & Answers, Assessment and Review

4:00 PM - Adjourn

REGISTRATION FORM

2026 NEWWA/NEWEA INFORMATION TECHNOLOGY AND ASSET MANAGEMENT FAIR – NOVEMBER 2, 2026

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 mail to NEWWA:
125 Hopping Brook Road, Holliston, MA 01746
Attn: Katelyn Todesco

CONTACT INFORMATION (Please print clearly.)

Name	Title	Nickname	
Company			
Address	City	State	Zip
Phone	Fax	Email	

IT FAIR FEES

The discounted fee for NEWWA members is \$200. Full price is \$360. Registrations received two days or less to the start of the program will be assessed a \$20 late fee. NEWEA members should contact Registrar Mary Keating at mkeating@newwa.org for access to the member price.

PLEASE CHECK THE APPROPRIATE PROGRAM FEE:

NEWWA Member @ \$200

Non-Member @ \$360

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

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

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