

ONLINE TRAINING ACADEMY

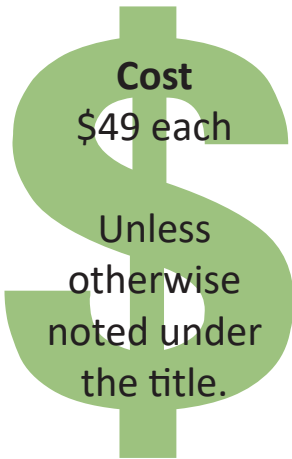


The Online Training Academy (OTA) is a series of web-based courses designed to build strong authorities. This convenient and cost-effective training has been developed for:

- ◆ authority board members
- ◆ consultants
- ◆ management
- ◆ billing departments
- ◆ financial staff
- ◆ treatment plant employees
- ◆ and more!

Each webinar is approximately 1 hour and includes a detailed presentation, along with a question and answer period.

Everyone benefits from these courses!



What you need

A computer or mobile device with high-speed internet access

Speakers or headphones to listen to the audio portion of the sessions

A valid email address for registration

For additional information or to purchase a webinar(s), please email Kim Miller at miller@municipalauthorities.org. A link to the webinar(s) will be emailed, along with an invoice. The link can be viewed multiple times.

Attention Professional Engineers

If a PDH is noted after the webinar title, a certificate will be issued upon viewing confirmation.

TABLE OF CONTENTS

ADMINISTRATIVE

Authority Outreach & Impact of your Digital Presence.....	12
Best Management Practices for Legal and Effective Procurement.....	13
Best Management Practice’s Uncovered: Addressing Failures and Ensuring Longevity.....	14
Board Member Training (2 PDH)	15
Considering a Customer Assistance Program?	20
Creating Advantages in Today’s Bidding Environment	24
Effective Strategies for Retaining Top Talent	31
Effective Succession Planning	32
Emergency Preparedness & Crisis Communicating.....	35
How do you Inspire your Team.....	44
The Manager’s Guide to Team Building (2 Part).....	56
Medical Marijuana: Workplace Implications.....	58
No One-Size-Fits-All: Practical Strategies for Managing Non-Revenue Water.....	68
Paper to Paperless: Document Management for Authorities	72
Physical Security from A-Z.....	77
Proactive and Provocative Practices and Policies	79
Recruiting Strategies for Millennials and Generation Z.....	85
Redeveloping a Resilient City	86
Solving Employee Problems	88
The Struggle is Real: How to Leverage Social Media and Creatively Engage your Customers and Stakeholders.....	92
Successfully Utilizing COSTARS and Other Procurement Best Practices.....	93
Using Public Communications to Succeed During Today’s Toughest Challenges: PFAS, Lead Service Lines, and Infrastructure Emergencies.....	99

COLLECTIONS

Effective Water Termination Practices: Policies, Compliance, and Real-World Solutions	33
Improving Revenue Collections During a Pandemic – Lessons Learned.....	50
Incentivizing Customers to Pay Their Delinquent Accounts Quickly.....	51
Proven Strategies to Increase Delinquent Collections and Navigate Bankruptcy.....	80
Shutting Off the Tap: Understanding Pennsylvania’s Water Termination Laws..	87
Water Terminations: Laws, Policies & Practices, Funding.....	100

COVID

Authorities and COVID-19	10
COVID-19 and Municipal Authorities: One Year Later	22
How to Grow Your Authority and as a Result Reduce Future Rate Increases - A Case Study of an Authority Growth Strategy – LASA’s Three Recent Acquisitions Impact of COVID-19 on Municipal Authorities	46
Impact of COVID-19 on Municipal Authorities & Considerations on How to Move Forward.....	48
The New Normal – Responding to a Positive COVID-19 Case in the Workplace and Reducing the Spread.....	66

CYBERSECURITY

Critical Infrastructure Cybersecurity: Attacks, Mitigation, and the Human Asset (1 PDH)	25
Cybersecurity Best Practices for Government and Authorities	26
Cybersecurity Preparedness for Planning: Overview for Non-Technical Leadership	27
Cybersecurity Threats, Challenges & Solutions from the Trenches.....	28
Five Things You Must Do Today to Properly Protect Your Organization from Cyber Threats.....	40
Is your Authority Truly Cyber-Resilient (1 PDH).....	52
Ransomware: Safeguarding your Authority	82
Ransomware/Cloud Computing	83

FINANCE

The Art & Science of Rate Making.....	9
How Capital Improvement Plans Can Help Authorities Survive COVID-19 and Other Financial Challenges (1 PDH)	43
How to Bake a Bond Issue: Have Your Cake & Eat it Too.....	45
How to Recognize and Stop Financial Fraudsters	47
New Applications in Asset Management with GIS and CMMS Solutions	65
Optimizing Water Rates for Strategic Success: Case Studies and Trends	69
Partnering with PENNVEST.....	73
Rate Setting Demystified: Blending Strategy, Data, and Best Practices	84
Strategies for Implementing Act 43 Imposing New Requirements for Multi-Family Billings (1 PDH)	90
Tapping Fees (1 PDH).....	94
Understanding Tapping Fees: A Practical Guide for Municipal Authorities	95

FUNDING

PA Homeowner Assistance Fund Program Overview	70
Public Water Supply Assistance Program	81

LEGAL

Authority and Tenant Rights and Obligations Prior to Termination of Service	11
A Comprehensive Review of the Municipality Authorities Act.....	19
Contract Conundrums: Debunking the Myth of Standard Form Agreements (1 CLE)	21
Dealing with Delinquencies & Dialing Down on Bankruptcies	29
Eluding Litigation	34
Ethics (1 PDH).....	37
Everything you need to know about the Sunshine Act (1 CLE).....	38
Everything you need to know on Pennsylvania’s Right-to-Know Law (1 CLE)..	39
Mastering Pennsylvania’s Right-to-Know Law: Compliance, Requests, and Best Practices.....	57
Municipality Authorities Act, The (2/4/26)	59
Municipality Authorities Act Explained (1/8/25).....	60
Municipality Authorities Act Overview (2/7/24)	61
Navigating the PA One Call Law	63
Navigating the Sunshine Act: A Practical Guide for Municipal Authorities	64
PA One Call Update: Are you in Compliance with the New Law?.....	71
Understanding the Right to Know Law and Sunshine Act	97
Who, What, When, and Why of Authority Rules and Regulations	101

PFAS/PFOS

2023 Update for Municipal Authorities.....	7
Breaking Down PFAS: Impacts to Municipal Wastewater & Biosolids	16
Breaking Down PFAS: What Lies Ahead for Municipal Drinking Water Treatment?.....	17
EPA Releases New Drinking Water Standards for PFAS	36
Getting the Treatment Right - Pilot Study for an 80 MGD PFAS Surface Water Treatment Plan.....	42
Navigating PFAS Compliance: Regulatory, Legal and Operational Challenges for Municipal Authorities	62
PFAS 2022: A Midyear Update for Municipal Authorities.....	74
PFAS Soup to Nuts	75
PFAS - Technologies & Treatment Options	76
Understanding PFAS: The Evolving Regulatory Landscape and Its Impact	98

STORMWATER

Addressing Legacy Stormwater Issues in Today’s MS4 Environment	8
Creating a Stormwater Authority - Everything You Need to Know	23
Decoding the Draft MS4 Permit - A Guide to the Future of MS4 Compliance and Funding (1 PDH)	30
Stormwater Authorities 2.0 – Optimizing Implementation & Programming through the Next Permit Cycle	89

TECHNOLOGY

Geophysics and Subsurface Utility Engineering for Municipal Authorities	41
Implementing Green Technology for Sludge Management.....	49
The Nuts & Bolts of Solar Power for Water & Wastewater (1 PDH)	67
Plant Optimization Strategies	78
Streamlining Operations Using GIS and Automation in Order to Comply with Regulatory Requirements	91
Unlocking Federal Tax Credits for Solar Projects: The Inflation Reduction Act Explained	96

WATER

Complying with America’s Water Infrastructure Act of 2018.....	18
Lead & Copper Rule Compliance: What Comes Next	53
Lead & Copper Rule Revisions How It Impacts Your Water Authority (1 PDH) ..	54
Lead & Copper Rule Revisions (LCRR): Unlocking the Tools for Success - 2 Parts (2 PDHs).....	55

2023 Update for Municipal Authorities (1 PDH)

View this fact filled, informative PFAS webinar on the latest initiatives and proposals impacting Pennsylvania municipal authorities. In this session, we will cover numerous topics related to water, sewer, and solid waste authorities.

Environmental Protection Agency (EPA) Updates:

- EPA's progress under its much publicized PFAS Strategic Roadmap.
- Proposed designation of PFOA and PFOS as hazardous substances under Superfund, and what this could mean for your authority.
- Recent memorandum addressing PFAS and NPDES permitting.
- New proposal addressing the reentry of PFAS into commerce.
- Ongoing efforts to establish federal MCL's for PFAS.
- Proposal to address PFAS contamination in its National Enforcement and Compliance Initiatives for the FY 2024-2027 cycle.

We will also be discussing:

- Implementation of DEP's Safe Drinking Water PFAS MCL Rule.
- Updates on current legal proceedings relevant to authorities.
- Regulatory initiatives that could cause liabilities to water and wastewater organizations.

Plus, your questions answered!

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Addressing Legacy Stormwater Issues in Today's MS4 Environment (1 PDH)

Stormwater management standards have changed over time, evolving as our understanding of stormwater has evolved. Legacy BMP's may no longer be serving their intended purpose.

The presenters will provide background on:

- The evolution of stormwater management
-
- Unique difficulties in suburban karst landscape

Also presented is an innovative approach to dealing with legacy facilities.

Presenters:

Pierre O. MaCoy, Susquehanna River Basin Commission

Jeremy Miller, Hampden Township Sewer Authority

The Art & Science of Rate Making (1 PDH)

How do you calculate your authority rates? Learn what type of rate study is best for your authority and the advantages and disadvantages of each. Also learn the steps that should be followed for a successful rate study for your authority.

Learning Objectives:

- **Practical Goals of a Rate Study:** Learn how to meet revenue goals of the authority, ensure equity for all customer groups, fund capital projects or debt for capital projects, and generate reserves for the future.
- Explore which type of rate structure is best for your authority.
- Learn the advantages and disadvantages of:
 - Flat rates
 - Metered Rates
 - Minimum Rates
 - Services Charges
 - Uniform/Single Block Rates
 - Multiple Block Rates
 - Conservation Rates
 - Seasonal Rates
 - Private and Public Fire Service Charges
- Compare options of frequent annual adjustments and periodic rates adjustments.

Presenter:

David Busch, Keystone Alliance Consulting

Authorities and COVID-19

The COVID-19 pandemic has changed the world in which we live in many ways. For authorities as life sustaining entities, we are challenged with providing continuity of services to our communities, while providing a safe working environment.

Issues facing authority operations include:

- Authority Board meetings, quorums, electronic participation and public access
- Workforce safety issues, social distancing and sanitization
- Shut offs and late charge fee suspensions
- Employee personal leave and other employment policy issues
- Contractor work
- Cash flow and related financial issues

Authority and associate member presentations and panel discussions will cover a wide range of issues faced during the pandemic. What worked, what can be done better, and what can we do to prepare should this or a similar challenge be faced in the future.

Presenters:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC
Matthew Junker, Municipal Authority of Westmoreland County
Charlotte Katzenmoyer, Capital Region Water
Michael A. Kyle, Lancaster Area Sewer Authority

Authority and Tenant Rights and Obligations Prior to Termination of Service

Water and wastewater service terminations are not easy, neither for the customer nor for the Authority. When a Landlord/Tenant relationship is added to the mix, the process becomes confusing and complicated quickly. This webinar will provide an explanation of the rights and obligation of the Authority, the Tenant and the Landlord included in the Utility Service Tenants' Rights Act (USTRA).

Specific areas that will be discussed are:

- Identification and notification requirements for tenant occupied landlord ratepayer accounts
- Requirements for tenants to exercise right to continued service upon termination for nonpayment by landlord ratepayer
- Requirements before service may be disconnected at the request of a landlord ratepayer
- Considerations when third party sewer utility requests termination of water service for nonpayment of sewer bill

Panelists will also discuss case law decided under USTRA and, importantly, real world practical examples of issues and solutions under USTRA. Attendees will gain an understanding of what can and what cannot be done as well as what should and what should not be done.

Presenters:

Kathy L. Pape, Esq., Saxton & Stump LLC

Ade Bakare, Esq., McNeese, Wallace & Nurick LLC

Julie Quigley, Pittsburgh Water & Sewer Authority

John Sweet, Esq., Pennsylvania Utility Law Project

Authority Outreach & Impact of your Digital Presence

Creating (or establishing) a strong digital presence for your authority has never been more important than right now! Whether it is communicating with your residents & customers during a crisis or creating awareness of your role in your community.

How do you effectively communicate with your residents?

This webinar is for authorities of all sizes who want to gain a better understanding of digital marketing and to help authorities develop their digital presence while looking to actively communicate with neighbors online to inform of timely messages, authority happenings & important information that could impact their day-to-day operations.

Join us for a lively discussion from two experts in public relations and marketing from Gavin Advertising as we answer the following questions:

- How can we improve and strengthen our communication efforts?
- What social media platforms would best suit my authority's audience?
- What are best practices when it comes to social media policies for authority employees?
- What are website accessibility standards and why should we be concerned with compliance?

By the end of this webinar, you will have a good foundation of practical tools and techniques to create a successful online presence.

Presenters:

Lisa Brusio Coster, Director of Public Relations, Gavin

Bill Daiber, Director of Digital, Gavin

Best Management Practices for Legal and Effective Procurement

This one-hour webinar will provide a practical overview of procurement fundamentals, legal requirements, and common pitfalls to avoid.

Participants will explore key topics like bid thresholds, bidding versus obtaining a quote, and how to navigate unique circumstances like emergencies or last-minute changes to bid specifications. The discussion will cover post-bid processes, including contract management, handling change orders, bonding requirements (performance and payment), and how to best address delays or penalties in project completion.

Finally, we'll review best practices for common issues like responding to Right-to-Know Law requests, conducting compliant bid openings, and adapting to evolving bid advertising practices in a landscape with fewer traditional print outlets.

Learning Objectives

By the end of this webinar, participants will be able to:

1. **Identify** the core principles of procurement and understand the legal requirements for purchasing processes.
2. **Determine** appropriate procurement methods, including when formal bidding is required versus when quotes are sufficient.
3. **Apply** best practices for managing special procurement situations, such as emergencies and bid modifications prior to submission deadlines.
4. **Explain** post-bid responsibilities and processes, including contract execution, change orders, bonding requirements, and managing project delays or penalties.
5. **Demonstrate** compliance with transparency requirements, including handling Right-to-Know requests, conducting public bid openings, and navigating modern bid advertising methods.

Presenters:

Elizabeth Dupuis, Esq., Babst Calland

Morgan Madden, Esq. Babst Calland

Best Management Practice's Uncovered: Addressing Failures and Ensuring Longevity

This webinar explores the critical factors leading to the failure of Green Stormwater Infrastructure Best Management Practices (BMPs) and provides actionable strategies for effective maintenance. Attendees will gain insights into common pitfalls and learn practical solutions to enhance the durability and performance of BMPs. This presentation empowers professionals to be proactive change-makers in their fields by ensuring BMPs serve their intended purpose sustainably.

Learning Objectives:

- Understand key management requirements for ensuring the success of Best Management Practices (BMPs) in green stormwater infrastructure.
- Identify common installation errors that lead to BMP failures and learn how to avoid them.
- Develop effective maintenance plans for sustaining BMP performance over time.
- Apply problem-solving techniques to address challenges and issues related to BMP management.
- Explore available resources and tools to support sustainable practices in BMP maintenance and implementation.

Presenters:

Melissa Dombrowski, Chesapeake Bay Landscape Professional Programs

Beth Ginter, MPSLD, CBLP, Chesapeake Conservation Landscaping Council

Jason Swope, Chesapeake Bay Landscape Professional Programs

Board Member Training (2025) (1 PDH; 2 CLE)

Cost: Members - \$75; Non-members - \$95

Financial Responsibilities

David Busch, Keystone Alliance Consulting, Inc.

The presenter will address the board's responsibility for financial reporting, including external reports, internal reports, ways to budget, annual operating budget, and revenue generation.

Insurance Trends in 2025: Preparing Utilities for Emerging Risks

Evan Ridington, Arthur Hall Insurance

As Americans are already dealing with historically high insurance rates, a new crisis is looming over the market. In 2024, the majority of the top 20 insurance providers in the U.S. had loss ratios over 100%. Insurance premiums are on the rise and severe weather is getting worse and worse. Let's dig into America's insurance crisis and how this will impact your municipal authority for 2025.

Human Resources - What you need to Know

Barry Wolfe, Argos HR Solutions, LLC

Improve your ability to oversee your Authority with an understanding of critical management concepts and best practice compensation and benefits strategies. Provide better guidance when problems arise and avoid mistakes that can make them worse.

Municipality Authorities Act

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Join the PMAA Solicitors in reviewing their most frequently asked questions they receive each year and discuss the sections of the Municipality Authorities Act that authority members find most challenging.

Ethics

Representative from the State Ethics Commission

The PA State Ethics Commission will provide a brief review of ethical standards, recent Ethics Commission rulings impacting municipal authority officials, and briefly address the required Statement of Financial Interest forms. The Ethics Act requires this form to be filed each year the position (board and/or management) is held and the year following termination of service.

Maintaining Order in Public Meetings & The Sunshine Act

Lee Stinnett, Esq., Salzmans Hughes, PC

Isaac Wakefield, Esq., Salzmans Hughes, PC

The Presenters will offer rules and best practices regarding administration of authority public meetings, in light of longstanding statutory requirements, recent legislation, relevant caselaw, and useful anecdotes. Topics will include agenda requirements, limited ability to amend agendas, public comment, managing unruly participants, and handling large public turnout in meetings.

Breaking Down PFAS: Impacts to Municipal Wastewater & Biosolids (1 PDH)

Municipal wastewater authorities are receivers of PFAS discharged into their systems. PFAS is not removed or destroyed in the treatment process therefore exits the plant either in the effluent or in the biosolids.

Topics covered in this session will be:

- Source Control through in-system testing and industrial pretreatment
- Precursor transformation through the treatment process
- Effluent sampling and impact on downstream uses
- Biosolids Management and the dwindling outlets for disposal

Conclusions from WRF-5031 and WRF-5042 projects, a summary of the current regulatory landscape (including the elimination of land application of biosolids in Maine), and updates on the development of destructive technologies will be presented.

Presenter:

Jane E. Madden, PE, BCEE, CDM Smith

Breaking Down PFAS: What Lies Ahead for Municipal Drinking Water Treatment? (1 PDH)

The impacts of PFAS on public health and the environment continue to be researched, while at the same time state & federal authorities are taking action to regulate these chemicals. Many drinking water utilities are being forced to shut down traditional sources of supply and fast-track new treatment projects and/or convert to more expensive sources of water. What lies ahead for sampling & testing our water supplies and treating our drinking water?

Some topics covered in this session will be:

- Sampling & Testing for groundwater and surface water sources
- Treatability Analysis of various PFAS contaminants
- Available Treatment Technologies
- Optimum Treatment Process Selection
- Successful Project Implementation

Presenter:

Alan G. LeBlanc, P.E., BCEE, CDM Smith

Complying with America's Water Infrastructure Act of 2018 (1 PDH)

America's Water Infrastructure Act of 2018 requires all community water systems that service a population greater than 3,300 persons to conduct a risk and resilience assessment (RRA) and prepare or update an emergency response plan (ERP).

The presenter will address:

- Requirements
- Schedules
- Methodologies
- The benefits of developing and maintaining an RRA/ERP.

Presenter:

Rulison Evans, PE, GHD, Inc.

A Comprehensive Review of the Municipality Authorities Act (MAA)

This webinar will provide a broad overview of the MAA aimed primarily for Authority board members and staff. The entire MAA will be reviewed with emphasis on areas of general concern and the majority of questions that Mr. Witherel, Esq. has received over the years.

In this session, you will:

- Learn about some of the misinterpretations of the MAA regarding board appointments, compensation, etc.
- Review board conflicts/prohibitions in matters of money and contracts
- Understand the basics of tapping fees in the MAA but this lengthy section will be devoted to a future webinar

We will also touch on the following areas of the Act:

- Amendments of Articles
- Limitations of Authorities
- Bonds
- Investment of Authority Funds
- Exemption from Taxation and Payments in Lieu of Taxes
- And more!

Presenter:

Michael Witherel, Esq., Witherel Kalina Law Group

Considering a Customer Assistance Program?

Now, more than ever, not only water and wastewater customers but also, municipal authorities need bills to be paid and paid timely. But what if a customer can't pay...in the short term or in the long term? A Customer Assistance Program may be the answer.

This presentation will address:

- The potential legal obstacles to implementation of a customer assistance program (CAP) and how to address them
- How to fund a CAP
- How to design a CAP
- How to administer a CAP

Examples of municipal and authority CAP programs will be discussed.

Presenters:

Adeolu Bakare, Esq., McNees Wallace & Nurick LLC

Candace Hoover, Manheim Area Water & Sewer Authority

Kathy L. Pape, Esq., Saxton & Stump LLC

John Sweet, PA Utility Law Project

Contract Conundrums: Debunking the Myth of Standard Form Agreements (1 CLE)

Contracts are the foundation of every municipal authority's operations, but how often do we stop scrutinizing their terms? Too often, "standard form" agreements are accepted without question, leading to potential risks and missed opportunities for improvement. This will be an engaging and informative webinar designed to challenge common assumptions about routine contracts and agreements.

We will delve into the types of agreements municipal authorities encounter daily—from professional services and office contracts to utility providers and construction agreements—and highlight the pivotal role solicitor review plays in ensuring these documents truly serve the authority's interests. Attendees will discover the importance of going beyond "as is" contracts, learn how to spot red flags, and gain practical negotiation skills and strategies to refine terms and mitigate risks.

Learning Objectives

- Understand the misconceptions surrounding "standard form" contracts and the risks of accepting agreements "as is."
- Identify the key types of agreements that municipal authorities commonly encounter, such as professional services, utility providers, and construction contracts.
- Recognize the importance of solicitor review in mitigating legal and financial risks associated with routine contracts.
- Analyze essential contract elements, including indemnification clauses, payment terms, scope of services, and dispute resolution mechanisms.
- Learn to spot common red flags in contracts and develop strategies for addressing ambiguous or unfavorable terms and how to request more favorable language.
- Gain practical negotiation skills to ensure that contracts align with the authority's interests and foster mutual benefit.
- Appreciate the value of proactive legal input in protecting municipal authorities and optimizing contractual outcomes.

Join Christine M. Seymour, Esquire from the Law Offices of Christine M. Seymour in explaining how to tackle contract conundrums.

Presenter:

Christine M. Seymour, Esq., Law Offices of Christine M. Seymour

COVID-19 and Municipal Authorities: One Year Later

One year ago, the United States witnessed its first known case of COVID-19.

The devastating impact of the virus will be felt for years to come and has ushered in a new era of change.

Comparable to many local government entities across the country PMAA members have had to address unique issues during this unprecedented time ranging from the conduct of board meetings to novel human resource considerations and to unexpected economic concerns.

This webinar will focus on:

- Recent and projected issues of interest to PMAA members as the country continues to deal with the virus
- Vaccine availability
- Customer/ratepayer matters
- Potential for federal legislative assistance

In addition, we will explore certain operational changes that municipal authorities and others have implemented because of the virus and which of these changes may continue post-pandemic.

Presenter:

Steve Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Creating a Stormwater Authority - Everything you Need to Know (1 PDH)

Stormwater management has changed forever, and stormwater authorities may just be the answer. Warminster Municipal Authority (WMA) became co-permittees with Warminster Township for the MS4 system in April 2021. Representatives from WMA and their stormwater engineer, Vanessa Nedrick, Remington & Vernick Engineers, will give an update on the last two years of startup, ownership, operation and maintenance, regulatory compliance, and public outreach.

Learning Objectives:

- **Why authority ownership?** This is what we do! An authority provides long-term dedicated funding and maintenance to a collection system. We focus on water treatment, water testing, water conveyance, regulatory compliance, pipe maintenance and replacement.
- **Staff buy-in is needed!** This impacts employees in operations and maintenance, billing, customer service, administration and most importantly, buy-in is needed from your board of directors.
- **Articles of Incorporation.** Amend your articles of incorporations to include language allowing stormwater operations.
- **Partnerships are the next step in a system takeover.** Forming a partnership with township officials, local government leaders, large impervious surface property owners, environmental groups, all residents and business owners. Transparency in the process of forming your stormwater fee is crucial. Keeping these local partnerships informed of the process is how you can gain positivity to a new charge.
- **How do you currently bill?** You need to be prepared to bill customers and tax map parcel owners, some of whom you may not have record of in your current system. The most widely adopted billing method for stormwater is by impervious surface coverage. This means you will need to bill tax parcel owners, rather than water/sewer customers.
- **Budget.** You will need to perform a short-term and long-term budgetary plan to be able to identify your fundings needs, which will be the driving factor in the fees you implement.
- **Creating Rules and Regulations which outlines your entire stormwater program.** Make sure to include an appeals process for someone to dispute their charge. A credit policy is highly recommended to give credit to parcels who are managing their stormwater runoff and meeting or exceeding current regulations.
- **Prepare a resolution for your board to adopt.** A resolution is needed to adopt the fees, rules and regs, and credit policy.
- **Inform the customers of when the charge will start.** We chose to operate the system for one year before we implemented fees.
- **Be prepared to answer calls.** Once you start charging, the phone will be ringing. This is where educating the staff and getting buy-in is crucial. Customer service will be the front line when these calls come in.

Presenters:

Daulton George, Warminster Municipal Authority
William Motzer, Warminster Municipal Authority
Vanessa Nedrick, Remington & Vernick Engineers

Creating Advantages in Today's Bidding Environment

Cost: Free to members; \$75 for non-members

Municipal authorities continue to strive not only for better pricing and greater bidder participation but for reliable availability of materials and manpower to allow timely completion of capital projects.

Following the analysis of over 16,000 PA projects and 64,000 sealed bids, this session offers:

- Valuable analytics;
- Tips and tricks; and
- Best practices that can produce real results when bidding on projects in today's ever-changing bidding environment.

Presenter:

Freddy Lutz, PennBid

Critical Infrastructure Cybersecurity: Attacks, Mitigation, and the Human Asset (1 PDH)

This presentation will discuss the current state of Critical Infrastructure Cybersecurity from three perspectives:

- Notable attacks on Critical Infrastructure
- Methods of Attack & Prevention and Mitigation
- The role of the Human Asset in Cybersecurity

Presenter:

Daniel Capano, Gannett Fleming, Inc.

Cybersecurity Best Practices for Government and Authorities

Cyber threats remain one of the biggest concerns for authorities. Join Mitch Thompson of CliftonLarsonAllen (CLA) for an informative webinar on cybersecurity best practices for government and Authorities. The CLA Cyber Team will be presenting insights on how to protect your organization from cyber threats.

Learning Objectives:

- Learn the most common cyber threats facing governments
- Hear best practices for securing your organization's data and systems
- Explore how to implement strategies for responding to a cyber attack
- Discuss compliance requirements for authorities
-

Join Mitch to help ease some of your authorities concerns with cyber threats through understanding strategies and implementation.

Presenter:

Mitch Thompson, CliftonLarsonAllen LLP

Cyber Security Preparedness for Planning: Overview for Non-Technical Leadership

Municipal authorities are in danger from cyber security threats on a daily basis. Leadership has heard the many types of threats bad actors use, the types of technologies and trainings they need to implement and may have even seen the devastation that can ensue from a successful cyber breach. Yet, many are overwhelmed with how to take the first steps to being proactive against this problem. Learn several steps that your Authority can begin taking today to start moving towards a stronger cyber security posture.

- **Understand the basic cyber security models:** Perimeter versus Zero Trust versus POLP (Principle of Least Privilege)
- **Attack surfaces:** Understand what creates potential attack surfaces with access into your Authority data.
- **Know the “what”:** Identify what information to document in regard to your Authority equipment and data.
- **Know the “who”:** Discuss things you should consider that affect both internal and external operations and audiences.
- **Identity Access Management (IAM):** Learn the principles of IAM and how it shapes the collection and usage of the equipment and users on your network.

Join Source IT & Telecom Consulting’s CEO Tracey Schafer in discovering immediate steps you can take to begin securing your Authority from cyber security threats.

Presenter:

Tracey Schafer, CEO, Source IT & Telecom

Cybersecurity Threats, Challenges & Solutions from the Trenches

Join us as we discuss current threats and attack methodologies of cybersecurity issues observed while responding to incidents of all sizes in an engaging session designed to enhance cyber awareness. Incorporating expertise from legal and technical perspectives offers insights valuable to both non-technical and technical attendees.

From identifying low-hanging fruit to more complex considerations, participants will leave this session with actionable solutions that can improve overall security posture and minimize the impact of a cyber event.

Key Takeaways:

- Learn attacker tactics, techniques & procedures
- Identify key defensive measures and discuss methods of triaging vulnerabilities
- Understand legal challenges and triggers
- Develop cross-silo collaboration ideas
- Building an effective incident response plan and incident response team
- Provide a background on state and federal breach notification law

Presenters:

Serge Jorgensen, Sylint Group

Matt Meade, Esq., Eckert Seamans Cherin & Mellott, LLC

Dealing with Delinquencies and Dialing Down on Bankruptcies

No authority can operate without capital. Without funding from your entire service area, your community could potentially be without clean water or a sewer system. Our experts have the playbook your authority can follow to address challenging situations such as payment delinquency and more.

Join three industry experts to discuss laws of water terminations, to explore strategies and tactics for dealing with challenging payment situations, and to review authority sample rules and regulations. Attendees will learn methods to secure payments through payment plan versus no payment plan, auto withdrawal and credit card payment, and shut off/turn on fees. We'll also discuss how to pursue payments from customers who work the bankruptcy system to try and avoid paying their bills. Let our experts help you navigate these daily and complex challenges.

Learning Objectives

- **Municipal Laws:** Learn the laws you and your authority can use for water termination for nonpayment.
- **Strategies and Tactics:** Understand the different strategies and tactics to use to compel payments.
- **Disconnection Procedures:** Are you following the correct disconnection procedures? Go through an example of how another PMAA sewer authority follows their disconnection procedure.
- **Working the Bankruptcy System:** Learn how to get payments from customers who try and use the bankruptcy system to their favor.

Presenters:

Max Feldman, Esq., The Offices of Max C. Feldman

Matthew Kalina, Esq., Witherel Kalina Law Group

Decoding the Draft MS4 Permit - A Guide to the Future of MS4 Compliance and Funding (1 PDH)

Between November 2022 and March 2023, DEP developed a workgroup which met multiple times for development of the next updated version of MS4 Permit. The 22-member workgroup consisted of a diverse group of stakeholders including small and large MS4s, MS4 collaboratives, regional authorities, consultants, nonprofit environmental groups, municipal associations, academia, EPA, and PENNDOT.

As a result of the workgroup's findings, the draft permit was released for public comment by inclusion in the January 18, 2025, edition of the PA Bulletin from the PA Department of Environmental Protection Bureau of Clean Water. This panel will provide the audience with its thoughts on how authorities can ensure future compliance with the new requirements expected under the new permit.

Learn about their experiences in the stakeholder engagement process, including what worked well during the 2018 PAG-13 General Permit term, what could be improved, and the proposals for making those improvements to: Pollutant Reduction Plans, Volume management plans, the MEP Calculator, Chesapeake Bay TMDL Reporting, Pollutant Control Measures, a Model Stormwater Ordinance, and Minimum Control Measures.

Join Lee Stinnett II from Salzmans Hughes and Bruce Hulshizer and Tyler Erb from HRG as walk you through a guide to the future of MS4 compliance and funding.

Presenters:

Lee Stinnett, Esq., Salzmans Hughes

Bruce Hulshizer, Herbert, Rowland & Grubic, Inc.

Tyler Erb, Herbert, Rowland & Grubic, Inc.

Effective Strategies for Retaining Top Talent

As employers everywhere struggle to find good people, retaining talent is perhaps more of an imperative than ever before. Does that require above-market pay? Not if you understand and provide the kind of leadership that keeps good people. It's available to every PMAA leader, if they choose to apply it.

Learning Objectives:

- What does - and what doesn't - motivate people
- Why people quit
- The hard truth about your best people
- The tools you have right now - and the most powerful one that you've never thought of
- The secret to employee engagement (which is better news than you could imagine)

Join Barry to learn how to keep your best talent at your authority.

Presenter:

Barry Wolfe, President, Argos HR Solutions, LLC

Effective Succession Planning

Ensuring continuity for leadership and key technical roles is a critical responsibility for any organization, and one frequently ignored by municipal authorities. But it doesn't have to be a complex or difficult process.

What you'll learn:

- Why Succession Planning really matters
- Who should, and shouldn't, be on the plan
- An agony-free succession plan
- How to evaluate potential successors
- What to do when the plan is done

Join Barry Wolfe of Argos HR Solutions, LLC for an informative and highly interactive session as he presents a simple but effective succession planning process used in some of the world's most successful corporations, which can work just as well in your authority.

Presenter:

Barry Wolfe, Argos HR Solutions, LLC

Effective Water Termination Practices: Policies, Compliance, and Real-World Solutions

This webinar explores best practices, policies, and procedures for implementing water termination as an effective municipal collection tool. It outlines the legal framework and regulatory requirements necessary to ensure compliance while maintaining efficiency and fairness. Additionally, it addresses unique or challenging cases, offering practical solutions and opportunities for interactive discussion and shared experiences.

Learning Objectives & Key Topics

1. Understand the role of water termination as a municipal revenue collection strategy.
 - Overview of how water termination supports revenue recovery and reduces delinquency.
 - Comparison of water termination with other collection methods (e.g., liens, payment plans).
2. Identify key laws and regulatory requirements governing water termination processes.
 - Review of applicable state and local laws, including notice requirements and timelines.
 - Legal risks and consequences of non-compliance, including customer rights and protections.
3. Develop clear and effective policies and procedures to support compliant water termination practices.
 - Elements of strong Rules & Regulations, including communication protocols and documentation.
 - Standard operating procedures for initiating, executing, and documenting terminations.
4. Recognize and respond to complex or exceptional situations that may arise during the termination process.
 - Handling special cases such as medical exemptions, tenant/landlord disputes, and vulnerable populations.
 - Strategies for escalation, exceptions, and alternative resolutions.
5. Apply practical strategies and peer insights to improve decision-making and operational outcomes.
 - Case study discussions and real-world examples of successful (and challenging) terminations.
 - Interactive sharing of participant experiences and best practices for continuous improvement.

Presenter:

Christine M. Seymour, Esq., Law Offices of Christine M. Seymour

Eluding Litigation

Municipal entities face many challenges every day. However, one area that has become increasingly more utilized is the legal system.

This presentation will examine both internal and external sources of potential “litigation” and offer advice to proactively “elude” legal issues, as well as discuss best practices for handling judicial proceedings.

Learning objectives:

- Internal sources: we will discuss personnel/labor matters, labor matters, contractor issues, damage to authority property (e.g. landslides, overflows) and the importance of having policies and procedures in place. We will also address what an authority should and should not do once legal proceedings are filed.
- External sources: we would review the challenges presented from developers, customers, and other 3rd party entities and some best practices for dealing with a variety of issues that we have faced throughout the years.
- Highlight the importance of having: a Personnel Manual, Rules and Regulations and other policies in place to try to avoid legal action.

Presenter:

Rombel Nicholas, Esq., Gaitens, Tucceri & Nicholas, PC

Emergency Preparedness & Crisis Communicating

This presentation is designed to help public entities overcome these concerning statistics with improved levels of preparedness.

During this presentation, participants gain an understanding of how to develop a strategy for successful community and media relations before, during and after a crisis situation.

Topics will cover basics for:

- Preparing your organization for proper communications to internal and external audiences
- Managing messages across all forms of media platforms

Presented by experienced crisis public relations professionals and former news reporters, our presenters will discuss:

- How to mitigate risk through communications
- Building public trust through informative messaging
- Provide basic on-camera media training skills.

Presenters:

Mandy Arnold, Gavin Advertising

Jay Scott, Gavin Advertising

EPA Releases New Drinking Water Standards for PFAS

Cost: Members - Free; Non-members - \$75

On April 19, 2024, the EPA issued two important documents of interest to PMAA members. The first is a final rule designating two widely used PFAS chemicals, PFOA and PFOS, as hazardous substances under CERCLA. The second document, entitled “PFAS Enforcement Discretion and Settlement Policy Under CERCLA”, addresses how EPA will exercise its enforcement discretion under CERCLA in matters involving PFAS. Given the potential importance of these documents, they are covered in this webinar.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Ethics (1 PDH)

Brian Jacisin, Esq., with the PA State Ethics Commission, will provide a brief review of:

- Ethical standards
- Recent Ethics Commission rulings impacting municipal authority officials
- Briefly address their required Statement of Financial Interest forms.

The Ethics Act requires this form be filed each year the position (board and/or Management) is held and the year following termination of service.

Presenter:

Brian Jacisin, Esq., PA State Ethics Commission

Everything you need to know about the Sunshine Act (1 CLE)

The Pennsylvania Sunshine Act ensures that meetings of municipal authorities are open to the public, promoting transparency in government decision-making. It mandates that official actions and deliberations be conducted in public, with proper notice given to ensure public access. Join us for an insightful webinar where we break down the key components of the Sunshine Act and explore how it impacts transparency and public access in authority meetings.

Learning Objectives:

- **Overview of the Sunshine Act:** Understand the history, purpose, and fundamental principles of the Sunshine Act, designed to promote transparency in local governments.
- **Open Meeting Requirements:** Learn about the legal obligations for holding public meetings, including notice requirements, and the role of the public in these proceedings.
- **Who Can Provide Comments at a Public Meeting?** Learn who is allowed to participate in public meetings, including guidelines for public comments and engaging with decision-makers.
- **Executive Sessions:** Explore the circumstances under which meetings can be closed to the public and how executive sessions are conducted.
- **Preparing a Sunshine Act Policy:** Get advice on developing and implementing an internal Sunshine Act policy to ensure compliance and enhance organizational transparency.

Join PMAA's East Solicitor Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell & Lupin in explaining the most challenging sections of the Sunshine Act.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Everything you need to know on Pennsylvania's Right-to-Know Law (1 CLE)

Pennsylvania's Right-to-Know Law (RTKL) ensures public access to government records while promoting transparency and accountability in state and local agencies. The RTKL establishes a clear process for requesting public records and outlines what records can be withheld (such as those related to personal privacy or law enforcement). To comply, agencies must have a well-defined RTKL policy and be familiar with the law's basics, history, and exceptions for withholding records. This session will provide guidance on how to effectively respond to requests, including creating and implementing a comprehensive RTKL policy for your authority.

Learning Objectives:

- 1. History and Background** – Gain insight into the origins and evolution of the Right-to-Know Law, including its importance and how it ensures government transparency.
- 2. RTKL Basics** – Understand the core components of the RTKL, including what constitutes a public record and how to determine if a document falls under the law's scope.
- 3. Tips on Responding to a RTKL Request** – Learn essential strategies for effectively responding to RTKL requests, from initial review to timely responses.
- 4. What Records Can Be Withheld from a RTKL Request** – Explore the exceptions and exemptions under the RTKL that allow certain records to be withheld from public access.
- 5. Your RTKL Policy** – Understand the importance of developing and implementing a clear RTKL policy for your organization to ensure compliance and consistency in handling requests.

Join PMAA's East Solicitor Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell & Lupin in explaining the most challenging sections of the Right-to-Know Law.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Five Things You Must Do Today to Properly Protect Your Organization from Cyber Threats

Today's modern organization is facing more cyber threats than ever. Ransomware continues to gain in popularity. The demands cyber criminals make are getting worse. Does your organization have the five key elements in place to ensure it doesn't become the latest cyber breach headline? Implementing these basic strategies could mean all the difference when your organization becomes their next target.

Learning Objectives:

- Common cyber threats facing the modern organization
- Detailed insights into Synchronized Security and why it's important
- Why frequent auditing is important
- What you should do if you ever become a victim of an attack
- Actionable step-by-step guide on proper protection techniques

Join Chris to guide you through the process to protect your authority against cyber attacks.

Presenter:

Chris Wanamaker, Director of Cyber Security, ComSolutions

Geophysics and Subsurface Utility Engineering for Municipal Authorities

How to find, map and manage before digging, drilling, or building.

April is National Safe Digging Month, a time when many authorities are gearing up for outdoor projects. Costs associated with these projects are on the rise so it's important to maximize every dollar spent. That's why it's important to know what's in the ground before you begin digging.

But how do you know what's going on underground? That's where Geophysics and Subsurface Utility Engineering (SUE) can help.

- Geophysics – “radiology for the earth” which helps identify underground obstacles.
- SUE – the practice of identifying subsurface infrastructure like pipes and other buried utilities.

When incorporated together, Geophysics and SUE can help municipal authorities understand what's beneath the surface before digging or drilling. These technologies can help identify subsurface obstacles while reducing potential utility, equipment or property damage as well as creating a safe work environment.

This webinar will provide:

- A basic understanding of the latest geophysical techniques
- The process of Subsurface Utility Engineering
- Numerous real-life project examples describing how implementing these technologies helps save time while minimizing danger, expense, and liability on projects before a shovel ever hits the ground

Presenter:

Felicia Bechtel, MSc, PG, RETTEW

Getting the Treatment Right - Pilot Study for an 80 MGD PFAS Surface Water Treatment Plan (1 PDH)

Installing PFAS treatment for an 80 MGD surface water treatment plant is a \$100 million decision. To obtain the most cost-effective solutions, a pilot study is necessary to determine the type and parameters of treatment. This case study will review all aspects of the pilot process from test design through operation and conclusions.

Learning Objectives

- **Pilot Study Importance:** The importance of conducting pilot studies for PFAS treatment, especially for larger facilities and/or complex water chemistries.
- **Pilot Study Factors:** Learn what factors to consider when designing a pilot study, including setup, sampling, and duration.
- **Pilot Study Interpretation:** Review interpretation of study results and the need to adapt if adverse or unexpected results are encountered.
- **Pilot Study Translating Results:** Considerations for translating pilot results to full-scale design (space, access, piping, integration into existing treatment train).

Presenter:

Mark A. Hubal, PE, BCEE, Remington & Vernick Engineers

How Capital Improvement Plans Can Help Authorities Survive COVID-19 and Other Financial Challenges (1 PDH)

A capital improvement plan can help you accomplish both these goals, while also increasing efficiency, positioning you better for grant opportunities, and reducing the risk of regulatory fines and liabilities from infrastructure failure.

Presenter:

Adrienne Vicari, PE, Herbert, Rowland & Grubic, Inc.

Joshua Fox, PE, Herbert, Rowland & Grubic, Inc.

How Do You Inspire Your Team?

Dealing with the dynamics of any team can be challenging. This webinar will demonstrate how building a strong team can be accomplished when everyone delivers on their individual responsibilities.

Good communication and understanding why people do what they do are essential for the success of any organization. Making sure each person feels a part of your team goals will help build more productive, stronger relationships and create better outcomes.

Case Study:

Sharon Purnell, Hamilton Township Municipal Authority, will share her recent personality assessment experiences, lessons learned, and steps she is taking to cohesively build a stronger team.

Here is a look at what you will learn:

- Identifying strategies for communicating more effectively
- Appreciating core personality types
- Adjusting your communication style based on the personalities around you
- What motivates others
- Understanding the benefits of teamwork
- Utilizing techniques as a leadership and succession planning tool
- How to create successful professional and personal relationships
- Implementing personality assessment tools to identify core motives

IMPORTANT:

Before this webinar, you will receive a link to complete your personality assessment. It's free, anonymous, and will help identify some of your personality traits which you will find useful during the presentation.

Presenters:

Una Martone, President & CEO, Leadership Harrisburg Area

Sharon Purnell, Manager, Hamilton Township Municipal Authority

How to Bake a Bond Issue: Have Your Cake and Eat it Too

Join this fun webinar of an analogy of baking a cake to undertaking a bond issue. This seven step 'recipe' will explain what every authority needs to know from the beginning of a project to 'cutting up the cake'.

Learning Objectives:

- Determine the type of cake you want to make (**Identify the project**)
- Find the recipe (**Identify the financing team to lay out the process**)
- Gather the ingredients (**Prepare financing documents and due diligence**)
- Mix the batter (**Market and price the Bonds, legal authorization**)
- Bake in the oven (**File with DCED if necessary, prepare closing documents**)
- Time goes off (**Bond closing, funds are wired**)
- Cut the cake (**Divide up the slices for issuance costs and project costs**)

Presenters:

Jennifer Caron, Esq., Eckert Seamans Cherin & Mellott, LLC

Chris Hoffert, Stifel, Nicolaus & Co. Inc.

Jamie Schlesinger, PFM Financial Advisors LLC

How to Grow Your Authority and as a Result Reduce Future Rate Increases - A Case Study of an Authority Growth Strategy - LASA's Three Recent Acquisitions (1 PDH)

Authorities have few choices other than increasing rates in order to repair or replace aging infrastructure and pay the increasing costs of operation. However, one way to offset those rate increases is to leverage the economies of scale by growing your customer base.

This webinar will explain how a purposeful growth strategy can benefit your Authority, how to work with your Board to develop the strategy, and how to implement the strategy to see reductions in cost per customer.

The webinar will:

- Explain the tactics you can use to purposefully grow your utility in a way that benefits your customers
- List and explain the different ways to grow a utility
- Show you the steps to take in acquiring systems
- Demonstrate actual efficiencies gained through growth of a sewer authority, and
- Go through a list of do's and don'ts

This webinar will show you how LASA has experienced measurable reductions in operating costs per customer as a result of negotiating operating agreements and acquiring systems, and how you can see similar benefits through such a strategy.

Presenter:

Michael A. Kyle, PE, Lancaster Area Sewer Authority

How to Recognize and Stop Financial Fraudsters

In today's digital age, the internet has become an invaluable resource for businesses and financial institutions, offering convenience and efficiency. However, with these advancements, a new breed of criminal has emerged: the cyber thief. Learn how to safeguard your authority's online financial security through education and proactive measures.

Can you differentiate these common schemes from legitimate transactions?

Suspect #1: Supplier impersonation - Here's how it unfolds: One of your suppliers contacts the accounts payable department, claiming that their bank information and payment remittance have changed...

Suspect #2: Email impersonation - This is how it plays out: You receive an email that appears genuine, seemingly originating from a credible source...

Suspect #3: Counterfeit checks - You might be familiar with this scheme. Fraudsters steal account information to duplicate checks or intercept checks sent through the US Mail...

Suspect #4: Fraudulent deposits and inbound wires - Gaining popularity, this scheme warrants vigilant attention. Your authority receives an incoming wire from an unknown third party...

John Callahan from M&T Bank Fraud Division will delve into these suspects and provide practical strategies to prevent them from wreaking havoc on your authority. Real-life examples will be shared, enabling you to catch these suspects red-handed.

Presenter:

John Callahan, M&T Bank

Impact of COVID-19 on Municipal Authorities & Considerations on How to Move Forward

Cost: Free to members; \$75 to non-members

The impact of COVID-19 has caused a concern among municipal authorities regarding anticipated loss of revenues associated with non-consumption of services. Consequently, many PMAA members have reached out asking what options they have at their disposal should they require financial relief.

The current challenges posed by the coronavirus pandemic present a completely new and nationwide threat to authorities. The combination of multiple factors has raised the question from many within PMAA...

“What can we do to prepare for the loss of revenue that we may experience?”

Some of the topics discussed during this session are:

- Revenue Anticipation Notes (“RAN”)
- Debt Restructuring
- Unfunded Pension Liability
- Cash Flow Projections
- Update on Recent Financial Market Conditions

Please join us as we provide details on options authorities have to address COVID-19-related cash flow problems as the economic picture continues to evolve.

Presenter:

Jamie Schlesinger, PFM Asset Management

Implementing Green Technology for Sludge Management

Sludge management is a critical component of all wastewater treatment plants and often a significant drain on an authority's staff allocation and budget. Reed Beds offer an alternative solution to dewatering sludge and by nature incorporate several aspects of Sustainability and Green Infrastructure.

The presenters will discuss and review a large Reed Bed project implemented in 2019 by the Bradford Sanitary Authority to process the Authority's digested sludge in an environmentally sustaining and cost-efficient manner.

Why Reed Beds?

- An economic review will detail operational cost savings
- Lessons learned from this unique project that is a low-energy solution with a high value return

The methodology behind the decision to construct the Reed Beds will be covered during this one-hour webinar, including:

- Detailing the construction phase;
- Planting of the rhizomes;
- Start-up process;
- Irrigation and controls;
- Biosolids loading schedules;
- Sampling requirements; and
- Operational activities.

Presenters:

Steve Disney, Executive Director, Bradford City Water & Sanitary Authorities
Donnie Hayden, Operations Manager, Bradford Sanitary Authority
Jack Rae PE, Senior Project Manager, Gannett Fleming, Inc.

Improving Revenue Collections During a Pandemic – Lessons Learned

The COVID-19 pandemic created many financial hardships for both authorities and their customers. Kevin will offer alternative payment methods, including third party solutions that can assist in bad debt reduction, and discuss the effects of the pandemic on delinquent collections.

Presenter:

Kevin Buraks, Esq., Portnoff Law Associates, Ltd.

Incentivizing Customers to Pay Their Delinquent Accounts Quickly

The key to successfully collecting delinquent accounts is the ability to create incentives to pay. Without creating some type of meaningful incentive, delinquent accounts tend to remain uncollected. This webinar will provide your authority with the tools needed to create strong positive and negative incentives to initiate payment from your delinquent customers.

Learning Objectives

- **Identify** the key factors that influence successful collection of delinquent accounts.
- **Explain** the importance of creating meaningful incentives to encourage payment from delinquent customers.
- **Differentiate** between positive and negative incentives used in account collection.
- **Develop** strategies to design effective incentive programs tailored to your authority's specific collection needs.
- **Evaluate** and address collection challenges through interactive discussion and question-based problem-solving.

Presenter:

Kevin Buraks, Esq., Portnoff Law Associates, Ltd.

Is Your Water Facility Truly Cyber-Resilient? (1 PDH)

This interactive session explores the critical challenge of water and wastewater cybersecurity. Through live audience polling and facilitated discussions, participants will evaluate their organization's preparedness, identify key challenges, and collaborate on actionable solutions. Attendees will gain practical strategies to strengthen their cybersecurity posture and safeguard vital water resources.

Learning Objectives:

- Understand common areas of cybersecurity exposure for Water/Wastewater operations
 - Why they might exist in your system
 - Why they need to be addressed
- Review near-term and long-term actions
 - What can be addressed without technical support
 - Who to get involved over time
- Develop a personalized checklist for getting started
- Build a vocabulary of cybersecurity terms and concepts

Join Hank Holser, CEO / President – CoStream as he helps you understand if your authority is truly cyber-resilient.

Presenter:

Hank Holser, CoStream

Lead & Copper Rule Compliance: What Comes Next (1 PDH)

The first phase of Lead & Copper rule compliance ended in October, but a new phase quickly followed. EPA issued its final lead and copper rule on October 30th, which requires authorities to identify the unknown service lines in their system and implement a plan to replace all lead service lines within 10 years. It also requires more restrictive testing protocols. This presentation will provide clear guidance on the specific requirements and offer cost-effective strategies for compliance. Presenters will also discuss funding programs that authorities can use to defray the cost.

Learning Objectives:

- Understand the key provisions of the LCRI and the current compliance requirements for water systems.
-
- Identify critical regulatory deadlines and the associated documentation and actions required to meet compliance milestones.
-
- Learn how to develop a service line replacement plan.
-
- Understand the various federal and state funding programs available to support LCRI compliance and how to align project components with funding requirements.

Presenters:

Brooke Semanchik, HRG

Staci Hartz, PE, HRG

Lead & Copper Rule Revisions How It Impacts Your Water Authority (1 PDH)

On December 16, 2021, the EPA promulgated revisions to the Lead and Copper Rule (LCR). The LCR, originally promulgated in 1991, had established a compliance framework aimed at reducing lead in drinking water. The revisions (LCRR) are the first major update to the rule and include a suite of new measures aimed at further reducing the potential of lead exposure from drinking water. The revisions are wide-ranging, and compliance may be difficult for many water authorities.

This webinar will briefly examine the six focus areas the EPA's LCRR aims to address including:

- Identifying the most impacted areas
- Strengthening treatment requirements
- Accelerating lead service line (LSL) replacements
- Increasing sampling reliability
- Improving risk communication
- Protecting children in schools

We will also review the major changes to the LCR and cover the key requirements including:

- Lead service line (LSL) inventories
- LSL replacement plans
- New sampling protocols
- Public outreach/education
- Enhanced treatment requirements and the new trigger level

Finally, we will explore some actions authorities should consider implementing immediately so that they can satisfy the new requirements by the compliance date of October 16, 2024.

Presenters:

Peter Lusardi, PE, GHD

Stephen Waldvogel, PE, GHD

Lead and Copper Rule Revisions (LCRR): Unlocking the Tools for Success (2 PDHs)

Two-Part Webinar Series

Is your authority ready to tackle the upcoming Lead and Copper Rule Revisions (LCRR)? The clock is ticking as these new EPA rules take effect in October of 2024.

Compliance is crucial for water authorities across the Commonwealth. In this series, industry experts will simplify the complex landscape of LCRR and provide you with invaluable insights.

Part One

- **Learn about LCRR Requirements:** Gain a comprehensive understanding of the updated Lead and Copper Rules, ensuring your authority is well-prepared for the October 2024 deadline.
- **Navigate Compliance Tools:** Discover the array of tools and resources available to meet LCRR requirements effectively. Some of the tools and resources discussed will be:
 - Service line categorization
 - Reporting requirements
 - The use of data analytics to replace excavation
- **Streamline Inventory Management:** Save time and other resources by learning strategies to streamline the documentation of water service line inventory.
- **Harness Data Analytics:** Explore the power of data analytics to identify trends and draw conclusions, enabling informed decision-making in compliance efforts.
- **Optimize Data Handling:** Get insights into capturing, storing, and managing data efficiently, reducing the burden on your authority staff.

Part Two

- **Review of LCRR Rules:** Recap of the Lead and Copper rules and requirements covered in Part One.
- **Discussion of Benefits:** Understand the benefits of considering a Lead Service Line Replacement (LSLR) Project now.
- **Explore Case Studies:** Learn how two authorities:
 - Used existing data sources to identify a Lead Service Line Replacement Project prior to Inventory Completion,
 - Developed the Project Cost incorporating costs unique to LSLR,
 - Successfully applied for and obtained grant funding through PENNVEST, and
 - Incorporated unique LSLR requirements into construction documents.

Presenters:

Michael Schober, PE, BCEE, ARRO Consulting, Inc.

Derek McLaurin, Muni-Link

Rachel Lengle Govelovich, PE, Gannett Fleming, Inc.

The Manager's Guide to Team Building

(Two-Part Webinar Series)

Cost: Members - \$75; Non-members - \$125

As a team leader, are you bringing out the best in your team's abilities to achieve the goals of your organization?

Communication, listening, and balance are essential for the success of any organization and dealing with the dynamics of teams in the workplace can be challenging. Defining objectives and a clear vision helps set the foundation for successful planning and implementation of a team's charter.

This webinar series will provide an overview of teams, their structure, and tips on how to build and run successful teams that define their vision and accomplish their objectives.

What You'll Learn Part One:

- Definition of teams and their importance
- Understanding of alternative team models and choosing what's best in achieving your goals
- Identifying key characteristics and the steps in building a successful team
- Strategy and tactics used to change the environment at your organization
- Techniques you can use to ensure your team's success

What You'll Learn Part Two:

- Review of basic team definitions, models, and structures
- Developing a plan for the continued success of your teams
- How to foster team spirit as a leader and as a member
- Dialogue on tactics used to foster cooperation and open communication
- How to get through the tough times and adapt to handle conflict

Presenter:

*Dave Carlson, ThistleSea Business Development &
Economy Borough Municipal Authority*

Mastering Pennsylvania's Right-to-Know Law: Compliance, Requests, and Best Practices

Pennsylvania's Right-to-Know Law (RTKL) plays a critical role in providing the public with access to government records, reinforcing transparency and accountability across state and local agencies, such as municipal authorities. The law outlines a structured approach for submitting and responding to record requests, while also identifying specific circumstances where access may be limited, such as matters involving personal privacy or public safety.

In this session, participants will build a practical understanding of RTKL requirements, including how to manage requests efficiently and in compliance with the law. The program will also highlight best practices for developing and maintaining a clear, effective RTKL policy tailored to your municipal authority.

1. **Foundations of the RTKL** – Explore how the Right-to-Know Law was established, how it has developed over time, and why it remains essential for government transparency.
2. **Key Principles and Definitions** – Identify what qualifies as a public record and learn how to evaluate whether specific documents fall within the scope of the RTKL.
3. **Effective Request Management** – Review practical approaches for handling RTKL requests, from initial receipt through final response, with an emphasis on timeliness and accuracy.
4. **Understanding Exemptions** – Examine the categories of records that may be excluded from disclosure and the legal reasoning behind these exceptions.
5. **Building a Strong RTKL Policy** – Learn how to create and implement a consistent, well-structured RTKL policy to support compliance and streamline your organization's response process.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Medical Marijuana: Workplace Implications

What are the implications of the legalization of medical marijuana on municipal employers and employees?

The following will be presented:

- Review employment law
- Trends in cases from Pennsylvania and elsewhere
- Explore the issues created by the Medical Marijuana Act

Presenters:

John A. McCreary, Jr., Babst Calland Clements and Zomnir, PC

Adam L Santucci, McNeas Wallace & Nurick LLC

Charlotte Katzenmoyer, Capital Region Water

The Municipality Authorities Act

Gain a comprehensive understanding of The Municipality Authorities Act, the foundational law governing the creation and operation of municipal authorities. This session will explore key provisions including the importance of articles of incorporation and bylaws, the scope of an authority's purposes and powers under Section 5607, and the structure and responsibilities of governing boards. Participants will also learn about current requirements for the award of contracts, including bidding limits, contracting procedures, and emergency purchase exceptions.

Learning Objectives

Articles and Bylaws: Learn the importance of your articles of incorporation and bylaws, and the reasons an authority can amend its articles of incorporation.

Purposes and Powers: Dive into this complex section of the Act and find out more about tapping fees, rates, and more general powers under Section 5607.

Governing Body: In this section you will learn what constitutes a quorum and powers of a governing board, as well as issues involving board membership and appointment of board members.

Competition in Award of Contracts: Learn the latest involving bidding limits, contracts, and emergency purchases.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Municipality Authorities Act Explained

Join the PMAA Solicitors in reviewing some of the most frequently asked questions they receive each year and discuss the sections of the Municipality Authorities Act that authority members find most challenging.

Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell & Lupin, PC and Michael Witherel, Esq. of Witherel Kalina Law Group have served as PMAA's solicitors for a combined total of over 40 years. Our experts will provide you with a comprehensive overview of definitions, reasons an authority can amend articles, purposes and powers of a governing body, investment of authority funds, competition in award of contracts, and more.

Learning Objectives

- **Amendment of Articles:** Learn the reasons an authority can amend their Articles of Incorporation.
- **Purposes and Powers:** Dive into this complex section of the Act and find out more about tapping fees, rates, and more general powers under Section 5607.
- **Governing Body:** In this section you will learn what constitutes a quorum and powers of a governing board, as well as issues involving board membership in limited multi-county or multi-municipal situations.
- **Competition in award of contracts:** Learn, in detail, bidding limits, terms of contracts, and emergency purchases.

Presenters:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC
Michael Witherel, Esq., Witherel Kalina Law Group

Municipality Authorities Act Overview

Have you ever had a question on the Municipality Authorities Act? The PMAA Solicitors will review the most frequently asked questions they receive each year and provide you with the answers.

Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell & Lupin, PC and Michael Witherel, Esq. of Witherel Kalina Law Group have served as PMAA's solicitors for a combined total of over 40 years. Join our experts as they provide a comprehensive overview of definitions, reasons an authority can amend articles, purposes and powers of a governing body, investment of authority funds, competition in award of contracts, and more.

Learning Objectives

- **Amendment of Articles:** Learn the reasons an authority can amend their articles of incorporation.
- **Purposes and Powers:** Dive into this complex section of the Act and find out more about tapping fees, rates, and more general powers under Section 5607.
- **Governing Body:** In this section you will learn what constitutes a quorum and powers of a governing board, as well as issues involving board membership in limited multi-county or multi-municipal situations.
- **Competition in award of contracts:** Learn, in detail, bidding limits, terms of contracts, and emergency purchases.

Presenters:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC
Michael Witherel, Esq., Witherel Kalina Law Group

Navigating PFAS Compliance: Regulatory, Legal, and Operational Challenges for Municipal Authorities (1 PDH)

This session provides critical insights into the evolving challenges posed by PFAS in municipal authority systems, with a focus on both environmental and regulatory implications. Participants will explore the designation of PFAS as hazardous substances under CERCLA, the impact on biosolids management, and the growing legal and compliance burdens for municipal entities. The presentation also offers practical guidance on meeting federal and state drinking water standards, implementing monitoring programs, and managing associated costs. Attendees will gain clarity on key EPA initiatives, litigation trends, and funding opportunities to support PFAS mitigation and compliance efforts.

Learning Objectives:

- **Examine** the implications of designating PFAS as hazardous substances under CERCLA and its impact on municipal operations.
- **Identify** challenges and strategies for managing PFAS in biosolids, NPDES permitting, and related regulatory frameworks.
- **Assess** the legal risks and compliance costs associated with PFAS-related litigation and enforcement actions.
- **Describe** key EPA initiatives and policies designed to address PFAS in municipal systems.
- **Understand** federal and state drinking water standards and requirements for PFAS monitoring and compliance.
- **Identify** potential funding sources and financial strategies for addressing PFAS mitigation and monitoring costs.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Navigating the PA One Call Law

With the recent updates to Pennsylvania's Underground Utility Line Protection Law (Act 127, October 2024), municipalities must adapt to new compliance requirements to avoid costly fines and liability. This session will cover key changes in the PA 1-Call law, including trends in enforcement and penalties, strategies for updating mapping to improve accuracy, and other proactive steps to minimize violations. Learn how to enhance compliance, reduce risk, and implement best practices to navigate the evolving regulatory landscape effectively.

Learning Objectives:

- Understand key updates and requirements of the PA 1-Call (811) Law
- Understand how the PUC Damage Prevention Committee (DPC) functions
- Understanding Common Ground Alliance (CGA) Best Practices
- Learn how changes impact all stakeholders - facility owners, designers, excavators, and project owners
- Discuss strategies to avoid fines and improve compliance
- Review best practices and support resources

Join Andrew Strassner from Constructive, Inc. and Eric Swartley from Swartley's Utility Rx in Navigating the PA 1-Call Law.

Presenters:

Andrew Strassner, Constructive, Inc.

Eric Swartley, Swartley's Utility Rx

Navigating the Sunshine Act: A Practical Guide for Municipal Authorities

The Pennsylvania Sunshine Act plays a vital role in ensuring that municipal authority business is conducted openly and with accountability to the public. By requiring that deliberations and official actions take place in a public setting—with adequate notice provided—it strengthens transparency in local governance.

Join us for an engaging session as we unpack the essential elements of the Sunshine Act and discuss its practical implications for public access, participation, and decision-making within authority meetings.

Learning Objectives:

- **Understanding the Sunshine Act:** Gain insight into the origins, intent, and core principles behind the law and its role in fostering open government.
- **Requirements for Public Meetings:** Review the key legal standards for conducting meetings, including public notice and accessibility requirements.
- **Public Participation:** Examine who may speak at public meetings and the general expectations for public comment and interaction with municipal authorities.
- **Executive Sessions Explained:** Identify when it is appropriate for municipal authorities hold closed sessions and how they must be managed in accordance with the law.
- **Developing a Compliance Policy:** Learn practical strategies for creating and maintaining an internal policy that supports adherence to the Sunshine Act and promotes transparency.

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

New Applications in Asset Management with GIS and CMMS Solutions (1 PDH)

Asset management is a large umbrella term that can mean many things to different individuals. In basic terms, asset management is a combination of practices applied to all assets including infrastructure, people, and systems for the purpose of providing a level of service, at an optimal cost, and acceptable risk.

Asset management starts with knowing what assets you have and where they are located. Recent transformations in Computerized Maintenance Management Systems (CMMS) and Geographic Information Systems (GIS) provide simplified tools.

For CMMS, users are finding a need to replace legacy systems with new systems better aligned to leading practices in maintenance management. For GIS systems, cloud-based tools and mobile devices have created a shift from who the everyday GIS user is, allowing utility staff access to use and maintain GIS data.

During this one-hour webinar, concepts discussed will include:

- Resources for developing your Asset Management Program
- Condition assessments, asset rehabilitation and renewal, and criticality
- Leading Practices with CMMS and GIS platforms to manage assets
- Data collection tools for mobile devices
- Sharing GIS to the public
- Streamlining workflows

Presenters:

Hector Ruiz, PE, US Water Market Lead – Asset Management, GHD

Todd Plank, Location Intelligence Team Lead, GHD

The New Normal – Responding to a Positive COVID-19 Case in the Workplace and Reducing the Spread

Cost: Free to members; \$75 to non-members

With many states seeing significant spikes of COVID-19 cases for the first time, employers facing these issues for the first time can learn and build on the experiences from the first three months of the pandemic. This webinar will address best practices and applicable legal requirements in the following areas:

- Step by step protocol for handling a positive COVID-19 case in the workplace
- How to handle reinstatement for both symptomatic and asymptomatic employees who test positive or who are self-quarantined for exposure
- Screening of employees for symptoms and temperature checks
- Conducting investigation into source of COVID-19 cases for contact tracing and OSHA recording purposes

Presenters:

David Barron, Cozen O'Connor

Walter Stella, Cozen O'Connor

Bethany Salvatore, Cozen O'Connor

The Nuts & Bolts of Solar Power for Water & Wastewater (1 PDH)

Key takeaways by attending the webinar:

- Learn how solar projects work and if they are right for your system
- Benefits and challenges of solar-powered treatment works
- Is the timing right? It may be now.
- Bidding:
 - Is this subject for bidding?
 - Are there any bidding requirements?
- How solar projects can stabilize customer rates
- Agreement structures
 - Power Supply Agreements vs. system ownership
 - Behind-the-meter, net metering, virtual net metering
- How is a solar project financed?
- SREC – What does that mean and how do I sell it?
- 100% renewably powered treatment works – education, tours, and publicity
- How do Managers and Board Members get started?

Presenter:

Scott T. Wyland, Esq., Salzmann Hughes, P.C.

No One Size Fits All: Practical Strategies for Managing Non-Revenue Water

Aging infrastructure poses a significant challenge for utilities nationwide, with Non-Revenue Water (NRW) often viewed as a negative consequence. However, NRW represents a valuable opportunity, as up to 75% of it is recoverable. Addressing this effectively requires customized strategies and advanced technologies such as water audits, smart metering, pressure management, and leak detection. This presentation demonstrates how these solutions are integrated to help utilities efficiently recover lost water and revenue.

By the end of this presentation, participants should be able to:

- Explain the relationship between aging infrastructure and Non-Revenue Water (NRW) losses.
- Identify key technologies and strategies—such as water audits, smart metering, pressure management, and leak detection—used to recover NRW.
- Describe how integrating multiple solutions can improve water recovery efficiency and utility revenue.
- Evaluate how a customized, data-driven approach supports sustainable infrastructure management.

Join Emma Quail from Ferguson Waterworks and learn practical strategies for managing non-revenue water.

Presenter:

Emma Quail, Ferguson Waterworks

Optimizing Water Rates for Strategic Success: Case Studies and Trends

During this session, we will discuss how alternative rate structures are being used throughout the water industry to help advance strategic goals and objectives related to affordability, fairness and rate equity, conservation and demand management, and even economic development. Mini case studies will be used to demonstrate examples and highlight key concepts. By attending this session, attendees will become familiar with the latest trends related to rate-setting within the water industry, understand how different pricing approaches can be used to better align with a water authority's strategic objectives, and be able to assess the appropriateness of their own authority's rate structure to see if it is being optimized to address the challenges facing their communities.

Three mini case studies will be discussed during the session. Each case study will demonstrate how the creative use of an alternative rate structure can help address the challenge being faced.

Learning Objectives:

- **Affordability:** The first will discuss an economically disadvantaged community that places high importance on providing affordable water service to low-income households for basic indoor household use and a specially designed rate structure that is supportive of this goal.
- **Fairness and Rate Equity:** The second will be centered around a community that experiences a significant increase in seasonal residents and visitors to the community during the summer months and how the water authority can implement seasonal rates to shift the additional cost burden away from full-time residents, to recover costs more fairly and equitably from its customer base.
- **Conservation and Demand Management:** The third will demonstrate how in a conservation-oriented community, water rates can be used to send a price signal to customers, causing them to reduce consumption and peak demands; helping the community meet its conservation goals and thereby saving the utility from having to invest in expensive upgrades to expand system capacity.

Join the Raftelis team as they take you through three distinct case studies to help you better understand Strategic water rate structures.

Presenters:

Phil Sapone, Manager, Raftelis

Rocky Craley, Vice President, Raftelis

PA Homeowners Assistance Fund Program Overview

Cost: Free to members

PAHAF is a housing-related program funded by the U.S. Department of the Treasury to assist Pennsylvania homeowners facing financial hardship due to the COVID-19 pandemic.

A one-hour exclusive member-only webinar to learn an overview of the program and see how your authority can work with PAHAF to assist Pennsylvania homeowners.

PAHAF contact information for:

- Verification team
- General inquiries and policy questions
- Escalated issues or complaints

Gain insights on:

- Assisting eligible Pennsylvania homeowners who are struggling to pay their delinquent housing-related bills, including utility expenses through PAHAF funding
- What types of assistance PAHAF provides and the eligibility requirements
- How to work with the PAHAF team throughout the process

Program Overview:

- General overview, eligibility, funding caps for each assistance type, and the application process flow

Onboarding Process:

- Documents needed from your authority
- Points of contact if not onboarded yet

Verification Process:

- How it works
- What to expect

Presenters:

Sydney Gilliam, Pennsylvania Homeowner Assistance Fund
Athena Laines, Pennsylvania Homeowner Assistance Fund

PA One Call Update: Are you in Compliance with the New Law?

Did you know that your Authority is now subject to significant fines and penalties levied by PUC through the Damage Prevention Committee for failing to comply with the new underground utility law in Pennsylvania?

Did you know that from the time the new law took effect, the One Call center has received and processed nearly 16,000 Alleged Violation Reports, many of them against municipal water and wastewater authorities?

We invite you to ask questions and express your concerns to the Chair and Vice Chair of the Damage Prevention Committee, the supervisor overseeing enforcement for PUC, and the CEO of PA One Call in this interactive session.

Presenters:

Terri C. Cooper Smith, PA Public Utility Commission

William G. Kiger, Pennsylvania One Call System, Inc.

Kasha Schreffler, Pennsylvania Utility Commission

Eric Swartley, UGI Utilities, Inc.

Paper to Paperless: Document Management for Authorities (1 PDH)

Participants will be presented with an overview of the benefits of converting paper records to searchable digital images.

Topics will include:

- Document conversion best practices
- ROI
- Managing retention schedules
- Document management software options

Case study:

Mount Pocono Municipal Authority's process of migrating from hard copy paper to streamlined digital paper will showcase how to prioritize and execute the process.

Presenters:

Anthony Hornicek, Scantek Infomanagement Solutions

Jonathan Klotz, Mount Pocono Municipal Authority

Partnering with PENNVEST

Cost: Free to members; \$75 to non-members

Capital improvements are an important part of authority plans. But how do you find affordable funding sources for your water, wastewater or stormwater projects? As a PMAA member, enjoy this complimentary one-hour webinar to learn more about:

- What are PENNVEST's funding sources?
- How does your authority access these sources?
- Does your authority qualify for funding?
- How are projects selected for these opportunities?
- How much money does PENNVEST award annually?
- How does DEP fit into the picture?
- What are some other ways PENNVEST can assist your authority?

Presenters:

Brion Johnson, PENNVEST

Kathy Pape, Esq., Saxton & Stump LLC

PFAS 2022: A Midyear Update for Municipal Authorities (2 PDH)

Per- and polyfluorinated alkyl substances (PFAS) are known as forever chemicals that persist in the environment. These man-made chemicals have impacted our environmental media and have caused widespread contamination throughout the country. EPA has classified PFAS as emerging contaminants and has identified potential health concerns associated with exposure to these chemicals.

What does all this mean for your authority? Join us for this in-depth conversation as we cover issues such as:

- Pennsylvania's proposed Safe Drinking Water PFAS MCL Rule
- EPA's strategic roadmap for PFAS including:
 - National Primary Drinking Water Regulation for PFOA and PFOS
 - EPA's Science Advisory Board proceedings
 - Toxicity assessments and health advisories
 - NPDES permitting for wastewater treatment plants
- How Superfund may impact the land application of biosolids
- Issues associated with monitoring and analyzing PFAS samples, including laboratory methods
- Regulations and costs associated with monitoring MCLs and MCLGs
- Funding for PFAS-related activities

You will also learn about:

- GenX chemicals and why you need to be concerned
- Superfund and legal issues in the handling of biosolids
- Potential issues and lawful actions related to enforcement by EPA
- Regulatory initiatives that could cause liabilities to water and wastewater authorities
- How states other than Pennsylvania are addressing PFAS
- Discussion and updates on current regulation legal proceedings

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

PFAS Soup to Nuts

Per- and polyfluorinated alkyl substances (PFAS) are known as forever chemicals that persist in the environment. These man-made chemicals have leached into our soil, air and water sources and have caused widespread contamination throughout the country. The Environmental Protection Agency (EPA) has classified PFAS as emerging contaminants and there are health concerns associated with exposure to these chemicals.

Join us for this in-depth conversation on what this all means for your authority. We will be covering issues such as:

- EPA's strategic roadmap for PFAS including:
- National primary drinking water regulation
- Toxicity assessments and health advisories
- NPDES permitting to reduce PFAS discharges
- Proposed rulemaking to amend safe drinking water regulations in Pennsylvania
- Regulations and costs associated with PFAS monitoring
- Funding for PFAS-related activities

You will also learn about:

- Superfund and potential liability relating to biosolids
- GenX chemicals and why you need to be concerned
- Regulatory initiatives that could impact water and wastewater authorities
- Potential issues related to government enforcement
- Discussion and updates on current regulatory issues and litigation

Presenter:

Steven A. Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

PFAS - Technologies & Treatment Options (1 PDH)

In the face of rapidly changing regulatory standards, many municipal authorities are currently dealing with concerns about PFAS. This webinar will help authorities understand:

- What currently proven technologies are available to treat PFAS;
- What the pros and cons are of various adsorption technologies;
- What kind of studies are done to differentiate between different treatment options;
- What factors influence which technologies are best for your situation;
- How engineering designs affect costs and how can you save money; and
- What kind of operational challenges result from the push to treat to lower and lower standards and how to solve them.

During this session, real data comparing GAC adsorption with ion exchange media in a variety of background water matrices will be presented. We will also discuss the following:

- The scale-up of bench and pilot scale data to full-scale systems currently in operation;
- Actual full-scale optimization practices that have been proven and are continuing to be improved; and
- Unique operational challenges associated with adsorbent column design that can impact the potential for cross-contamination during spent adsorbent replacement.

Presenter:

Les Cordone, PE, Parsons

Physical Security from A-Z (1 PDH)

Bob Winters, of the US Department of Homeland Security, Protective Advisor-Pittsburgh District, will provide a presentation on physical security essentials based on his over 300 security assessments conducted during his 15 years with DHS.

His presentation will mostly focus on low-cost/no-cost options and opportunities for consideration. His exploration of practices, policies, and procedures will be beneficial to any site, from those that have only door locks and physical keys to those with sophisticated access control and security camera systems.

This webinar will address the following:

- Significant assets
- Information sharing
- Planning
- Physical security
- Utility dependencies

Presenter:

Bob Winters, United States Homeland Security

Plant Optimization Strategies (1 PDH)

Water and wastewater treatment processes are complex and diverse. Plants are commonly overdesigned and underperforming. The inefficiency results from state regulations that mandate capacity to handle peak flow. Lack of flow pacing capability in authority operations and performance result in high energy costs.

Learning Objectives:

Biological Treatment - Treatment processes vary from simple to highly complex systems, customized to address the quality of wastewater to be treated and achieve the treatment that meets the effluent discharge standards.

Aeration Optimization - It is the prime source for biological treatment through oxygen transfer. Learn how an upgraded diffused aeration systems can save your authority money.

Process Streamlining and Management - Most plants do not have adequate monitoring, controls, and management strategies. Integration of influent water quality to aeration is an important consideration to achieve process optimization and operational efficiencies.

Biosolids Handling Strategies (dewatering and disposal) - Biosolids management process impacts operations and treatment efficiencies. Managing Waste Activated Sludge to achieve optimum Mixed Liquor Suspended Solids (MLSS) concentrations is an extremely important step in Secondary Treatment of wastewater.

Revenue Generation (Class A or B biosolids production) - Class A or B biosolids production is only possible if a plant includes a biosolids digestion step. Production of either A or B biosolids requires significant capital investment, and substantially reduces biosolids generation.

New Revenue Generation through Biogas (Federal RIN credits) - New revenue generation is only possible if a wastewater plant has anaerobic digestion included in an authorities the treatment. Understand why scale and size of plant is important because the cost of interstate pipeline connection and gas conditioning is extremely expensive.

Regulatory Compliance Requirements, and Asset Management - Discuss how asset management is important to support a reasonable useful life of the plant infrastructure.

Join the NORESO experts to learn options and solutions available for water and wastewater to mitigate, correct, and resolve challenges.

Presenters:

Steve Chausse, NORESO

Zia Qureshi, NORESO

Proactive and Provocative Practices and Policies

The presenters of this session will review issues that Authorities are routinely confronted with, including:

- Land acquisition/easement/condemnation
- Project management complexities – contract bidding, lowest responsible bidders, PA One Call, etc.
- Developer issues – agreements, escrows, bonding, homeowner associations, litigation, etc.
- New and traditional workplace safety concerns.

The discussion will focus on areas of specific risk exposure and proactive, practical and innovative solutions for addressing those concerns.

Presenters:

Christine M. Seymour, Esq.

Law Offices of Christine M. Seymour, Esq.

Romel L. Nicholas, Esq., Gaitens, Tucceri & Nicholas, PC

Proven Strategies to Increase Delinquent Collections and Navigate Bankruptcy

The collection of delinquent utility and stormwater fee accounts is a necessary, but often unpleasant, component of the duties of a Municipal Authority. This webinar will provide your authority with proven strategies to increase the collection of its delinquent (and current) accounts and navigate the uncharted waters of bankruptcy. Time for questions will be allotted to allow for you to raise specific challenges facing your Authority.

Learning Objectives:

- **Creating Incentives to Pay:** Delinquent payment behavior is unlikely to change unless your Authority can create incentives to pay. Options for creating both positive and negative incentives will be discussed at length.
- **The Municipal Claims and Tax Liens Act (MCTLA):** Attendees will learn the benefits of implementing this important Pennsylvania collection law. Actual collection data will be shown that verifies the effectiveness of the MCTLA.
- **Bankruptcy 101:** An overview of bankruptcy basics will be discussed to ensure that attendees have a working knowledge of the different bankruptcy chapters and pleadings they will likely see.
- **The Automatic Stay:** The automatic stay is the main reason that debtors file for bankruptcy. Attendees will learn what types of debts the Authority is still permitted to actively collect during the bankruptcy stay.
- **Protections for Authorities:** Bankruptcy Code Section 366 provides specific protections for utility providers during a debtor's bankruptcy case. Actions to protect your Authority's interests will be discussed.

Presenter:

Kevin Buraks, Esq., Portnoff Law Associates

Public Water Supply Assistance Program (1 PDH)

Free to Members Only

Join representatives from the Susquehanna River Basin Commission (SRBC) as they describe the two-step groundwater project renewal process, opportunities for water authorities to receive technical assistance, and how planning for the renewal process will save your authority time and money.

Learning Objectives:

Public Water Supply Assistance Program (PWSAP): Learn how the commission provides education regarding water related activities and system specific assistance to public water suppliers.

Two-Step Groundwater Renewal Process: SRBC representatives will provide training for the two-step renewal process focusing on the interpretive hydrogeologic report requirement for the groundwater withdrawal application.

Grant Opportunities: Review some recent and current grant opportunities for water authorities.

Join Mike Appleby and Jane Block from the Susquehanna River Basin Commission to explore how they can help save your authority time and money through their assistance programs.

Presenters:

Michael Appleby, PG, Susquehanna River Basin Commission

Jane Block, PG, Susquehanna River Basin Commission

Ransomware: Safeguarding Your Authority

You don't need special skills to build a robust cybersecurity platform. This webinar will show you how. In today's increasingly digital world, the importance of cybersecurity cannot be overstated. While it may seem intimidating, this webinar has been specifically designed to break down the complex IT security concepts into real, actionable steps tailored for your organization.

Here's what you will learn:

- **Understanding Ransomware:** Learn what ransomware is, how it operates, and the real risks it poses to your authority.
- **The Human Factor:** Discover how seemingly harmless actions like opening emails or clicking on links can make you vulnerable to cyberattacks, and how to avoid falling victim to them.
- **Layered Approach:** Explore the concept of layered security and how it can fortify your defenses against cyber threats.
- **Firewall Protection:** Understand how a firewall acts as a crucial barrier between your network and the internet, preventing hackers from gaining access.
- **Anti-virus Software:** Learn how anti-virus software can detect and neutralize malware before it causes harm.
- **Software Updates:** Discover the importance of keeping your operating system and software up to date to patch vulnerabilities.
- **Password Management:** Get practical tips for creating strong passwords and managing them effectively.
- **Safe Email Practices:** Learn to recognize phishing attempts and the importance of encrypted email services for sensitive information.
- **Backup and Disaster Recovery:** Find out why regular, encrypted backups are your ultimate defense against data loss due to ransomware.
- **Risk Assessment:** Learn how to assess your authority's risk exposure, identify critical applications, and plan for disaster recovery, ensuring business continuity even in the face of cyber threats.

Case Study

Aaron will share his story on how his authority responded to a ransomware attack and the steps they've taken to fortify their systems.

Remember, it's not a matter of if, but when you'll need this crucial information to protect your operations, reputation, and customer trust. Don't miss this opportunity to fortify your defenses and gain peace of mind in today's digital landscape.

Presenters:

Mike Strait, Link Computer Corporation

Tim Serbin, Link Computer Corporation

Aaron Moyer, Altoona Water Authority

If you are not preparing your organization for the growing need for cybersecurity & prevention, it's something that needs to move up on your "to-do" list.

The presenter will provide case studies of real world (and very recent) cyber-crime events within Pennsylvania businesses, including:

- The "costs" of the crime
- What it took to recover from the events
- What could have been done to prevent them from happening to begin with.

If you are not familiar with terms like "phishing" and "ransomware"...you need to be.

This session will help provide you with an understanding of these and other terms, plus underscore how important cybersecurity, layered prevention and employee education are to every organization.

Presenters:

Tim Serbin, Link Computer Corporation

Derek McLaurin, Muni-Link

Jim Rokosky, Muni-Link

Rate Setting Demystified: Blending Strategy, Data, and Best Practices

Setting rates is one of the most important—and sensitive—responsibilities for any municipal authority. Striking the right balance between financial sustainability, fairness, and customer impact requires both analytical rigor and practical judgment.

This webinar will guide participants through the fundamentals of rate development, including how to determine the most appropriate type of rate study for your authority's needs. We'll also walk through key steps in the rate-setting process to help ensure a smooth, defensible, and effective outcome.

From evaluating different rate structures to understanding their real-world implications, this session will equip you with the tools and perspective needed to make informed decisions that support long-term system health.

Learning Objectives:

- **Core Objectives of a Rate Study** - Understand how to design rates that generate sufficient revenue, promote fairness among customer classes, support capital improvements (including debt financing), and build financial reserves.
- **Choosing the Right Rate Approach** - Explore how to evaluate and select a rate structure that aligns with your authority's operational, financial, and community goals.
- **Comparing Common Rate Structures** - Review the benefits and trade-offs associated with various pricing models, including:
 - Fixed (flat) rate systems
 - Usage-based (metered) rates
 - Minimum billing approaches
 - Service or base charges
- **Understanding Tiered and Usage Models** - Learn how different volumetric designs function and when to use them, including:
 - Uniform (single-block) rates
 - Inclining or declining block rates
 - Conservation-oriented pricing
 - Seasonal rate adjustments
- **Specialized Charges and Considerations** - Examine how charges for fire protection services—both public and private—are incorporated into a rate structure and when they are appropriate.

Presenter:

E. Lee Stinnett, Esq., Salzman Hughes, PC

Recruiting Strategies for Millennials and Generation Z

This webinar explores practical, modern recruiting strategies tailored to attract Millennials and Gen Z into public sector roles. Participants will gain insight into how generational values, workplace expectations, and digital behaviors influence job search and career decisions. The session will highlight innovative approaches municipal authorities and professional service organizations can use to stay competitive in today's talent market. Attendees will leave with actionable tools to strengthen their employer brand and build sustainable talent pathways.

Learning Objectives

- Identify key characteristics, values, and workplace expectations of Millennials and Gen Z. Compare motivations versus previous Gen X and Boomer generations.
- Evaluate current recruiting practices and determine gaps in attracting younger talent.
- Apply effective digital and social media strategies to enhance outreach and engagement.
- Develop strategies to enhance development of job descriptions and job posting practices in your organization.
- Develop employer branding techniques that resonate with emerging generations.
- Implement practical recruitment and retention strategies tailored to public sector and professional service environments.

Presenter:

Heath Edelman, Thaddeus Stevens College of Technology

Redeveloping a Resilient City

Cost: Free to members; \$75 to non-members

The Johnstown Redevelopment Authority (JRA) owns the Dornick Point Sewage Treatment Plant. JRA contracts Inframark for daily operations and maintenance of the plant, while working very closely with staff. JRA sees the importance of utility needs for economic development and growth in our region.

The staff at the plant continues to create a better environment for our region and continues to create cleaner waterways and water.

Presenter:

Melissa Komar, Johnstown Redevelopment Authority

Shutting Off the Tap: Understanding Pennsylvania's Water Termination Laws

Water termination is one of the most effective collection methods available to municipal authorities. With legally sound rules and regulations and collection policies and procedures in place, water termination can be straight forward and efficient collection method. This presentation will review the applicable laws and how to ensure legal requirements for water termination are met through Rules and Regs, policies and procedures.

Occasionally, however, circumstances present that seem to defy the routine water termination process. The presentation will also examine some ways to address these special cases, particularly in situations involving landlords and tenants.

This presentation will provide an opportunity to gain valuable insights and practical knowledge on the topic of water terminations.

Learning Objectives

- Best practices for water termination/collection Rules and Regulations, policies and procedures
- Determining the applicable law for different customer types and scenarios
- Developing strategies for collecting payment from delinquent customers when water terminations are ineffective
- Addressing special circumstances presented in rental property situations

Presenter:

Christine M. Seymour, Esq., Law Offices of Christine M. Seymour

Solving Employee Problems

Running a municipal authority is challenging, but employee problems can drive leaders downright crazy. They can generate stress, anxiety, anger, and – if things really go sideways – a lawsuit.

But it doesn't have to be that way. It's possible to confront and resolve every employee problem effectively and with confidence.

On October 22nd, Barry Wolfe of Argos HR Solutions, LLC will show you the exact steps he has used for decades to help managers address every – yes, every - employee problem.

In one hour, here's just some of what you'll learn:

- The goal of a disciplinary or coaching meeting – no, it's not to “make the person aware”
- The three types of employee problems and why that matters
- The magic formula to begin every difficult employee problem
- The one weird truth to cut your employee problems by 30% to 60%
- The truth about employee attitude problems

Presenter:

Barry Wolfe, Argos HR Solutions, LLC

Stormwater Authorities 2.0 – Optimizing Implementation & Programming through the Next Permit Cycle (1 PDH)

Stormwater programs have evolved significantly, since Act 68 authorized the formation of municipal authorities for stormwater management over seven years ago. This group of presenters will look at the lessons communities have learned as implementation has progressed and will share best legal and engineering practices that are generating success across the state. It will provide a preview of the challenges anticipated in the next MS4 cycle and offer guidance on how to address these challenges as the evolution of stormwater authorities continues.

During this webinar, a number of legal and technical tips will be shared, including:

- How municipalities can streamline costs as Pennsylvania’s WIP and MS4 Programs evolve
- Which rate structures gain the best support based upon community makeup
- Credit opportunities which foster community-wide collaboration
- Status of current stormwater fee litigation
- Upfront data development to avoid costly and time consuming property owner appeals
- Education to garner support

Presenters:

Adrienne Vicari, PE, Herbert, Rowland & Grubic, Inc.

Bruce Hulshizer, PE, Herbert, Rowland & Grubic, Inc.

Lee Stinnett, Esq., Salzman Hughes

Strategies for Implementing Act 43 Imposing New Requirements for Multi-Family Billings (1 PDH)

Beginning August 29, water and sewer authorities must comply with a new amendment, known as Act 43, to the Pennsylvania Municipality Authorities Act regarding rates for multi-family billings.

The following will be discussed during this webinar:

- Strategies for modifying rules and regulations
- Establishing application and review procedures
- Evaluating data
- Making required adjustments

Presenter:

Russell McIntosh, Herbert, Rowland & Grubic, Inc.

Streamlining Operations Using GIS and Automation in Order to Comply with Regulatory Requirements (1 PDH)

Learn how municipal authorities can leverage GIS and other commonly used office software to modernize and optimize utility/asset management, as well as comply with regulatory requirements including MS4 permitting.

Learning Objectives:

- Integrate data from site plans, as-built plans, and surveys into a single GIS-based platform.
- Set up and utilize web-based pages to view spatial data from your organization, as well as local, state, and federal organizations.
- Optimize “smart forms” to document maintenance of assets as well as conduct regulatory inspections required under state and federal permits.
- Configure real-time notifications alerting staff when activities are required and completed.
- Provide public-reporting mechanisms to notify staff of important issues within the community such as illicit discharges.
- Automate report production to demonstrate compliance with regulatory requirements such as BMP inspections, outfall inspections, and other requirements under an MS4 permit.
- Set up monitoring pages to inform management of key indicators based upon customized schedules and benchmarks to maintain regulatory compliance.

Join ARRO Consulting, Inc. expert, Andrew Tuleya to help you navigate these challenges and learn how municipal authorities are utilizing these tools.

Presenter:

Andrew Tuleya, ARRO Consulting, Inc.

The Struggle is Real: How to Leverage Social Media and Creatively Engage Your Customers and Stakeholders

Problem: You have social media for your utility, but are you prepared if you go viral? How do you leverage it? Or maybe you're struggling to stay motivated. How can you consistently engage your stakeholders on your platforms? We will review both ends of the spectrum during this webinar.

This webinar will also cover a case study on the steps NPWA took after a clip of our Executive Director went viral on X with more than 5 million views.

Learning Objectives:

- **Positive messages:** We will also look at different ways to leverage your messages as well as look at different tools you can use to help keep the momentum of your social channels going.
- **Consistent Content:** Coming up with consistent content can be easier than you think. We will discuss the importance of your messaging and how/why consistency matters.
- **Engaging Content:** Learn how simple, free tools and some group brainstorming, you can plan exciting content well in advance.

Join Lindsay Hughes, Manager of Administration and Public Relations at North Penn Water Authority in helping you navigate your social media challenges.

Presenter:

Lindsay Hughes, North Penn Water Authority

Successfully Utilizing COSTARS and Other Procurement Best Practices (1 PDH)

Authorities have options in the purchasing process and these engaging presenters will provide an overview of the COSTARS program, its advantages and its disadvantages, using real-world examples from nearly a dozen projects.

Find out how applying several simple Best Practices, supported by the analysis of over 7,000 PA projects and 31,000 sealed bids, can create conditions that attract more competent bidders while yielding more competitive pricing.

After the webinar, participants will leave with a better understanding of:

- How to identify basic requirements of the public bidding process as it relates to the Municipality Authorities Act
- When using COSTARS can be advantageous versus traditional competitive bidding
- Advantages and disadvantages of purchasing through COSTARS as part of a larger project
- Understanding the analytics from a large population of PA projects
- Implementing a few basic Best Practices that can lead to higher bidder participation, better pricing, and enhanced risk management

Presenters:

Joshua T. Fox, Herbert, Rowland & Grubic, Inc.

John Shaffer, PennBid

Tapping Fees (1 PDH)

What is the history of the tapping fee and why is it so important to your authority? Tapping fees are addressed in Section 5607, the Purposes and Powers for authorities of the Municipality Authorities Act. This is one of the most challenging and difficult to understand sections of the act.

Learning Objectives:

Tapping Fee: What it is and why your authority needs to know this section of the Municipality Authorities Act.

Connection Fee: Connection of the property from the authority's main to the property line or curb stop of the property connected and know the differences between actual vs. average costs and what should the customer be paying.

Capacity: Learn what can be included in the capacity portion of your tapping fee from, source of supply, treatment, pumping, interceptors, and outfalls

Collections/Distribution: Understand which costs can be included in the collection/distribution part of your tapping fee and what capital expenditures should be excluded from the calculation.

Special Purpose: Fee based on selected groups of customers, learn who should and should not be impacted by this fee.

Reimbursement: Who pays upfront, who is required to reimburse and is it mandatory or optional.

Presenter:

David Busch, Keystone Alliance Consulting

Understanding Tapping Fees: A Practical Guide for Municipal Authorities

Tapping fees play a critical role in how municipal authorities plan, fund, and sustain their water and wastewater systems. Rooted in Section 5607 of the Municipality Authorities Act—one of the most detailed and often challenging sections to interpret—these fees directly impact infrastructure development and financial stability.

This session will walk through the origins and purpose of tapping fees, explain why they are essential to your authority's operations, and break down the key components used to calculate them. Attendees will gain a clearer understanding of how tapping fees are structured, applied, and managed, along with practical insights to support informed decision-making.

Learning Objectives:

- Tapping Fees Fundamentals - Build a solid understanding of what tapping fees are, how they originated, and why Section 5607 of the Municipality Authorities Act is so significant to your authority.
- Connection Fees Explained - Explore how connection costs are determined, including the distinction between actual costs and averaged costs for extending service from the main to the property line or curb stop.
- Capacity Component - Understand how costs are allocated for capacity-related infrastructure such as water sources, treatment facilities, pumping stations, interceptors, and outfalls.
- Distribution and Collection Component - Learn how fees are calculated for distribution and collection systems, including which customers are subject to these charges and which are not.
- Special Purpose Fees - Identify how fees are applied to facilities that serve specific customer groups and understand how those groups are defined.
- Reimbursement Provisions - Clarify how reimbursement works, including who is responsible for upfront costs, who may be required to repay those costs, and whether participation is mandatory or optional.

Presenter:

E. Lee Stinnett, Esq., Salzman Hughes, PC
Ryan Killen, HRG

Unlocking Federal Tax Credits for Solar Projects: The Inflation Reduction Act Explained

The presentation will be a high-level overview of the Inflation Reduction Act of 2022 with a detailed explanation of the federal tax credits available for renewable energy. We will detail how availability of the federal tax credits can be used to fund solar projects in particular which can create cash flow that can be leveraged as an additional revenue stream or be used to fund other projects. The presentation will also include a comparison of financing under the "new model" versus a developer PPA/PSA Agreement and a cash flow analysis to illustrate the benefit of utilizing the available tax credits to generate revenue.

Learning Objectives:

- **Develop:** an understanding of the tax credits and opportunities in the IRA available for authorities
- **Identify:** which IRA tax credits and opportunities may apply to your authority.
- **Determine:** the next steps for using the tax credit opportunities
- **Plan:** how to use tax credits at a high-level

Join the team from Raymond James and McNeese Wallace & Nurick LLC to maximize leveraging the Inflation Reduction Act of 2022.

Presenters:

Ryan Brockman, Raymond James

Scott Kramer, Raymond James

Adeolu Bakare, McNeese Wallace & Nurick LLC

Understanding the Right to Know Law and the Sunshine Act

Join PMAA's East Solicitor Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell & Lupin in explaining the most challenging sections of the Right to Know Law and the Sunshine Act.

Right to Know Law (RTKL)

- History and Background
- RTKL Basics
- Tips on Responding to a RTKL Request
- What Records can be withheld from a RTKL Request
- Your RTKL Policy

Sunshine Act

- Overview of the Sunshine Act
- Open Meeting Requirements
- Who can provide comments at a public meeting?
- Executive Sessions
- Preparing a Sunshine Act Policy

Presenter:

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Understanding PFAS: The Evolving Regulatory Landscape and Its Impact

The topic of PFAS is inescapable and actively developing in the Commonwealth and across the country. Through this presentation MABA presenter(s) will provide a history and overview on the EPA PFAS Strategic Roadmap, the EPA Proposed Designation of Perfluorooctanoic Acid (PFOA) and Perfluorooctanesulfonic Acid (PFOS) as CERCLA Hazardous Substances, the Senate EPW Committee continued development of bipartisan PFAS legislation, as well as PFAS research including the National Collaborative PFAS Study conducted by Dr. Ian Pepper and his team at the University of Arizona. Attendees will leave the session informed and empowered to better assist their municipality's biosolids handling professionals with this difficult topic, as well as the citizens of their communities.

Learning Objectives:

- EPA Strategic Roadmap:
 - Background on the following:
 - EPA Council on PFAS
 - Steps in the Strategic Roadmap, including risk assessment of PFOA and PFOS in biosolids
 - Difference between “risk assessment” and “risk management”
 - EPA recommendations prior to completion of the risk assessment
- EPA’s designation of PFOA and PFOS as CERCLA hazardous substances
 - What is Superfund (CERCLA)?
 - EPA designation of PFOA and PFOS as CERCLA hazardous substances - background, updates
 - Senate EPW Committee - potential passive receivers CERCLA exemption
 - Legislation seeking to ban PFAS in consumer products
- Research on PFAS & Biosolids
 - National Collaborative PFAS Study
 - Objective of this research
 - States where samples have or will be collected
 - Type of research/results by year of study
 - Other studies taking place, including the WRF (Water Research Foundation) Unregulated Organic Chemicals in Biosolids: Prioritization, Fate and Risk Evaluation for Land Application - Project #5125

Join Mary to help you understand the complexities and ever-changing challenges of PFAS.

Presenter:

Mary Firestone Baker, Executive Director, Mid-Atlantic Biosolids Association

Using Public Communications to Succeed During Today's Toughest Challenges: PFAS, Lead Service Lines, and Infrastructure Emergencies

Discover how to navigate the latest public challenges facing the water and wastewater industries.

Communicating a positive and effective message during challenging times is critical for municipal authorities. Learn how effective proactive and crisis communication preparation can position service providers for success, even when it feels like the world is crashing around them.

Here's what you will learn:

- **Communication Plan:** Develop and implement successful proactive and crisis communication plans that cover every conceivable situation.
- **Avoid Communication Mistakes:** Equip yourself with the skills to avoid common communication mistakes during difficult moments, safeguarding and even enhancing your reputation during a crisis.
- **Communication Practices:** Apply successful public communication practices to two of today's most pressing issues - PFAS and Lead and Copper Rule compliance.
- **PFAS & MCLs:** Prepare for the EPA's PFAS-related actions, including the finalization of its proposed MCLs this winter.
- **LCR Communications:** Effectively convey your lead service line inventory information to the public, steering clear of the #1 mistake made in LCR communications today.

This presentation will spotlight successful PFAS and Lead & Copper Rule public communication tactics and messaging that have proven effective nationwide. Attendees will be able to immediately apply successful crisis communication approaches for any emergency, including infrastructure failures.

Presenter:

Mike McGill, President, WaterPIO

Water Terminations: Laws, Policies & Practices, Funding

How do you determine which water termination law you should utilize?

What options are available for collecting payment from one delinquent customer in a multi-unit condo with one meter?

Can we have water turned off for non-payment of a sewer bill if we are not the water provider?

During this webinar, you'll receive an overview of the various statutes dealing with the termination of water service for nonpayment of water and/or sewer bills will also be presented with a focus on which law is applicable under what circumstances.

In addition, examples of proper authority rules and regulations of water termination procedures will be shared.

In addition, the presenters will discuss:

- Water termination laws as they relate to the type of customer (residential property owner/renter) and type of service (water/sewer)
- Water termination policies and practices outlined in authority rules and regulations
- Revised billing approaches as a result of COVID
- New funding opportunity for eligible water and wastewater authority customers (LIHWAP)
- Q&A with PMAA Solicitor - East, Steven Hann, Esq. of Hamburg, Rubin, Mullin, Maxwell, & Lupin

Presenters:

Jennifer Case, Government Relations Liaison, PMAA

Liesel Gross, Executive Director, Lehigh County Authority

Steven Hann, Esq., Hamburg, Rubin, Mullin, Maxwell & Lupin, PC

Who, What, When, and Why of Authority Rules and Regulations

Most municipal authorities in the Commonwealth have some iteration of rules and regulations to govern and guide the use of equipment, services provided, and authority-owned facilities. Sometimes these regulations simply cover the basics including fees for tapping, services, etc., and yet other municipalities have more robust regulations that dictate, for example, how repairs are to be completed and who is responsible for costs associated with the same. As a general rule, authorities should regularly review their rules and regulations and ensure that those rules and regulations are sufficient and enforceable based upon current operations and services, and ensure both the system and the authority are protected from unauthorized actors and a constantly evolving legal and regulatory landscape. Our presentation will discuss the source of municipal authorities' authority, the framework within which municipal authorities can and should develop rules and regulations and further discuss basics and best practices for promulgating and enforcing sensible authority rules and regulations.

Learning Objectives:

- Provide an overview of the statutory and regulatory rules around authority creation and governing instruments for each authority.
- Emphasize the importance of the underlying relationship between authorities and the entities that created them.
- Underscore the importance of understanding an authority's infrastructure— who owns it, who manages it and who pays when it needs replaced.
- Review best practices for how to develop internal rules and procedures for authority operations, personnel and municipal relationships.
- Deliver tips and best practices for developing authority rules and regulations for customers and constituents.

Presenters:

Elizabeth Dupuis, Esq., Babst Calland

Morgan Madden, Esq., Babst Calland

Thank you

FOR YOUR CONTINUED SUPPORT OF PMAA!

WANTED



Ideas



LOADING...

Share your webinar topic
suggestions with us!

OTA@MUNICIPALAUTHORITIES.ORG



QUESTIONS?

ota@municipalauthorities.org



1000 North Front Street, Suite 401, Wormleysburg, PA 17043
717.737.7655 ♦ 800.577.PMAA ♦ 717.737.8431 fax
info@municipalauthorities.org ♦ www.municipalauthorities.org