

ONLINE TRAINING ACADEMY

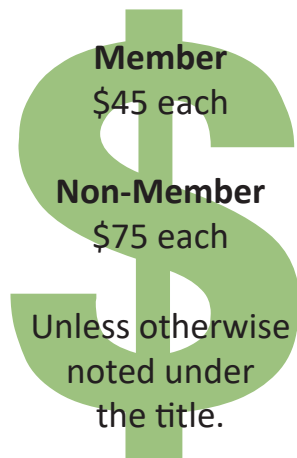


The Online Training Academy (OTA) is a series of web-based courses designed to build strong authorities. This convenient and cost-effective training has been developed for:

- ◆ 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.

Every member of the authority team 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 Wenrich at wenrich@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.

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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

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

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

Board Member Training (2024) (2 PDH)

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

Financial Responsibilities

David Busch, Keystone Alliance Consulting, Inc.

Evan Ridington, Arthur Hall Insurance

The presenters will address the boards responsibility for financial reporting, including external reports, internal reports, ways to budget, annual operating budget, revenue generation and much more.

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.

Board and Manager Responsibilities & Governing Body Authority Relations

Autumn Crawford, Western Butler County Authority

It is essential that authority board members and managers understand their different roles and responsibilities to ensure effective operations. It's also important that authorities maintain cooperative and constructive working relationships with the municipalities that govern them. Both topics will be addressed.

Board Engineer Relations – Tips & Tricks on How to Work with Your Engineer

Justin Mendinsky, PE, Herbert, Rowland & Grubic, Inc.

This discussion will focus on methods and strategies you can use to facilitate your relationship with your engineer. Topics will include developing scopes and project cost estimates, establishing compensation, administrative issues, and other current issues raised by the session attendees.

Ethics

Mary Fox, Esq., PA 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 be filed each year the position (board and/or management) is held and the year following termination of service.

Relationships with Solicitors

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

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

The presenters will discuss the value of working closely with your solicitor and other legal professionals retained by the authority. Topics of discussion will include financing, regulatory issues, labor matters, litigation and more.

Municipality Authorities Act & Related Laws

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

The presenter will share recent court rulings impacting authorities, the Municipal Authorities Act and related laws.

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., PMAA Solicitor West, Witherel Kalina Law Group

The 2023-2024 Pennsylvania Municipality Authorities Act and Related Laws edition is now available. Please visit our website for an order form to purchase any copies you may need.

www.municipalauthorities.org/municipal-act/

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., McNeese Wallace & Nurick LLC

Candace Hoover, Manheim Area Water & Sewer Authority

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

John Sweet, PA Utility Law Project

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., PMAA Solicitor East
Hamburg, Rubin, Mullin, Maxwell & Lupin, P.C.*

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.

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

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., PMAA Solicitor East
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

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

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.

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

On December 16th, 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 16th, 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*

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

McNees Wallace & Nurick LLC

Charlotte Katzenmoyer

Capital Region Water

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

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.

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., PMAA Solicitor East
Hamburg, Rubin, Mullin, Maxwell & Lupin*

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., PMAA Solicitor East
Hamburg, Rubin, Mullin, Maxwell & Lupin, P.C.*

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, VP, 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 oversized 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 authority's 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 NORESKO experts to learn options and solutions available for water and wastewater to mitigate, correct, and resolve challenges.

Presenters:

Steve Chausse, NORESKO

Zia Qureshi, NORESKO

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

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

Ransomware/Cloud Computing

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

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

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.

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

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., PMAA Solicitor East, Hamburg, Rubin, Mullin, Maxwell & Lupin

**Thank
You!**

**for your continued
support of PMAA!**



**Do you have an
idea for a future
webinar topic?**

**We would love
to hear it!**



**Have questions?
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