

ONLINE TRAINING ACADEMY

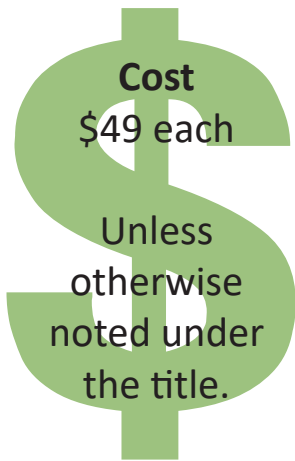


The Online Training Academy (OTA) is a series of web-based courses designed to build strong authorities. This convenient and cost-effective training has been developed for:

- ◆ 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.

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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, PC

Presented 2/22/2023

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

Presented 9/2/2020

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

Presented 6/24/2026

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

Presented 8/13/2025

Contract Conundrums: Debunking the Myth of Standard Form Agreements

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

Presented 8/20/2025

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

Presented 1/20/2021

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*

Presented 2/5/2025

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

Presented 10/9/2024

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

Presented 2/28/2024

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.

Presented 4/9/2025

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

Presented 11/13/2024

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

Presented 6/11/2025

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

Presented 1/15/2025

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

Presented 5/1/2024

Everything You Need to Know about the Sunshine Act

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

Presented 7/23/2025

Everything You Need to Know on Pennsylvania's Right-to-Know Law

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

Presented 6/4/2025

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

Presented 10/30/2024

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

Presented 7/24/2024

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

Presented 6/26/2024

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.

Presented 1/21/2026

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

Presented 7/9/2025

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

Presented 11/5/2025

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

Presented 7/15/2026

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

Presented 9/1/2020

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

Presented 2/4/2026

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

Presented 1/8/2025

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

Presented 2/18/2026

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

Presented 12/10/2025

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

Presented 7/29/2026

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

Presented 9/23/2020

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

Presented 11/19/2025

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

Presented 11/20/2024

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

Presented 12/7/2022

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 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

Presented 10/16/2024

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

Presented 5/29/2024

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., Salzmann Hughes, PC

Presented 5/13/2026

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

Presented 8/12/2026

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

Presented 4/23/2025

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

Presented 10/22/2025

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.

Presented 2/21/2024

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

Presented 1/22/2025

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

Presented 12/11/2024

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

Presented 2/12/2025

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

Presented 11/6/2024

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

Presented 12/13/2023

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

Presented 12/8/2020

Thank you

FOR YOUR CONTINUED SUPPORT OF PMAA!

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Ideas



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QUESTIONS?

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