Wednesday, February 21, 2024	
Concurrent Sessions A - Meeting Rooms 1 & 2   Concurrent Sessions B (Bailroom D)	
8:00 a.m. – 9:00 a.m. Credit: DW & WW Operators/W.D. Commissioners – 1 Session 1A: Essential Requirements for Utilities Undergoing a PSC Inspect Presented by the Public Service Commission	
9:15 a.m. – 10:15 a.m. Credit: DW & WW Operators/W.D. Commission Session 2A: Essential Requirements for Utilities Undergoing a PSC Inspect Presented by the Public Service Commission	
10:30 a.m 11:30 a.m. Credit: DW & WW Operators/W.D. Commissione   Session 3A: Practical Suggestions for a Successful PSC Rate Adjustment F   Gerald Wuetcher, Stoll Keenon Ogden, PLLC	
8:00 a.m. – 9:00 a.m. Credit: DW & WW Operators – 1 hr. Session 4B: Role of the Competent Person – Who Qualifies? <i>Robert Cashion, S4 Water Sales and Service</i>	
9:15 a.m. – 10:15 a.m. Credit: DW & WW Operators – 1 hr. Session 5B: Stages of Team Development Shannon Elam, Morgan County Water District	
10:30 a.m. – 11:30 a.m. Credit: DW Operators only – 1 hr. Session 6B: Reducing Water Loss: Step by Step Approach <i>Matthew Curtis, Bluegrass Engineering, PLLC</i>	
11:30 a.m. – 1:00 p.m. Lunch Provided in Exhibit Hall (Ballrooms A-C)	
Sessions #7 through #10 will be held in Ballroom D.1:00 p.m 1:30 p.m.Credit:DW & WW Operators/W.D. CommissioneSession 7:Utility Consolidation Through Merger or Acquisition Robert K. Miller, StraightLine KY	rs – 1 hr.
1:30 p.m. – 2:00 p.m. Credit: DW & WW Operators/W.D. Commissioners – 1 hr.   Session 8: Joint Operations – An Alternative Collaboration   John Dix, Past President, Kentucky Rural Water Association	
2:15 p.m. – 3:15 p.m. Credit: DW & WW Operators/W.D. Commissioners – 1 hr. Session 9: The Importance of Cybersecurity <i>Matthew Folker, ISTT</i>	
3:30 p.m. – 4:30 p.m. Credit: DW & WW Operators/W.D. Commissione Session 10: Call Before You Dig Patrick Donoghue, Kentucky 811	rs – 1 hr.
Concurrent Session 11A (Meeting Rooms 1 & 2) 3:30 p.m. – 4:30 p.m. – Credit: DW & WW Managers/Operators – 1 hr. Session 11A Utility Managers' Roundtable (Reserved for Utility Managers ONLY <u>or</u> their designated representative.) <i>Scott Young, Kentucky Rural Water Association</i>	
Thursday, February 22, 2024 All sessions will take place in Bailroom D.	
8:00 a.m. – 9:00 a.m. Credit: DW & WW Operators – 1 hr. Session 12: Effectively Communicating with Customers Michael Brenner, Software Solutions	
9:15 a.m. – 10:15 a.m. Credit: DW & WW Operators – 1 hr. Session 13: Spray in Place Pipe Repair Anthony Harrison, USG	
10:30 a.m. – 11:30 a.m. Credit: DW Operators only – 1 hr. Session 14: Lead and Copper Rule Update Arianna Lageman, Kentucky Rural Water Association   Elizar	beth Dowling, Kentucky Division of Water
11:30 a.m. – 1:00 p.m. Lunch Break – On Your Own OR Women of Rural Wat	ter Luncheon
1:00 p.m 2:00 p.m.Credit:DW & WW Operators - 1 hr.Session 15:Advances in Water-based Coatings and Their Contributions to Brian Cheshire, Tnemec	Asset Protection and Sustainability Goals
2:15 p.m. – 3:15 p.m. Credit: DW & WW Operators – 1 hr. Session 16: GPS and GIS for Utilities Jasper Wyatt, Kentucky Rural Water Association	Kentucky Rural Water Association
3:30 p.m. – 4:30 p.m.Credit:DW & WW Operators – 1 hr.Session 17:Apprenticeships and Workforce Development Heather Stevenson, Kentucky Rural Water Association	<b>HMANAGEMENT</b> <b>CONFERENCE</b> February 21 - 22, 2024
	Holiday Inn University Plaza I Sloan Convention Center I Bowling Green, KY