MAINE RURAL WATER ASSOCIATION

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Richmond, ME 04357
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MRWA 2026 Administrative Summit

Tuesday, October 6, 2025, 8:00am – 3:30pm

7:30AM – 8:00AM – Log on, Attendance, Introductions

8:00AM – 8:15AM – Opening Remarks

8:15AM – 9:45AM – *SESSION 1*
Why Communication Is Harder Than It Looks
David Ciullo, CEO, Career Management Associates

9:45AM – 10:00AM – Break

10:00AM – 11:30AM – *SESSION 2*
After the Lien: Foreclosure, Ownership & Property Disposition for Water and Sewer Districts
Jonathan M. Dunitz, Counsel, Verrill Dana, LLP & Sampson Hamilton, Associate, Verrill Dana, LLP

11:30AM – 12:00PM – Lunch

12:00PM – 1:30PM – *SESSION 3*
Every Interaction Matters: Building Trust Through Exceptional Customer Service
Gloria Williams, Customer Service Manager, Springfield Water and Sewer Commission

1:30PM – 1:45PM – Break

1:45PM – 3:15PM – *SESSION 4*
What Maine Employers Need to Know About New Legal Requirements for the Workplace.
Peter Lowe, Lawyer, Brann & Isaacson

3:15PM – 3:30PM – Closing Remarks

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Class Description:

The Administrative Summit is comprised of four 90-minute sessions focused on empowering utility administrators, office professionals, and Board of Directors members. The summit features practical workshops and expert-led sessions on topics essential to the successful administration of water and wastewater systems.

SESSION 1:

Why Communication Is Harder Than It Looks

David Ciullo, CEO, Career Management Associates

This training is designed to help professionals better understand why communication breakdowns occur in the workplace—and how to address them more effectively. Through practical discussion and real-world case studies, participants explore how assumptions, listening habits, perceptions, and communication channels shape how messages are received and interpreted. The session helps leaders recognize common patterns that lead to confusion, misalignment, and unnecessary escalation, while providing a framework for improving clarity, accountability, and follow-through in everyday interactions. Participants leave with greater awareness of their own communication habits and practical commitments they can apply immediately to strengthen trust, collaboration, and decision-making within their teams.

SESSION 2:

After the Lien: Foreclosure, Ownership & Property Disposition for Water and Sewer Districts

Jonathan M. Dunitz, Counsel, Verrill Dana, LLP & Sampson Hamilton, Associate, Verrill Dana, LLP

This session picks up where "Lien On Us!" left off, focusing on what happens after a water or sewer district's lien forecloses and title transfers automatically to the district. Attendees will learn about the legal and practical realities of district property ownership — including responsibilities that come with taking title, options for selling or disposing of foreclosed property, and how recent constitutional developments (such as *Tyler v. Hennepin County*) affect how districts handle excess proceeds from property sales. The session will provide actionable guidance for administrators navigating post-foreclosure decisions, with an emphasis on risk management and compliance with evolving legal requirements.

Learning Objectives:

Upon completing this session, attendees will be able to:

- **Review the water and sewer lien process** – a brief overview of the four-step statutory framework (notice, recording, redemption, and foreclosure) to set the stage for the session's focus on post-foreclosure issues

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- **Understand how automatic foreclosure results in district ownership** – including what title transfer means in practice and what obligations attach the moment the district becomes a property owner
- **Identify the district's immediate post-foreclosure responsibilities** – such as securing the property, addressing safety or environmental hazards, obtaining insurance coverage, and managing interim maintenance
- **Describe the options for selling or disposing of foreclosed property** – including conveyance by quitclaim deed, potential title issues, and practical considerations that affect marketability
- **Recognize the constitutional limitations on retaining excess proceeds from property sales** – including the impact of *Tyler v. Hennepin County* and how districts should adjust their policies even though the water and sewer lien statutes have not yet been updated
- **Apply best practices for post-foreclosure decision-making** – including when to seek legal counsel, how to evaluate whether to retain or dispose of a property, and how to develop internal policies that align with current legal standards.

SESSION 3:

Every Interaction Matters: Building Trust Through Exceptional Customer Service

Gloria Williams, Customer Service Manager, Springfield Water and Sewer Commission

Our approach to helping customers is centered on providing personalized, professional, and high-quality service. Employees should be prepared to meet the needs of a variety of customers and handle a wide range of situations effectively.

Learning Objectives:

- **Be Available to a Variety of Customers for a Variety of Work:** Understand and respond effectively to different customer needs, requests, and expectations.
- **Personalize the Conversation:** Make each customer interaction feel personal by listening carefully and addressing the customer's specific concerns.
- **Relate to the Customer:** Build a positive connection by showing understanding, patience, respect, and empathy.
- **Finish Every Conversation in a Helpful Manner:** Make sure customers receive clear answers, useful information, and appropriate next steps before the conversation ends.
- **Provide Proper Employee Training:** Ensure employees have the knowledge, communication skills, and resources necessary to provide excellent customer service.
- **Make Quality Calls a Top Priority:** Focus on accuracy, professionalism, active listening, and customer satisfaction during every call.
- **Follow Up:** When additional assistance is needed, follow up with the customer to make sure the issue has been addressed and the customer feels supported.

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- **Conclusion - Our Approach to Helping Customers:** Our goal is to create positive customer experiences by listening, understanding, communicating clearly, and following through. Every interaction is an opportunity to build trust and demonstrate our commitment to helping the customer.

SESSION 4:

What Maine Employers Need to Know About New Legal Requirements for the Workplace.
Peter Lowe, Lawyer, Brann & Isaacson

This workshop will address in practical terms what your utility should be doing to be in compliance with some important new Maine laws. We will cover the Maine Paid Family and Medical Leave law, a new workplace surveillance law, new requirements for pay transparency and other workplace developments in 2026.

Learning Objectives:

- **Identify Key New Maine Workplace Laws:** Recognize significant new and updated Maine employment laws taking effect in 2026 and understand how they may affect water and wastewater utilities and other employers.
- **Understand Maine Paid Family and Medical Leave Requirements:** Explain employer responsibilities under Maine's Paid Family and Medical Leave program, including important compliance considerations, employee eligibility, leave administration, and workplace procedures.
- **Recognize Workplace Surveillance Requirements:** Describe Maine's new workplace surveillance requirements and identify practices that may require changes to employer policies, employee notifications, or monitoring procedures.
- **Pay Transparency Requirements:** Understand Maine's new pay transparency requirements and determine how they may affect job postings, hiring practices, compensation discussions, and other employment practices.

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SPEAKER BIO(S):

Dave Ciullo, CEO, Career Management Associates
David Ciullo is an experienced Business and Executive Coach, Trainer, and HR Consultant who provides trusted HR solutions for organizations of all sizes. He is the CEO of Career Management Associates (CMA), a New England HR Consulting firm (http://www.cmacaareer.com). David is also a HR thought leader, speaker, and emcee.

David currently serves as a current Board member and Past President for both HRASM (Human Resource Association of Southern Maine) and the IFOB (Maine Institute for Family-Owned Business) as well as VP and Board Member of NNEAPS (Northern New England Association of Personnel Services). David is also past Member of the Maine State Civil Service Appeals Board. David graduated from Norwich University with a BS in Business Administration, minor in management, and served four years of ROTC in the Norwich Corp of Cadets. David is also certified in Creative Training Techniques, an Eagle Scout, and a Black Belt in Tae-Kwon-Do.

Jonathan M. Dunitz, Counsel, Verrill Dana, LLP
Jonathan is an attorney at Verrill, where is a member of its Environmental, Telecommunications and Natural Resources Group and its Litigation Group. He counsels water utilities on regulatory and other legal matters, as well as representing them before the Public Utilities Commission. Jonathan also represents renewable energy developers in matters before the Public Utilities Commission and works with breweries, distilleries and wineries on their state regulatory matters. Prior to his regulatory practices, Jonathan was a commercial and insurance coverage litigator for more than two decades. He is a past president of the Maine State Bar Association and is currently a member of the Executive Council of the National Conference of Bar Presidents

Sampson Hamilton, Associate, Verrill Dana, LLP
Sam is an attorney in Verrill's Environmental, PUC & Land Use practices. He represents water and wastewater clients before state agencies and the Maine Public Utilities Commission, and advises on permitting, development, and regulatory strategy. Sam also works in the Legislature on behalf of water associations and utilities. He recently co-presented "Groundwater Rights in Maine: An Evolving Conversation" to the Southern Maine Regional Water Council, and regularly speaks on land-use topics.

Gloria Williams, Customer Service Manager, Springfield Water and Sewer Commission
Gloria Williams has 24 years of experience in the Drinking Water Sector. She is part of the Supervisor Leadership Development Program sponsored through the University of Massachusetts Amherst and serves on the NEWWA Customer Service Committee. Gloria is the Customer

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Service Manager for the Springfield Water and Sewer Commission of Massachusetts where she manages and supervise a team of six Customer Service Representatives, working closely with Assistant Customer Service Manager Nilda Garcia-Diaz within the Field Service Operations Center to ensure efficient daily operations and the delivery of high-quality customer service.

Additionally, Gloria oversees record-keeping, documentation, and application processes to ensure accuracy, completeness, consistency, and compliance with established policies and procedures. She develops and implements customer service policies, procedures, and best business practices designed to improve operational efficiency and enhance the overall customer experience. Gloria serves as a key liaison between Customer Service and multiple operational and administrative departments, including Billing, Construction, Cross Connection, Dig-Safe, Engineering, Finance, Meter, Sewer, Stockroom, and Water Quality.

She collaborates with City of Springfield DPW Engineering to coordinate field-service needs, resolve operational issues, and support effective and timely service delivery and partners with the 311 Call Center to facilitate communication, address customer concerns, and ensure timely resolution of service-related inquiries. Gloria coordinates with multiple departments to investigate and resolve complex customer and field-service issues while maintaining clear communication, effective problem-solving, and a customer-focused approach.

Peter D. Lowe, Lawyer, Brann & Isaacson
Peter D. Lowe is a partner with the law firm of Brann & Isaacson, with offices in Lewiston and Portland. Peter advises clients on labor and employment law. Peter serves as employment counsel for numerous employers in Maine, including L.L. Bean. He represents schools, municipalities and public utilities across Maine. Peter edits the Maine Employment Law Letter and has been recognized as a Best Lawyer for representing management in employment law since 2013. He is a frequent presenter on employment law in Maine and nationally and has written and spoken extensively about employment issues during the Pandemic.