



# NCRWA

## Leadership Summit 2021

**September 2 - September 3, 2021**  
**Embassy Suites by Hilton**  
**Wilmington Riverfront**

*Attendee  
Information*



# SUMMIT AGENDA

## WEDNESDAY, September 1, 2021

3:00pm - 5:00pm Optional Exhibitor Set Up

## THURSDAY, September 2, 2021

9:00am - 12:00pm Exhibitor Set Up

9:00am - 12:00pm Badge Pick Up and Information Desk

12:00pm-12:30pm Lunch for Attendees & Exhibitors

12:30pm - 1:30pm **Summit Opening & Keynote Speaker**  
*Elizabeth S. Biser, Secretary of the NC Dept. of Environmental Quality*

1:30pm - 2:00pm Networking Break

2:00pm - 3:00pm **Job Training and Workforce Development: Why You Need Both**

*Carolyn Bynum, NCRWA Workforce Development Coordinator*

The terms training and development are often used interchangeably. However, there are unique differences between the two. Both are important to an organization's success. Training is centered around the knowledge, skills, and abilities needed to perform a job. Development is future-focused and helps with performance and retention. Learn how NCRWA addresses both training and development through our Apprenticeship Program.

3:00pm - 3:30pm Networking Break

3:30pm - 4:30pm **Round Table Topics**  
**Round Table Topic Sessions**

6:00pm - 8:00pm Networking Reception

8:00pm Dinner on your own

# SUMMIT AGENDA

**FRIDAY, September 3, 2021**

**7:00am - 8:00am**      **Coffee with Exhibitors**

**8:00am - 9:00am**      **Cybersecurity Observations, Attacker Trends and Industry Best Practices**

*Lieutenant Colonel Seth Barun, North Carolina National Guard*

This session will review common cyber threats and mitigations to those threats that impact critical infrastructure, including the water sector, such as Ransomware, Phishing and Exposed ICS controls.

**9:00am - 9:30am**      **Networking Break**

**9:30am - 10:30am**      **The Art of Implementation**

*Natalie Narron, NCRWA Energy Efficiency Specialist*

Identifying energy efficiency measures and implementing them are two different tasks. With funding and financing mechanisms becoming increasingly complex, and the many constituents at play in municipal settings, getting energy efficiency measures “through the ringer” can be a challenging venture. Join Natalie Narron, NCRWA’s Energy Efficiency Specialist, as she discusses the characteristics of municipalities where energy efficiency programs have been successfully implemented in the past, present, and future, and how their water/wastewater systems are saving their towns money day after day, and year after year.

**10:30am - 11:00am**      **Networking Break**

**11:00am - 12:00pm**      **Communications Challenges Under the New Lead & Copper Rule**

*Mike McGill, WaterPIO*

The conversation about our drinking water is about to change, significantly impacted by the new Lead and Copper Rule. While its final deadline date has been delayed, utilities must start working toward compliance now, and with those efforts will come several new public communication challenges.

Unless utilities plan for the impacts of the new LCR, the guaranteed increase in the number of lead discoveries will catch them off-guard, leading to dozens of Flint-like, negative reactions all over the country.

We will show attendees how to start tackling the COMMS-related challenges under the new LCR, first by proactively communicating about their lead and copper compliance programs and lead service line inventory efforts, then by crafting the variety of inter-agency and public communication plans they will need to protect their reputations.

**12:00pm**

**Adjourn**



**NCRWA  
LEADERSHIP  
SUMMIT**

# Attendee Registration Form

## SYSTEM INFORMATION

This is a "closed event". Vendors must be Leadership Summit Sponsors to attend.

System Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

## ATTENDEES

Clearly print names of each attendee exactly as it should appear on the badge.

	Summit Registration	
	Member	Non-Member
1.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
2.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
3.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
4.	<input type="checkbox"/> \$215	<input type="checkbox"/> \$265
Grand Total:		\$ _____

**Space is limited  
REGISTER TODAY!**

**Register online:**  
[www.ncrwa.org](http://www.ncrwa.org)

**Fax to:** 336.731.8589

**Mail to:**  
NCRWA Leadership  
Summit  
PO Box 540  
Welcome, NC 27374

**E-mail to:**  
[register@ncrwa.org](mailto:register@ncrwa.org)

## PAYMENT INFORMATION

Payment must accompany form

- Check Enclosed      **Credit Card Payments:**  
 Visa     Master Card     American Express     Discover

Card Number \_\_\_\_\_ Amount to be Charged \_\_\_\_\_

/

Expiration Date \_\_\_\_\_ Security Code (3 or 4 digit) \_\_\_\_\_

Print Name as it Appears on Card \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

## HOTEL ACCOMMODATIONS

### Embassy Suites by Hilton Wilmington Riverfront

Reserve your room by calling: 1-(800)-Hiltons - Group Code NLS

Rate: **\$139+tax for standard room**

Room block cut off: **August 8th, 2021**

Reserve your room online: [www.ncrwa.org/events](http://www.ncrwa.org/events)