



# NCRWA

## Leadership Summit 2022

**September 1 - September 2, 2022**

**Embassy Suites by Hilton**

**Wilmington Riverfront**

*Attendee  
Information*



# SUMMIT AGENDA

## WEDNESDAY, August 31, 2022

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

## THURSDAY, September 1, 2022

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

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

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

12:30 pm - 1:30 pm      **Summit Opening & Keynote Speaker**  
**How to Communicate With Everyone Who Isn't You**  
*Denise Ryan, FireStar*

Life would be so easy if everyone we interacted with was just like us. They would understand our cryptic e-mail messages, forgive our bizarre text messages, and understand why we unfriended them on Facebook. There would be no hard feelings, no conflict, and clearly, world peace. Unfortunately, no one else is exactly like you and to succeed in life and business, you have to work with the confusing, the angry, the silly, and yes, even the smarter and more articulate. This session will help you do just that. You will learn about barriers to communication and how to remove them. You'll take a communication styles quiz and find out just how different a large portion of the world really is and how to get along with them. People won't stop being different; this session will help you understand them.

1:30 pm - 2:00 pm      **Networking Break**

2:00 pm - 3:00 pm      **Regulatory Updates**  
*Rebecca Sadosky Ph.D. & Jay Frick, Department of Environmental Quality Public Water Supply Section*

Join us in this session as Rebecca and Jay update you on the most pressing industry hot topics.

3:00 pm - 3:30 pm      **Networking Break**

3:30 pm - 4:30 pm      **Round Table Topics**  
Back by popular demand! Join in with your fellow peers in a conversation on various topics impacting systems across the state.

5:30 pm - 7:00 pm      **Networking Reception - Cloud9 Rooftop Bar, Embassy Suites**  
*Sponsored by Southern Corrosion*

7:00 pm                      **Dinner on your own**

# SUMMIT AGENDA

## FRIDAY, September 2, 2022

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

**8:00 am - 9:30 am**      **How to Create and Validate Service Line Inventory for Water Systems**

*Isaac Pellerin, 120Water and Andrew Foy, City of Hickory*

Building and validating your service line inventory will serve as the foundation of your LCRR compliance program. It's important to get right. In this session, we'll provide an overview of the revision requirements, validation techniques, and tips for engaging with homeowners. Plus we'll sit down with Andrew Foy from the City of Hickory to discuss their LSLI progress and lessons learned thus far.

**9:30 am - 10:00 am**      **Networking Break**

**10:00 am - 11:00 am**      **Show Me the Money! Funding Opportunities for Your System**

*Shadi Eskaf, Director, Division of Water Infrastructure*

In this session you will learn of the various funding opportunities available that may fit your system's needs for your next drinking water or wastewater project.

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

**11:30 am - 12:30 pm**      **Turning the Great Resignation into the Great Re-Creation**

*Maria Hunnicutt, Broad River Water Authority*

Utility workforces across the state are challenged to meet ever-changing technological, regulatory and compliance demands, and with recent events, employee demands have been pushed into the spotlight. A strong and dependable team of employees is now the golden goose. The resilience of every industry's workforce has been undergoing a test of the ages since the beginning of 2020 and the onset of the COVID-19 pandemic leading to what has been termed "The Great Resignation." A term coined by Glennon Doyle is "don't squander the chaos." In other words, when priorities seem to be shaken up, seize the opportunity to create catch-all systems that set things right and create solid foundations for, what could be, even harder years to come. The Great Resignation can become The Great Re-creation of your organization. Using the four pillars of Organizational Development as a guide, take your workforce from shaky ground to a solid stalwart of high-performing team members with vision, growth, and development as your targets.

**12:30 pm**      **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 RUR

Rate: **\$139+tax for standard room, \$159+tax River View**

Room block cut off: **August 8, 2022**

Reserve your room online: [www.ncrwa.org/leadership-summit](http://www.ncrwa.org/leadership-summit)