

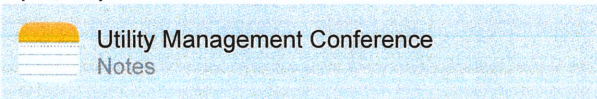
Colleen Chlarson

From: Doris Flores Brooks <guamdoris@gmail.com>
Sent: Wednesday, May 17, 2023 6:59 AM
To: Jeff C Johnson
Cc: Lou Palomo; Colleen Chlarson
Subject: "Utility Management Conference" travel report

Hafa Adai Jeff

By my oversight, forgot to send my travel report sooner. Senior moment. When I come to the office will have Colleen download the report and send to you. Thank you.

Open my shared note:



Senseramente

Si Doris Flores Brooks

Sent from my iPad

Utility Management Conference

American Water Works Association
Sacramento California
March 28-31, 2023

By Doris Flores Brooks

This was my first conference since my appointment in 2019 to the PUC.

Tuesday

Business of Cyber Risk Management Evolving our collective approach

Small group in attendance of under 30 people

CISA Water as priority

National cyber security

New reporting requirement:

CIRCA Cyber Incident reports for critical infrastructure act of 2022

Mandates critical infrastructure systems to report cyber incident with 72 hours and 24 hours of ransomware. Implementation date expected reporting by 2025.

Cyber hygiene tool by federal government can be used to assessed utility

Inquire if GWA has used this tool.

There is a national cybersecurity strategy

1. Defend critical infrastructure

There is a fiduciary obligation by the organization to manage cybersecurity risks.

EPA cyber rule March 2023

EPA checklist has 33 controls based on CISAs, CPGs, 16 are significant deficiencies if not implemented.

Cyber informed engineering CIE

Concept of using existing engineers in water organization to help address cyber security;
be aware if processed cannot function how do you revert to manual operation.

What happens if that function gets hacked?

Need to prioritize your cyber security risks

Protect the most crucial aspects of your processes

Can you function without SCADA?

What is the single point of failure?

Cyber security is a strategic issue

Cyber champ

STRIDE acronym

Cyber insurance FM Global
They insure the physical assets

After the pandemic not as many bond insurers accordingly municipal bond financing closer scrutiny

Cyber security risk starting in 2018 part of overall financing risk that rating agencies now look at general credit worthiness

Management of utility to mitigate risks and cyber risks one of those risks

Emerging trends within cybersecurity for municipal financing

Ex. Brain drain unable to keep cybersecurity talent

AXIO co.

AWWA assessment good tool to use in your utility

Make the assessment work for you

How to quantify cyber risk

1 ransomware

1. Prioritize
2. For each scenario what is going to happen at the organization

Wrap up

Legislative

Coregulatory model sponsors

Congressional action on SS approach

Regulatory

Comment on EPA guidance

Comment on ICR extension

Judicial challenge

Congressional intent

Precedent of executive action

Procedural deficiencies

For Wednesday attended 4 sessions

1. General session
2. Addressing Regulatory Concerns
3. Understanding affordability
4. Finance and affordability making an impact

The General session

Approximately 1100 in attendance

Chart the future of water what will it look like in 2050

Ifetayo Venner WEF President
Challenges
Workforce
Digital transformation

Sarah Bromley Water for People non profit works outside the USA
Universal access to water. What is that vision?

1. Joint vision
2. Political will
3. Joint plan
4. Action
5. Reflection

WED 04 Addressing Regulatory Concerns
Deep Dive into PFAS Occurrence in California in Wastewater systems an implication for regulations

Uncertainties and blind spot
Waste water is complex
Outwed4
Inwed4

Addressing emerging regulatory concerns with federal funding programs
Is Guam considered disadvantage community as funding maybe available
What are SRF?

EPA
Integrated Risk management program rule amendments
RMP rule
Know your hazard, respond to your hazard
140 different chemicals covered under this rule

Integrated EMERGENCY plan for various hazards
What does an IPP look like
RMP excessive program as part of an IPP

Understanding affordability
Discovering Harmful water pollutants, rules to address them
PFAS the forever chemical
Will new regulations water unaffordable?

What are the treatment options and their costs?
CWSs = community water systems (UTILITIES)

Diagnosing affordability issues for your utility
Plan, check, do, share

Finance and Affordability Making an impact

Making a difference with non rate Non fee revenue discretionary income not coming from fees up to \$7M set aside to fund community outreach projects. Any Fort Wayne participants? Just 363 employees with 300,000 customers by combining the outside district lower fees from \$122 plus to around \$ 85 a reduction of \$40 plus

Thursday

Sessions attended

1. Resilience/Emergency Preparedness
2. Transforming Utility Challenges to Business
3. Customer Service Engagement
4. Best Practices for Effective Asset Management

Resilience/Emergency Preparedness

Water Containment Information Tool (WCIT) A complementary reference tool on containments

Additional features: risk calculator, printable reports, access to on demand training versions

WCIT Eligible Users: water utilities , state and local agencies etc

Inquire whether GWA has WICT Tool available to it

Governance is key to Developing an Integrated Flood Response Approach in Wash. DC.
DC FLOOD TASK FORCE .org. GOVT agencies got together to address the flooding in WASH.
DC 13 Agencies involved

3rd speaker When it pours: Organizational Learning in the Face of Extreme Rain

Utilities have to plan for more climate intensity

Workforce development

Transforming Utility Challenges to Business

Charlotte Water Return to Normal Delinquency Operations

During the pandemic Charlotte Water suspended disconnections for about 18 months. This was in part due to Governor's E.O.

Customer Service Engagement New Measurements of Performance

Advancing customer levels of service at the city of Calgary

Takeaways

Direct mail works simple black and white postcard in English only

Best practices for effective asset management

Interactive and dynamic online asset management

Used share point web based by Microsoft

Active Directory Microsoft security software

All Microsoft ware software was used

Using Asset Management Analytics to Maximize Risk Reduction

Why Asset Management Analytics? To prioritize limited resources

Risk score consequence of failure of this asset likely hood of failure and consequence of failure

Homegrown software versus COTS commercial of the shelf system.

They used homegrown situation as much cheaper

Involve key stakeholders, have a champion, start small

Leveraging legislative requirements to enhance sustainability

Ex. Tarpin Springs FL used a consultant to develop asset management program

Friday was half day

Sessions attended

1. Utility Sustainability
2. Risk Management: Planning for the Unpreventable

Utility sustainability focus on ESG (Environment social, governance) reporting

Framework: ESG Strategy, ESG Objectives, Goals Metrics, projects, program's initiatives, ESG Report , Disclosure framework

Show what you know and acknowledge what you don't know

Elements of RSG REPORT

FORWARD from senior mgmt

Upon reflection would have attended a different session rather than ESG

We never know the worth of water until we'll run dry, River is low etc

In the middle lies opportunity Albert Einstein

Santa Monica water history

Santa Monica Sustainable

Santa Monica one water approach

Vision water self sufficient 18 from conservation

Pathways to water self sufficiency

Blueprint for sustainable infrastructure in civil infrastructure

Think beyond water one water call for action
Thousands have lived without love, but not without water

How do sustainable intersect
Methodology of assessing internal
Assessing framework for risk and impact
There a number of different ESG frameworks to choose from

Why should utilities leaders care about ESG.
ESG Risks starting to be incorporated in credit ratings evaluation
ESG still relatively new
No common standard
ESG legislation and anti legislation
Strategic plans
Focusing on resilience, equity to customers
New positions being created on equity, sustainability etc.
How do we get there?
Start with what and why
Identify and engage stakeholders
Assess your risk impact with metrics b
Complete an internal evaluation
Verify, validate and iterate

Friday
Planning the unpreventable
Resilient strategies to address chains risk
Framework of asset management has changed, mitigation of risk, not just repair cost but also asset replacement

Risky water marriage of risk management, data analysis, and environment sciences
Risk framework develop likelihood of failure (LOF) and Consequence of failure (COF)

Final speaker Houston implements an automated risk based capacity and condition evaluation model for its 6,000 miles of wastewater gravity pipes

Real time expectation tell me what need to be done,

Houston 10 step process for wastewater planning

1. Existing data review
2. Assess condition summary
3. Etc

GIS is used a lot

Probability of failure , consequence of failure

Combination of internal and external consultants in the development of the project over several years

Conclusion

The tour of GWA's northern district water sewer facility just before I left for the conference was most enlightening as aspects of sewer management were sprinkled some of the sessions that I attended. Accordingly I had a better understanding of what the speakers were saying when it came to waste management.

I came away from the conference knowing that GWA is holding its own when compared to other stateside facilities. The utility management conference was geared more to utility management and those working in the utilities and not necessarily to utility regulators. However for me the conference was most informative and gave me a better understanding of my role Vic a vie GWA on the PUC.

Thank you Lou and Colleen in getting me registered and processing my travel request and related administrative work of this travel request.

Thank you Chairman Jeff for approving my first conference. Hopefully I will be given the opportunity to attend future utility conferences for power and others.

Senseramente


Doris Flores Brooks

Summary of sessions attended

AWWA SESSION ATTENDANCE: MANUAL TRACKING FORM

Certificates of Completion are available thru the conference mobile app. Please use this form only if
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Date	# of Hours Spent in this Session	Session Code	Short Title
3/28	8.5	PLW1	BUS. OF CYBER RISK MIGHT EVOLVING COUNTRIES
3/29	9.0	O65	OPENING GEN. SESSION
27	90	WED 04	ADDRESSING REGULATORY CONCERNS
29	90	WED 08	CONDENSABLES RELIABILITY
29	90	WED 11	EMERGENCY PREPAREDNESS MANAGING AN INQUIRY
3/30	90	THUR 02	RESILIENCY & EMERGENCY PREPAREDNESS
30	90	THUR 05	TRANSFORMING UTILITY CHALLENGES TO SUCCESS
30	90	THUR 08	UTILITY SERVICES & HOW THEY NEED TO CHANGE FOR THE FUTURE
30	90	THUR 15	RES. PLANNING FOR EFFICIENT REG. & MGMT
31	90	FRI 03	UTILITY SYSTEMS PLANNING FOR THE UNPREDICTABLE

Date	# of Hours Spent in this Session	Session Code	Short Title

Please Print Legibly! GUAM

Attendee Name: DOVIS FLORES BLORES

Badge Number: 30208796
(printed under barcode on your badge)

Attendee Signature:

Attesting to the accuracy of information presented
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