

# 24-Hour Operation Specialist Technical Management Topics/Agenda

## 7/16/2024

- 08:00 AM -- 09:00 AM -- Layers of Defense -- Outlining a Strategy for Protecting Your Organization's Assets (Cyber Security):** *Greg Gray, Meridian Cooperative*
- 09:00 AM -- 10:00 AM -- Water System Grade Rule:** *Jennifer Kihlken, La Department of Health*
- 10:00 AM -- 11:00 AM -- Water System Grade Rule Extra Credit:** *Blake Fogleman, La Department of Health*
- 11:00 AM -- 01:00 PM -- Lunch and Welcome Address with Guest Speakers:** *LRWA Executive Director Patrick Credeur; LRWA Deputy Director Rusty Reeves; Louisiana Governor Jeff Landry; NRWA Board President & New York Rural Water Association Board Member John O'Connell; La Department of Health Engineer Amanda Ames; and Governor's Office Designee, Delta Regional Authority Karen White*
- 01:00 PM -- 02:00 PM -- NetDMR Tips & Tricks and Reporting 101:** *Kathy Huddle, La Department of Environmental Quality*
- 02:00 PM -- 03:00 PM -- Maximizing Your Billing Software for the Most Financially Efficient Operation of Your Water/Utility Systems:** *Bree Carraway, Carraway Computer Systems LLC*
- 03:00 PM -- 06:00 PM -- Technology Tour/Meet & Greet Exhibitors** (*coliseum with appetizers*)

## 7/17/2024

- 08:00 AM -- 09:00 AM -- Infrastructure for Rural America:** *Jennifer Wilson and Debra Mckinney, USDA Rural Development*
- 09:00 AM -- 10:00 AM -- Public Bid Law:** *Jenifer Schaye, Louisiana Legislative Auditor*
- 10:00 AM -- 11:00 AM -- Open Meetings Law:** *Angela Heath, Louisiana Legislative Auditor*
- 11:00 AM -- 01:00 PM -- Lunch and LRWA Merit of Excellence Awards** *with Comedian Johnathan Perry*
- 01:00 PM -- 02:00 PM -- Financial Management of Utility Systems:** *Judith Dettwiller, Louisiana Legislative Auditor*
- 02:00 PM -- 03:00 PM -- Critical Challenges Facing Municipalities:** *Mike Battle, Louisiana Legislative Auditor*
- 03:00 PM -- 04:00 PM -- LDH Updates:** *Amanda Ames, La Department of Health*
- 04:00 PM -- 05:00 PM -- Adding Protective DNS to Your Defensive Strategy:** *Greg Gray, Meridian Cooperative*

## 7/18/2024

- 08:00 AM -- 09:00 AM -- LDH Service Line Inventory Template:** *Jeremy Harris, La Department of Health*
- 09:00 AM -- 10:00 AM -- Drinking Water Revolving Loan Fund:** *Joel McKenzie, La Department of Health*
- 10:00 AM -- 11:45 AM -- Technology Presentations and/or Demonstrations in Exhibit Hall**
- 11:45 AM -- 01:15 PM -- Lunch and Closing Ceremony with Guest Speaker:** *Bayou Technologies, Tracey Webb on Cyber Attacks including WaterPac Drawings, Door Prize Drawings and the five \$1,000 Gift Certificate Drawings*

# 24-Hour Operation Specialist Technical Wastewater Topics/Agenda

## 7/16/2024

- 08:00 AM -- 09:00 AM -- Technology Update - Lagoon Master Subsurface Aerator:** *Jerry Bidleman, Technautic International, Inc. dba Reliant Water Technologies*
- 09:00 AM -- 10:00 AM -- PFAS Test Method EPA 8327/ASTM D8421 & D8535 -- Faster TAT and Lower Cost:** *Paul R. Jackson, Pace Analytical Services, LLC*
- 10:00 AM -- 11:00 AM -- Techniques, Tips and Tricks to Utility Locating:** *Gene Dahle, Ferguson Waterworks*
- 11:00 AM -- 01:00 PM -- Lunch and Welcome Address with Guest Speakers:** *LRWA Executive Director Patrick Credeur; LRWA Deputy Director Rusty Reeves; Louisiana Governor Jeff Landry; NRWA Board President & New York Rural Water Association Board Member John O'Connell; La Department of Health Engineer Amanda Ames; and Governor's Office Designee, Delta Regional Authority Karen White*
- 01:00 PM -- 02:00 PM -- Using Smart Technology for Reducing SSO's and Track I&I Problems:** *Andy Brown, D&W Systems*
- 02:00 PM -- 03:00 PM -- Developing Your Standard Operating Procedures:** *Loyd Rawlings, USABluebook*
- 03:00 PM -- 06:00 PM -- Technology Tour/Meet & Greet Exhibitors** *(coliseum with appetizers)*

## 7/17/2024

- 08:00 AM -- 09:00 AM -- Valve Solutions for Best Performance and Longest Life of Pumping Systems:** *John Skalla, DeZURIK, Inc. (Innovative Flow Solutions)*
- 09:00 AM -- 10:00 AM -- NetDMR Tips and Tricks & Reporting 101:** *Kathy Huddle, La Department of Environmental Quality*
- 10:00 AM -- 11:00 AM -- O&M Compliance:** *Scott Pierce, La Department of Environmental Quality*
- 11:00 AM -- 01:00 PM -- Lunch and LRWA Merit of Excellence Awards** *with Comedian Johnathan Perry*
- 01:00 PM -- 02:00 PM -- Common LPDES Permit Violations:** *Scott Pierce, La Department of Environmental Quality*
- 02:00 PM -- 03:00 PM -- LDH Inspections at Sewer Systems – When, Why, and Common Problems Observed:** *Barbara Featherston, La Department of Health*
- 03:00 PM -- 04:00 PM -- Elimination of Fats, Oil, & Grease in Lift Stations:** *Matt Watson, Bar Environmental*
- 04:00 PM -- 05:00 PM -- Advanced Monitoring Solutions for Wastewater – Instruments, Sensors, Data, Analytics and AI:** *Ken Hayes, Core Main*

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- 10:00 AM -- 11:45 AM -- Technology Presentations and/or Demonstrations in Exhibit Hall**
- 11:45 AM -- 01:15 PM -- Lunch and Closing Ceremony with Guest Speaker:** *Bayou Technologies, Tracey Webb on Cyber Attacks including WaterPac Drawings, Door Prize Drawings and the five \$1,000 Gift Certificate Drawings*

# 24-Hour Operation Specialist Technical Water Topics/Agenda

## 7/16/2024

- 08:00 AM -- 09:00 AM -- Hands on Chlorine Residual Monitoring:** *Kristen Hungerford, La Department of Health*
- 09:00 AM -- 10:00 AM -- Operator Certification Rule:** *Esteban "Stone" Gonzalez, La Department of Health (Operator Certification Department)*
- 10:00 AM -- 11:00 AM -- Water Well Rehab 101:** *Stuart Lambert, Layne Christensen Company*
- 11:00 AM -- 01:00 PM -- Lunch and Welcome Address with Guest Speakers:** *LRWA Executive Director Patrick Credeur; LRWA Deputy Director Rusty Reeves; Louisiana Governor Jeff Landry; NRWA Board President & New York Rural Water Association Board Member John O'Connell; La Department of Health Engineer Amanda Ames; and Governor's Office Designee, Delta Regional Authority Karen White*
- 01:00 PM -- 02:00 PM -- Service Line Renewal:** *Reed Matthew, Dresser Utility Solutions, Inc./Dresser Water (Innovative Flow Solutions)*
- 02:00 PM -- 03:00 PM -- Tank Cleanouts and Inspections to Ensure Regulatory Compliance, Water Quality, and Effective Maintenance:** *Teddy Krein, Maguire*
- 03:00 PM -- 06:00 PM -- Technology Tour/Meet & Greet Exhibitors** *(coliseum with appetizers)*

## 7/17/2024

- 08:00 AM -- 09:00 AM -- PFAS Proposed Rule Update and UCMR5:** *Vijaikrishnah Elango, La Department of Health*
- 09:00 AM -- 10:00 AM -- PFAS Drinking Water Sample Cross-Contamination Caused by Sampling?:** *Paul R. Jackson, Pace Analytical Services, LLC*
- 10:00 AM -- 11:00 AM -- Holistic Approach to Corrosion Control and Overall Water Quality:** *Brian Dyees, Aqua Smart, Inc.*
- 11:00 AM -- 01:00 PM -- Lunch and LRWA Merit of Excellence Awards** *with Comedian Johnathan Perry*
- 01:00 PM -- 02:00 PM -- Water Storage - Mix It Up:** *Jay Weber, Instrument & Supply Southeast*
- 02:00 PM -- 03:00 PM -- Distribution System Monitoring, Struggles and Solutions:** *David Bobby, M&H Valve and Kennedy Valve*
- 03:00 PM -- 04:00 PM -- LDH Service Line Inventory Template:** *Jeremy Harris, La Department of Health*
- 04:00 PM -- 05:00 PM -- Fluoridation Prevents Cavities:** *Jay Ray, La Department of Health - Fluoride Program*

## 7/18/2024

- 08:00 AM -- 09:00 AM -- Finished Water Storage - Reviews and Observations by LDH:** *Steven Joubert, La Department of Health*
- 09:00 AM -- 10:00 AM -- Real Time Pressure Monitoring, Acoustic Leak Detection, and Water Quality:** *Andrew Opalewski, Ferguson Waterworks*
- 10:00 AM -- 11:45 AM -- Technology Presentations and/or Demonstrations in Exhibit Hall**
- 11:45 AM -- 01:15 PM -- Lunch and Closing Ceremony with Guest Speaker:** *Bayou Technologies, Tracey Webb on Cyber Attacks including WaterPac Drawings, Door Prize Drawings and the five \$1,000 Gift Certificate Drawings*

# 24-Hour Operation Specialist Technical Water/Wastewater Topics/Agenda

## 7/16/2024

- 08:00 AM -- 09:00 AM -- The Revenue-Loss Crisis for Rural Water Utilities:** *Dantario Dansby, ServLine by HomeServe*
- 09:00 AM -- 11:00 AM -- Service Line Inventory Requirements and LCRI Update:** *Jeremy Harris, La Department of Health*
- 11:00 AM -- 1:00 PM -- Lunch and Welcome Address with Guest Speakers:** *LRWA Executive Director Patrick Credeur; LRWA Deputy Director Rusty Reeves; Louisiana Governor Jeff Landry; NRWA Board President & New York Rural Water Association Board Member John O'Connell; La Department of Health Engineer Amanda Ames; and Governor's Office Designee, Delta Regional Authority Karen White*
- 01:00 PM -- 02:00 PM -- LDH Updates:** *Amanda Ames, La Department of Health*
- 02:00 PM -- 03:00 PM -- Upgrading Louisiana Lagoons to Meet more Stringent Effluent Requirements for BOD, TSS and Nutrient Removal:** *Tom Birkeland, Lemna Environmental Technologies (Bar Environmental)*
- 3:00 PM -- 6:00 PM -- Technology Tour/Meet & Greet Exhibitors** *(coliseum with appetizers)*

## 7/17/2024

- 08:00 AM -- 09:00 AM -- Securing Your Water Distribution System with an Automated Bulk Water Dispensing Station:** *Michelle Harrod, Flowpoint Environmental Systems, Inc.*
- 09:00 AM -- 10:00 AM -- Operator Certification Rule:** *Esteban "Stone" Gonzalez, La Department of Health (Operator Certification Department)*
- 10:00 AM -- 11:00 AM -- Ultrasonic vs Radar vs Laser Controls for Water Production & Pressure Stations and Sewer Lift Stations:** *Trey Himes, ABB (Spectrum)*
- 11:00 AM -- 01:00 PM -- Lunch and LRWA Merit of Excellence Awards** *with Comedian Johnathan Perry*
- 01:00 PM -- 02:00 PM -- Simplifying Utilities -- Harnessing User-Friendly Technology for Everyday Convenience:** *Josh Hawley, Ziptility*
- 02:00 PM -- 03:00 PM -- Fraud Mitigation:** *Heidi Walter, bIBANK*
- 03:00 PM -- 04:00 PM -- Generator Power Options for Water and Wastewater Systems:** *Thomas Sanders, Arcco Company Services*
- 04:00 PM -- 05:00 PM -- Learn How to Automate Utility Service/Work Orders Using Your Smartphone or Tablet:** *Chris Kercher, SmartPhone Meter Reading (SPMR)*

## 7/18/2024

- 08:00 AM -- 09:00 AM -- Water System Grade Rule:** *Jennifer Kihlken, La Department of Health*
- 09:00 AM -- 10:00 AM -- Water System Grade Rule Extra Credits:** *Blake Fogleman, La Department of Health*
- 10:00 AM -- 11:45 AM -- Technology Presentations and/or Demonstrations in Exhibit Hall**
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