



WATER AFFORDABILITY ACADEMY

AGENDA

Every Thursday, March 18 – April 25, 2-4 EST/1-3 CST

Thursday, March 18

Module 1: Sustainable Utility Planning & Water Affordability 101

Led by Howard Neukrug, Former Commissioner, Philadelphia Water Department & Executive Director, The Water Center at Penn

- Group introductions
- The Human Right to Water and Sanitation
- Water Affordability: Not a ‘one size fits all’ approach
 - Framework for Water Affordability - recent developments in definitions and indicators
 - The Impact of Water Debt
 - Key US Trends & Statistics
 - Undervalued Consideration: Succession Training

Thursday, March 25

Module 2: Rates & Customer Programs

Led by Joanne Dahme, Former Deputy Commissioner for Communications, Philadelphia Water & Senior Advisor, The Water Center at Penn

- Overview: Rates, Billing & What’s new at the Federal Level
- Philadelphia Case Study
- Customer Assistance Programs

Thursday, April 1

Module 3: Operational Efficiencies

Led by Andy Kricun, Former Executive Director, Camden County Municipal Utilities Authority & Senior Advisor, The Water Center at Penn

- Water Utility Balance
 - Reduce Operational Costs
 - Innovative Financing
 - Equitable Rate Structure
- Deeper Dive: Reducing Operational Costs
- Camden County Case Study

Thursday, April 8

Module 4: Communications & Customer Engagement

Led by George Hawkins Esq., former General Manager, DC Water & Founder, Moonshot LLC

- Identifying Goals for your Communication Plan
- DC Case Study
- Role of Communications & Community Engagement in Building/Implementing an Affordability Plan

Thursday, April 15

Module 5: Implementing Your Utility's Plan

Led by Karl Russek, Director of Programs and Applied Research, The Water Center at Penn

- Are you ready to receive funds?
 - Short Game: Receiving Funds & Implementing Projects
 - Long Game: Planning to Implementation
- Anticipating & Overcoming Obstacles to Innovation