



Over the past three decades, members of AWWA and WEF have established The Utility Management Conference™ as one of the leading, most informative, and most prestigious management conferences available. For COVID-19 resources, current cancellation policy, health and wellness information, please visit our [COVID-19 resources page](#).

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2023 Technical Program & Proceedings

[View the Online Program](#)

Conference proceedings will be added within the online program approximately 6-8 weeks after the conclusion of the event.

[Schedule at-a-glance](#)

Pre-Conference Workshops

Tuesday, March 28

Workshops provide in-depth, hands-on comprehensive learning opportunities. Workshop registrations do require a separate fee. Additional details and agendas are available within the Online Program.

PCW01—Strategies for Developing, Recruiting, and Retaining a Qualified Workforce (Full Day, includes lunch)

The challenges associated with developing, recruiting, and retaining qualified candidates have been exacerbated by Baby Boom retirements, a tight post-pandemic job market, the need for new skills, and increased levels of staff turnover. New strategies and resources in order for us to recruit and keep the staff we need.

PCW02—The Business of Cyber-Risk Management - Evolving our Collective Approach (Full Day, includes lunch)

Utilities are making continuous investments in cybersecurity as the reality of cyber-risks continues

to become clear. At this point, it is widely understood that these continuous investments are required to meet utilities' security and resilience needs. However, what is less well understood are the implications of cybersecurity investments across the full utility organization.

PCW03—Accelerating Optimization in Utilities with Digital Technology (Full Day, includes lunch)

Water utilities have a long history of optimizing processes, energy and chemical consumption, and various work practices but advancing technology is showing much remains to be unlocked. As capital budgets are strained to meet regulatory and asset replacement needs and user fees reach practical limits of community acceptance, operating budgets are increasingly viewed as the remaining place to find.

PCW04—AWWA Manual M5 - Water Utility Management: What You Should Probably Know (Half Day, A.M.)

Imagine hiring on to a new water utility or promoted to a new position with additional responsibilities. Are you wondering what you would do? The updated AWWA M5 Manual "Water Utility Management" is designed as a go-to reference to help managers achieve the utility's most critical objectives. This workshop focuses on what is current and essential for today's utility managers to know.

PCW05—Achieving Value from an Asset Management Program (Half Day, P.M.)

Few utilities are effectively measuring and communicating the value of their asset management efforts. This workshop will walk the audience through the development of an effective (i.e., realistic and aligned with organization goals) asset management value tracking framework. The workshop will focus on practical implementation factors, including data, organization, and change management.

PCW06—Move the Dial on your Utility's DEI Program (Half Day, A.M.)

Join utility leaders for a half day workshop to learn how to adapt and implement strategies to improve diversity, equity, and inclusion at your utility, regardless of size. Problem solving scenarios and case study work will empower you to make changes at your utility, resulting in a more resilient workforce.

PCW07—Demystifying One Water (Half Day, P.M.)

The water industry is forging ahead defining and imbedding One Water concepts. However, the meaning of One Water remains blurry to some as we increase the stakeholders involved. What is One Water? What is the reach and what does it mean to a utility? This workshop is a unique opportunity to answer those questions and learn how the One Water lens can be applied to help address industry needs.

Conference at-a-glance

All events take place at the Safe Credit Union Convention Center. Schedule is preliminary and subject to change - please see mobile app onsite for changes.

Tuesday, March 28

7:30 a.m. - 5:00 p.m.	Registration Open
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8:30 a.m. - 5:00 p.m.	Pre-conference workshops (additional fee)
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Wednesday, March 29

7:30 a.m. - 6:00 p.m.	Registration Open
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8:30-10:00 a.m.	Opening General Session
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10:30 a.m. - 5:00 p.m.	Professional Sessions
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noon - 1:30 p.m.	Luncheon
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5:00 - 6:00 p.m.	Reception
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Thursday, March 30

7:30 a.m. - 5:00 p.m.	Registration Open
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8:30 a.m. - 5:00 p.m.	Professional Sessions
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noon - 1:30 p.m.	Lunch Break - On Your Own
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Friday, March 31

7:30 - 10:30 a.m.	Registration Open
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8:30 a.m - noon	Professional Sessions
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Please refer to onsite program and mobile app for schedule changes.

All events take place at the Safe Credit Union Convention Center, 1401 K Street, Sacramento, CA 95814. The official UMC23 hotel is the Hyatt Regency Sacramento, 1209 L. Street, Sacramento, CA 95814.