

UTILITY MANAGEMENT COMMITTEE 2020 WEBINAR SERIES DAY 1 – TUESDAY, OCTOBER 27

REDEFINING RESILIENCY FOR THE FUTURE

12:00 PM

KEYNOTE



Joone Lopez, Moulton-Niguel Water District, California

An overview of utility response to current pandemic and how this led to transformation of utilities with redefined resiliency on all aspects of utility business and service delivery

12:30 PM

OPERATIONAL RESILIENCY



Nancy Kodousek, Region of Waterloo

The impact of the current pandemic has forced all municipalities to look internally at their practices to ensure critical services are sustained and available to their communities. Using the Region of Waterloo as a case study, this talk will overview how the Region adjusted its operational processes and people within the organization to meet the needs of the community during the pandemic. While some changes are temporary in nature, the ongoing lessons learned are leading the way to an increased level of resiliency within the Region's Water Service department

12:50 PM

BUILDING FINANCIAL RESILIENCE



Cathie O'Toole, Halifax Water

Responding to COVID-19 has helped Halifax Water become more resilient. This presentation will discuss what we have learned from the response to COVID-19, the impact on operations, finances, customers and employees, and the longer-term impacts that will make the utility more resilient and ready to meet other challenges. It will cover how utilities can adopt innovative change management to address the financial pressure and ensure sustainable business operations.

1:10 PM

Q&A

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