



2026 ANNUAL TRAINING CONFERENCE

May 4th – 6th, 2026

Embassy Suites, Dublin, Ohio

5100 Upper Metro Place, Dublin, Ohio, 43017, USA.

Registration: **Call:** (740) 455 - 3911 **Online:** www.ohioruralwater.org

Hotel Reservations: **Call:** +1 614-790-9000 (Group Code: Ohio Rural Water 202)

Online: Link available at www.ohioruralwater.org on registration page

**Funding • Networking • Leadership
Compliance • Innovation • Improvement**



Scan QR Code To Register:



Conference Highlights

Sunday and Monday Reception

Sunday, May 3rd & Monday, May 4th | 5:30 p.m. - 7:30 p.m.

Join us in the hotel atrium for a small get-together to help kick off the conference right with drinks and snacks.



Spouse Outing to German Village

Monday, May 4th | 10:00 a.m. – Fin (Meet in Hotel Lobby)

For spouses present on-site Monday morning during the golf outing. Join us for a retreat to the scenic German Village in Columbus, Ohio. Attendees will have a chance to go shopping, eat at Schmidt's Sausage Hause, and enjoy one of the many pubs the village has to offer.



Exhibitor Safari

Tuesday, May 5th | All Day

We encourage all attendees to participate in our Exhibitor Safari. Each attendee will be given a stamp sheet with the exhibitors' logos. They will then explore the exhibit hall and have their sheet stamped by exhibitors at booths that match the logos on the sheet. Individuals who complete the stamp sheet will be given a ticket for a chance to win the grand-prize at the end of the day.



Tuesday Vignettes

Tuesday, May 5th | 1:30 p.m. — 3:00 p.m.

Back by popular demand, join us in the exhibit hall for a session of vignettes from our exhibitors. These vignettes are designed to give exhibitors the opportunity to display their products and services, while also giving attendees the opportunity to earn CEUS.



Ohio Women of Rural Water (OWORW)

Tuesday, May 5th | Speaker 11 a.m. —12 p.m.

Join us for an educational presentation hosted by Dr. Melissa Briggs - Phillips who will host a session on psychological flexibility and professional performance.



OWORW Luncheon 12. p.m. - 1 p.m. - Registration Required

Network with members of OWORW at this luncheon following the speaker.

Strategic Funding for Water/Wastewater Infrastructure

Tuesday, May 5th | 1:30 p.m. — 3:00 p.m.

Our Grant and Loan Funding Sessions return this year, beginning with EPA and USDA updates on current funding options. This will be followed by a Q&A with representatives from Spicer Group, Environmental Design Group, and Kleinfelder regarding their experiences securing and providing municipal funding.



50th Anniversary Celebration and Awards Dinner

Tuesday, May 5th | 6:00 p.m. — 7:30 p.m.

Join us Tuesday night to celebrate the Ohio Rural Water Association's 50th Anniversary! The evening will feature an awards dinner, live music, and a special ceremony honoring fifty years of service.



Wednesday Presentations

Wednesday, May 6th | All Day

Wednesday we host a series of presentations covering topics in the water and wastewater industry.



Monday, May 4th

Golf and Conference Agenda

8:00 a.m. – 9:00 a.m.	Safari Golf Club	Early Bird Training
9:00 a.m. – 10:00 a.m.	Safari Golf Club	Registration
10:00 a.m. – Finished	Safari Golf Club	Annual Golf Outing
10:00 a.m. – Finished	Embassy Suites Lobby	German Village Tour
5:30 p.m. – 7:30 p.m.	Embassy Suites Lobby	Monday Reception
7:00 p.m. – 9:00 p.m.	Embassy Suites Exhibit Hall	Exhibitor Registration & Early Setup

Annual Golf Outing Safari Golf Club

Enjoy the Best Golf Experience in Central Ohio

Owned and operated by the Columbus Zoo, Safari Golf Club offers 18 holes across 140 acres of eco-friendly turf. Our Annual Golf Outing is incredibly popular, so make sure you register soon!

Attendees receive lunch and two complimentary alcoholic beverages included with their registration.

Reserve your spot today—we completely sold out last year! Come enjoy a round of golf while teeing off for Mother Nature.



Tuesday, May 5th

Conference Agenda

7:30 a.m. – 8:30 a.m.	Exhibit Hall	Registration & Exhibitor Setup
9:30 a.m. – 4:00 p.m.	Exhibit Hall	Exhibit Hall Hours
8:30 a.m. – 8:45 a.m.	Exhibit Hall	Opening
8:45 a.m. – 9:30 a.m.	Exhibit Hall	Business Meeting & Elections & Awards/Opening Speech
9:30 a.m. – 4:00 p.m.	Exhibit Hall	Exhibitor Safari
11:00 a.m. – 11:45 a.m.	Muirfield Room	Ohio Women of Rural Water Guest Speaker
12:00 p.m. – 1:00 p.m.	Muirfield Room	Ohio Women of Rural Water Luncheon
12:00 p.m. – 1:00 p.m.	Atrium	Lunch
1:30 p.m. – 3:00 p.m.	Muirfield Room	Strategic Funding For Water/ Wastewater Infrastructure (1.5 B/X)
1:30 p.m. – 3:00 p.m.	Main Exhibit Hall	Exhibitor Vignettes
3:00 p.m. – 4:00 p.m.	Exhibit Hall	Ice Cream, Snacks & Exhibit Hall Finale
4:00 p.m.	Exhibit Hall	Exhibitor Tear-down
4:00 p.m. – 5:00 p.m.	Exhibit Hall	Water Taste Contest & Raffle Giveaway
5:00 p.m. – 6:00 p.m.	Lobby	Break
6:00 p.m. – 7:00 p.m.	Atrium	50th Anniversary Celebration and Awards Dinner

Exhibit Hall Vignettes

Tuesday, May 5th

1:30 p.m. — 3:00 p.m.

Main Exhibit Hall

Want to explore the exhibit hall while earning extra CEUs? Consider taking part in our Exhibit Hall Vignettes. Attendees can sign-up at the registration table on Tuesday morning.

At 1:30 p.m. they will meet at the registration table and be guided around the hall by an ORWA Staff member to participate in the vignettes.



Tuesday, May 5th

Ohio Women of Rural Water Events

Tuesday, May 5th

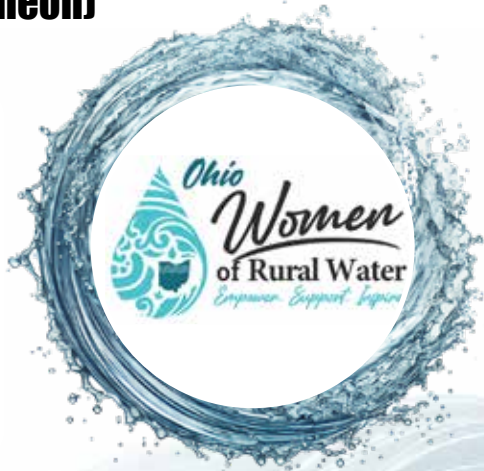
11:00 a.m. — 12:00 p.m. (Guest Speaker)

12:00 p.m. — 1:00 p.m. (Luncheon)

Muirfield Room

Join the (OWORW) for a series of events promoting women in the industry. The festivities will kick off with OWORW sponsored speaker **Dr. Melissa Briggs—Phillips** from **Next Generation Health**. Phillips will speak on psychological flexibility and professional performance in the workplace

This will be followed by a luncheon and networking session, providing guests the opportunity to connect in a private setting and discuss the important, everyday challenges and considerations women face in the field. (Registration required)



Strategic Funding for Water/Wastewater Infrastructure

Tuesday, May 5th

1:30 p.m. — 3:00 p.m.

Muirfield Room

Master water/wastewater infrastructure funding! Join Ohio EPA and USDA Rural Development for direct insights on securing state and rural grants. Then, engage in an expert Q&A panel featuring Spicer Group, Environmental Design Group, and Kleinfelder.

Our panel is full of experts who have spoken on a variety of topics. Areas of expertise include how to proactively schedule applications, how to mesh strict funding deadlines with phased wastewater treatment plant construction, and how to keep facilities operational during upgrades. Don't miss this powerhouse team of funding and engineering experts!



History of Rural Water Exhibit

May 5th – May 6th

9:00 a.m. – 4:00 p.m.

Metro Room

The **History of Rural Water Exhibit** is a collection of historical documents and items showcasing the history of Ohio Rural Water Association and our members.

Curated in celebration of our 50th Anniversary, this exhibit honors our shared legacy. We encourage all attendees and exhibitors to bring historical items related to the ORWA or their respective organizations so we can document them for future of generations.



Interested in Participating in the History of Rural Water Exhibit?

Participation in the History of Rural Water Exhibit is open to **all conference attendees and exhibitors**. Simply bring items of historical interest related to the Ohio Rural Water Association or your own system or business, and we will label and display them in the **Metro Room**.

We also welcome contributions from organizations unable to attend the conference. Please complete the registration form linked at the bottom of this page or call us at **(740) 455-3911** to arrange for delivery.

Types of Items:

- **Photographs & Displays:** Poster boards, framed photos from past ORWA events, or pictures of historical moments from your own system or business.
- **Documents & Media:** Newspaper clippings, biographies, and information about historically significant figures in ORWA.
- **Memorabilia:** Items, souvenirs, or awards from past ORWA conferences.
- **Historical Items:** Relevant historical equipment (e.g., old water meters, maintenance tools, pipes, pumps, etc.).

To Register Online Please Scan the QR Code or Follow the Link Below:

Register Online at: https://ohioruralwater.org/surveys/?id=ORWA_History_Booth_Registration

Scan QR Code:



Wednesday, May 6th

Check Back of Packet for More Information on Presentations

General Manager Track

8:00 a.m. – 8:45 a.m.	Dublin A/B/C/D	Go West, Young Man! (Larry Foster) (Jackson County Water) (.75 B/O&M)
9:00 a.m. – 9:45 a.m.	Dublin A/B/C/D	Ross County Case Study — Creating Efficiencies in Every Department (Ross County Water Staff) (.75 B/O&M)
10:00 a.m. – 10:45 a.m.	Dublin A/B/C/D	The Ohio Ethics Law 2026: When Doing Right Matters (Susan Willeke)(Ohio Ethics Commission) (.75 B/X)
11:00 a.m. – 11:45 a.m.	Dublin A/B/C	Quenching the Thirst of AI Data Centers (Discussion Panel/Multiple Speakers)(.75 D/O&M)
11:45 a.m. – 1:00 p.m.	Atrium	Lunch
1:00 p.m. – 1:45 p.m.	Dublin A	Protecting Systems and Stakeholders: Employee Theft, Employment Practices, and Losses in Water and Wastewater (Brent Gates) (Glatfelter Public Entities) (.75 B/X)
2:00 p.m. – Fin	Dublin A	General Managers Forum (Panel Discussion)(.75 B/O&M)

Board Member Track

8:00 a.m. – 8:45 a.m.	Dublin A/B/C/D	Go West, Young Man! (Larry Foster) (Jackson County Water) (.75 B/O&M)
9:00 a.m. – 9:45 a.m.	Dublin A/B/C/D	Ross County Case Study — Creating Efficiencies in Every Department (Ross County Water Staff) (.75 B/O&M)
10:00 a.m. – 10:45 a.m.	Dublin A/B/C/D	The Ohio Ethics Law 2026: When Doing Right Matters (Susan Willeke)(Ohio Ethics Commission) (.75 B/X)
11:00 a.m. – 11:45 a.m.	Dublin A/B/C	Quenching the Thirst of AI Data Centers (Discussion Panel/Multiple Speakers)(.75 D/O&M)
11:45 a.m. – 1:00 p.m.	Atrium	Lunch
1:00 p.m. – 1:45 p.m.	Dublin B/C	Making Meetings Matter: A Guide to Good Boards and Better Discussions (Jenna Hoyt) (OSU Extension) (.75 B/X)
2:00 p.m. – Fin	Dublin B/C	Master Planning to Create New Service Areas and Harness Grant Funding (Nina Schultheis and Patrick Karnes (Strand Associates) (.75 B/X)

Customer Service Track

8:00 a.m. – 8:45 a.m.	Dublin A/B/C/D	Go West, Young Man! (Larry Foster) (Jackson County Water) (.75 B/O&M)
9:00 a.m. – 9:45 a.m.	Dublin A/B/C/D	Ross County Case Study — Creating Efficiencies in Every Department (Ross County Water Staff & Bennett Williams Env. Consultants.) (.75 B/O&M)
10:00 a.m. – 10:45 a.m.	Dublin A/B/C/D	The Ohio Ethics Law 2026: When Doing Right Matters (Susan Willeke)(Ohio Ethics Commission) (.75 B/X)
11:00 a.m. – 11:45 a.m.	Dublin D	A Picture is Worth a Thousand Words (Teri Wise) (V3 Engineering)(.75 B/X)
11:45 a.m. – 1:00 p.m.	Lobby	Lunch
1:00 p.m. – 1:45 p.m.	Dublin D	Cybersecurity and Your Utility: Guidance and Exercises (Spence Witten) (38North Security)(.75 B/O&M)
2:00 p.m. – Fin	Dublin D	How to Smile While Internally Screaming: Handling Difficult Customers (Jen Rosemark)(Rural Lorain County Water Authority)(.75 B/X)

B/O&M = Water & Wastewater Operations and Maintenance B/X = Administrative
D/O&M = Water Operations and Maintenance

Consider Donating to the Basket Raffle Tuesday, May 5th All Day Tuesday| Prize Drawing at 4:00 p.m.

If you are an exhibitor or a system member please consider contributing an item to our **Basket Raffle**.

Every year, **ORWA, System Members, and Exhibitors** donate items toward our Basket Raffle at the end of the day. It helps end Tuesday on a bright note for all involved. Exhibitors who donate an item will have their booth marked with a red balloon to indicate they are giving away an item personally. This will also draw attention to that exhibitor's booth.

Each item contributed by an exhibitor or attendee will have their contribution noted during the awarding of the raffle item.





Go West, Young Man!

Larry Foster, Jackson County Water Company

Saddle up for an inspiring and humorous "Old West" journey through rural water history with Larry Foster, a 39-year veteran and General Manager of Jackson County Water Company. In this engaging 45-minute presentation—complete with costumes, PowerPoint, and cowboy poetry—Larry highlights rural water's vital role in economic development. Perfect for a 50th-anniversary event, he shares personal examples to address the challenges resource-limited systems face in a changing environment. Operators, managers, and board members alike will leave with a deep appreciation of our past and the motivation to embrace new technologies to improve operations and customer service.

Employing GIS at Ross County Water Company- Creating Efficiencies in Every Department

Ross County Water Company Staff &

Kerry Zwierschke P.E., Principal Engineer, Bennett & Williams Env. Consultants.

Join us to discover how Ross County Water Company (RCWC) revolutionized its operations using Geographic Information Systems (GIS)! Since 2005, RCWC has evolved into a forward-thinking utility where GIS is the beating heart of their asset, inventory, and work order management.

Learn how they've tackled water loss, improved customer communication, and optimized distribution. Our expert panel will showcase real-world GIS applications that have driven incredible efficiencies across every department—from distribution and the water treatment plant to the front office, accounting, and the Board. Don't miss this opportunity to connect with peers, share experiences, and gain valuable insights tailored to your role!

Quenching the Thirst of AI Data Centers

Helena Volzer, Senior Sourcewater Policy Manger, Alliance of the Great Lakes

Matt Kallevant P.E., Project Manager, Black and Veatch.

Garret Chamberlain P.E., Manager of Engineering, Northwestern Water and Sewer District.

Data centers are an ever-increasing presence, with Ohio currently ranking fifth in total data center construction across the United States. Building these facilities near municipal water systems presents a complex mix of opportunities and concerns for local utilities. While massive water and electrical consumption can provide a significant revenue stream, the strain of increased demand and the risk of surging electricity rates pose substantial challenges.

This panel session, hosted by three representatives familiar with the diverse issues posed by data centers, will give attendees the chance to familiarize themselves with the subject. The speakers will begin with a brief overview of the data center landscape in Ohio before transitioning into an extended Q&A format where attendees can voice their specific questions and concerns.

Presenter Spotlight

Tuesday, May 5th 2026

Strategic Funding for Water/Wastewater Infrastructure

Time: 1:30 p.m. – 3:00 p.m. | **CEU:** 1.5 Hours B/X (Administrative)

Overview: Join us for a funding panel featuring USDA and EPA updates, followed by a live Q&A with experts from Spicer Group, Environmental Design Group, and Kleinfelder to discuss grants and resources for your specific systems.

Presenter 1: Charles Dietz, Community Program Director, USDA Rural Development

Bio: Charles Dietz has been with USDA Rural Development for 34 years, including 19 in Community Programs. As Ohio's State Community Program Director, he oversees Community Facilities and Water & Environmental Programs. His focus is on providing financial support to rural government bodies and nonprofits.

Presenter 2: Katie Courtright, Asst. Chief, Ohio EPA DEFA

Bio: Katie Courtright has 20 years of experience in state government, focusing on infrastructure and environmental programs. She joined Ohio EPA in 2015, initially working on brownfield redevelopment before transitioning to DEFA in 2019. She currently helps administer state revolving funds for water and wastewater projects and other water quality programs.

Presenter 3: Erin Wright, Client Development Specialist, Spicer Group

Bio: Erin Wright is a Client Development Specialist at Spicer Group, Inc., where she partners with communities to secure funding and implement vital infrastructure projects. With core expertise in grant writing, business development, and project financing, she has successfully guided over 100 projects from planning to close-out and secured over \$50 million in funding for community development initiatives.

Presenter 4: Michael Spade P.E., Associate Project Manager, Environmental Design Group

Bio: Michael Spade has experience in construction inspection and design for WTPs, WWTPs, pipelines, and pump stations. He specializes in engineering reports and rate studies for community utilities. Outside of work, he enjoys playing guitar, adult baseball leagues, and outdoor activities.

Presenter 6: Jeff Carr, Municipal Engineering Specialist, Environmental Design Group

A U.S. Army Combat Veteran and former WWTP operator, Jeff leverages his unique operational background to manage public sector projects from inception through construction. His hands-on operational experience provides him with unique insights into the layout and design of plants, helping to make them operator-friendly.

Presenter 6: Victoria Martinez, Funding Specialist, Kleinfelder

Bio: Victoria (Tori) Martinez is a Funding Specialist with over 10-years of experience working in the water / wastewater sector assisting clients with funding through multiple sources.

Women of Rural Water Guest Speaker

Time: 11:00 a.m. – 12:00 p.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: Join the OWORW for this session hosted by Dr. Melissa Briggs-Phillips, an accomplished clinical and consulting psychologist. In this 45 minute session Briggs—Phillips will discuss how to increase psychological flexibility and performance in the work place via various means of workplace adjustments and psychological exercises.

Presenter: Dr. Melissa Briggs-Phillips, Clinical and Consulting Psychologist, Next Generation Behavioral Health.

Bio: Dr. Melissa Briggs-Phillips is a vintage trauma therapist. Her path began in 1993 at the DA's office, finding a passion for helping survivors heal. Post-Ph.D., she held executive roles in healthcare and education while maintaining clinical work. In 2014, she opened Next Generation Behavioral Health, blending systems expertise with warm, direct, outcome-focused therapy.

Wednesday, May 6th 2026

— Speakers (All Tracts) —

Go West, Young Man!

Time: 8:00 a.m. – 8:45 a.m. | **CEU:** .75 Hours B/O&M (Water & Wastewater)

Overview: This 45-minute “Old West” themed presentation humorously explores the history and challenges of rural water. It inspires professionals of all levels to embrace new technologies for better service.

Presenter: Larry Foster, General Manager, Jackson County Water Company

Bio: Larry Foster has been General Manager of Jackson County Water Company for 33 of his 37 years in the industry. He holds Ohio Class II Distribution and Class III Water Treatment Operator licenses and has over 45 years in volunteer fire service. He is a past ORWA Manager of the Year, an NRWA Water University graduate, and a frequent industry speaker at local and national events.

Employing GIS at Ross County Water Company- Creating Efficiencies in Every Department

Time: 9:00 a.m. – 9:45 a.m. **CEU:** .75 Hours B/O&M (Water & Wastewater)

Overview: Presenters from Ross County Water Company (RCWC) and Bennett & Williams showcase how RCWC has integrated GIS across all departments since 2005. Discover how this technology drives efficiency in utility and asset management.

Presenter 1: Kerry Zwierschke
P.E, Principal Engineer, Bennett &
Williams Environmental Consultants

Bio: Kerry Zwierschke, Ph.D., P.E.,
is a Principal Engineer at Bennett
& Williams. She leads GIS solution
deployment for rural water utilities,
focusing on asset management. She
also organizes the Ohio Rural Water
GIS User group, providing critical
training to end-users.

Presenter 2: Ross County Water
Company Staff

The Ohio Ethics Law 2026: When Doing Right Matters

Time: 10:00 a.m. – 10:45 a.m.

CEU: .75 Hours B/X (Administrative)

Overview: This engaging session explores the Ohio Ethics Law, dissecting its protections and criminal restrictions. It's designed to guide public servants and private businesses working with the government.

Presenter: Susan Willeke, Ethics and Communications Manager, Ohio Ethics Commission

Bio: Susan Willeke is a government-relations professional with over 34 years of experience. Since 2005, she has served as the Ohio Ethics Commission's Training and Communications Manager. She oversees outreach, gives ~200 speeches annually, and represents the agency to the public, media, and lawmakers.

Quenching the Thirst of AI Data Centers (Dublin A/B/C)

Time: 11:00 a.m. – 11:45 a.m. | **CEU:** .75 Hours D/O&M (Water)

Overview: As Ohio's data center construction booms, local utilities face new revenue opportunities and severe water/power strains. Join our three-speaker panel for an overview and extended Q&A on these impacts.

Presenter 1: Helena Volzer, Senior Sourcewater Protection Specialist, Alliance of the Great Lakes

Bio: As Senior Source Water Policy Manager, Helena leads policy and advocacy for the Alliance's agriculture and water goals in the Basin, especially Ohio. Previously, she spent over a decade as an attorney for the Ohio Legislative Service Commission, drafting natural resources and environmental legislation.

Presenter 2: Matt Kallevant P.E., Project Manager, Black and Veatch

Bio: Matt brings 15+ years of water infrastructure experience. He began his career with a San Francisco Bay Area utility's recycled water program, serving as a resident



engineer for major industrial users. Now in Ohio, Matt drives state initiatives as WaterReuse Ohio's Non-Potable Reuse Committee chair.

Presenter 3: Garret Chamberlain P.E., Manager of Engineering, Northwestern Water and Sewer District

Bio: Garret Chamberlain is a civil engineering professional with over 14 years of experience in infrastructure development and public utility operations. As The Manager of Engineering at The Northwestern Water and Sewer District, Garret leads the design and construction of critical water and sanitary sewer systems, managing an average of \$30 million in projects annually. Ensuring timely, cost-effective delivery while advancing regional growth and sustainability.

— General Manager Track (Dublin A) —

Protecting Systems and Stakeholders: Employee Theft, Employment Practices, and Losses in Water and Wastewater

Time: 1:00 p.m. – 1:45 p.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: Learn best practices to prevent employee theft and employment claims. Discover common water/wastewater insurance losses, prevention controls, and real-life scenarios, plus resources to take away.

Presenters: Brent Gates, Risk Specialist, Glatfelter Insurance Group

Bio: Brent is an Industry Specialist at Glatfelter Risk Control & Education with 10+ years of risk management experience. A Certified Safety Professional, he collaborates with clients to tailor safety controls and deliver engaging training. He lives in NE Ohio with his family

General Managers Forum

Time: 2:00 p.m. – 2:45 p.m. | **CEU:** .75 Hours B/O&M (Operations and Maintenance)

Overview: This session is an open discussion on industry trends and management challenges.

Presenter: Tony Howard, President, Ohio Rural Water Association | General Manager, Hecla Water Association

Bio: Tony Howard serves as the President of Ohio Rural Water Association and General Manager of Hecla Water Association. He has extensive experience in rural water system management and utility operations. His leadership focuses on strategic planning, regulatory compliance, and industry advocacy.

— Board Member Track (Dublin B/C) —

Making Meetings Matter: A Guide to Good Boards and Better Discussions

Time: 1:00 p.m. – 1:45 p.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: This presentation provides a practical, engaging overview of how to run effective, organized meetings using basic parliamentary procedure. Participants will explore the key responsibilities of board members, understand meeting structures, and learn simple parliamentary tools that support fairness, efficiency, and confident leadership. Through examples, activities, and clear explanations, this session equips participants with the skills needed to participate in and lead productive meetings.

Presenter: Jenna Hoyt, Extension Educator, OSU Extension

Bio: Jenna Hoyt is an Ashtabula County 4-H Extension Educator with 14+ years of experience. Nationally recognized for her innovation, she specializes in youth leadership, volunteer management, and board development. Through signature initiatives like Ohio 4-H Sea Camp, agriculture, and healthy living programs, Jenna builds community partnerships and advances the Ohio 4-H mission with deep dedication.

Master Planning Creates New Service Areas and Harnesses Grant Funding

Time: 2:00 p.m. – 2:45 p.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: This presentation explores how Vinton County used Master Planning and public-private partnerships to secure \$9.5M in grants for waterline extensions. Learn how asset management and strategic ranking turned infeasible projects into reality, serving unserved areas via Le-Ax and Jackson County Water.

Presenter 1: Nina Schultheis, PE, Project Manager, Strand Associates.

Bio: Nina Schultheis, PE, is a municipal engineer at Strand Associates with 8 years of experience in water and sanitary systems. An Ohio State alumna, she specializes in the planning and design of underground utilities and managed the Vinton County Master Plan and Arbaugh Waterline Extension projects.

Presenter 2: Patrick Karnes, PE, Project Manager, Strand Associates.

Bio: Patrick Karnes, PE, an Ohio University Civil Engineering alumnus, has 18 years of municipal engineering experience at Strand Associates. He specializes in water, wastewater, and stormwater infrastructure. He served as project manager for the Phase 8B project and oversaw construction for both extensions.

— Customer Service Track - (Dublin D) —

A Picture is Worth a Thousand Words - Educate and Communicate

Time: 11:00 a.m. – 11:45 a.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: Maintaining open communication from wastewater operators to stakeholders builds trust, drives cost savings, and ensures transparency. Using simple Excel graphs provides clear, easily shareable visuals, helping the public and project teams quickly understand facility performance and improvement needs.

Presenter: Teri Wise, Public Administration Leader, V3 Engineering

Bio: Teri (BA, MBA, ICMA-CM candidate) is the Public Administration Lead at V3 Companies. Combining 10+ years as a Village Administrator with her Six Sigma Black Belt background, she expertly guides elected officials through strategic planning and process optimization to achieve measurable community goals.

Cybersecurity and Your Facility: Guidance and Exercises

Time: 1:00 p.m. – 1:45 p.m. | **CEU:** .75 Hours B/O&M (Water and Wastewater)

Overview: This session introduces water and wastewater operators to the evolving cybersecurity landscape impacting critical infrastructure. Covering upcoming CIRCIA and EPA rules, it connects utilities to free resources, grants, and practical steps to build resilience, protect public health, and maintain trust.

Presenter: Spence Witten, Principal, Cloud Security Engineering , 38North Security

Bio: Spence Witten, Principal of Cybersecurity Consulting at 38North, advises critical infrastructure, defense, and cloud sectors. Formerly VP at Lunarline, he successfully guided teams through acquisition. He also serves on the CyberOhio advisory board and teaches at Cleveland-Marshall College of Law.

How to Smile While Internally Screaming: Handling Difficult Customers

Time: 2:00 p.m. – 2:45 p.m. | **CEU:** .75 Hours B/X (Administrative)

Overview: Frustrated customers? Angry calls? No problem... as long as you know how to stay calm, de-escalate, and keep your sanity. This session gives practical tips, real-world examples, and a little humor to help you survive—and thrive—in customer service.

Presenter: Jen Rosemark, Administrative Manager, Rural Lorain County Water Authority

Bio: With 24 years of experience in the water industry, Jen has worked extensively in customer service, billing, and management. She holds a master's degree in Psychology, bringing valuable insight into communication, emotional intelligence, and customer interactions. She currently serves as Chair of Ohio Women of Rural Water, Co-Chair of the OAWWA Customer Service Committee, and Northwest District Lead for OAWWA Women in Water. She is also a member of the ORWA Conference Committee. A passionate advocate for strong customer communication and professional development, Jen has presented previously on customer service topics within the water industry.

Attendee Registration

ORWA 2026 Annual Training
Conference & Exposition

Monday, May 4th — Wednesday, May 6th • Embassy Suites, Dublin, Ohio

Name: _____

Spouse: _____

Company: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Operator Id # _____

Please Circle Choice(s):	Member	Non-Member	Small System Member (<500 connections)
Full Registration (Includes access to all sessions, all exhibit hall activities and all meal functions.)	\$400	\$500	\$300
Full Registration w/Spouse (Includes access to all sessions, all exhibit hall activities and all meal functions.)	\$600	\$770	\$500
Tuesday Only Includes access to all sessions and lunch. (Dinner not included.)	\$150	\$225	\$125
50th Anniversary Award Dinner (Tuesday)(Only purchase if Tuesday Only)	\$85	\$100	\$85
Wednesday Only Includes access to all sessions and lunch.	\$180	\$225	\$125

For Small System Members and First Time Attendees please call our office at **(740) 455-3911** to receive discount code for online registration.

Please indicate how many are attending each meal or event:

- Sunday** _____ Vignettes
 _____ Sunday Night Reception _____ Funding Panel
- Monday** _____ 50th Anniversary Awards Dinner
 _____ Monday Night Reception
 _____ German Village Spouse
 _____ Outing _____
- Tuesday (Continues on Right)**
 _____ Lunch
 _____ Women of Water Luncheon
- Wednesday**
 _____ Lunch

Scan to
Register:



No Refunds after April 26th. ORWA will charge a \$25 processing fee for all cancellations prior to April 24th.
Mail form to 55 Whites Rd, Zanesville OH, 43701 or register online at www.ohioruralwater.org

Golf Outing Registration

ORWA 2026 Annual Training
Conference & Exposition

Monday, May 4th • Safari Golf Club • 4850 Powell Rd, Powell, Ohio

Name: _____

Company: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Registration

Scan to Register Online:



\$125 (Member) Per person (# of golfers__)

\$150 (Non-Member) Per person (# of golfers__)

Names of golfers: _____

Sponsorships

\$110 **Hole Sponsor**

\$85 **Hole Sponsor** (With 4+ golfers discount)

\$200 **Silver Sponsor**

\$300 **Gold Sponsor**

\$500 **Platinum Sponsor**

Total Fees Due: _____

**Make Checks
Payable to:**

**Ohio Rural Water
Association**

**55 Whites Rd.,
Zanesville, Ohio
43701**

**Phone: (740) 455-
3911**

Fax: (740) 455 - 3899

Registration Includes: (1) continental breakfast, (2) drinks, (1) hot dog,
(1) lunch, (1) golf cart and (1) sleeve of balls

Hole Sponsor: Company name will appear on a sign at one
hole. Foursomes receive a \$25 discount on sponsorship

No Refunds after April 24th. ORWA will charge a \$25 processing fee for all
cancellations prior to April 26th.

Mail form to 55 Whites Rd, Zanesville, OH, 43701 or register online at
www.ohioruralwater.org

Water Taste Contest Registration



Think you have the best water in Rural Ohio? If so prove it! All attendees are invited to compete in the annual Water Taste Contest. Go head-to-head with rural water systems from across the state. The winner's water will be taken to compete against water from across the nation at the NRWA Rural Water Rally in D.C. the following year.

Name: _____

Company: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

RULES

- You **MUST** be an ORWA member to participate.
- Water must be at room temperature - chilled water will be disqualified.
- Submit water in one (1) gallon glass container to the Registration Desk by 12 P.M. on Tuesday.
- Label Container with System Name. Water will be transferred into pre-coded contest containers.
- Entries will be judged by a panel on Tuesday, May 5th at 4 p.m. in the Exhibit Hall.

PRIZES

The winner will receive the highly sought after traveling trophy, as well as qualifying for the National Competition in Washington DC. Runner-up will be offered the chance to present their Water at the National Competition in Washington DC if the winner is unable to attend.

Notes

2026 Annual Training Conference

Sponsors

Diamond Corporate Sponsors:

CoBank
Everett J. Prescott, Inc.
Hawkins
Sedgwick

Platinum Sponsors:

Del-Co Water Company, Inc.
GRW Engineers, Inc.
MAST Environmental Laboratories
Northern Ohio Rural Water
Ohio Public Risk Insurance Agency
Rural Lorain County Water Authority

Gold Sponsors:

Covalen, Inc.
Gallia County Rural Water Association, Inc.
The Heda Water Association
M.E. Simpson Company
Ortman Drilling & Water Services
Scioto Water, Inc.
Zenner USA

Silver Sponsors:

Bennett & Williams Environmental Consultants
Spicer Group, Inc.
Core & Main
C&S Solutions, Inc.
DFW Plastics, Inc.
United Systems and Software
LB Water, Inc.
Northwest Regional Water District
Village of Arcanum
Newport Water and Sewer District
Pike Water, Inc.



2026 ANNUAL TRAINING CONFERENCE AND GOLF OUTING

Attempt the: Water Taste Contest

Don't Forget to Participate in Ohio Rural Water Association's
2026 Water Taste Contest Winner receives the honor of representing Ohio nationally at the Great
American Taste Test Hosted by the NRWA.

Basket Raffle

All guest receive tickets to participate in our basket raffle. All guest have a chance at winning
over \$1000 in prizes.



DON'T MISS OUT ON THE 2026 ANNUAL GOLF OUTING

REGISTER ONLINE AT:

www.ohioruralwater.org

