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A V I R T U A L E V E N T

Navigating the Pandemic:

Charting a Course for Tomorrow

**October 20, 2020
12 pm-5 pm ET**

#NAWCSummit



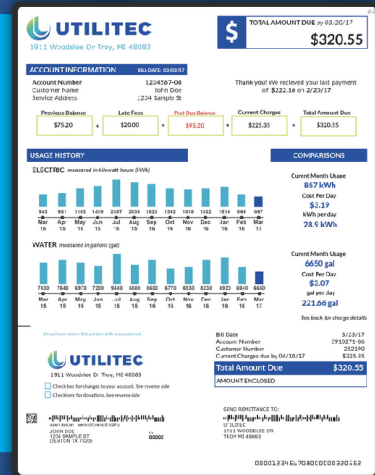
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Utilitec is a utility-centric customer communications management company that helps utilities leverage their data to improve service, increase collections and engage their customers. Headquartered in Troy, MI, Utilitec has been serving utilities since 2001. In 2019, Utilitec was acquired by Doxim and expanded its reach and facility footprint across North America. Learn more at www.utilitec.net.

Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions. Learn more at www.doxim.com.

WELCOME

Dear Colleagues and Friends,

We are pleased to welcome you to the 2020 NAWC Water Summit.

Since we last convened in Nashville, a global health pandemic has rendered the best laid plans moot while we all work to adjust course in our professional capacities and personal lives. Through it all it's been inspiring to watch our industry meet the challenge with strength and compassion as NAWC member companies prioritize the health and safety of the communities we serve as well as the forces behind the faucets—America's water companies' frontline workers.

COVID-19 has understandably redefined industry priorities and the team at NAWC has worked hard to adjust course in real time and foster solution-oriented conversations among policymakers and industry stakeholders, while advancing policies that offer tangible relief and support to our member companies.

You may recall that the theme of our summit last year was centered on the customer experience. Though no one knew what was in store for 2020, we can't help but appreciate the fact that our industry went into this pandemic with the customer being top of mind, which enabled us to help preserve the health and safety of communities we serve in a time when reliable, safe services were needed the most.

The theme for this year's summit is fittingly *Navigating the Pandemic: Charting a Course for Tomorrow*. With change being the only constant we can count on, we hope today's conversations will reinforce NAWC's role as a compass for the industry: Offering you guidance for the here and now, while keeping an eye on the horizon as we narrow the distance between our current location and our shared destination.

We share an urgent mission: To deliver life's most essential need to millions across the country. The course may be rough, but in times of crisis, we must think creatively, act confidently, and remain steadfast in making sure consumers have the highest levels of service.

Thank you for joining us today and thank you to all who have made this important event possible. We look forward to seeing you in Chicago next fall.

Sincerely,



Andrew R. Gere
President & Chief Operating Officer
San Jose Water Company



Robert F. Powelson
President & Chief Executive Officer
National Association of Water Companies



AGENDA

The Water Summit waiting room music was composed by Hayden John, a senior at Rumson-Fair Haven Regional High School, in Rumson, NJ. The piece, commissioned by NAWC, is entitled *Indelible Memories of Water: Racebrook Falls, The Rushing Rapids and Lake Placid*. Hayden began playing piano at age five, and is now a seasoned, professional musician, having participated in prestigious competitions and public concerts for over seven years. NAWC thanks Hayden for his work for us. For more information, visit haydenmarciszewski.com.

12:00 PM Virtual Summit Kickoff and Welcome

Andrew Gere, *Board Chairman, NAWC* and Robert Powelson, *President and CEO, NAWC*

12:10 PM Break

12:15 PM NAWC Living Water Award

Presenters: Robert Powelson & Joseph Szafran, *External Affairs Manager, American Water*

12:25 PM Break

12:35 PM COVID-19: How is the regulated water industry meeting the challenge?

As the coronavirus pandemic creates a public health and economic crisis of unprecedented proportions, it is becoming apparent that investors will be sharpening their focus on environmental, social and governance factors. Specific topics will include: water grid resiliency, workplace safety, investment in PPE and customer engagement, as well as real-time updates on the day-to-day challenges facing the industry.

Moderator: Robert Powelson, *NAWC President and CEO*

Panelists:

Colleen Arnold, *President, Aqua*

Andrew Gere, *President and COO, San Jose Water Company*

Rob MacLean, *President and CEO, SouthWest Water Company*

Brandon Presley, *Mississippi Public Service Commission & President of the National Association of Regulatory Utility Commissioners*

Nicholle Taylor, *Chief Operating Officer, Artesian Water Company*

1:10 PM Break

1:15 PM Keynote Presentation by Dr. Marty Makary

Health Care Futurist; New York Times Best-Selling Author; NBC News & Fox News Medical Commentator; John Hopkins Surgeon and Professor of Health Policy

Dr. Makary will provide a real-time update on the state of the pandemic, and the outlook for vaccine development and implementation. He will also talk about what the next 6-8 months could bring in terms of COVID-19 spread.

1:40 PM Break

1:50 PM 2020 Election Update

Hear from political experts and commentators what they think the two weeks leading up to the elections will look like. What will the first 100 days after the election look like for a Trump re-election or a Biden presidency? What are the key issues that are defining this election?

Moderator: Martin Kropelnicki, *President & Chief Executive Officer, California Water Service Group*

Panelists:

Philippe Reines, *Former Deputy Assistant Secretary of State for Strategic Communications, Senior Communications Advisor to Secretary of State Hillary Rodham Clinton*

James D. Schultz, *Partner, Holland & Knight, Former Senior Associate Counsel and Special Assistant to the President, White House*



2:20 PM

Break

2:30 PM

Navigating the world of water financing

Join research and financial analysts for a look at the current state of water finance and future view of the water sector. What is the outlook for sector consolidation? What are the long-term effects of the pandemic on water finance? How has the impact been different between the private and public water sectors?

Moderator: Nadine Leslie, *Chief Executive Officer, SUEZ North America*

Panelists:

Ryan Connors, *Managing Director, Director of Research, Boenning & Scattergood, Inc.*

Julien Dumoulin-Smith, *Managing Director, Head of US Power, Utilities & Alt Energy Research, BofA Securities*

Reese Tisdale, *President, Bluefield Research*

3:00 PM

Break

3:15 PM

COVID-19: Sharpening the focus on ESG

In the first quarter of 2020 alone, sustainability-focused funds attracted a record amount of capital, even as the pandemic rattled worldwide markets. This panel will discuss how corporate behavior in a time of crisis is more important now than ever.

Moderator: Jay L. Kooper, Esq, *Vice President, General Counsel & Secretary, Middlesex Water Company*

Panelists:

Lavanya Balakrishnan, *Executive Director, Morgan Stanley | Investment Banking Division*

Margie Flynn, *Senior Partner, ERM*

Richard F. McMahon Jr., *Senior Vice President, Energy Supply & Finance, Edison Electric Institute*

3:45 PM

Break

4:00 PM

Successes and Challenges: How the regulatory landscape has changed during COVID-19

Throughout this crisis, water utilities have been working around the clock to ensure reliable and safe drinking water. At the same time, many customers are facing layoffs and are struggling to pay their bills. Panelists will share the approaches their commissions have taken to address the challenges that have arisen during COVID-19, while also ensuring the continuation of safe and reliable water service.

Moderator: Bruce Hauk, *President, Regulated Operations and Military Services Group, American Water*

Panelists:

Commissioner Mary-Anna Holden, *New Jersey*

Commissioner Genevieve Shiroma, *California*

Chairman Ryan Silvey, *Missouri*

4:30 PM

Break

4:40 PM

Closing Remarks

Robert Powelson, *President and CEO, NAWC*



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