
Washington State Water

Security Symposiums

Creating a security culture within the water sector

October 2006



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Acknowledgements

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The project team warmly thanks all agencies and their representatives who generously contributed and shared their insights and experiences at the 2006 Washington State Water Security Symposiums.

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Executive Summary

The Washington State Department of Health, through a cooperative agreement with the U.S. Environmental Protection Agency, has worked for several years now to develop an innovative approach to promoting a security culture for water utilities. In an effort to support the goals of the EPA, DOH expanded the scope of this project to include wastewater as part of the overall utility audience. The term “water sector” is used throughout this document to represent both drinking water and wastewater utilities.

People in the water sector often interpret “security” narrowly, as a way to prevent intentional acts of sabotage. The purpose of these symposiums was to raise awareness about security efforts nationally and, more specifically, to demonstrate the relationship between security and overall preparedness for all types of emergencies. In other words, they showed how adopting an “all hazards” approach to emergency response could prepare the water sector for more than just intentional acts of sabotage.

The primary emphasis of the symposiums was to begin shifting traditional thinking about the role of utilities as service providers, to one that is more broadly integrated with communities and the partners they would interact with in the event of any emergency. The presenters included researchers and practitioners from across the country. They gave “real world” examples of this new environment, highlighted the latest tools and research, and used case studies to demonstrate how integrating new practices yields benefits far beyond simply preparing for an emergency.

These symposiums are part of a continuous effort to promote a shift in cultural thinking among water sector utilities in Washington State. Participants and speakers said the symposiums successfully introduced new information to a sector that is diverse in its understanding of these issues from one utility to the next. Evaluations show participants feel the information is important and more of these types of forums, specifically success stories from peer utilities, are needed to move the sector toward a more holistic and integrated approach to protecting infrastructure and responding when the unexpected happens.

The greatest benefit of holding the symposiums was the creation of a space where information could be presented and attendees and participants could explore and debate the merits of what they heard, and challenge the need for creating new programs that historically have been outside their normal day-to-day operations. The information exchange also enabled all involved to view themselves and their roles in a new light, one that includes overall preparedness as a part of what defines them as a provider of water and wastewater services.

Symposium Purpose

The goal of the Washington State Water Security Symposiums was to promote a security culture within the water sector. This was achieved by:

1. Raising awareness and knowledge of security efforts nationally and locally.
2. Demonstrating successfully integrated security programs through research findings and case studies.
3. Providing a list of resources and tools that support understanding and creating a security culture.

The symposiums brought together diverse stakeholders from the water sector and other agencies such as public health, emergency management, research laboratories and law enforcement. The specific purpose was to create an atmosphere where attendees could begin to realize their interconnectedness. Historically, water sector utilities have worked within the confines of their sector on security and emergency response issues. Moreover, it is rare that utilities coordinate information and resources with each other, or with other entities within their communities.

Because water sector utilities and their partners will be on the front lines of an emergency, restoring service and protecting public health, the symposiums' aim was to drive home the notion that we are all in some way connected.

Symposium Participants

Participation was by invitation only and the team asked anyone wishing to attend to fill out a Web-based application form. While the symposiums targeted water sector utilities in Washington, utilities in other EPA Region 10 states were invited to attend. The states of Idaho, Oregon, and Alaska were encouraged to ask their utilities to attend for the same reasons as Washington, namely to get utilities to begin viewing their roles as service providers and first responders in new ways.

The invitation list included individuals from other sectors such as local health agencies, emergency management and law enforcement. The organizers believed these individuals would gain insights on water sector issues and needs and make the dialogue more robust by adding their own perspective to the discussion.

The symposiums were provided free of charge to participants, but registration was required. Participants were encouraged to register online. However, a registration form was available for those who preferred to mail or fax their information. The team approved registrations on a first come, first served basis.

The first symposium was May 2, 2006, in Spokane Washington and attracted about 65 people. The second occurred June 1, 2006, in Bellevue Washington and had 110 participants. While the project team was extremely pleased to achieve its overall goal of

between 150 and 200 attendees, it was somewhat disappointed not to see greater demand. Team members believe the numbers may indicate that, while some water sector utilities are at the forefront of this new thinking, many utilities are still wary about shifting their focus from a pure service orientation (pipes and pumps) to one that places them in the larger scheme of emergency response and public health.

A breakdown of attendees by entity, size and location is below. As the chart demonstrates, most attendees were from medium and large water utilities located in Western Washington. This breakdown matches the demographics of the state, both in terms of population centers and water sector utility size.

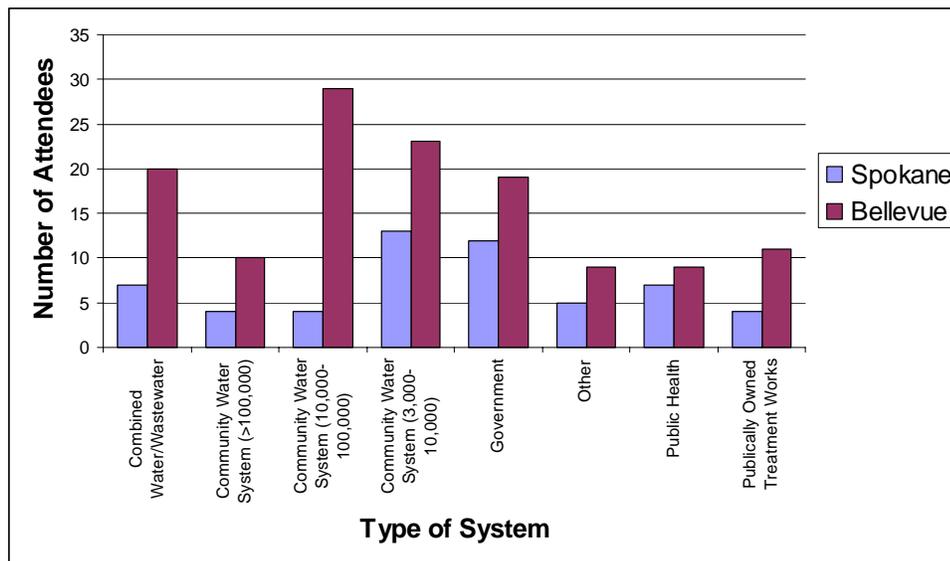


Figure 1: Type of participants attending the symposiums

Developing and conducting the symposiums

The concept for these symposiums was the result of conversations with industry professionals involved with water sector security and emergency response issues, and an understanding of what has or hasn't been done to promote these issues. While a lot of information, research and tools have been created across the country, little has been done to bring these resources directly to the water sector. Moreover, to date, very little has been done to promote the notion of integrated security programs and development of local relationships among community response entities.

EPA recently developed a set of 14 features that constitute an “active and effective” security program. The project team saw the symposiums as a natural venue to highlight

the 14 features and demonstrate how they can be applied through various speakers' stories and case studies.

Contracting for the symposiums followed standard state procedures. Because this project was designed to demonstrate collaboration between states, EPA and professional organizations, the overall project needed to be split among the partners in separate contracts, with distinct work plans and deliverables. The cost of the two symposiums was \$130,000. However, speakers and partners provided substantial in-kind services by paying their own way to attend and providing materials at no cost.

This event was successful because the project team is a group of stakeholders with relevant professional experience who are dedicated to the ideals inherent in creating a security culture. The team had specific skills creating these types of learning environments, and their relationships and connections with practitioners enabled them to make the agenda both informational and instructional. Moreover, the project team got the right people involved, and conducted careful planning, marketing, and teamwork.

Project Team

The symposiums were a collaborative project led by the Washington State Department of Health Office of Drinking Water, with input and assistance from EPA Region 10, Water Environment Federation, and CH2M HILL.

Coordination

To prepare for the symposiums, the team held monthly conference calls from August 2005 to May 2006. The meetings lasted from one to one-and-a-half hours and covered the following topics:

- 1) Work plan and scope of work
- 2) Agenda and speakers
- 3) Marketing plan and materials
- 4) Attendee lists (including other entities)
- 5) Pre-symposium materials
- 6) Resource guide and materials and attendee notebooks
- 7) Logistics (including meeting rooms, food, and hotel accommodations for attendees)

Marketing

Water Environment Federation (WEF) was lead on marketing efforts. Marketing activities began several months before the symposiums.

A Web-based system was created to manage registration and communications with participants. This system made it simple to track up-to-date participant information and send reminders or updates. The system also enabled the team to review attendee registrations in "real time" so they could send additional communications to a particular audience, as needed, to achieve the goal of a cross-section of attendees.

The audience for the symposiums was managers (decision makers) of Washington State drinking water utilities that were required by the 2002 Bioterrorism Act to conduct a vulnerability assessment and update their emergency response plans, medium and large wastewater systems, and other entities, including law enforcement personnel, emergency responders, public health personnel, and local, state, and federal government officials. While Washington State was the primary target, other Region 10 states (Oregon, Idaho and Alaska) were encouraged to send participants from the same groups.

In addition to the web-based registration system, WEF developed a high-quality color brochure. It was mailed to WEF's list of wastewater utilities and DOH's list of drinking water utilities and other entities. The initial agenda was in the brochure but the speakers were not. In fact, confirming speakers was a challenge. They changed right up to the date of the symposiums, even though the team received commitments from organizations and individuals well in advance of the symposiums.

Target audience members received several types of communication to encourage their attendance: a brochure (see attachment C) and a series of e-mails and faxes (one about every two weeks beginning in February 2006). Some also received phone calls. Project team members added a personal touch by contacting utilities they work with on a regular basis. In addition, other key individuals were encouraged to promote the symposiums at water-sector association meetings and conferences. Overall, 250 invitations were sent, not including other Region 10 states. Participation was excellent. Of 210 people who registered, 175 people attended the symposiums.

WEF also developed binders for attendees that included general information, the agenda, speaker presentations, and resource materials. The binders proved to be extremely valuable because attendees could walk away with a record of the day's proceedings and helpful resources and tools categorized according to EPA's Four Pillars: Prevention, Detection, Response and Recovery.

Logistics

Selecting the "right" location for an event can be a challenge. The team selected the cities of Bellevue and Spokane for the symposiums because they are easily accessible to utilities on both sides of the state and are each near a major airport. The team also was clear it wanted to attract participation from small- and medium-sized utilities. Larger metropolitan areas, such as Seattle, tend to be more adept at developing integrated programs and partnerships. By holding the symposiums in mid-sized communities, the team felt there was a greater chance for "new" learning and a synergy that would not otherwise be available in the larger cities.

CH2M HILL was lead on researching and reserving facilities; arranging for room set-up, audio visual needs, equipment set up, food and beverages, lodging for attendees and speakers; and managing the registration table.

Every venue offers its own set of challenges. Fortunately, both facilities proved to be well suited for this type of event. In Spokane, the symposium was in a hotel with an excellent meeting facility and accommodations for attendees and speakers. The meeting room was nicely laid out, with ample space for attendees to interact, while focusing

attention on speakers. Food is also important. A continental breakfast and main-course lunch selections of chicken and salmon, along with mid-day snacks and beverages, made the atmosphere comfortable and satisfied the audience.

At first glance, the Bellevue site appeared problematic because the room was long and narrow. Organizers ordered two additional projectors so individuals at both ends of the room could see the presentations. The layout did not inhibit interaction and exchange with the speakers or prevent interaction with other attendees. Attendees said the site was perfectly acceptable and comfortable. Team members noted that it is advisable to use known facilities or visit locations before finalizing contracts.

Organizers also helped to make the logistics a success by opening the registration table early, with name cards and handouts ready to go. Attendees often arrive early because of traffic concerns, or they are simply early risers. They like to check out the venue, have coffee, and mingle before the program gets started. Having everything set up ahead of time created a professional atmosphere and made early arrivals comfortable.

Speakers

Creating a security culture was the theme for the symposiums. The theme provided an opportunity to highlight the 14 features of an “active and effective” security program and to demonstrate how they can be applied by sharing experience and case studies.

The project team developed the agenda and matched it with key speakers from across the country. In addition to the initial speaker’s list, the team identified alternate speakers in case their first choices were unable to attend one or both of the symposiums. The speakers themselves also provided alternates who were well versed in the subject and could provide the same level of expertise. Because of the symposium theme and the special relationships between team members and speakers, the caliber of presenters and their expertise added credibility to the symposiums.

Organizing speaker presentations so they flow logically and do not duplicate information is a challenge. A certain level of duplication was unavoidable, however, and served to reinforce the primary theme of the symposiums and/or a given subject. (Agendas for the symposiums are in attachments A and B).

The speakers were high-level experts in their respective fields and provided a combination of local utility success stories and national expertise. The speakers found the environment to be conducive for sharing anecdotes, engaging the audience in discussion, and enjoying some moments of comic relief. The subjects under discussion were serious, and all the speakers delivered their information in a way that piqued audience interest and gave way to meaningful dialogue and insightful questions.

Speakers were asked to make their presentation available ahead of time so they could be included in the attendee notebooks. However, many speakers work on their presentation up to the last minute. When speakers arrived with their presentation the day of the symposium, staff had copies printed nearby so they could be handed out during breaks, before the presenter actually spoke.

Using a master of ceremonies (MC) also helped the flow of presentations and encouraged exchanges between attendees and presenters. DOH acted as the MC for both events and, in doing so, was able to summarize each presentation and communicate its relationship to the other speakers' topics and the symposium overall. It also helped to have runners with microphones to capture questions from the audience.

The team failed to add a budget line item to cover speaker's expenses. Thankfully, nearly all the speakers paid their own expenses to attend. In one case, WEF graciously covered the travel and accommodation costs. The lesson here is to account for speaker expenses and adjust the scope of the program, or increase the budget.

The team also learned that one symposium in a larger location would have been just as effective as two symposiums in smaller locations. However, the benefits of two locations include encouraging participation from those who appreciated shorter travel times, and facilitating greater interaction among fewer attendees.

Summary of Participant Evaluations

Below are the results of 31 evaluations received in Spokane (from 48% of attendees) and 54 received in Bellevue (from 50% of attendees).

SPOKANE

Question	Strongly Disagree					Strongly Agree	N/A
	1	2	3	4	5		
a. The Symposium enhanced my understanding of security and emergency response for the water sector	0	1	8	9	12	1	
b. I would attend future Symposiums on the topic of security and emergency response	0	2	7	8	14	0	
c. I have a better understanding of why a culture of security is important for my organization	0	0	5	15	10	1	
d. I established new and useful contacts here	0	4	8	11	8	0	
e. Topics covered today were of interest to me	0	3	2	15	11	0	

BELLEVUE

Question	Strongly Disagree					Strongly Agree	N/A
	1	2	3	4	5		
a. The symposium enhanced my understanding of security and emergency response for the water sector	0	1	10	25	13	3	
b. I would attend future symposiums on the topic of security and emergency response	0	1	11	9	29	2	
c. I have a better understanding of why a culture of security is important for my organization	0	2	12	17	16	5	
d. I established new and useful contacts here	0	2	21	18	9	2	
e. Topics covered today were of interest to me	0	2	9	16	25	0	

Below are answers to questions on the Symposium evaluation forms:

1. What changes would you make to improve this event?

Most attendees said the symposiums were very well done considering the large amount of material covered in a single day. Some suggested the symposium be expanded to two days in order to better cover all the information presented.

Some thought the information EPA and DOH provided in the opening morning session was redundant, abstract and not specific. They suggested the information be combined into a shorter presentation. It was noted these talks were too high level to provide details, but not high enough to show how it all fits together.

The audience rated utility presentations highest. They said more topics that “worker bees” might be involved in during their daily work routine would be helpful. Attendees also wanted more information on how to implement security programs, examples from case studies, and lessons learned.

Below are suggestions from attendees:

- Add a FEMA representative.
- Have speakers attend all day (especially those that speak in the afternoon) for better continuity.
- Provide more information applicable to smaller water systems.
- Explain the roles of county and state agencies during disasters. Show a pyramid of agencies: federal (EPA), state (DOH), and water systems. Then show a “chain of command” that describes who a water district would contact for help.
- Show actions water companies can take during various incidents or disasters.
- Have interactive exercises.
- Break into groups to facilitate more dialogue.
- Show examples of physical improvements to enhance system security instead of philosophical culture changes.
- Include more wastewater information.
- Provide tool kits, examples and templates to distribute to regional water districts.
- See what equipment works in the field.
- Do another session, bringing in non-water sector responders (police, fire, EPA-CID) to hear how they perceive and respond.
- Provide more examples of utility security program details.
- Provide a document that would have web links with a summary of each presentation.
- Provide an acronym index.
- Increase symposium duration and frequency.
- Don't have a speaker during lunch.
- Make conference a little shorter (4-6 hours).

2. What topics would you like to have heard more about or spent more time discussing?

Most attendees wanted to hear about “real-life” experiences and examples from other utilities. The discussion of case histories for various disasters was most useful to the participants.

Attendees also wanted to hear more about new security technologies and their effectiveness, threat and vulnerability assessments, and security programs. They wanted more demonstrations on security implementation rather than being told what “could or should” be done. Participants were interested in tools and resources for developing, improving and testing emergency response plans along with examples of implemented plans and programs.

Some suggested that there be more information on contaminant monitoring equipment and systems for protecting distribution systems, pumping systems, wells and treatment facilities. Attendees also wanted more detailed information on specific types of physical security enhancements.

Other topics attendees wanted:

- Risk communications and message mapping – perhaps with utility training courses or classes on this subject.
- Information on the roles of FEMA, EPA and various state agencies: who does what in a local emergency?
- Information on researching and obtaining security grant funding.
- Mutual aid and assistance.
- Information on EPA’s Water Sentinel Program.
- More information on the 14 Features, including specific implementation details.
- More information on specific wastewater issues.
- A key for federal government abbreviations of agencies, programs, etc.
- A single page reference for contacts.

3. What did you feel was the most beneficial part/presentation of the symposium?

Most attendees thought that the most beneficial parts of the symposium were the sessions done by utilities. Purveyors who shared personal experience in upgrading and improving the security of their water systems were very well received.

Other parts of the symposium participants found beneficial were:

- Sharing of information and how agencies are coming together.
- Getting together for a common purpose.
- The importance of awareness, responsibility, and action at all levels from individuals through the Federal level.
- Mutual aid.
- Security directions and programs.
- Risk communication and message mapping
- Question and answer advice, dealing with media and public interest.
- Networking, learning of resources and key individual contacts.
- Learning about the 14 Features of an Active and Effective Security Program.

Conclusions

It will take time to change the culture of water sector utilities. Utilities clearly care about the value they add as service providers and their role in protecting public health. For a long time, that role has not extended beyond the gates of the facilities and systems they maintain. Yet, in today's security environment, utilities are beginning to understand their role is shifting to include that of first responder. These symposiums helped utilities understand that change, and provided information and resources that will help them embrace and implement new ways of thinking and acting in their day-to-day operations.

Hearing experiences and success stories from peers was a key element in demonstrating that change. Utilities learn from utilities, and to a lesser extent from "experts." An important lesson from these symposiums was the need to create an environment where participants can learn from each other. All too often, the attitude that "no one else is like me" sets the tone for accepting or rejecting information. These symposiums offered a balanced approach of high-level policy directions from regulatory agencies to on-the-ground examples of how change can be implemented in a utility setting.

Another lesson from the symposiums is the importance of audience appropriate information. It is nearly impossible to be all things to all audiences, and these events were no exception. Even though the symposiums were marketed to decision makers, many attendees were operations managers and field staff. This audience tended to be more concerned with hands-on issues, which is why the case studies resonated so well among the group. Future events designed to affect policy decisions at the top levels should be targeted with focused information for that audience. However, because change happens from the top down as well as the bottom up, it is equally important to hold sessions that speak to the folks in the field.

In conclusion, the symposiums were a success! They generated a "buzz" that will make its way back to the utilities and will be shared among staff and management. Moreover, they planted the seeds of new ideas and thinking that can be cultivated in the future. These symposiums were another step in what surely will be a long process to change the organizational culture among water sector utilities from one based in a historical context to one that embraces new values and conditions for providing a vital service to the public.

Attachments

- Attachment A: Agenda for Spokane-area symposium
- Attachment B: Agenda for Seattle-area (Bellevue) symposium
- Attachment C: Marketing brochure

Washington State Water Security Symposium



Creating a Culture of Security Within the Water Sector

AGENDA

MAY 2, 2006
SPOKANE, WASHINGTON

TIME	SESSION	SPEAKERS
7:30 – 8:00	Registration & Continental Breakfast	<i>Scott Decker</i> , Washington State Department of Health (DOH)
8:00 – 8:30	Welcome & Opening Remarks	<i>Denise Clifford</i> , Washington State DOH <i>Marie Jennings</i> , US Environmental Protection Agency (USEPA)
8:30 – 10:00	Security Directions	<i>John Whitler</i> , USEPA <i>Scott Decker</i> , Washington State DOH <i>Lynn Stovall</i> , Greenville (SC) Water Authority
10:00 – 10:15	Networking Break	
10:15 – 11:45	Integrated Security Programs (Part 1) Creating a Culture of Security	<i>Sandra Davis</i> , CH2M HILL <i>Scott Minamy</i> , USEPA Homeland Security Research Center (HSRC) <i>Robin Friedman</i> , Seattle Public Utilities
11:45 – 1:00	Lunch Topic: Risk Communications and Message Mapping	<i>Scott Decker</i> , Washington State DOH <i>Scott Minamy</i> , USEPA HSRC
1:00 – 2:30	Integrated Security Programs (Part 2) Features of and Active & Effective Security Program	<i>Greg Grunnenfelder</i> , Washington State DOH <i>John Whitler</i> , USEPA
2:30 – 2:45	Networking Break	
2:45 – 4:20	Resources, Security Success Stories, and Open Discussion	<i>Scott Decker</i> , Washington State DOH <i>Ron Speer</i> , Soos Creek Water and Sewer District <i>Ron Sheadel</i> , Cedar River Water and Sewer District
4:20 – 4:30	Closing Comments	<i>Gene Taylor</i> , USEPA Region 10
4:30	Adjourn	

Washington State Water Security Symposium



Creating a Culture of Security Within the Water Sector

AGENDA

JUNE 1, 2006
MEYDENBAUER CONFERENCE CENTER
Room: 407- 409
BELLEVUE, WASHINGTON

TIME	SESSION	SPEAKERS
7:30 – 8:00	Registration & Continental Breakfast	<i>Scott Decker</i> , Washington State Department of Health (DOH), Moderator
8:00 – 8:30	Welcome & Opening Remarks	<i>Marie Jennings</i> , US Environmental Protection Agency (USEPA) Region 10 <i>Denise Clifford</i> , Washington State DOH
8:30 – 10:00	Security Directions	<i>Marc Santora</i> , USEPA Water Security Division <i>Lynn Stovall</i> , Greenville (SC) Water Authority
10:00 – 10:15	Networking Break	
10:15 – 11:45	Integrated Security Programs (Part 1) Creating a Culture of Security	<i>Sandra Davis</i> , CH2M HILL <i>Kim Fox</i> , USEPA Homeland Security Research Center (HSRC) <i>Robin Friedman</i> , Seattle Public Utilities
11:45 – 1:00	Lunch Topic: Risk Communications and Message Mapping	<i>Scott Decker</i> , Washington State DOH <i>Kim Fox</i> , USEPA HSRC
1:00 – 2:45	Integrated Security Programs (Part 2) Features of an Active & Effective Security Program, and Mutual Aid	<i>Greg Grunnenfelder</i> , Washington State DOH <i>Don Broussard</i> , Lafayette (LA) Water Utility <i>Mike Boykin</i> , EPA Region 10
2:45 – 3:00	Networking Break	
3:00 - 4:20	Resources, Security Success Stories, and Open Discussion	<i>Ron Sheadel</i> , Cedar River and Soos Creek Water and Sewer Districts <i>Scott Jonas</i> , City of Bellevue <i>Scott Decker</i> , Washington State DOH
4:20 – 4:30	Closing Comments	<i>Gene Taylor</i> , USEPA Region 10
4:30	Adjourn	

Washington State Water Security Symposium



Dedicated to promoting a culture of security within water sector utilities

Conducted by the Washington State Department of Health
in cooperation with the U.S. Environmental Protection Agency

Symposium Locations and Dates

Spokane, Washington – May 2, 2006

Bellevue, Washington – June 1, 2006

WASHINGTON STATE WATER SECURITY SYMPOSIUM

You are cordially invited along with fellow water and wastewater (water sector) system managers and regional stakeholders to attend the 2006 Washington State Water Security Symposium. The symposium is at no cost to you. Lunch and refreshments are provided.

The water sector is faced with new challenges regarding their role prior to and during an emergency and evaluating how this new role effects their day to day operations. The symposium is designed to present practical ways of thinking about the transition from a traditional service provider mindset to one that embraces the concept where security and emergency response are integrated into all aspects of decision making, training, and operations.

The symposium will provide a broad range of information aimed at water sector utilities about the latest research and strategic directions being undertaken at the federal, state, and local level to encourage and support integrated security and emergency response programs.

Respected professionals from national and state organizations, along with representatives from utilities will highlight what it means to have an "active and effective" security program, and provide insights through the telling of success stories.

The symposium will take place in the following cities:

Spokane, Washington – May 2, 2006
Bellevue, Washington – June 1, 2006

Contingent upon acceptance of your application - additional information will be provided regarding symposium locations and lodging.

Symposium Agenda

7:30 am – 8:00 am	Registration & Continental Breakfast
8:00 am – 8:30 am	Welcoming & Opening Remarks
8:30 am – 10:00 am	Technology Transfer
10:15 am – 11:45 am	Features of Integrated Security Programs – Part 1
11:45 am – 1:00 pm	Lunch Topic: Risk Communications & Message Mapping
1:00 pm – 2:30 pm	Features of Integrated Security Programs – Part 2
2:45 pm – 4:15 pm	Resources, Security Success Stories, & Open Discussion
4:15 pm – 4:30 pm	Closing Comments & Adjourn

Questions?

For more information, please contact the WEF Water Security Program
Phone: 1-703-684-2400 x 7090
Fax: 1-703-684-2413 or 1-703-684-2492
E-mail: securityreg@wef.org

Symposium information and registration are online at:
<http://ps.seeuthere.com/securitysymposium.htm>

Washington State Water Security Symposium



The Washington State Department of Health, through a cooperative agreement with the U.S. Environmental Protection Agency, will be providing two security seminars for 2006. Each conference is designed to present practical ways of thinking about the transition from a traditional service provider mindset to one that embraces the concept where security and emergency response are integrated into all aspects of decision making, training, and operations. **Follow The Steps Below to Apply:**

1) Please select the location & date for the session you would like to attend by checking one of the boxes below. Once you have been approved for attendance you will receive a confirmation along with more details regarding the conference.

Spokane - May 2, 2006 <input type="checkbox"/>	Bellevue - June 1, 2006 <input type="checkbox"/>
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2) Please fill out detailed information below:

First Name	Middle Initial	Last Name
Title	Utility (Agency or Company Name)	
Business Address	Address 2	
City	State	Zip
Telephone Number	Fax Number	E-mail Address
Population Served	MGD	CC Email Address

3) Please indicate your affiliation type by checking one of the boxes below:

- | | |
|---|--|
| <input type="checkbox"/> Community Water Systems 3,300 to 10,000 | <input type="checkbox"/> Public Health Organization |
| <input type="checkbox"/> Community Water Systems 10,001 to 10,000 | <input type="checkbox"/> Law Enforcement Agency |
| <input type="checkbox"/> Community Water Systems 10,001 & Greater | <input type="checkbox"/> Federal/Local/State Government |
| <input type="checkbox"/> Combined Water/Wastewater System | <input type="checkbox"/> Trade or Professional Association |
| <input type="checkbox"/> Publicly Owned Treatment Works | <input type="checkbox"/> Other |

4) Please indicate if you would like to receive a CEU certificate for attendance: Yes No

5) Please read carefully before submitting your application:

Application Conditions
We will be accepting application forms by fax or online only. Please send form by FAX to: (703) 684-2413 or (703) 684-2492 or visit http://ps.seeuthere.com/securitysymposium.htm to register on-line.
The workshop is being offered at no-cost to Water and Wastewater (Water Sector) Utilities, other related agencies and state & local government officials within EPA Region 10. You will be notified shortly after registration if your application is approved. Registrants are responsible for their own travel arrangements and costs.
The Washington State Department of Health supports the Americans with Disabilities Act, which promotes public accessibility for the disabled. Lunch and refreshments will be provided during each symposium.
A government-issued picture identification (e.g. driver's license) must be brought to the workshop and will be checked at registration. The name on the registration must match the name on the identification. For more information, please call 1-703-684-2400 x 7090, or email questions to securityreg@wef.org

Washington State Water Security Symposium



Dedicated to promoting a culture of security within water sector utilities

Washington State Dept. of Health
Division of Environmental Health
Office of Drinking Water
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