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I started here in 1984 just as it was changing from OWDT to PWCSA. I started in the meter room and worked up from there. In 2005 my boss at the time asked me if I wanted to go to Va, Beach for a seminar and I went for PACP certification. I also took it again in 2007 with our entire department and I also completed the MACP training. I've also applied for CIPP Training in March.

I think one of our biggest industry challenges is getting the government to understand more of what is happening with our aging underground infrastructure. The Service Authority is being very aggressive about I&I which is a great model for other areas to follow.