When Mr. Hawkins became General Manager of DC Water in 2009, he confronted a crisis made up of five burning issues - what he calls the "fist" that was battering the enterprise. These issues include aging systems, an indifferent customer base, escalating financial needs and limited innovation. In the four years since, he has opened his "hand" to an exciting set of five solutions to transform the enterprise. Mr. Hawkins will describe the change that is driving every aspect of DC Water to compete for world class performance, using the management and future of Blue Plains - the world's largest advanced wastewater treatment plant - as a fascinating example.
Mr GEORGE HAWKINS

General Manager of the District of Columbia Water & Sewer Authority (DC Water)
Washington DC, USA

George Hawkins is the General Manager of the District of Columbia Water and Sewer Authority (DC Water). The Authority operates the world’s largest advanced wastewater treatment plant at Blue Plains, with a capacity of 370 million gallons per day and a peak daily capacity of more than a billion gallons. DC Water's service area covers 725 square miles. He is responsible for providing quality drinking water to meet the needs of a population of more than 600,000 in the District of Columbia.

As the General Manager, he has launched an ambitious agenda to improve aging infrastructure and comply with ever more stringent regulatory requirements. He rebranded the enterprise to strengthen connections to the public and has launched a Facebook page, Flickr and Youtube pictures and videos, and a customer-oriented Twitter account. He is also overseeing the implementation of a $2.6 billion Clean Rivers Project to nearly eliminate overflows of sewerage and stormwater and a $400 million digester programme to reduce, disinfect and turn the biosolids into renewable energy and leading a project to replace aging water and sewer infrastructure.

Prior to joining DC Water, Hawkins served as director of the District Department of the Environment (DDOE), a $110 million dollar agency with 300 employees, Executive Director of New Jersey Future. Hawkins, Executive Director of the Stony Brook-Millstone Watershed Association.

Mr. Hawkins began his career practicing law for the Boston firm Ropes & Gray, and is a member of the Bar in Massachusetts and the District of Columbia. He graduated Summa Cum Laude from Princeton University in 1983 and Cum Laude from Harvard Law School in 1987. Since 1999, Mr. Hawkins has taught Environmental Law and Policy for the Princeton Environment Institute at Princeton University.