



**Rohit T. Aggarwala**  
Commissioner


**Paul V. Rush, P.E.**  
Deputy Commissioner  
Bureau of Water Supply

PO Box 358  
Grahamsville, NY 12740

T: (845) 340-7800  
F: (845) 334-7175  
[prush@dep.nyc.gov](mailto:prush@dep.nyc.gov)

## MEMORANDUM

To: BWS Staff

From: Paul Rush, P.E.   
Deputy Commissioner

Date: June 20, 2024

Subject: Bureau of Water Supply Organizational Changes

Last June I announced that the Bureau of Water Supply (BWS) would be restructured to better position us to tackle current and future challenges. The work we have done to protect our source water and ensure quality at the tap for every New Yorker is remarkable. At a meeting I attended last week with World Bank officials, the work of our team was recognized as the “gold standard” for protecting water at its source. This is not by accident; it has been the hard work of each of you that has built our reputation. This reorganization is intended to strengthen us to take on the new challenges that we will face in the coming decades. Since the June announcement, the proposed organizational structure has been slightly modified and several key leaders have been selected. I am pleased to announce those selections and the new BWS organizational structure, effective July 1, 2024.

**Adam Reaves** has been selected as the Assistant Commissioner for Drinking Water Operations (DWO). DWO will combine the bulk of the existing Water Treatment Operations (WTO), Source Water Operations (SWO), and Water Quality & Innovation (WQI) directorates. In this role, Adam, with the support of his team, will be responsible for operation of our complete drinking water system. Director of Water Quality, Lori Emery, will continue to lead all water quality operations within DWO. After a long and successful career within BWS, SWO Director John Vickers, will be retiring at the end of next week. Adam will focus on aligning the existing operations directorates in his new organization. Adam has been with DEP since 2013 and has served as the Director of WTO, directing the planning, staffing, and operational activities for all BWS treatment facilities, since 2018. Adam’s years of experience in WTO will serve him well in his new role and I hope you will all join me in congratulating him.

**Dave Warne** will move to his new role as Assistant Commissioner of Core Services. His responsibilities in this new position have been adjusted since last year’s announcement. Dave will directly oversee four directorates: Management Services & Budget, Environmental Health & Safety (EHS) in addition to the new Capital Program Management (CPM) and Infrastructure Planning groups. Charlene Graff will continue to serve as Director of EHS and Todd West will become Director of CPM.

Dave will also support the new Assistant Commissioner for Source Water Protection in her transition to working with watershed partners and regulators. I am personally grateful to Dave for his work as a trusted colleague and his willingness to take on the challenge of managing the coordinated delivery of key support services to BWS. Dave's guidance has been crucial in developing our new structure and I know I'm not alone in appreciating his leadership. Please join me in congratulating Dave on his new role!

**Shilo Williams** has been selected as Assistant Commissioner for Source Water Protection. In addition to the groups currently in the Watershed Protection Programs directorate, the Watershed Agricultural Program will report directly to Shilo. Shilo has had a successful career working in the water and wastewater field, most recently serving as the Environmental Superintendent in Sitka, Alaska. In Sitka, Shilo oversaw her utility's transition from reliance on a 100% unfiltered supply to a supply with a filtration plant without losing their filtration avoidance waiver. Her experience dealing successfully with watershed partners and regulators through this transition makes her uniquely qualified for this new role. Please join me in welcoming Shilo to DEP!

**Jennifer Garigliano** will become Executive Director of Strategic Operations & Research (SOR), a new directorate that expands Jen's current responsibilities as Director of Water Resources Management (WRM). As Core Services and Drinking Water Operations directorates have taken shape, I saw an opportunity to further streamline the BWS structure. The establishment of SOR, serves as an opportunity to strengthen and unify units that already work well together, with the goal of improved coordination and efficiency in areas where operations and research intersect. SOR will include all divisions currently in WRM and several functions that will move from Planning, SWO, and WQI. Emergency Planning and Reservoir Operations will move over to SOR and will directly report to Jen. This directorate will also create a new division called Strategy, Policy, and Innovation (SPI) by combining our current Strategic Planning and Innovation & Research divisions. A key function of this directorate will be to lead the Bureau's efforts in understanding what the future of source water protection, filtration and operations could look like as we face a myriad of challenges including a more stringent regulatory landscape and the effects of climate change. This strategic planning effort will require all hands-on deck and I am confident that Jen and SOR staff will be able to work with all of you to identify and understand our critical needs for the future. Please join me in congratulating Jen on her new role!

**Sheila Garvey** will become the new Director of Management Services & Budget (MSB) upon Brian Swarthout's retirement on July 1. Sheila was selected in April and has been working closely with Dave and Brian over the last few weeks to transition out of her current role in the Bureau of Organizational Development and Human Resources (ODHR) and into MSB. Sheila has over seven years of experience with DEP, skillfully navigating the complex world of labor relations and EEO. Her experience and key relationships within ODHR and elsewhere in DEP give me confidence that she will succeed in this new role. Congratulations Sheila!

**John Milgrim** will continue to report directly to me in his role as Director of External Affairs. He is the external face of the bureau and will continue to coordinate directly with our local, state, and federal regulators as well as upstate stakeholders and the public at large.

As can be expected with big organizational changes like this, the finer details will still need to be worked out in some areas. These changes will be effective July 1, but we will continue to evaluate the structure to ensure that we are best positioned to meet our future challenges. As the new organization takes shape, I encourage staff to embrace change, but also speak up about things that may not be working and things that are. BWS is a bureau filled with dedicated, mission-oriented hard workers and I look forward to seeing what this new organization will accomplish together.

**There are two job postings** that will soon be live that will support this re-organization. The first, reporting to the AC for Core Services, is Director of Infrastructure Planning. The second, reporting to the Executive Director for Strategic Operations & Research, is Deputy Director of Strategy, Policy, and Innovation.

Please see attached to review the organizational charts that will be effective as of July 1.