



PA Chamber of Business and Industry
417 Walnut Street, Harrisburg PA
Tuesday, June 18, 2024
10:00 – 11:30 a.m.

Agenda

- 10:00 a.m.** Welcome Remarks
 - Alex Halper, Sr. Vice President of Government Affairs, PA Chamber of Business and Industry
- 10:05 a.m.** Introduction of Executive Deputy Secretary Ramez Ziadeh
 - Dan Amate, Associate Principal, GZA GeoEnvironmental
- 10:05 a.m.** Administration Update:
 - Ramez Ziadeh, Executive Deputy Secretary, Department of Environmental Protection
- 10:30 a.m.** Introduction of Deputy Secretary Kurt Klapowski
 - Michelle Skjoldal, Member Eckert Seamans
- 10:35 a.m.** Oil and Gas Management Update
 - Kurt Klapowski, Deputy Secretary, Office of Oil and Gas, Department of Environmental Protection
- 11:05 a.m.** Introduction of DEP Customer Service Director, Rosetta Carrington Lue
- 11:08 a.m.** Moving DEP to Modernized Customer Service
 - Rosetta Carrington Lue, Chief Customer Service Director, Department of Environmental Protection
- 11:30 a.m.** Conclude

About the Speakers



Ramez Ziadeh, P.E. Acting Executive Deputy Secretary, Department of Environmental Protection

Ramez started his career with DEP in January of 1994 in the Southwest Regional Office as a Civil Engineer in the Soils and Waterways Section of the Water Management Program. Since then, he served as the Permitting and Technical Services Chief in the Watershed Management Program in the Southcentral Region, Chief of the Project Inspection Division in the Bureau of Waterways Engineering and Wetlands, Director of the Bureau of Waterways Engineering and Wetlands, Executive Deputy Secretary of Programs and Acting Secretary during the last 7 months of Governor Wolf's term. Ramez is a licensed professional engineer in the States of Pennsylvania and California. He received his B.S. degree in civil engineering from the University of Pittsburgh in 1993.



Kurt Klappkowski, Deputy Secretary, Office of Oil and Gas Management, Department of Environmental Protection

Kurt Klappkowski serves as the Acting Deputy Secretary for the Pennsylvania Department of Environmental Protection's Office of Oil and Gas Management. Prior to accepting this position, Kurt served as the Director of the Bureau of Oil and Gas Planning and Program Management from March 2012 until February 2022. As the Bureau Director, Kurt oversaw coordination of the Department's development of policy, regulatory, technical guidance and legislative documents relating to oil and gas development, as well as providing on-going education and outreach to the public and regulated communities. The Bureau consists of three Divisions responsible for Subsurface Activities, Surface Activities and Compliance and Information Management, respectively. Each Division works closely with their counterparts in the various District Offices around the Commonwealth.

Prior to joining the Office of Oil and Gas Management, he worked with the Department's Bureau of Regulatory Counsel for more than 18 years, including service as the counsel to the Oil and Gas Program for four years. Other program clients included Pennsylvania's Storage Tank program, the Land Recycling Program (brownfields/remediation), the Office of Energy and Technology Deployment, the Division of Hazardous Waste Management, the Division of Nuclear Safety and the Office of Pollution Prevention and Compliance Assistance.

Kurt received his J.D. in 1993 from the University of Pittsburgh School of Law and graduated Magna Cum Laude from Washington and Jefferson College in 1990 with a Bachelor of Arts in Political Science. He lives in Camp Hill, PA with his wife and two children.



Rosetta Carrington Lue, Chief Customer Service Director, Department of Environmental Protection

As an accomplished government operations pioneer, industry strategist, and expert in customer experience management, Rosetta Carrington Lue has consistently demonstrated her ability to drive impactful change and innovation across all levels of governments.

Currently serving as the Director and Chief Customer Experience Officer for the Commonwealth of Pennsylvania Department of Environmental Protection (DEP) agency. She is charged with collecting qualitative and quantitative customer experience (CX) data and continuously working to improve and enhance the DEP's services based on that data.

Before her appointment with the Commonwealth, she was a Global Industry Principal Director for State & Local Government at Pegasystems. She advised global cross-functional teams that leveraged data-driven insights to advocate for policy changes, identify challenges, and enhance the delivery of critical services to citizens. Her distinguished career also includes tenure at the US Department of Veterans Affairs in the position of an elite Senior Executive Service (SES) as a Senior Adviser to the Chief Veteran Experience Officer and a member of the prestigious White House Presidential Executive Fellow.

In 2011, Rosetta cemented her reputation as a trailblazer by becoming the inaugural City of Philadelphia Chief Customer Service Officer in a state or municipal government while leading the development of the acclaimed Philly311 program.

Rosetta is currently working on her Doctorate in Business Administration and is a national spokesperson for the American Heart Association Go Red for Women campaign.