



Collaborating Organizations

Association of Metropolitan Water Agencies
www.amwa.net

American Public Works Association
www.apwa.net

American Water Works Association
www.awwa.org

National Association of Clean Water Agencies
www.nacwa.org

National Association of Water Companies
www.nawc.org

United States Environmental Protection Agency
www.epa.gov

Water Environment Federation
www.wef.org

"I am pleased to be part of this effort and see all seven organizations working together to get more utilities engaged in performance measurement to increase public confidence in our sector"

Billy Turner, President
Columbus Water Works

"This effort provides water utilities with a helpful roadmap to excellence as they strive to manage their systems for today's customers and for future generations."

Gary Zimmerman, Executive Director
American Water Works Association



Effective Water Utility Management:

The Key to Sustainability

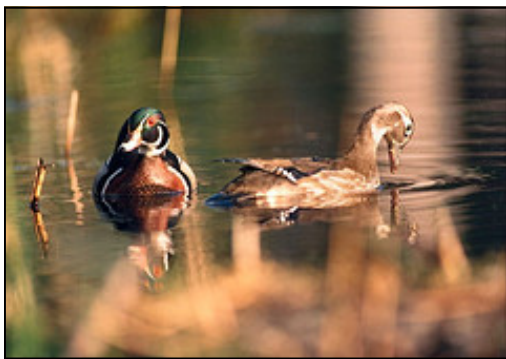


Managing for Clean and Safe Water

EPA 832-F-08-052
February 2008

Effective Utility Management: The Key to Sustainability

Drinking water and wastewater utilities in cities and towns across the nation provide a vital service in protecting public health and the environment. These water utilities face critical challenges including: rising costs, increasing performance requirements, energy and climate considerations and aging infrastructure.



In May 2007, six national water utility professional organizations and the U.S. Environmental Protection Agency signed an historic agreement identifying *Ten Attributes of Effectively Managed Water Sector Utilities* and agreed to promote their use in effective utility management across the water sector. Sound local wastewater and drinking water infrastructure is not only essential to the protection of public health, it is a foundation of robust local and regional economies. These attributes are what effectively managed utilities focus on to achieve long-term sustainability.



Ten Attributes of Effectively Managed Water Sector Utilities

Product Quality
Employee and Leadership Development
Financial Viability
Community Sustainability
Stakeholder Understanding and Support
Customer Satisfaction
Operational Optimization
Operational Resiliency
Infrastructure Stability
Water Resource Adequacy

“This significant agreement charts a course, locally and globally, for wise management of water systems and precious water resources.”

Benjamin H. Grumbles
Assistant Administrator for Water
U.S. Environmental Protection Agency

In addition to the *Attributes*, the May 2007 Agreement identifies five *Keys to Management Success*, designed to assist utility managers in the implementation of these *Attributes*. These five focus areas provide a pathway to facilitate implementation of the *Attributes*.



Keys to Management Success

Leadership
Strategic Business Planning
Organizational Approaches
Measurement
Continual Improvement Management



Looking to the Future

The partnering organizations recognize identifying successful attributes is only the first step. Several products to help utilities manage more effectively under this framework are being developed, including the following:

- Implementation Guide — to help utilities assess current operations and facilitate adoption of the attributes and keys to management success;
- Utility performance measures — to help utilities gauge progress; and
- On-line Resource Toolbox — to link utilities to resources and tools to help them manage for success.

Copies of the agreement, the *Findings and Recommendations for a Water Utility Sector Management* (which outlines the *Attributes* and the *Keys to Management Success*) and other relevant information and new documents can be found at www.epa.gov/waterinfrastructure, and on the sites of the collaborating organizations.