

# Optimizing Utility Operation Through the Use of AWWA Utility Management Standards



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# Standards and Guidebooks

- Water Treatment Plant Operation & Management
- **Distribution System Operation & Management**
- Source Water Protection
- Utility Management System
- Business Practices
- Security Practices
- Communications & Customer Relations
- Emergency Preparedness Practices
- Water Conservation Program
- Wastewater Treatment Plant Operation & Management
- Wastewater Collection Systems
- Reclaimed Water Programs
- *Wastewater Pretreatment*
- *Biosolids Handling & Management*
- *Direct Potable Reuse*
- *Stormwater Programs Operation*



# AWWA

## Utility Management Standards

- Developed by AWWA volunteers: consultants, operators, regulators
- ANSI certified
- “G-series” standards
- Guidebooks developed to assist in self-assessment



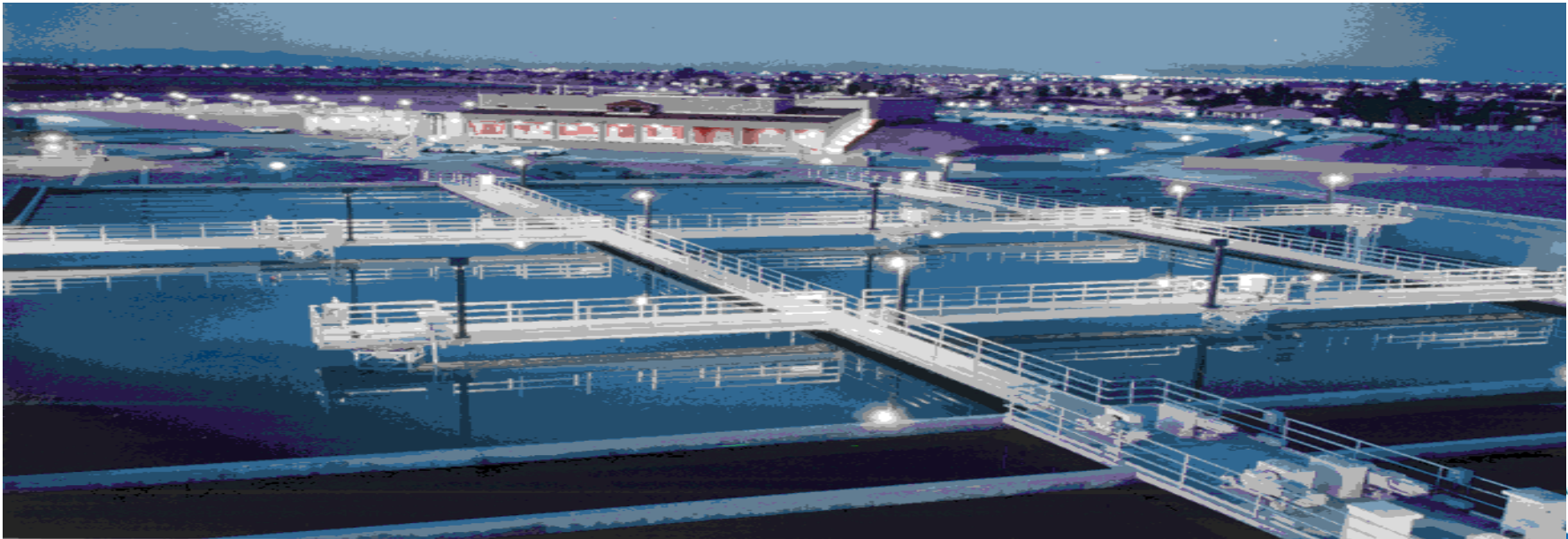
# Utility Quality Management Program Overview

- **Voluntary effort**
- **Self-assessment by operators**
- **For all utility types and sizes**
- **Performance can be verified by peer evaluators**
- **Outcome-oriented: water quality, public health protection**
- **Above and beyond regulations**



# Utility Performance Optimization

**“Conformance with Utility Management Standards will enhance public confidence while demonstrating continuous improvement efforts”**



# Optimization of Utility Operations

- **Fosters excellence in water utilities**
- **Encourages continuous improvement**
- **Provides confidence to utilities, the public, and regulatory agencies**
- **Instills consumers with confidence and satisfaction in their utility services**
- **Provides a framework for self-evaluation, counsel, and assistance to utilities**



# Testimonials



**“Applying the G-Series voluntary standards to utility operations helps to manage utilities in a way which guarantees peace of mind”**

- **Assures continuity in performance optimization**
- **Encourages development of standard operating procedures**
- **Provides means to keep the institutional knowledge**
- **Introduces tools to maintain safe performance based on good practices and not just good luck**



# If Flint had G-200.....

