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…..