Optimizing Utility Operation Through the Use of AWWA Utility Management Standards

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Utility Quality Management Program Overview

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

• Developed by AWWA volunteers: consultants, operators, regulators
• ANSI certified
• “G-series” standards
• Guidebooks developed to assist in self-assessment
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
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
Multi-barrier approach to public health protection

- Source water protection – G300
- Water treatment – G100
- Distribution system management – G200
Scared of HABs?