

Effective Utility Management/A Primer for Water Sector Utilities: Association of Clean Water Administrators Issues New Publication



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The Association of Clean Water Administrators (“ACWA”) announced the issuance of a document titled: *Effective Utility Management – A Primer for Water Sector Utilities (“Primer”).*

Identified as collaborating organizations are:

- Office of Water - United States Environmental Protection Agency.
- American Water Works Association.
- Association of Metropolitan Water Agencies.
- National Association of Clean Water Agencies.
- Water Environmental Federation.
- Association of State Drinking Water Administrators.
- The Water Research Foundation.

The Primer’s objective is to assist sector utility managers in making informed decisions and practical, systematic changes to achieve excellence in utility performance in the face of everyday challenges and long-term needs for the utility and the community it serves. It is stated to utilize the expertise and experience of water sector leaders to provide a framework whose intent is to:

...help utilities identify and address their most pressing needs through an incremental, continual improvement management approach.

The Primer is stated to be relevant to water utilities regardless of size, budget, or other capacities.

The key sections of the Primer include:

- Section 1. Effective Utility Management.
- Section 2. Ten Attributes of an Effectively Managed Utility.
- Section 3. Keys to Management Success.
- Section 4. Organizational Culture.
- Section 5. Where to Begin: A Self-Assessment Tool.
- Section 6. Getting to Work: Implementation of Effective Utility Management.
- Section 7: Resources and Organizations.
- Appendix A. Definitions.
- Appendix B. Self-Assessment.

- Appendix C. Attribute-Related Water Utility Measures.
- Appendix D. A Brief History of EUM.

A copy of the Primer can be downloaded [here](#).