



American Water Works
Association



AWWA Utility Management Standards for Wastewater

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***Workshop on Water and Sanitation Systems in India:
Leveraging Standards for Infrastructure Improvement
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Agenda

1. Water utility concerns
2. Benefits of implementing AWWA utility management standards
3. Properties of an AWWA utility management standard
4. AWWA utility management standards for wastewater



Water Utility Concerns



- Heightened regulatory requirements
- Limited technical assistance from regulatory agencies
- Stakeholder interest in proven utility efficiency and effectiveness
- Tightening budgets and needs to reduce costs without risk to quality
- Closer public scrutiny of tap water quality and health issues
- Greater concern about environmental issues
- Do more with less



Optimization of Utility Operations

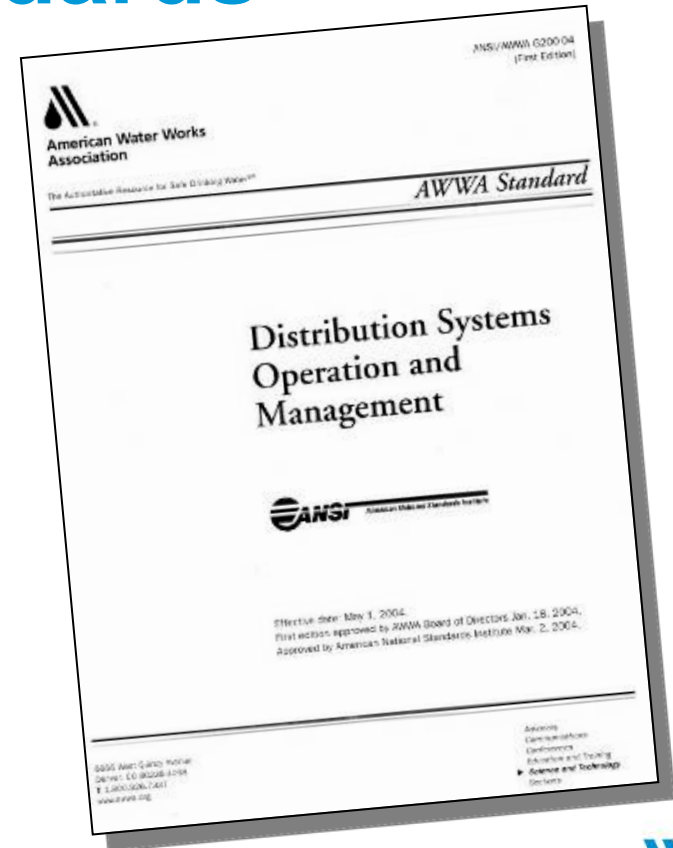


- Fosters excellence in water utilities
- Encourages continuous improvement
- Provides confidence to utilities, the public, and regulatory agencies
- Provides a framework for self-evaluation, counsel, and assistance to utilities
- Instills consumers with confidence and satisfaction in their utility services



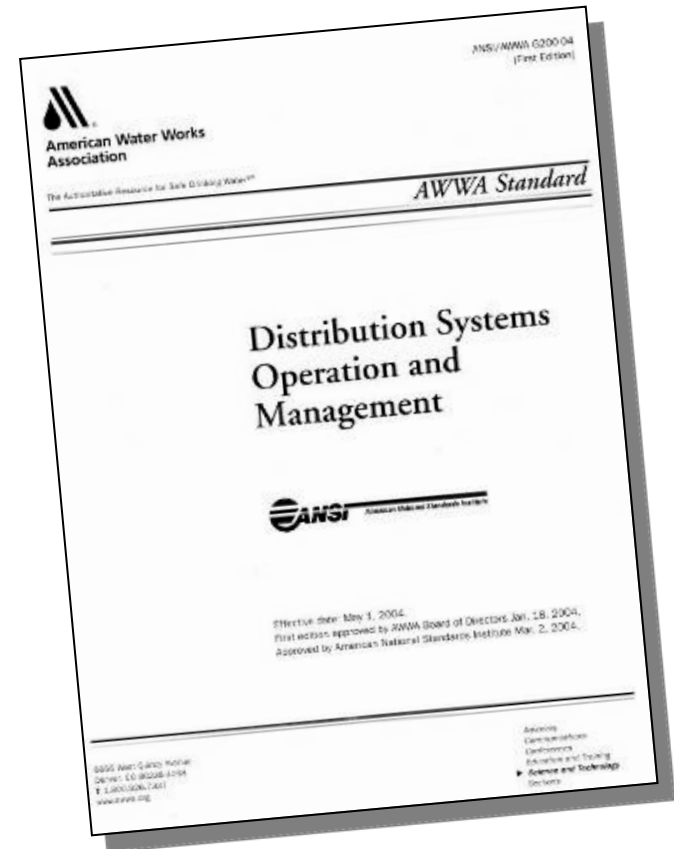
Properties of AWWA Utility Management Standards

- Designated as “G-series” standards
- Developed by AWWA volunteers: consultants, operators, regulators
- ANSI accredited
- Voluntary standards
- Consistent format
- Guidebooks sometimes available to assist in self-assessment



Utility Quality Management Overview

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



Benefits to the Utility

“Applying the AWWA utility management standards to our utility operations helps us to manage our utility in a way that guarantees peace of mind.”

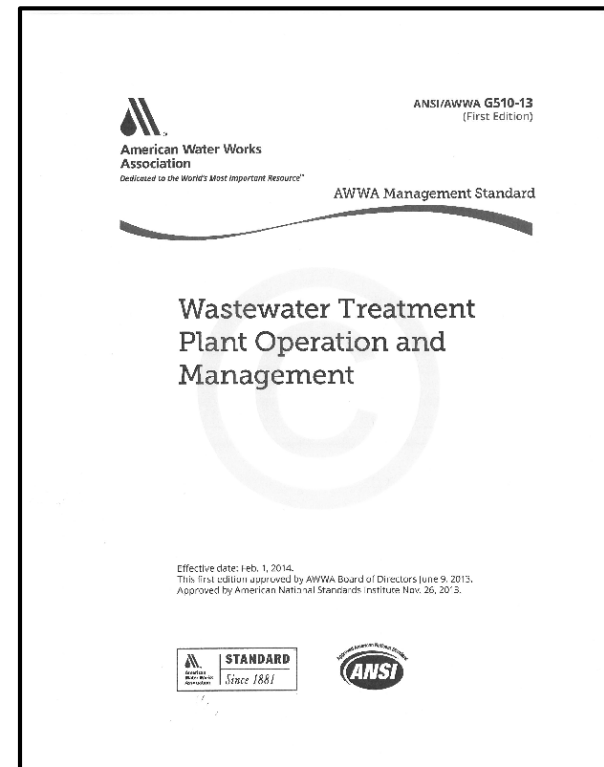
- Assures continuity in performance optimization
- Encourages development of standard operating procedures
- Provides means to keep the institutional knowledge
- Introduces tools to maintain safe performance based on good practices and not just good luck



Utility Management Standards for Wastewater

ANSI/AWWA G510-13, Wastewater
Treatment Plant Operation and
Management

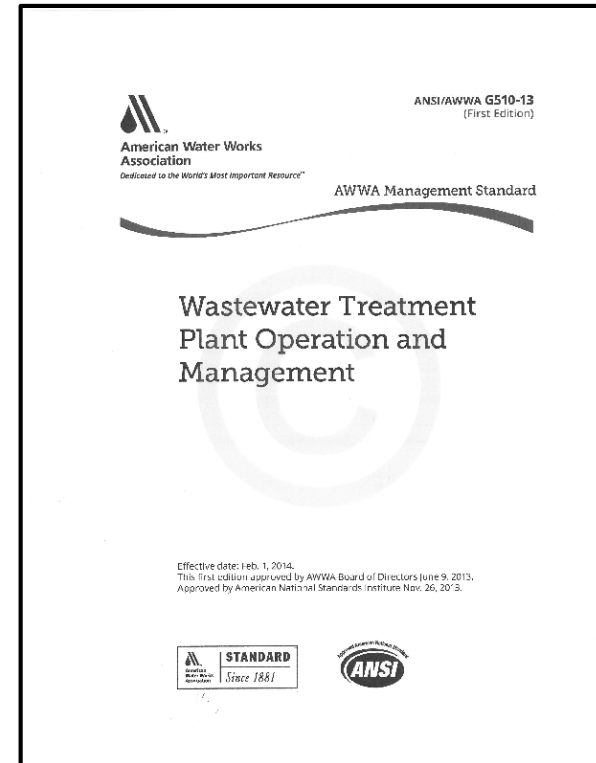
ANSI/AWWA G520-17, Wastewater
Collection System Operation and
Management



Utility Management Standards for Wastewater – General Outline (consistent format)

Foreword –

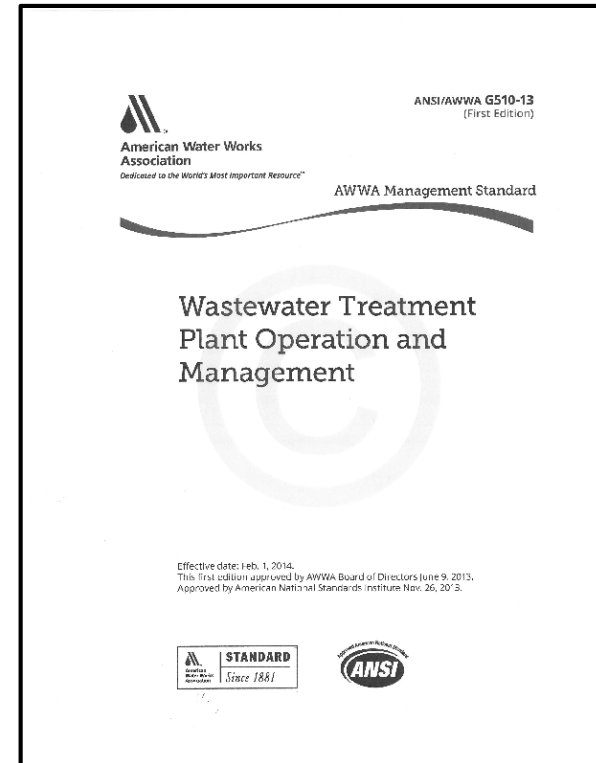
- Introduction
- Background
- History
- Acceptance
- Special Issues
- Advisory Information
- Use of This Standard
- User Options and Alternatives
- Modification to the Standard
- Major Revisions
- Comments



Utility Management Standards for Wastewater – General Outline (consistent format)

Body of the Standard –

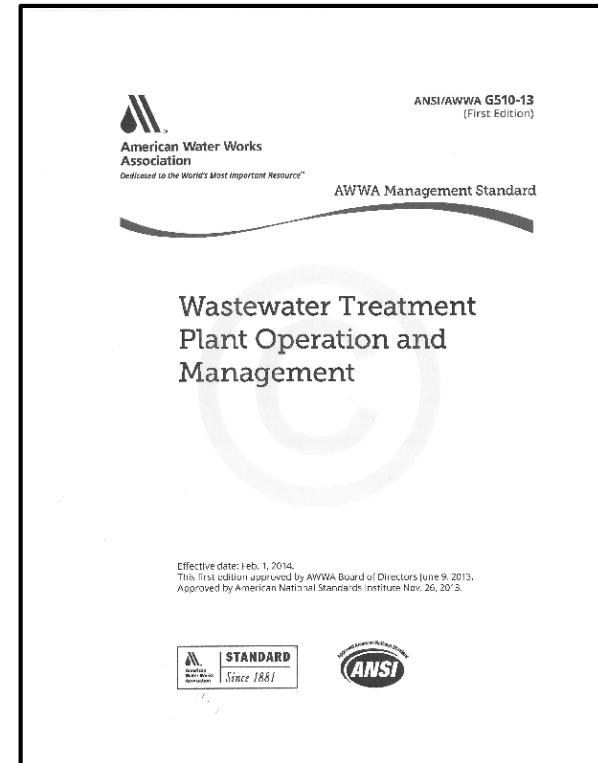
- Scope (1.1)
- Purpose (1.2)
- Application (1.3)
- References (2)
- Definitions (3)
- Requirements (4)
- Verification (5)
- Delivery (6)



Utility Management Standards for Wastewater – General Outline (consistent format)

Requirements (Sec. 4) –

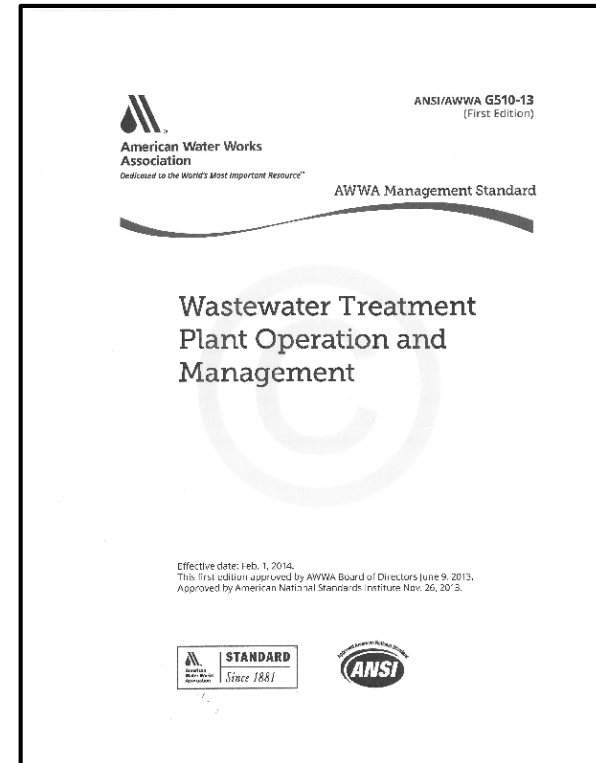
- Compliance with Regulatory Requirements
- Customer Considerations
- Operations Management Practices/Programs
- Real Property Management and Maintenance
- Other specific requirements specific to the standard topic



Utility Management Standards for Wastewater – General Outline (consistent format)

Verification (Sec. 5) –

- Documentation Required
- Examples of Documentation
- Human Resources



For more information

- American Water Works Association
www.awwa.org
- AWWA Wastewater Resource Community
www.awwa.org/resources-tools/water-knowledge/wastewater.aspx
- Water Environment Federation
www.wef.org



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