



**American Water Works
Association**



STANDARDS ALLIANCE PHASE 2

AWWA Utility Management Standards Training for Water Sector Utilities in India

OVERVIEW

The gap between reliable drinking water supply and growing demand in cities is only widening, and at an alarming level. Water quality concerns are driven by unauthorized access to distribution lines, as well as aging or crumbling infrastructure that allows for water to flow only a few hours per day. Poor water and sanitation services undermine local development and local businesses. It also increases the probability of contracting life-threatening waterborne diseases as a result of standing wastewater and unreliable drinking water sources. AWWA provides solutions for water sector utilities and AWWA works with the local AWWA India network to bring these solutions to the India water sector.

OBJECTIVES

Effective management of water sector utilities is crucial to providing reliable and water supply and sanitation services, and a well-managed utility can be a driver to promote economic development. The use of standards, such as AWWA's Utility Management Standards, assists water sector entities in addressing these challenges by improving utility management and performance over time, increasing utility efficiency, reliability, consistency, and providing safer water to the general public. AWWA's ANSI-accredited Utility Management Standards provide critical requirements and best practices for the operation and management of key water utility operations, such as water treatment plant operation and management, distribution systems operation and management, utility management, and emergency preparedness practices. In this Standards Alliance Phase 2 project, AWWA Utility Management Standards will be introduced to established India water sector utilities through a series of in-person and virtual workshops. Introducing these standards and providing instruction on how to implement them at utilities in India will provide social, economic, and public health benefits to the local communities.

ACTIVITIES

- A needs assessment survey to identify specific utility management standards topic areas of greatest interest to water sector utilities in India, will be a crucial first step of the project and will be conducted in the second quarter of 2021.
- Water Sector utilities interested in learning about and adopting utility management standards will be identified and recruited to participate during the third quarter of 2021.

- Four quarterly workshop events will be delivered in India starting in the fourth quarter of 2021. The initial workshop event will be online with the following events either online or in-person as travel conditions and restrictions allow.
- Copies of 14 ANSI/AWWA Utility Management Standards will be provided to each participating utility in advance of the first workshop.
- Monthly check-in calls with the groups of utilities will be conducted by AWWA and local partners in the time between the quarterly workshops to assist with the implementation and use of standards
- Local groups of utilities using the standards will be formed to sustain the long-term use of the standards and continued implementation after the conclusion of the quarterly workshops in late 2022.
- Gender-diverse participants are recruited and content describing benefits of gender diversity and inclusion is to be included in the workshops.

EXPECTED RESULTS

- 20 to 30 water sector utilities are introduced to ANSI/AWWA Utility Management Standards and awareness is increased of the benefits of using best practices and continuous quality improvement.
- Participants implement selected pieces of standards to improve management and performance over time, resulting in improved efficiency, quality and reliability of service for water and sanitation.
- Participating water sector utilities establish a sustainable user group to support each other in the continued growth in the use of standards and support continuous and sustainable improvement.

STAKEHOLDERS

- Water and Wastewater Utilities
- India Ministry of Water Resources
- Local Regulators

About ANSI: ANSI is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

About AWWA: The American Water Works Association is an international, nonprofit, scientific and educational society dedicated to providing total water solutions assuring the effective management of water.

FOR FURTHER INFORMATION, CONTACT:

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