



Asset Management Leads to Effective Utility Management

Jennifer Drinan
January 24, 2018

Common Challenges for Utility Managers

- Rising costs and affordability
- Aging infrastructure
- On-going and changing regulatory requirements
- Enhanced customers' expectations
- And rapidly evolving technology

The Effective Utility Management (EUM) Initiative

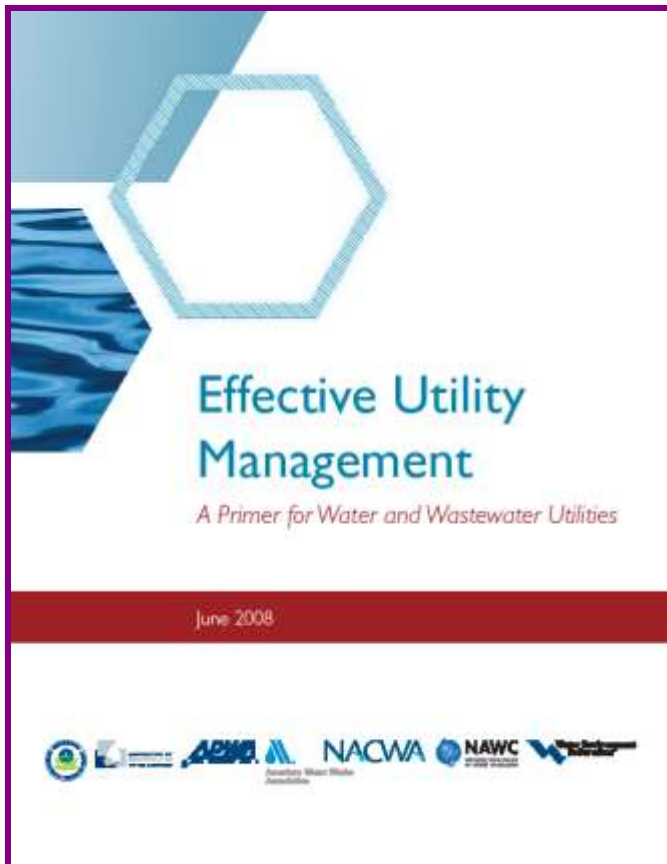
- In response to these common challenges, US EPA and six national water sector associations collaborated to launch the Effective Utility Management (EUM) Initiative
- The Collaborating Organizations of the EUM Initiative



The Effective Utility Management Initiative

- Products developed for utility managers by utility managers and the collaborating organizations:
 - » 10 Attributes of Effectively Managed Utilities
 - » The EUM Primer for Water and Wastewater Utilities
 - » The EUM Resource Toolbox
 - » An on-line interactive version of the EUM Primer
 - » Utility case studies on implementing the 10 Attributes
- All available at WaterEUM.org
- Updated in 2017

Four Components of EUM Primer



- 10 attributes of effectively managed utilities
- 5 keys to management success
- Self assessment tool to prioritize actions
- Sample measures to track progress

10 Attributes of Effectively Managed Water Utilities

- Clean Water
- Happy Customers
- Career Track Employees
- Operating in Top Form
- Good Finances
- Reliable Equipment and Systems
- Emergency Management
- Green Community
- Reliable Water Source
- Everybody is on Board



2011 EPA Region 1 Case Study

- 47 water and wastewater utilities participated.
- Went through the Self Assessment process
- Rated their achievements with the 10 attributes.
- Ranked the importance of the 10 attributes.
- Identified attributes for their implementation plans.

CS: Attribute Effectiveness Rating

Most Effective:

- Product Quality
- Water Resource Adequacy
- Operational Resiliency

Least Effective:

- Infrastructure Stability
- Employee & Leadership Development
- Financial Viability (Wastewater)
- Stakeholder Understanding and Support (Drinking Water)

CS: Attribute Importance Ranking

Most Important:

- Product Quality
- Infrastructure Stability
- Financial Viability

Least Important:

- Stakeholder Understanding & Support
- Community Sustainability

CS: Implementation Plans

Most Important:

- Infrastructure Stability
- Financial Viability
- Stakeholder Understanding & Support

Least Important:

- Product Quality
- Water Resource Adequacy
- Community Sustainability

5 Keys to Management Success

1. Leadership

Commitment from the top

2. Strategic Business Planning

Setting the vision, mission, and goals with a long-term perspective

3. Organizational Approaches

Involve employees, change management, implementation strategies

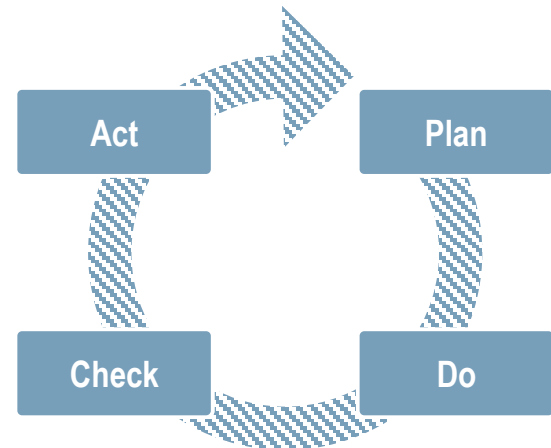
5 Keys to Management Success

4. Measurement

Quantify baseline performance and track improvements

5. Continual Improvement Management Systems Framework

Plan, Do, Check, Act cycle



How to become an effectively managed utility?

1. **Rate** your utility's level of achievement for each attribute
2. **Rank** the importance of each attribute for your utility.
3. **Chart** the results
4. **Focus** on one or more Attributes
5. **Improve** by developing and implementing a utility-specific plan

<http://www.WaterEUM.org/>



Questions?

Thank You!

Jennifer Drinan
January 24, 2018