

NEWEA Wastewater Utility Award for Operational and Performance Excellence

The NEWEA Wastewater Utility Award serves to acknowledge the outstanding performance of a wastewater division in the New England area. Many times performance is only highlighted when problems occur, the NEWEA Utility Management Committee recognizes this fact and looks to change public perception about this field and the important role it plays in everyone's lives each day.

NEWEA and the NEWEA Utility Management committee understand that flow and loadings should not be the only criteria for this award but how the process, people and customers are managed is of paramount importance. Therefore regardless of your facility's capacity, we offer you the opportunity to show to NEWEA and New England the pride and accomplishment of yourself and your staff.

The application should not exceed 10 pages in length. Please submit 2 hard copies and one electronically to:

Utility Management Committee, Chairman
C/O NEWEA
100 Tower Office Park, Suite K
Woburn, MA 01801
(781) 939-0908 phone
(781) 939-0907 fax

Name of Facility:

Person Submitting Application:

Address:

City / State / Zip:

Phone:

Fax:

Email of person submitting application:

Website if applicable:

1. Population Served:

2. Wastewater Treatment facility only: _____ yes _____ no

3. Wastewater Treatment and Collections: _____ yes _____ no

4. Size of Facility in flow: _____ mgd

5. Number of Employees: _____

6. Explanation of Treatment Process Including Biosolids handling: _____

7. Unique Characteristics of Your Facility including challenging management issues faced at your facility?

8. Size of Collection System in Miles if applicable: _____

9. Strategic Goal Planning:

How does your utility prioritize short and long term strategic goals? Do you have a short term and long-term capital improvement plan in place? Is there an approved and accepted capital improvement plan in place? What are your short and long term strategic goals for your utility? What process do you utilize to insure your utility is providing cost effective service to your community or region? Show how you've managed to budget over the past three years. Express in terms of percentage (e.g., 100%, 114%, 98%). Show how well you've managed CIP goals as to implementation date to planned date over the past three years.

10. Environmental Management Systems: What tools do you have in use that affectively allow you to manage your utility, such as SCADA, and software tracking systems? Are your systems integrated to allow effective decision making amongst stakeholders? How do you use technology in EMS to gauge utility performance? What are your performance goals for these systems and have you performed to those goals over the past three years?

11. Communications and Employee Involvement: Is there a union in place in your facility and if so how do you achieve a win-win relationship. How does your facility involve employees in the decision making process?

12. Customer Satisfaction Programs: Is there a Customer Satisfaction Program in place? If so and if not, how is customer satisfaction measured? What is the perceived level of customer satisfaction? Is there a customer complaint management system? Are customer complaints followed up with customer after resolution?

13. Employee Developments and Recognition: Do you have an Employee Recognition program? Are employees aware of the criteria? How are employees recognized? What publicity is used?

14. Performance Improvement Programs:

Link specific short term goals to specific items in your performance improvement program.

15. Community Involvements and Outreach:

How does your utility reach out to the community to make them aware of the critical nature of your service?

16. Awards:

Please let us know what awards have been presented over the past five years?

17. Training and Succession Programs:

Do you have a formal training program? Does your training policy allow regular off-site training? Does your budget include funding for training? Are employees who contribute to the organization recognized? How? Is there a succession program in place for replacement of senior personnel when they retire?

18. Maintenance Management:

How are maintenance needs tracked? Is a computerized system in place? Are employees involved in the process? Does management review and revise? Do you use benchmarks for measuring activities, if so what type.
