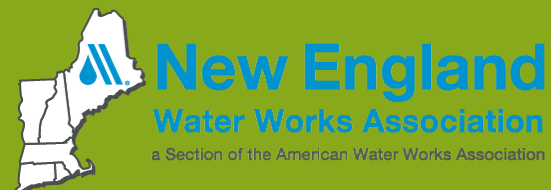




EFFECTIVE UTILITY MANAGEMENT

THE ROAD TO SUSTAINABILITY
FOR WATER AND WASTEWATER UTILITIES

JIM HORNE (U.S. EPA)





**A STRONG AND CONTINUING WATER SECTOR
COLLABORATION**



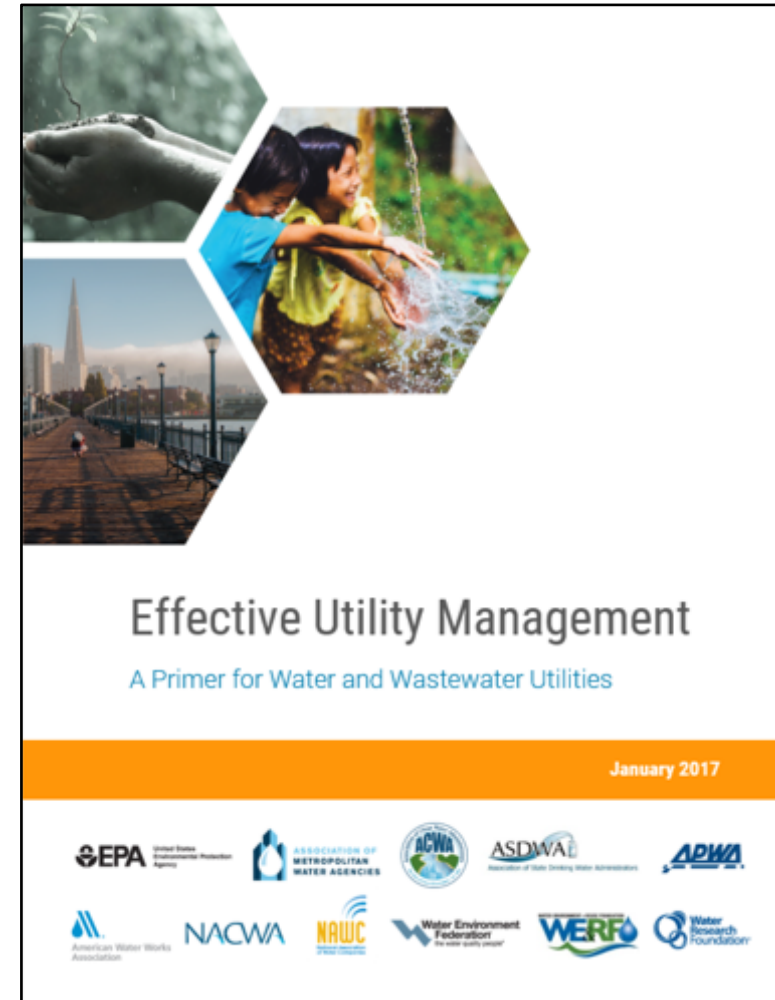
SO---WHAT IS EUM ALL ABOUT,
AND WHAT'S IN IT FOR YOU?



THE TEN
ATTRIBUTES OF
EFFECTIVE UTILITY
MANAGEMENT
AND FIVE KEYS TO
MANAGEMENT
SUCCESS

EFFECTIVE UTILITY MANAGEMENT: A PRIMER FOR WATER AND WASTEWATER UTILITIES

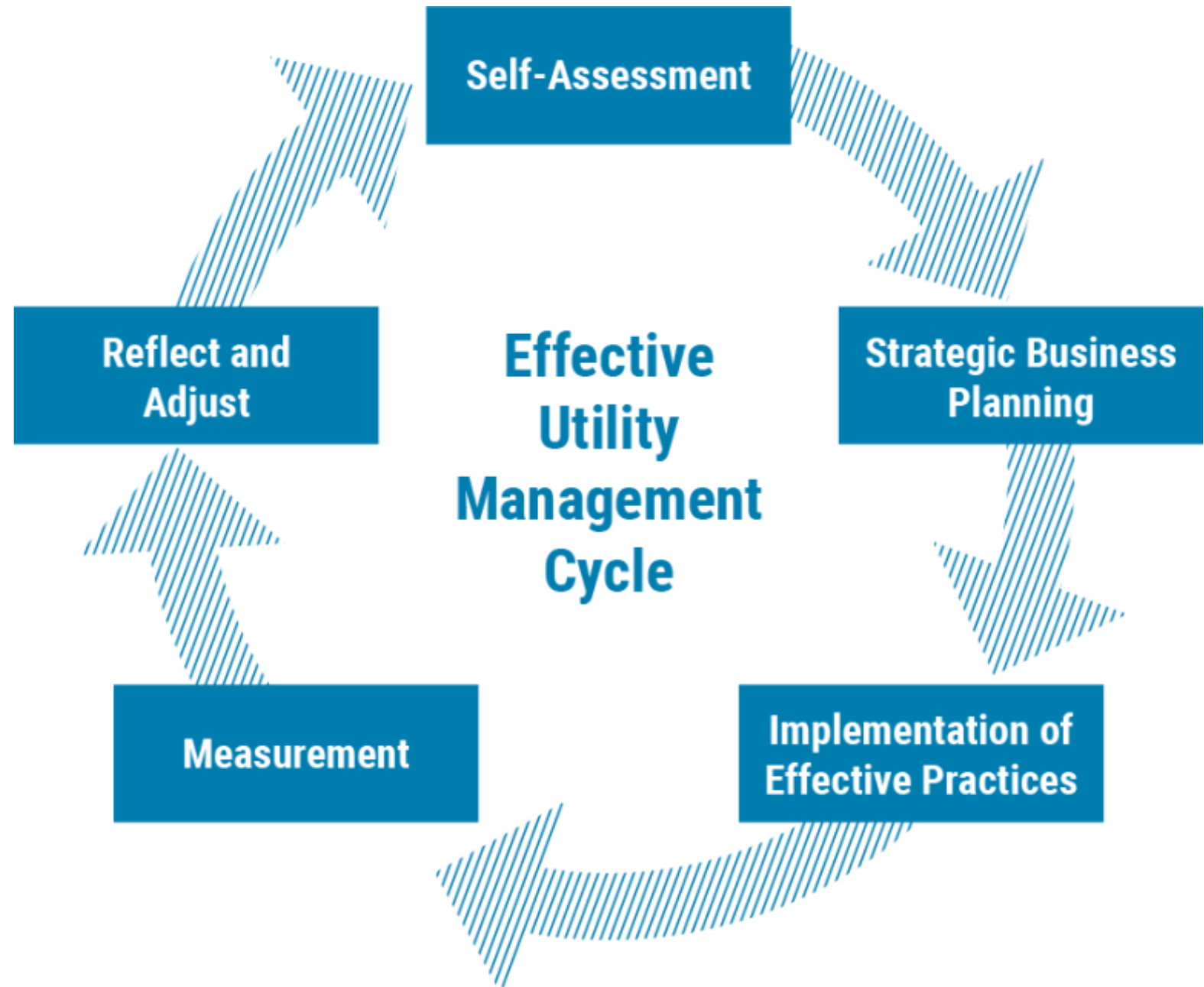
- The *EUM Primer* was originally released in June 2008
- It was re-released in January 2017 with updates to help tackle the new and emerging challenges that they face today
- It is the “GO TO” document for Effective Utility Management



EUM: ALL ABOUT ASSESSING AND IMPROVING

- The *EUM Primer* walks utilities through several easy steps to highlight strengths and areas for improvement using the Ten Attributes
- EUM provides utilities with a simple, replicable way to get an objective “snapshot” of their operations
- EUM does not dictate priorities for utilities, but rather helps them think through where they believe they are strongest and also where they have the most room for improvement -- YOU SET THE AGENDA AND THE PACE!
- In addition to the self-assessment exercise, the *EUM Primer* includes a list of measures that drinking water and wastewater utilities can use to assess their performance and progress in each of the Ten Attribute areas





Self-Assessment

Strategic Business Planning

Implementation of Effective Practices

Measurement

Reflect and Adjust

Effective Utility Management Cycle

THE CONTINUAL IMPROVEMENT CYCLE OF EFFECTIVE UTILITY MANAGEMENT

THE PATH TO SUSTAINABLE AND EFFECTIVE UTILITY MANAGEMENT



THE BOTTOM LINE: EUM HELPS UTILITIES TO...

- Move from the “crisis of the day” to proactive planning for the future;
- Protect your current infrastructure investments
- Save money by optimizing the planning and delivery of services to your customers;
- Help recruit and retain a trained and motivated workforce
- Ensure a safe, reliable source of water for the future;
- Become more resilient to short-term disasters and other longer-term challenges; and
- Build greater understanding and support from decision-making bodies, customers, and other community stakeholders.

YOU CAN DO THIS!



IMPLEMENTING EFFECTIVE UTILITY MANAGEMENT AT YOUR UTILITY – WEBINAR

February 28th
1:00-2:30pm Eastern

Registration is free

<https://attendee.gotowebinar.com/register/1749099079191724804>



HOW DO I GET STARTED?

Effective Utility Management
Webinar

EUM RESOURCES FOR UTILITIES AVAILABLE AT:

- WaterEUM.org
- www.epa.gov/sustainable-water-infrastructure/effective-utility-management-practices
- And through all of the Collaborating Organizations



THANK YOU!



QUESTIONS?
STORIES TO SHARE?

TALK TO US!

Please share your EUM questions and success stories with the Collaborating Organizations

Contact:

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