Effective Utility Management Committee - Findings and Recommendations

Implementation Actions

May 8, 2007

The Collaborating Organizations of the Effective Utility Management Collaboration are pleased to embrace the Findings and Recommendations for a Water Sector Management Strategy prepared by the Steering Committee of the Effective Utility Management Collaboration. The Collaborating Organizations believe that the work of the Steering Committee can play a pivotal role in promoting effective utility management over time, and we will work collectively and individually to encourage our members and the sector as a whole to make effective use of their Findings and Recommendations.

To that end, the Collaborating Organizations have identified the following actions to build upon the recommendations and work of the Steering Committee.

Short-Term Actions

• Implement a coordinated and comprehensive rollout of a sector strategy as soon as possible.
• Create a standard presentation kit that could be used by Collaborating Organizations, utilities, and others to explain the initiative and its findings.
• Create a basic resource toolbox to help utilities manage more effectively based on the Attributes and the Keys to Management Success.
• Develop a “primer” to help utility managers understand the background and objectives of the initiative and help them use the Attributes and apply the Keys to Management Success.
• Jointly sponsor web casts and other educational sessions to describe the initiative and its findings.

Long-Term Actions

• Explore options to link the attributes of effectively managed utilities into existing Collaborating Organizations’ recognition or awards programs, as appropriate, and consider the need for a joint sector wide recognition/awards program for utilities that adopt management strategies based on the Attributes and Keys to Management Success.
• Explore further partnerships with organizations that may be interested in the Findings and Recommendations of the Report and with organizations that may be interested in promoting and encouraging these Findings and Recommendations within their individual membership bases.
• Develop a cohesive set of targeted, generally applicable, individual water sector utility measures that could be used to gauge progress. This effort could build on existing programs and other sources of information.
• Continue to communicate and coordinate efforts to promote effective utility management.

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