



**American Water Works  
Association**

The Authoritative Resource on Safe Water®

AWWA G400-09  
(First Edition)

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*AWWA Standard*

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# Utility Management System



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\* Liaison, nonvoting

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## Foreword

*This foreword is for information only and is not a part of ANSI<sup>\*</sup>/AWWA G400.*

### **I. Introduction.**

I.A. *Background.* The AWWA Standards Program is designed to serve water, wastewater, and reuse utilities, their customers, owners, service providers, and government regulators. The standards developed under the program are generally intended to improve a utility's overall operations and service. Among these programs is a specific effort to establish formal management and operations guidelines. These guidelines identify the appropriate practices, procedures, and behaviors whose implementation will promote effective and efficient utility operations and contribute to protection of public health, public safety, and the environment.

AWWA's standards process has been used for more than ninety years to produce ANSI-approved standards for materials and processes that are used by the water and wastewater utility industries. These standards are recognized worldwide and have been adopted by many utilities and organizations. Likewise, this performance standard is developed using the same ANSI-recognized formal process. Volunteer standards committees establish standard practices in a uniform and appropriate format.

Formal standards committees have been and continue to be formed to address the individual standard practices for the diverse areas of water, wastewater, and reuse utility operations. A formal standards committee was created in November 2006 to create this standard for utility management systems.

AWWA has developed a series of utility management standards, designed to cover the principal activities of a typical water and/or wastewater utility. Some examples of the individual topics in this series include those for water treatment plants, distribution systems, and source water protection. Others under development include topics such as business practices, emergency planning, security, and communication and public relations. More topics will be added over time, including those for wastewater utilities.

Further, this specific utility management system standard is intended for use with each of the individual standards in the series of utility management standards. It is the guide and framework into which the others fall.

I.B. *History.* This is the first edition of this standard.

I.C. *Acceptance.* There is no applicable information for this section.

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<sup>\*</sup>American National Standards Institute, 25 West 43rd Street, Fourth Floor, New York, NY 10036.

## **II. Special Issues.**

II.A. *Advisory Information on Application of Standards.* This standard includes only those requirements that are limited exclusively to establishing a framework for a utility management system for a drinking water or wastewater utility. Separate standards within the series of utility management standards have been and will continue to be developed to cover the principal activities of a typical water and/or wastewater utility.

**III. Use of This Standard.** It is the responsibility of the user of an AWWA standard to determine that the products and provisions described in that standard are suitable for and compatible with the user's intended application being considered.

III.A. *Options and Alternatives.* It is anticipated that options and alternatives to this standard may be identified during the pilot process.

III.B. *Modification to Standard.* There is no applicable information for this section.

**IV. Major Revisions.** This is the first edition; as such, there are no major revisions.

**V. Comments.** If you have any comments or questions about this standard, please call the AWWA Volunteer and Technical Support Group at 303.794.7711, Fax 303.794.6303, write to the group at 6666 West Quincy Avenue, Denver, CO 80235-3098, or e-mail the group at [standards@awwa.org](mailto:standards@awwa.org).





**American Water Works  
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*AWWA Standard*

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# Utility Management System

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## SECTION 1: GENERAL

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### Sec. 1.1 Scope

This standard covers the essential requirements for an effective utility management system.

### Sec. 1.2 Purpose

The purpose of this standard is to define the minimum requirements for establishing a utility management system for a water or wastewater utility that will promote continuous improvement.

### Sec. 1.3 Application

This standard can be referenced to provide water or wastewater utilities with a basis for continuous improvement or that can be used as a component of an already existing program or effort.

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## SECTION 2: REFERENCES

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This standard references the following documents. In their latest editions, they form a part of this standard to the extent specified within the standard. In any case of conflict, the requirements of this standard shall prevail.