



**American Water Works  
Association**

The Authoritative Resource on Safe Water®

ANSI/AWWA G410-09  
(First Edition)

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*AWWA Standard*

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# Business Practices for Operation and Management



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\*Liaison, nonvoting

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## Foreword

*This foreword is for information only and is not a part of ANSI/AWWA G410.*

### **I. Introduction.**

I.A. *Background.* The AWWA Standards Program is designed to serve water and wastewater 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 standards is this effort to establish formal management and operations guidelines. These guidelines identify 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-recognized 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 and wastewater utility operations. A formal standards committee was created in November 2006 to create this standard, Business Practices for Operation and Management.

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

I.C. *Acceptance.* No applicable information for this section.

### **II. Special Issues.**

II.A. *Advisory Information on Application of Standards.* This standard includes only those requirements that are limited exclusively to establishing effective operation and management business practices for drinking water or wastewater systems. Separate standards will cover in more detail programs such as establishing a utility management system framework, water treatment plant operation and management, distribution system operation and management, source water protection, security practices, emergency preparedness, and customer relations and communications.

**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.* 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 at 303.794.6303, write to the group at 6666 West Quincy Avenue, Denver, CO 80235, or e-mail the group at [standards@awwa.org](mailto:standards@awwa.org).





**American Water Works  
Association**

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## *AWWA Standard*

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# **Business Practices for Operation and Management**

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## **SECTION 1: GENERAL**

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### **Sec. 1.1 Scope**

This standard describes the critical elements of effective business practices for the operation and management of water and wastewater utilities. It encompasses the major functions necessary to sustain a successful utility and information management.

### **Sec. 1.2 Purpose**

The purpose of this standard is to establish criteria for how water and wastewater utilities develop, measure the performance of, and improve the strategic planning, resource management, and support functions necessary to create and sustain a high-performing organization. This standard describes the framework that successful utilities should use in developing and improving the performance of these business practices, including the establishment of policies and performance standards, the creation of functions and practices, the development of organization capacity and technology, and integration of functions and practices with the larger organization and its strategies.