



**American Water Works
Association**

ANSI/AWWA G480-13
(First Edition)

AWWA Standard

Water Conservation Program Operation and Management

Effective date: July 1, 2013.

This first edition approved by AWWA Board of Directors Jan. 20, 2013.

Approved by American National Standards Institute April 29, 2013.



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ISBN-13, print: 978-1-58321-947-8
ISBN-10, print: 1-58321-947-1

eISBN-13, electronic: 978-1-61300-237-7
eISBN-10, electronic: 1-61300-237-8

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Contents

All AWWA standards follow the general format indicated subsequently. Some variations from this format may be found in a particular standard.

SEC.	PAGE	SEC.	PAGE
<i>Foreword</i>		1.2 Purpose	1
I Introduction.....	vii	1.3 Application.....	1
I.A Background.....	vii	2 References	2
I.B History.....	vii	3 Definitions	2
I.C Acceptance	vii	4 Requirements	
II Special Issues.....	vii	4.1 Regulatory Requirements	3
II.A Advisory Information on		4.2 Top-Level Organizational	
Application of Standards	vii	Functions	3
III Use of This Standard	viii	4.3 Internal Utility Actions and	
III.A Options and Alternatives.....	viii	Requirements	4
III.B Modification to Standard	viii	4.4 External Policy Requirements.....	6
IV Major Revisions.....	viii	4.5 Wholesale Agency Requirements.....	6
V Comments	viii	5 Verification	
<i>Standard</i>		5.1 Documentation	6
1 General		6 Delivery	7
1.1 Scope	1		

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Foreword

This foreword is for information only and is not a part of ANSI/AWWA G480.*

I. Introduction.

I.A. *Background.* The AWWA utility management standards are 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 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 90 years to produce American National Standards Institute (ANSI)-approved standards for materials and processes that are used by the water, wastewater, and reuse utility industries. These standards are recognized worldwide and have been adopted by many utilities and organizations. Likewise, this management 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 formed and continue to form to address the individual standards practices for the diverse areas of water and wastewater utility operations and management. A formal standards committee was created in January 2009 to create this standard, Water Conservation Program Operation and Management.

I.B. *History.* This is the first edition of this standard. It was approved by the AWWA Board of Directors on Jan. 20, 2013.

I.C. *Acceptance.* There is 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 practices related to water conservation programs for utilities. Separate standards adopted by the AWWA Standards program 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

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water protection, security practices, emergency preparedness practices, business practices, 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 methods described in that standard are suitable for use in the particular application being considered.

III.A. *Options and Alternatives.* There is no applicable information for this section.

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 AWWA Engineering and Technical Services at 303.794.7711, FAX at 303.795.7603, write to the department at 6666 West Quincy Avenue, Denver, CO 80235-3098, or email at standards@awwa.org.



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Water Conservation Program Operation and Management

SECTION 1: GENERAL

Sec. 1.1 Scope

This standard describes the critical elements of an effective water conservation program. It encompasses activities undertaken by a utility within its own operations to improve water use on the supply side through distribution system management and on the demand side through customer billing and education practices. A conservation program meeting this standard has the potential to impact all water users.

Sec. 1.2 Purpose

The purpose of this standard is to establish criteria for the establishment of a formal utility water conservation program.

Sec. 1.3 Application

This standard can be referenced in the development and evaluation of water utility conservation programs.