



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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