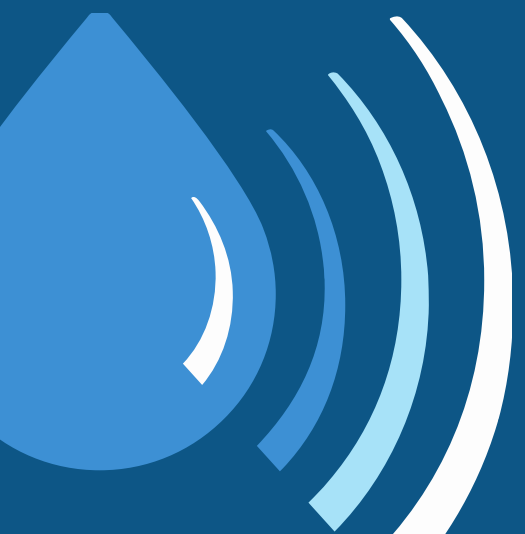




APPLICATION OVERVIEW

April 19, 2019



PRESENTERS:

Ted Henifin

Chair, NACWA Awards Committee
General Manager
Hampton Roads Sanitation District
Virginia Beach, VA

and

Lisa K. Van Riper

Chief of Enterprise Communication
Alexandria Renew Enterprises
2018 Platinum Excellence in Management Agency

WELCOME

NACWA's *Excellence in Management (EIM) Recognition Program* recognizes the significant achievements of Member Agencies in the utility management arena.

EIM honors agencies that have adopted – or made progress toward – successful implementation of, management practices described in the *Ten Attributes of Effectively Managed Water Sector Utilities*.

TEN ATTRIBUTES OF EFFECTIVELY MANAGED WATER SECTOR UTILITIES

These *Attributes* provide a clear set of reference points and are intended to help utilities maintain a balanced focus on all important operational areas.

'*Awards Committee Notes*' are provided to guide and support your response.

- ✓ Product Quality (Required Attribute – Peak Performance Award Receipt)
- ✓ Financial Viability (Required Attribute – Metrics)
- ✓ Customer Satisfaction (Metrics Desired)
- ✓ Stakeholder Understanding & Support
- ✓ Operational Optimization (Metrics Required)
- ✓ Employee & Leadership Development
- ✓ Enterprise Resiliency (Inclusive of All Resilience Initiatives)
- ✓ Infrastructure Strategy & Performance (Metrics Desired)
- ✓ Community Sustainability
- ✓ Water Resource Sustainability

RECOGNITION AT PLATINUM, GOLD & SILVER LEVELS

Platinum: Implemented – or has taken substantive steps to implement –
9 of the Ten Attributes of Effectively Managed Water Sector Utilities

Gold: Implemented – or has taken substantive steps to implement –
7 Attributes

Silver: Implemented – or has taken substantive steps to implement –
5 Attributes

RECOGNITION TERM

Platinum recognition spans 3 years

Applicants receiving Gold or Silver recognition may reapply annually until Platinum status is achieved

RECOGNITION REQUIREMENTS

1-page narrative describing the management practices and actions taken to implement each Attribute with metrics included as required/desired.

- ✓ May include both texts & graphics
- ✓ May describe past actions – Must illustrate how they impact current accomplishments
- ✓ Be sure to identify relevant Keys to Management Success

Hyperlinks to Strategic Plan, Financial Plan, and other strategic metrics (with relevant page numbers noted) are required.

FOR EACH SELECTED ATTRIBUTE DESCRIBE

- ✓ How your agency's current management program is addressing the selected Attribute
- ✓ The performance measures or metrics used to track program effectiveness
- ✓ How your agency uses the performance measures noted to make any necessary changes to the management program
- ✓ The Keys to Management Success that played a role in the implementation of the selected *Attributes*.

KEYS TO MANAGEMENT SUCCESS

- ✓ Leadership
- ✓ Strategic Business Planning
- ✓ Knowledge Management
- ✓ Measurement
- ✓ Continual Improvement Management

LINKS FOR KEY DOCUMENTS

✓ Strategic Plan

✓ Financial Plan

✓ Strategic Metrics

*List relevant page references for each

THE SPECIFICS – EACH ATTRIBUTE NARRATIVE

- ✓ Single-spaced
- ✓ 12-point font (Times Roman or equivalent)
- ✓ No less than 1-inch margins on 8.5 x 11-inch paper
- ✓ A header with the following information:
 - NACWA Excellence in Management Recognition Program
 - Agency Name
 - Attribute* (being described)
- ✓ Provided electronically in PDF.

APPLICATION REQUIREMENTS

- ✓ Application includes signed Certification Statement
- ✓ Forwarded to NACWA electronically by May 3, 2019 to btrombino@nacwa.org

TIPS FOR SUCCESS

- ✓ Read '*Awards Committee Notes*' following the *Attributes* carefully where provided.
- ✓ Use metrics, graphics and tables to tell your story in a compelling way.
- ✓ Note relevant Keys to Management Success in your narrative.

TIPS FOR SUCCESS - PROCESS

- ✓ Draft each attribute without the one page limit
 - Then, edit out what's not necessary
- ✓ Work closely with each attribute SME
 - You can ask them to give you rough drafts
- ✓ Start early – don't wait until the last minute
 - It takes a lot of research, thought, and editing time

TIPS FOR SUCCESS - CONTENT

- ✓ When formatting, consider your audience
 - Bullets vs. thick paragraphs
 - Readable, easy to understand graphs/graphics
- ✓ Be very, very specific about programs and results
- ✓ Ensure you have hard metrics for everything
- ✓ Let your enthusiasm show in your tone and visuals
- ✓ Edit over and over again to remove fluff and replace with real substance
 - Use your engineers to help with this

EVALUATION PROCESS

- ✓ May-June - Reviewed & Evaluated by NACWA's Awards Committee
- ✓ EIM Honors Presented at NACWA's Utility Leadership Conference – July 16 – 19, 2019 – Minneapolis, MN

QUESTIONS & ANSWERS

- ✓ Web Seminar Q & A
- ✓ Web Seminar Recording Available at:
www.nacwa.org/EIM
- ✓ For questions after the webinar:
Bredy Trombino, Program Administrator
202.533.1820 or btrombino@nacwa.org

CLOSING REMARKS



We look forward to having the opportunity to recognize your utility through the Excellence in Management Program as well as NACWA's other awards programs – the National Environmental Achievement Awards, the Peak Performance Awards and the collaborative Utility of the Future Today Recognition Program.

CLOSING REMARKS



Questions?

Contact Bredy Trombino

btrombino@nacwa.org

202-533-1820

Thank You!