



AWWA Benchmarking Program

Utility Advisory
Committee
June 3, 2021

American Water Works Association

- Founded in 1881
- 51,000+ members
- 4,300+ utilities
- *Mission: “A better world through better water”*
- *Vision: Providing solutions to effectively manage water*
- Water, wastewater, stormwater, reuse

Safeguard Public Health

- Safe drinking water
- Fire protection
- Water pollution control

Support and Strengthen Communities

- Adequate and reliable supplies
- Appropriate water quality
- Appropriate prices (*financial sustainability*)

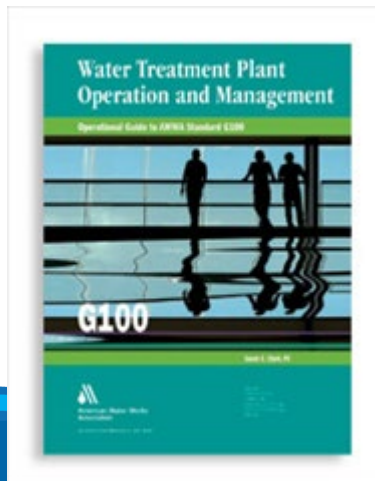
Protect the Environment

- Adequate and reliable supplies
- Appropriate water quality
- Efficient use of supplies for minimum impacts (*environmental sustainability*)



Utility Management Standards

- ANSI/AWWA G100-11 Water Treatment Plant Operation and Management
- ANSI/AWWA G200-09 Distribution Systems Operation and Management
- ANSI/AWWA G300-14 Source Water Protection
- ANSI/AWWA G310-09 Business Practices for Operation and Management
- ANSI/AWWA G400-09 Utility Management System
- ANSI/AWWA G410-09 Business Practices for Operation and Management
- ANSI/AWWA G420-09 Communications and Customer Relations
- ANSI/AWWA G430-14 Security Practices for Operation and Management
- ANSI/AWWA G440-11 Emergency Preparedness Practices
- ANSI/AWWA G480-13 Water Conservation Program Operation and Management
- ANSI/AWWA G481-14 Reclaimed Water Program Operation and Management
- ANSI/AWWA G510-13 Standard for Wastewater Treatment Plant Operations and Management



Utilities Compelled to Answer...

- *How are we performing?*
- *How do we compare?*
- *How can we improve?*



<http://bellace85.files.wordpress.com/2012/05/under-microscope.jpg>

Utility Benchmarking Program

American Water Works Association
2014 Utility Benchmarking Survey - WATER UTILITY DATA
Send questions via email to benchmarking@awwa.org or by phone at 303.347.6245

Utility Name:

Water Stats

1W: Please record your utility's **water withdrawals by source** in millions of US-gallons for 2013 or the corresponding 12-month reporting period. Please record "0" where appropriate.

	MG/year
Surface water withdrawals	#
Groundwater withdrawals	#
Water purchased wholesale from another utility	#
Imported water	#
Desalination	#
Reuse/reclaimed water	#
Other - please enter here: n/r	#

2W: Complete the following table regarding **system water demand** in millions of US-gallons per day (MGD) for the reporting period. This is the amount of water that enters your utility's distribution system. Please record "0" where appropriate.

	MGD
Average-day water demand	#
Maximum-day water demand	#
Rated water treatment capacity (design max daily)	#

Please rate your confidence in the above responses on a scale of 1-7;
1 = very low confidence, 7 = complete confidence

	Score: 1 to 7
	#

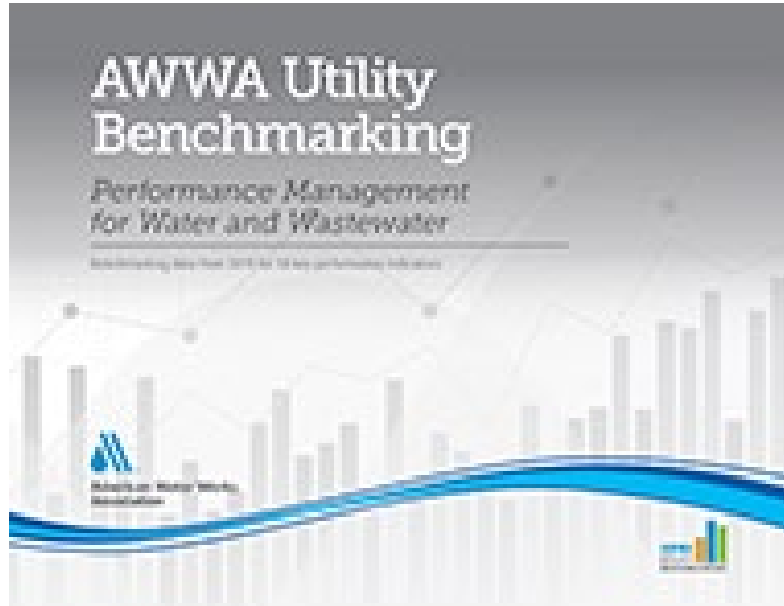
3W: Provide the total amount of **water sold in millions of US-gallons** by your utility over the reporting period. This is the amount of water that enters your utility's distribution system and include sales to inside and outside city accounts. Please record "0" where appropriate.

	MG/year
Retail water - residential water sales*	#
Retail water - non-residential water sales*	#
Wholesale water sales	#

* If not tracked separately, report all retail water sales in residential water sales answer cell

- AWWA began developing a utility benchmarking program in 1995
- Refined annually
- Well-defined and time-tested performance indicators specific to the water sector
- Currently, 58 performance indicators
- Annual Utility Benchmarking Survey
 - Definitions and calculations
 - Participant report
 - Public release of aggregate results
 - Focused Utility Benchmarking Workshops

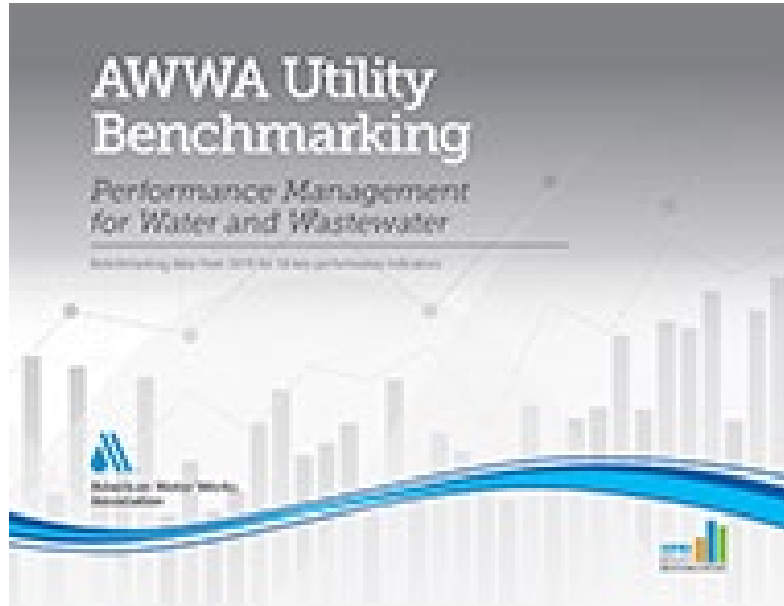
Utility Benchmarking Program



- Performance indicators generalized/ normalized in order to provide greatest general applicability
- Report central tendency measures (25th, 50th, 75th)
- Provides system for decision-makers to understand/quantify past and current performance
- Set reasonable targets for the future



Utility Benchmarking Program



Performance Indicator Categories

- **Organizational Development**
- **Business Operations**
- **Customer Relations**
- **Water Operations**
- **Wastewater and Stormwater Operations**

Olympia's Status



- Phase I – Commitment
- Phase II – Baseline data reporting – in 2022
- Phase III – Self-Assessment completion
- Phase IV – Demonstrated optimization

Challenges



- Data availability
- Subjective rankings
- Waiting on CAFR and Financial Consultant

Preliminary 2020 Results – Drinking Water

Benchmarking Participants Data				
Performance Indicator	Olympia Value	75th percentile	Median	25th percentile
Customer accounts (accounts per employee)	643	581	462	381
Debt service coverage ratio	1.35	3.49	2.52	1.7
Regulatory compliance-water (%)	100%	100%	100%	100%
Water produced per employee (MGD)	0.21	0.25	0.19	0.14
Available water supply (years)	45	61	51	27
Leaks/ 100 miles of pipe	23.3	0.8	3.6	7.9
Breaks/ 100 miles of pipe	4.1	5.5	9.6	19.4
Hydrant effectiveness-out-of-service rate (%)	0.2%	0.2%	1.0%	2.9%
Operating Costs (\$/account)	\$520	\$294	\$421	\$531
Operating Costs (\$/ 100 miles of pipe)	\$3,040,590	\$1,854,036	\$2,924,777	\$4,457,706
Planned maintenance (%) - Pump Stations	89%	80%	68%	48%



AWWA Benchmarking Program

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