



## Utility Advisory Committee

### AWWA Benchmarking

**Agenda Date:** 6/3/2021  
**Agenda Item Number:**  
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**Title**

AWWA Benchmarking

**Recommended Action/UAC Deliverable:**

Briefing only.

**Issue:**

Receive a briefing on American Water Works Association Benchmarking Program

**Staff Contact:**

Eric Christensen, Public Works Water Resources Director, 360.570.3741

**Presenters:**

Same as above

**Background and Analysis:**

The primary objective of the American Water Works Association (AWWA) Utility Benchmarking Program is to provide objective performance measures for decision makers who are responsible for utilities that provide potable water, wastewater, and/or stormwater services. Benchmarking utility performance indicators are an essential element of continuous improvement, allowing utilities to track their own performance, compare their results to peers and identify areas that could be strengthened or improved.

AWWA's Benchmarking Program tracks performance indicators developed and applied by water industry professionals, providing this information as a tool for improving operational efficiency and managerial effectiveness for utilities regardless of size or system-specific issues.

City staff are currently gathering data in numerous categories which are listed the attachment called "2021 Utility Benchmarking Indicators". The City plans to submit our data to AWWA in January 2022 for a report that the AWWA will publish in Fall 2022. Staff will discuss how they plan to apply the AWWA Benchmarking Program to the Water Resources utilities.

**Neighborhood/Community Interests:**

City utilities provide essential public health services to Olympia residents.

**Financial Impact:**

None. However, the benchmarking data will help Olympia make long term utility decisions with planning, staffing, budget, infrastructure and asset management.

**Attachments:**

Website: AWWA Benchmarking <https://www.awwa.org/Resources-Tools/Programs/Benchmarking>  
2021 Utility Benchmarking Indicators