



East Bay Municipal Utility District

A Vision for Effective Utility Management

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NACWA Steering Committee Member,
Effective Utility Management Project**

**NACWA Winter Conference
February 6, 2008**

Historic Water Sector Collaboration



What Makes Utilities Successful?

💧 10 Attributes of Effectively Managed Utilities

- ❖ Product Quality
- ❖ Customer Satisfaction
- ❖ Employee/Leadership Development
- ❖ Operational Optimization
- ❖ Financial Viability
- ❖ Infrastructure Stability
- ❖ Operational Resiliency
- ❖ Community Sustainability
- ❖ Water Resource Adequacy
- ❖ Stakeholder Understanding and Support

💧 Keys to Management Success

- ❖ Management framework to foster Utility Management success



Keys to Management Success





Leadership

Keys to Management Success

- 💧 **Leading vs. Managing**
- 💧 **Drives and inspires change**
- 💧 **Leaders as “Champions for Improvement”**
- 💧 **Provides clear organizational direction and inspires teamwork**



Leadership: Driving and Inspiring Change

Dan McConville, Jack Baylis, Chris Westhoff

Earlier Today

Strategic Business Planning

Keys to Management Success

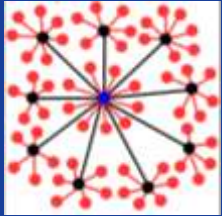
- Formalize Vision and Mission that drive development of utility goals and objectives
- Use as tool to balance and integrate Key Attributes
- Provide long-term view of utility goals motivating performance



Strategic Planning Panel Presentation

Up Next

John O'Neil, Larry Nespica, Keith Smith, Doug Harp, Brian Wheeler, Linda Blankenship



Organizational Approaches

Keys to Management Success

- Establish a “Participatory Culture”
- Engage employees in improvement efforts
- Delegate decision making and empower staff
- Seek early “wins” to build momentum



Organizational Flexibility – Productive Workforce

Marcia Isbell, Gary Fujita, Tom DeLaura

Thursday

9:00–10:15 am

Creating Tomorrow's Utility Workforce

Joshua Boltz, Mike Selna, Carol Higley

Thursday

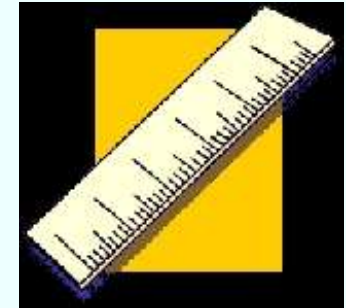
10:30–12:00 pm



Measurement (Performance)

Keys to Management Success

- 💧 **Backbone of Strategic Business Planning, Continual Improvement**
- 💧 **Focus on effective internal management and external stakeholder needs**
- 💧 **Track Key Performance Indicators (KPIs)**



Maintaining and Evaluating Successful Practices

Billy Turner, Terry Bruek, James Ricci, Peter Maynard,
Ron Maze, Kerry Brough

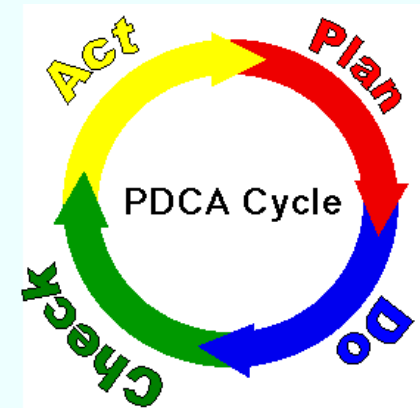
Friday

9:00–11:00 am

Continual Improvement Management Framework

Keys to Management Success

- “Plan-Do-Check-Act”
- Critical management strategy for making progress and implementing improvements
- Honest self-assessment
- Explicit performance objectives
- May be supported by Benchmarking, Gap Analysis, etc.



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9:00–11:00 am

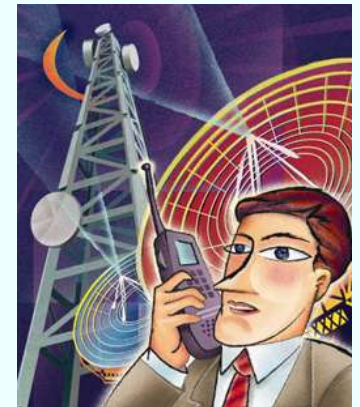
How Do NACWA Member Agencies Benefit?

- 💧 **“Kick-start” your agency’s program using the primer**
- 💧 **Focus on your highest priority attributes**
- 💧 **Help to develop your next generation of leaders**
- 💧 **Help to refine your agency’s performance measures**
- 💧 **All agencies have room for improvement**



How Will We “Institutionalize” Effective Utility Management in the Water Sector?

- 💧 Collaborating organizations
 - ❖ Websites
 - ❖ Targeted conference sessions/workshops
 - ❖ Joint specialty conferences
 - ❖ Awards
 - ❖ Traveling roadshows, webcasts
- 💧 State/local association conferences/meetings
- 💧 Resource Toolbox – CD/website
- 💧 Continued EPA involvement





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Questions for Jim and Ed?

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