



International  
Water Association

# Global Perspective on Creating a First Class Utility

Glen T. Daigger, Ph.D., P.E., BCEE, NAE  
President, IWA

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Senior Vice President and Chief Technology Officer, CH2M HILL  
NACWA Summer Conference & 41<sup>st</sup> Annual Meeting:  
Engineered for Success... Creating a First Class Public Utility  
Chicago, IL, July 19-22, 2011

# A First Class Utility:

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- Thinks and Acts Based on Their Watershed
- Is Connected to Their Local Community
- It Adapting to an Evolving and Uncertain Future
- Is in it for the Long Run



# A First Class Utility:

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- Thinks and Acts Based on Their Watershed
  - This Means Going Beyond the Regs
  - Often it Means Building Coalitions to be Effective
- Is Connected to Their Local Community
- It Adapting to an Evolving and Uncertain Future
- Is in it for the Long Run



# A First Class Utility:

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- Thinks and Acts Based on Their Watershed
- Is Connected to Their Local Community
  - Politically
  - To the Public
- It Adapting to an Evolving and Uncertain Future
- Is in it for the Long Run



# A First Class Utility:

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- Thinks and Acts Based on Their Watershed
- Is Connected to Their Local Community
- It Adapting to an Evolving and Uncertain Future
  - Financially Viable
  - Robust and Sustaining Workforce
  - Physical Infrastructure is Well Managed
  - Proactively Identifies and Acts on Emerging Issues
- Is in it for the Long Run



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