



APPLICATION

NACWA's *Excellence in Management Recognition Program (EIM)* was launched in 2003 to recognize the significant achievements of Member Agencies in the utility management arena. This *Recognition Program* honors Member Agencies that have adopted successful management practices that address the range of challenges faced by public clean water utilities in today's competitive environment. Since 2007, the *EIM Program* has recognized utilities that have embraced for progress toward implementation of the *Ten Attributes of Effectively Managed Water Sector Utilities* (Attributes).

NACWA's *EIM Program* was enhanced in 2012 with the addition of *Resource Efficiency & Protection Activities* (Activities) to the *Ten Attributes of Effectively Managed Water Sector Utilities*, and the incorporation of Platinum, Gold, and Silver recognition. Member Agencies receiving recognition in 2014, will be eligible to reapply in three years. Subsequent applications may address different Attributes and Activities and must provide updated information regarding the original Attributes and Activities from your 2014 application.

Eligibility

- All NACWA Member Agencies in good standing.
- Recognition spans three years. Applicants may reapply at that time.

APPLICATION BASICS

To receive recognition, applicants must submit a written narrative describing the management practices and actions the public utility has implemented, or taken substantive steps to implement, consistent with a defined number of Attributes and Activities. Please see the accompanying listing of *Attributes & Activities* for additional information to assist you in applying. Applicants may describe past actions, but the written narrative must illustrate how those actions impact current accomplishments (within the past 12 months of the 2013 calendar year). ***Every application must include the Attributes of Product Quality and Financial Viability.*** Sample successful applications are located on the NACWA website. ***The deadline for application for Excellence in Management Recognition is April 30, 2014.***

Recognition will be provided based on the following criteria:

Platinum Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of 9 of the *Ten Attributes of Effectively Managed Water Sector Utilities* and a total of 4 *Resource Efficiency & Protection Activities*

Gold Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of 7 of the *Ten Attributes of Effectively Managed Water Sector Utilities*, and a total of 3 *Resource Efficiency & Protection Activities*

Silver Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of 5 of the *Ten Attributes of Effectively Managed Water Sector Utilities*, and a total of 2 *Resource Efficiency & Protection Activities*

Applicants must describe each Attribute and each Activity on a single page. Descriptions may include both text and graphics and can be less than – but must not exceed – one page. In developing the narrative description, the applicant should describe the following for each selected Attribute or Activity:

1. How the applicant's current management program is addressing the selected Attribute or Activity,
2. The performance measures used to track program effectiveness; and,
3. How the applicant uses the performance measures noted to make any necessary changes to the management program.

All descriptions should be typewritten single-spaced, using 12 point font (Times Roman or equivalent), with no less than 1-inch margins on 8.5 x 11 inch paper. A header must be included on each page with the following information:

NACWA 2014 Excellence in Management Recognition Program

Agency Name

Attribute being described

NACWA requests that materials be provided electronically in MS Word or PDF.

Applications must be forwarded electronically to kbrocato@nacwa.org by April 30, 2014.

EXCELLENCE IN MANAGEMENT RECOGNITION PROGRAM APPLICATION ENTRY FORM

APPLICANT INFORMATION

AGENCY NAME

CITY

STATE

AGENCY REPRESENTATIVE COMPLETING THE APPLICATION

TITLE

ADDRESS

ADDRESS

CITY

STATE

ZIP

PHONE

FAX (OPTIONAL)

SIGNATURE OF AGENCY REPRESENTATIVE COMPLETING THE APPLICATION

CERTIFICATION STATEMENT

I certify that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based upon my inquiry of the person or persons directly involved in gathering and evaluating the information, the information submitted is to the best of my knowledge and belief true, accurate and complete.

In submitting this application, I agree to NACWA using all or part of this application as an example to be posted publicly for future utilities to reference.

NACWA PRIMARY CONTACT NAME

TITLE

NACWA PRIMARY CONTACT SIGNATURE

APPLICATION SUBMITTAL

I am applying for recognition under the following category*:

- ☐ **Platinum** (9 Attributes and 4 Activities)

- ☐ **Gold** (7 Attributes and 3 Activities)

- ☐ **Silver** (5 Attributes and 2 Activities)

**Applications that do not meet the minimum qualifications for the selected recognition category will be considered for other categories, if applicable.*

I am including the following categories in my written narrative. *Note that every applicant is required to include Product Quality and Financial Viability as part of their minimum demonstrated Attributes.*

Effective Utility Management (please check the appropriate boxes)

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

Resource Efficiency and Protection Activities

- ☐ Energy Management
- ☐ Water Resources Recycling & Stormwater Management
- ☐ Pretreatment
- ☐ Biosolids/Septage /Residuals Management
- ☐ Climate Change Adaptation or Mitigation
- ☐ Water Quality Protection on a Watershed Basis

Please Submit Completed Application Packages By April 30, 2014 to kbrocato@nacwa.org

For questions please contact: Kelly Brocato, Director Membership Development
202.833.1449 (phone) or kbrocato@nacwa.org