



## APPLICATION BASICS

NACWA Member Agencies in good standing are eligible to apply for the Association's *Excellence in Management Recognition Program (EIM)*; however, honorees from 2013, 2014 and 2015 may not reapply until their three year recognition period has expired. Subsequent applications may address different Attributes and Activities and must provide updated information regarding the original Attributes and Activities from your original application.

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 2015 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 15, 2016.**

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 nine of the *Ten Attributes of Effectively Managed Water Sector Utilities* and a total of four *Resource Efficiency & Protection Activities*.

### Gold Recognition

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

### Silver Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of five of the *Ten Attributes of Effectively Managed Water Sector Utilities* and a total of two *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 2016 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 [btrombino@nacwa.org](mailto:btrombino@nacwa.org) by April 15, 2016.**

# EXCELLENCE IN MANAGEMENT RECOGNITION PROGRAM APPLICATION ENTRY FORM

## APPLICANT INFORMATION

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AGENCY NAME

CITY

STATE

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AGENCY REPRESENTATIVE COMPLETING THE APPLICATION

TITLE

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ADDRESS

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ADDRESS

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CITY

STATE

ZIP

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PHONE

E-MAIL

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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.

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NACWA PRIMARY CONTACT NAME

TITLE

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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 15, 2016 to [btrombino@nacwa.org](mailto:btrombino@nacwa.org)

For questions please contact: Bredy Trombino, Program Administrator  
202.833.2672 (phone) or [btrombino@nacwa.org](mailto:btrombino@nacwa.org)