



Effective Utility Management Workshops

Your Path to Sustainability

Sponsored by EPA and Association Partners Across the Country

Every day, water leaders and water sector utilities deliver vital services that protect public health and support the vitality of their communities, natural environment, and economy; their organizations are truly anchor institutions in your communities. Today's utilities also face a broad range of complex challenges, including rising costs and affordability, aging infrastructure, ongoing regulatory requirements, enhanced customer expectations, and rapidly evolving technology. Utilities need a common-sense, replicable, and proactive set of approaches to meet these challenges.

Effective Utility Management (EUM) is a water utility management program, developed by utilities for utilities, based around **Ten Attributes of an Effectively Managed Utility** and **Five Keys to Management Success**. A full range of information on EUM is available at www.watereum.org

EUM is **simple, actionable, and affordable** – it helps your utility protect its infrastructure investments, ensure that your workforce is able to address the challenges that they face every day, and help your utility in many other important ways.

By participating in this workshop series, you will learn about:

- What EUM is, and why it is important to help your utility achieve its goals and help your community;
- How other utilities have successfully implemented EUM in their management and strategic planning processes;
- How to use the EUM Self-Assessment to take a 360-degree look at your current performance and goals for the future, relative to the Ten Attributes; and
- How to use your Self-Assessment results to implement EUM at your utility in a stepwise manner, at a pace that works for you and your staff, by implementing effective practices, measuring your progress, and improving your performance along the way.

Feedback from past EUM training participants:

“The best mix of presentation and table discussion/activities that I’ve heard at any workshop recently!”

“As a new manager in this industry, I had never heard of EUM before. This was incredibly helpful and definitely something I think it would be beneficial to our very small but growing water/wastewater system!”

“The structure of the EUM Self-Assessment helps provide an unbiased overview of my system’s current performance and progress. Resources provided during the training will be very helpful to us!”