

Utility Management

NMWWA



External Concerns

- Communities
 - Safe Drinking Water
 - Effective Wastewater Treatment
 - Minimum cost
- Regulatory Agencies
 - Protection of public health and the environment
 - More stringent regulations



Internal Concerns

- Planning and Organization
- Personnel
- Resources
- Equipment
- Communication
- Technology

Manager Responsibilities

- Planning
- Organizing
- Staffing
- Directing
- Controlling



Planning

- Building resources and financial capability
 - Growth
 - Population and industrial
 - Declining population
 - Conservation
- Includes short- and long-term goals
 - 2 years as well as 10 to 20 years
- Operation and Maintenance
- Emergency Response



Strategic Plans

- Describe objectives of the organization
 - Changes in those objectives
 - Goals of the objectives
 - Resources required to achieve objectives
 - Policies
 - Govern the acquisition of resources
 - Use of resources



Contingency Plans

- Describe course of action to deal with a particular situation if it occurs
 - Emergency Response
 - Floods
 - Fires
 - Earthquakes
 - Strikes
 - Civil disruptions
 - Toxic spills
 - Explosions
 - Terrorism



Single Use Plans

- Describe a course of action to meet a specific need that has a final objective
 - Special training activity
 - Equipment rehabilitation or replacement project
 - Bond issue campaign



Program Plans

- Describe a course of action for a specific functional activity
 - Plant maintenance
 - Plant operations
 - Personnel Administration
 - Single project capital improvement
- May be short- or long-term and are incorporated into the multi-year or annual program plans and budget



Capital Facility Plans

- Describe
 - Capital facilities required in future
 - Estimated cost for those facilities
- Plan should include projected revenues

