

This presentation premiered at WaterSmart Innovations

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AWWA's Conservation Community – Resources for Water Rates and More

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Overview

- History
- Conservation/Rates Resources
- AWWA Communities
- Conservation Community
- Involvement



American Water Works Association

- Founded in 1881, AWWA is the oldest and largest organization of water professionals in the world
- International, nonprofit scientific and educational society dedicated to improving **drinking water quality and supply**
- Mission: unite the water community to protect public health and to provide **safe** and **sufficient** water for all



AWWA Historical Conservation Efforts

The day has passed when water-resource-development decisions can be made solely on economic considerations. Water-utility managers must take into account environmental and social costs of projects, and include citizens in the decision-making process.

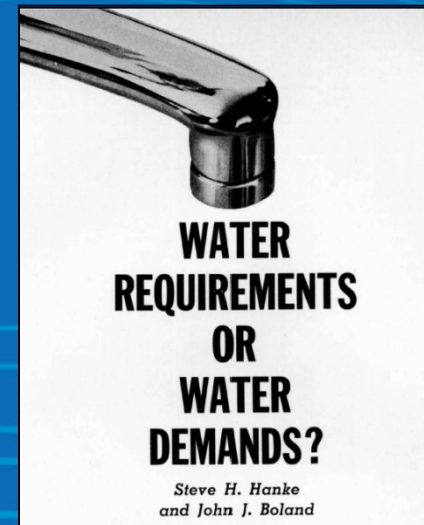
Arthur A. Davis

CONSERVATION & WATER-RESOURCE DEVELOPMENT

Water Resources and Conservation in Florida

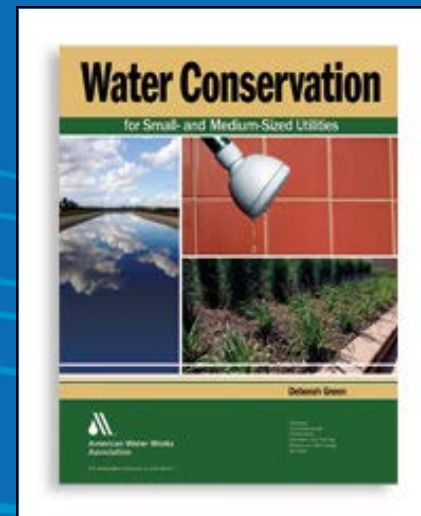
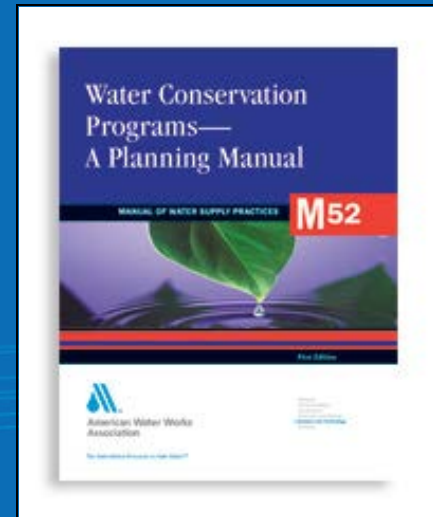
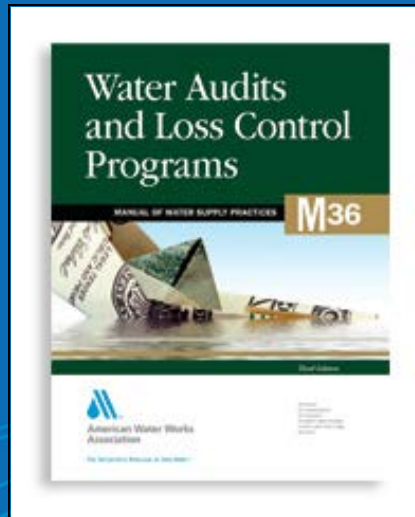
John W. Wakefield

A paper presented on May 18, 1960, at the Annual Conference, Bal Harbour, Fla., by John W. Wakefield, Director, State Dept. of Water Resources, Tallahassee, Fla.



AWWA Conservation Efforts

- Conservation Division (4 committees)
 - Manuals
 - Books
 - Standards
 - Tools
- Other councils, divisions, committees



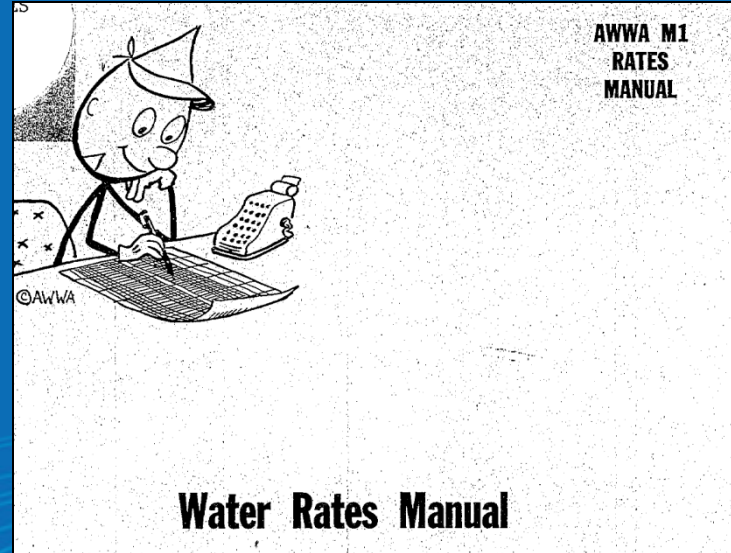
AWWA Rates History

JOURNAL OF THE AMERICAN WATER WORKS ASSOCIATION

Vol. 1

JUNE, 1914

No. 2



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Members Joined Since Last Issue.

In Memoriam.....

Attendance at Philadelphia Conve

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tion American Water Works Association..... 195

Report of Committee on Tabulation of Water Rates and
other Information of Interest to Water Companies.. 231

Demand Rates for Water Service

William L. Patterson

A paper presented on Jun. 8, 1961, at the Annual Conference, Detroit, Mich., by William L. Patterson, Partner, Black & Veatch, Cons. Engrs., Kansas City, Mo.



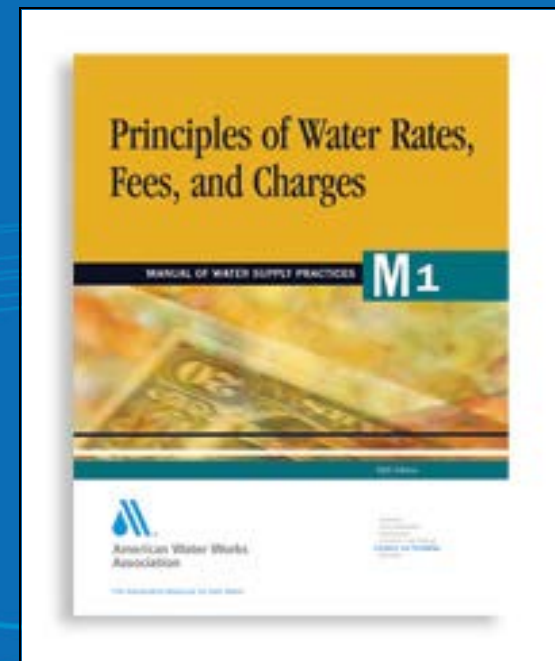
Current AWWA Conservation/Rates Resources

- Manuals: M1 (rates) and M54 (small systems)
- Books: Legal, public relations, low income customers
- Rates Surveys
- e-Learning (training)
- Webinar (occurred today but archived)
- JAWWA/ACE



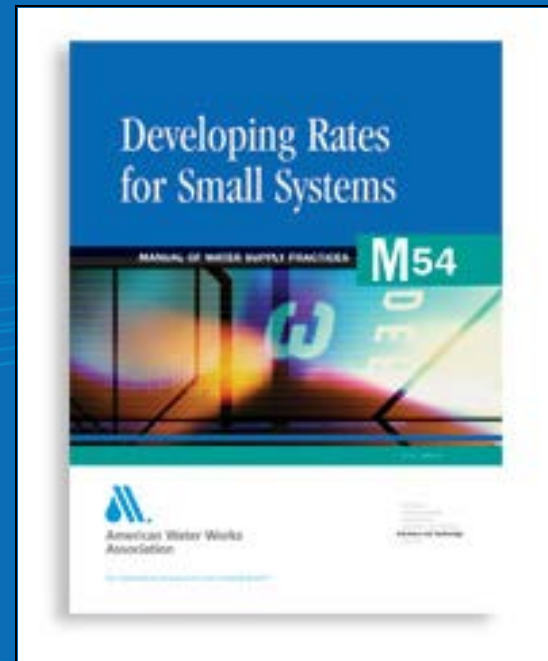
M1 PRINCIPLES OF WATER RATES, FEES AND CHARGES

- Guidance for choosing rate structures and setting water rates, fees, and charges
- Covers all types of rate structures, such as block rates, uniform rates, conservation rates, surcharges, ...



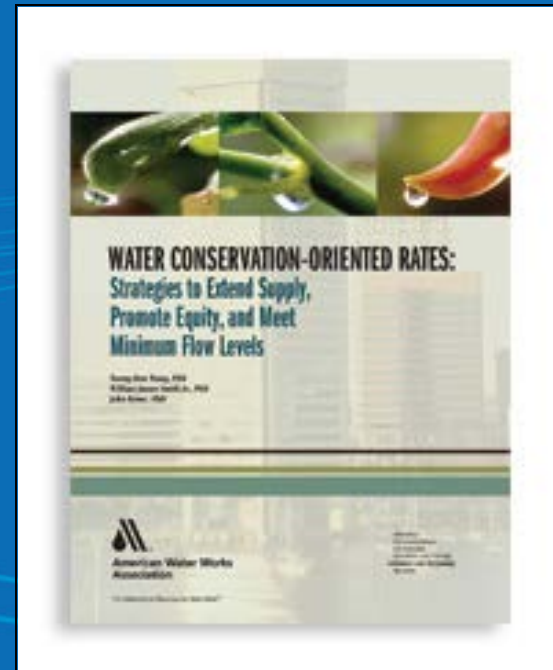
M54 DEVELOPING RATES FOR SMALL SYSTEMS

- Step-by-step guidance for determining revenue requirements
- Rate analysis for different customer classes
- Developing a financial plan and better rate structure design



WATER CONSERVATION-ORIENTED RATES: STRATEGIES TO EXTEND SUPPLY, PROMOTE EQUITY, AND MEET MINIMUM FLOW LEVELS

- Rate structures that encourage water conservation
 - Drought demand rates
 - Excess use rates or excess surcharges
 - Inclining block rates
 - Seasonal rates.
- Implementation issues/
economic issues for the
utility and the consumer



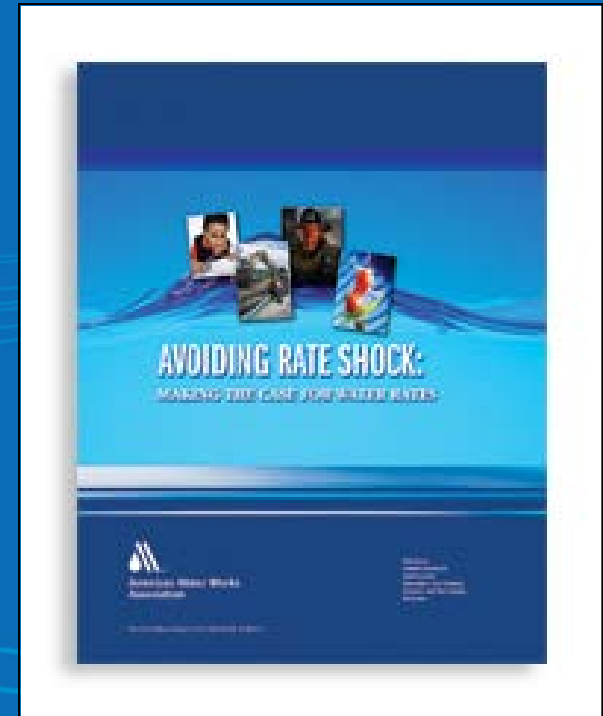
WATER RATES, FEES, AND THE LEGAL ENVIRONMENT

- Covers key legal concepts encountered in water ratemaking with citations to relevant court cases
- Offers guidance in preparing for litigation or alternative dispute resolution, and describes successful litigation strategies



AVOIDING RATE SHOCK: MAKING THE CASE FOR WATER RATES

- People undervalue water, so difficult to accept rate increases
- A consistent, structured communications strategy builds credibility
- Billing practices and rate structure options can affect customer reactions and acceptance of rate increases



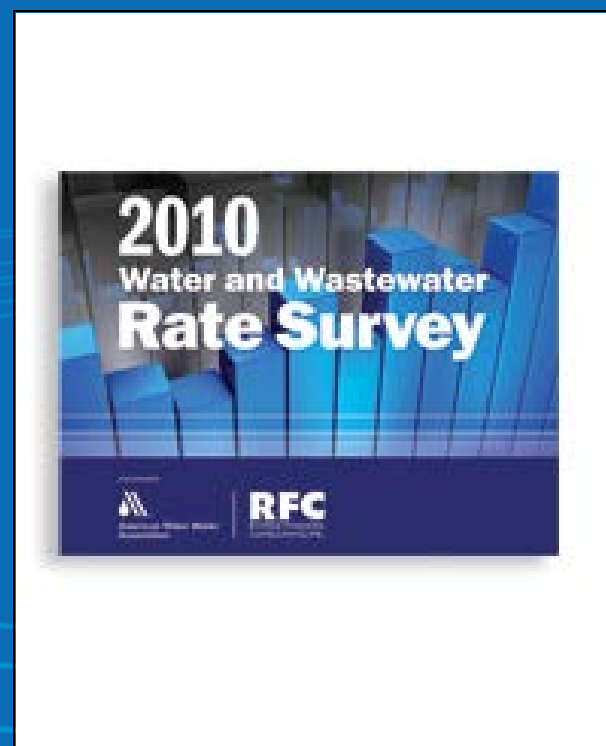
THINKING OUTSIDE THE BILL: A UTILITY MANAGER'S GUIDE TO ASSISTING LOW-INCOME CUSTOMERS

- Information about the ability of low-income customers to afford water service
- Tools to determine if there is a serious affordability problem
- Types of programs water utilities are using to help their low-income customers better afford water service



2010 WATER AND WASTEWATER RATE SURVEY

- Data are provided for 338 water and wastewater utilities from 49 states and the District of Columbia
- Includes data from utilities that serve from 1,000 to 9 million customers
- Seasonal rates, fixed charges, fees, conservation programs, water restrictions



High Bill Complaints? Easy Water Conservation Help for Your Customers

- Help customers by knowing more about water conservation.
- Respond more fully to typical customer complaints about high bills.
- Ask customers the right questions that will help them reduce high bills and save water



0.2 CEUs*/2PDHs/2 Hours



Effective Implementation of Water-Budget Rates

- Define the information contained in AWWA Manual M1 on budget-based rates.
- Understand the concepts employed in a budget-based rate design.
- Demonstrate an understanding of the basic steps required to implement a budget-based rate strategy.
- Understand the relationship between water-budget rates and cost of services principles



AWWA'S CONSERVATION COMMUNITY



AWWA Communities



Community Concept

- Communities are networks integrating a wide range of stakeholders to address members professional interests around a topic
- Topics based on around specific industry segments
- Provides opportunity to align AWWA resources to individual interests and make them quickly and easily accessible
- Focus on disseminating technical information and promoting collaboration
- Provides a voice for AWWA Committees, Divisions, etc. as well as a window into their activities related around the Community topic



First Pilot Community: Conservation

- Committed base of volunteers (Division, 4 Committees, more)
- Historical association of conservation with AWWA
- Resources: WaterWiser, technical content, conferences and events, etc.
- General member interest, but especially young professionals



Conservation Community

- News (RSS subscription)
- Forums
- Research
- Regulatory and legislative tracking, updates, commentary
- Conferences and events
- Tools (rates, ...)
- Employment opportunities
- Community projects

The screenshot displays the AWWA Conservation Community website. At the top, the AWWA logo and name are visible, along with navigation links for 'Contact Us', 'Advertise With Us', 'Sourcebook', and 'Site Map'. A search bar is located in the top right corner. Below the navigation menu, the 'Conservation Community' section is highlighted, with the tagline 'Where Water Professionals Gather to Share Conservation Knowledge'. A banner for 'AWWA Communities: Building Knowledge & Collaboration' is prominently displayed, featuring a photo of three people in a meeting. To the right, the 'Recent News' section lists three articles: 'Toilets that use less water', 'Water rates tipping up', and 'Coalition Defends Conservation Funds'. Below this, the 'Upcoming Conferences, Events & Education' section is visible, with tabs for 'CONFERENCES & EVENTS', 'ONLINE LEARNING', and 'WEBCASTS'. The 'Most Popular' section includes links to 'Conservation Resources', 'The Water Library', and 'Discussion Forums'. On the far right, there is a 'Welcome, Kenneth' message with 'My Account' and 'Log Out' buttons, and a promotional banner for the book 'The Future of Water' by Steve Maxwell and Scott Yates.



Future

- AWWA Conservation Community is publicly available as of 10/3/11
- Web address
- Looking for community volunteers for moderating various features
- Community activities

- Next AWWA Community: Customer Service
- Long term evolution?



Thank you

Questions

