

Michigan Department of Environment, Great Lakes, and Energy &
Michigan Water Environment Association



Excellence in WRRF Recognition Application

Municipal water resource recovery facilities (WRRFs) around the state which have made strides with new or enhanced water resource recovery practices that follow Effective Utility Management (EUM) principles are encouraged to nominate themselves as a Michigan Water Resource Recovery Facility, a recognition program of the Michigan Department of Environmental Quality and Michigan Water Environment Association. **Nominations are due October 1st this year.**

EGLE and MWEA will select WRRFs that qualify in any **two (2)** of the following categories:

ATTRIBUTES FOR THE MICHIGAN WRRF RECOGNITION

- Customer Satisfaction
- Employee and Leadership Development
- Operational Optimization
- Financial Viability
- Infrastructure Strategy and Performance
- Enterprise Resiliency
- Community Sustainability
- Water Resource Sustainability
- Stakeholder Understanding and Support
- Product Quality (any of the above count)

The Premier Utility Management Performance (PUMP) Award celebrates increased growth in the area of recovery of valuable resources from wastewater; and encourages others to emulate these successes.

It is anticipated that the recognition will be distributed during a ceremony each year in January.

Use the attached hard copy nomination form and include supporting documentation (not more than two hundred words each for up to 4 attributes, up to 10 photographs and not more than 5 weblinks) as attachments. Please include the name of the organization or individual and the recognition category in the email message heading.

For more information or to submit your application, please contact the MWEA Office at mwea@mi-wea.org.

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Premier Utility Management Performance Award*
- Application Form -

In January each year, the Michigan Department of Environment Great Lakes, and Energy (EGLE), in conjunction with the Michigan Water Environment Association (MWEA) will recognize those achieving excellence in Water Resource Recovery in Michigan. Municipal agencies will be recognized for excellence in two or more of the Effective Utility Management (EUM) attributes.

The purpose of these recognitions is to celebrate increased application of utility management practices that reflect the goal of becoming a Water Resources Utility of the Future.

** WRRF Practices often occur over a period of time. Initiatives undertaken over the past three (3) years are eligible for consideration.*

Please provide the following information:

Nominee Information

Name of Organization or
Individual being nominated:

Mailing Address:

City: State: Zip:

Nominator Information

Name of person responsible for
preparing this nomination:

Title:

Mailing Address:

City: State: Zip:

Phone:

Email:

Please specify an appropriate contact person in the event of selection (if contact is different than the NOMINATED party):

Contact Name:

Contact Phone Number:

RECOGNITION ATTRIBUTES (Nominations must check at least two attributes) – See following pages for guidance on subjects covered under each attribute

Product Quality

Customer Satisfaction

Employee and Leadership Development

Operational Optimization

Financial Viability

Infrastructure Strategy and Performance

Enterprise Resiliency

Community Sustainability

Water Resource Sustainability

Stakeholder understanding and support

Michigan Water Resource Recovery Recognition Program

- Application Form -

For each attribute for which application is being made, provide a few statements (in two hundred words or less) as to the program elements that are in place and provisions that have or that are being made to measure the program's effectiveness. The guidance/descriptions under each attribute are based on information in the EUM Primer. Information not included on this form, but part of the EUM Primer, or part of the Water Resources Utility of the Future Application may be used as guidance, and included with the application. Include attachments or photographs that assist in explaining the facilities implementation of the EUM attributes.

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
Product Quality Do the effluent and biosolids meet or exceed full regulatory compliance?		
Customer Satisfaction Does your agency have a process for logging customer questions or complaints? Is response time monitored? Is customer satisfaction with the response monitored?		
Employee and Leadership Development Regularly recruits new workforce. Has systems in place for developing and retaining its workforce. Establishes a participatory, collaborative organization.		

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
Operational Optimization Ensures ongoing, timely, cost-effective, reliable, and sustainable performance. Minimizes resource use, loss, and impacts from day-to-day operations, and reduces all forms of waste.		
Financial Viability Understands and plans for the full life-cycle cost of utility operations and value of water resources. A rate methodology that establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues.		
Infrastructure Strategy and Performance Has implemented an Asset Management Plan. Understands the condition of and costs associated with critical infrastructure assets.		
Enterprise Resiliency Ensures utility leadership and staff work together internally, and coordinate with external partners, to anticipate, respond to, and avoid problems.		

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
Community Sustainability Takes an active leadership role in promoting and organizing community sustainability improvements through collaboration with local partners.		
Water Resource Sustainability Ensures the availability and sustainable management of water for its community and watershed.		
Stakeholder understanding and support Engenders understanding and support from stakeholders (anyone who can affect or be affected by the utility).		

Ref: Water EUM