



**ASSOCIATION OF
METROPOLITAN
WATER AGENCIES**

2023 AWARDS

AMWA recognizes the exceptional performance of water systems' commitment to create sustainable environments that produce ample supplies of clean safe drinking water.

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

- Dallas Water Utilities
- Norfolk Utilities Department
- Pittsburgh Water and Sewer Authority
- Valley Water
- WSSC Water

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

- Atlanta Department of Watershed Management*
- Beaver Water District
- Birmingham Water Works*
- Contra Costa Water District*
- Mesa Water Resources Department
- Portland Water District

PLATINUM AWARD FOR UTILITY EXCELLENCE

- Ann Arbor Water Utilities

GOLD AWARD FOR EXCEPTIONAL UTILITY PERFORMANCE

- Howard County Department of Public Works Bureau of Utilities
- Passaic Valley Water Commission
- Toho Water Authority
- Upper Trinity Regional Water District

** Winner of multiple Sustainable Water Utility Management Awards*



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October 2023

AMWA awards highlight outstanding achievements, innovation, and dedication. They celebrate your efforts to ensure that clean, accessible water is not just a resource but a lifeline for our communities. Just as these awards highlight excellence, they also underscore the profound value of water itself to sustain life. This year's award recipients are leading the charge in the water sector to safeguard this invaluable resource for future generations.

The inaugural and standalone Environmental Justice and Equity Utility Management Award recognizes member utilities committed to advancing environmental equity and justice in their communities. We applaud the five utilities at the forefront of transformative efforts in lead service line replacements, ratepayer affordability programs, revitalization efforts, supplier diversity initiatives, stakeholder engagement, and other critical areas.

The association's tiered program once again received high-quality applications from our members. AMWA is pleased to award four water systems with the first step, the Gold Award for Exceptional Utility Performance, and one with the Platinum Award for Utility Excellence.

To receive accolades in the top program category, AMWA members must demonstrate the highest level of achievement in several areas, including environmental stewardship, fiscal management, and social responsibility. Three utilities have attained the highest sector standards in sustainable management practices to receive the award for the first time, and three others continued to surpass previous achievements to garner additional improvements in Sustainable Water Utility Management Awards this year.

Finally, I want to acknowledge 21 groundbreaking organizations that formed the bedrock of our water association. Their unwavering commitment has fueled our growth and helped to ensure reasonable, scientific-based regulations that protect public health. As we honor our founding members, we salute their and your enduring dedication to safeguarding our most precious resource.

Tom Dobbins, CAE
AMWA Chief Executive Officer

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

DALLAS WATER UTILITIES



TOP: City and elected officials marked the start of a vital Dallas Water Utilities wastewater improvements project.

BOTTOM: Dallas city officials, partner agencies, local stakeholders, and community members attend a ceremonial groundbreaking to celebrate planned DWU wastewater infrastructure and upcoming street improvements and mixed-use development in the University Hills area.



*Sarah Standifer,
Director*

Dallas Water Utilities (DWU) serves the City of Dallas, the ninth largest city in the country, and its 26 neighboring cities and districts. With a 2.6 million population service area, DWU plans to continue to fund and advance projects and programs included in the City's Racial Equity Plan and equity measures, such as providing occupied, unserved communities with water and wastewater consistent with the City's Comprehensive Housing Policy. DWU will also participate in outreach and community engagement by developing two public art projects with partner departments (Martyr's Park and Rochester Flood Gates) as part of its efforts. DWU remains committed to highlighting these issues by having conversations with national water association leaders and state-wide discussions with the Texas Water Equity Cohort.

DWU's Fiscal Year (FY)2023-24 budget advances the Unserved Areas program to increase equity across its water and wastewater systems and provide service to all residents. The program funding has been increased by approximately \$31 million to expedite the delivery of the Unserved Areas program from 10 years to three to four years. The plan is to award all remaining unoccupied and unserved areas by September 30, 2024, and complete construction of all zones by the end of 2026. This program was detailed in the City Manager's FY2020-21 Responsible, Equitable, Accountable, and Legitimate or R.E.A.L. Action budget and the City's monthly performance reporting tool.

The department has developed an additional relationship with the Department of Housing and Neighborhood Revitalization to provide coordination and technical assistance to implement a residential program funded through the Advanced Research Projects Agency program to connect residential homes to the new water and wastewater infrastructure outlined in the Unserved Areas program.

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

NORFOLK DEPARTMENT OF UTILITIES



*Doug Beaver,
Director*

The City of Norfolk Department of Utilities is the second-largest water agency in Virginia, and the department provides award-winning water and wastewater services to nearly one million consumers within Norfolk and neighboring Hampton Roads municipalities and public agencies, such as the US Navy and Coast Guard. The department incorporates

environmental justice and equity throughout its operations, using diverse mechanisms and efforts.

Integral to the department's environmental justice and equity successes are the development of a highly engaged Outreach Committee, the establishment of online applications for various services, participation on all applicable Hampton Roads Planning District Commission subcommittees, top-ranked regional bill assistance funds, and the mitigation of over 200,000 pounds of invasive plant life from its watershed.

To help vulnerable populations eliminate barriers to access to clean water and wastewater services, the utility researches, applies for, and advances assistance programs. In Fiscal Year 2022, the department utilized the Low-Income Household Water Assistance Program (LIHWAP), administered in partnership with the Virginia Department of Social Services and Promise, to become a top regional distributor of LIHWAP funds. In tandem with LIHWAP, the department promotes Share H2O, a community money pool allowing individuals and entities to contribute and use funds for one-time emergencies to avoid disconnections. The department advertises the programs during outreach events, such as Norfolk's Department of Neighborhood Services' Landlord Open House.



TOP: The department gathers to celebrate its best-tasting tap water award in the state for two consecutive years.

BOTTOM: The department's Public Information Specialist, Jordan J. Stokes, attends Norfolk's Department of Neighborhood Services' Landlord Open House.

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

PITTSBURGH WATER AND SEWER AUTHORITY



TOP: Local leaders, PWSA staff, and media gather as PWSA contractors replace its 10,000th lead service line in the Hazelwood neighborhood of Pittsburgh in February 2023.

MIDDLE: PWSA runs a prioritization model utilizing environmental justice data, including demographic and economic factors, to ensure the most at-risk populations are considered for lead line replacements first.

BOTTOM: EPA Assistant Administrator for Water Radhika Fox joins local leaders and community advocates in Pittsburgh in April 2022 to celebrate the Community Lead Responses' success.



*William Pickering,
Executive Director*

Since its inception in 2016, the Pittsburgh Water and Sewer Authority's (PWSA) Community Lead Response has developed a network of equitable policies that make lead line replacement and lead-safe resources affordable and accessible for every customer, regardless of background or economic status. While the presence of lead service lines is not dependent on the area in which one lives, the presence of lead disproportionately impacts low-income and disadvantaged groups who may struggle to remove health hazards from their environment.

Calling upon guidance from its Lead Advisory Committee, comprised of local experts and community advocates, PWSA has created a prioritization model to ensure the most at-risk populations receive free lead service line replacements first. Prioritization factors include concentrations of persons of childbearing age, children under six, income, Environmental Justice Mapping data, and the prevalence of lead service lines in a neighborhood. Additionally, dedicated staff answer questions, encourage participation in replacements, and connect customers with free resources and education materials. Today, PWSA is over halfway to its goal of replacing all public lead lines and has replaced thousands of privately owned lines at no cost.

PWSA's comprehensive efforts have garnered the authority national recognition, bringing attention to those most negatively impacted by this environmental toxin. The authority provides guidance and resources to utilities, consultancy groups, and local, state, and federal regulators on best practices for developing a lead inventory and replacement program.

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

VALLEY WATER



*John L. Vera,
Board Chairperson*

Valley Water, the largest multipurpose water supply and special district in California, has a long history of serving its community equitably to ensure access to safe, clean water, flood protection, and environmental stewardship for all. The utility's unique structure enables a comprehensive regional approach to water resources management and stewardship that

centers environmental justice in planning and service delivery.

The Board of Directors adopted Environmental Justice (EJ) guidelines into its Governance Policies in February 2021, setting the tone and promoting EJ alignment throughout the agency. Soon after adopting the policies, the agency implemented new EJ impact statement requirements on all Board Agenda Memos. This action prioritizes the operationalization of EJ consideration throughout the lifecycle of projects and programs, ensuring ongoing EJ assessment on all agency activities.

On March 22, 2022, the Board of Directors adopted the One Water – Santa Clara County Framework, which provides a vision, goals, and objectives as guidance for future watershed plans and management. The utility has built EJ and equity into its objectives, stakeholder outreach, and prioritization criteria. These initiatives resulted in meaningful impacts throughout the agency and community. Initiatives include the creation of the Water Rates Assistance Program to provide financial assistance to low-income families struggling to pay their water bills, the deployment and integration of the Balancing Act tool to enable direct public input into our budget process, and the creation of the tribal liaison function, to highlight a few of the utility's accomplishments.



TOP: Valley Water leadership engages with the EJ community in their neighborhood park to encourage their involvement in local project decision-making.

MIDDLE: Peter Zhou, Water Quality Manager at Valley Water, shown at one of three water treatment plants used to meet the needs of the utility's nearly 2 million residents.

BOTTOM: Valley Water team members gather for a group photo.

ENVIRONMENTAL JUSTICE AND EQUITY UTILITY MANAGEMENT AWARD

WSSC WATER



TOP: WSSC Water's Christin Patterson explains the inner workings of a toilet to two curious customers at WSSC Water's In Your Neighborhood community meeting.

MIDDLE: WSSC Water's Office of Supplier Diversity & Inclusion staff discuss contracting opportunities at a recent minority and small local business enterprises outreach event.

BOTTOM: WSSC Water General Manager and CEO Kishia L. Powell talks with Team H2O employees during one of many all-hands meetings to discuss her vision and receive thoughtful feedback.



*Kishia Powell,
General Manager/
Chief Executive
Officer*

Since taking the helm of WSSC Water, Maryland's largest water utility, at the beginning of 2023, General Manager and Chief Executive Officer Kishia L. Powell has relentlessly focused on diversity, equity, inclusion, and environmental justice (DEI&EJ) to ensure the system operates as an anchor institution in the communities in which it serves.

Through its internal and external programs, initiatives, and practices, WSSC Water guarantees that DEI&EJ efforts are more than mere lenses, but common threads weaved throughout the system to ensure sustainable measures during and beyond the current leadership's tenure. Incorporating DEI&EJ into her first-year priorities establishes a strong foundation from which WSSC Water and its service area will continue to thrive by ensuring that equity and EJ are at the forefront of all the system does.

WSSC Water's DEI&EJ focus areas include its employees (Team H2O), community and stakeholder engagement, supplier diversity through minority and small local business enterprises, public health, equitable and environmentally just operations, investigations and resolution of equal opportunity issues, and capital improvement planning and prioritization.

WSSC Water is committed to building a strong, diverse, and inclusive workforce; delivering safe, reliable water; continuing exceptional customer service; implementing capital improvement projects based on public health, equity, and environmental justice criteria; increasing efforts to access funding for programs to assist disadvantaged customers; and strengthening supplier diversity efforts; all while maintaining operational reliability and resilience.



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SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

ATLANTA DEPARTMENT OF WATERSHED MANAGEMENT



*Mikita Browning,
Commissioner*

The City of Atlanta Department of Watershed Management (DWM) has strengthened its fiscal position while making critical investments in capital projects since winning AMWA's 2017 Sustainable Water Utility Management Award.

DWM strives for financial resiliency by managing the life-cycle costs of the utility and establishing and maintaining an effective balance between long and short-term debt, asset value, operating revenues, and operation and maintenance expenditures. This results in predictable rates consistent with community and regulatory expectations to adequately invest in current and future needs. As a result of sound fiscal practices, the utility received a Fitch credit rating upgrade to AA in November 2021.

Investing significantly in green infrastructure projects is a cost-effective way for the City of Atlanta to address localized flooding and water quality concerns from stormwater runoff while improving the resiliency of its watersheds and natural resources amid rapid growth and climate change. DWM developed the Environmental Impact Bond program to help improve stormwater and flood management and reduce the impact on water treatment systems.

Customers remain central to DWM. Creating and implementing the Atlanta Water Equity Taskforce of cross-sector community stakeholders has developed an equitable approach to water management and infrastructure investment. DWM's tiered structure promotes conservation and incentivizes ratepayers to use less water. Because of these efforts, DWM has not had to increase water or sewer rates since 2012. In addition, the utility's Care and Conserve program provides water bill payment and plumbing assistance for senior citizens and low-income customers to ensure delivery of water services.



TOP: Cook Park work site

MIDDLE: Atlanta DWM team members outside at Cook Park

BOTTOM: Construction work at Cook Park

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

BEAVER WATER DISTRICT



*Lane Crider,
Chief Executive
Officer*

Beaver Water District (BWD) serves as a model of sustainable water utility management, setting high standards for its community and the sector. Its commitment to excellence is evident in how it has integrated the ten attributes and five keys to management success from the Effective Utility Management Primer into its daily operations and growth on its journey to sustainability.

Using insights from the Primer, BWD developed its Strategic Plan Update of 2020 to guide the district's plan for its pursuit of operational excellence.

Financial viability is a pillar of the district's success. BWD's robust bond rating, along with a proactive approach to long-range financial planning, underscores its commitment to sustainability. The district's updated Master Plan, Capital Improvement Plan, and Asset Management Program reveal a financially sound organization prepared for future challenges.

BWD's unwavering dedication to Source Water Protection is commendable. The allocation of dedicated funds towards reducing sediment and nutrient loading to Beaver Lake highlights its environmental stewardship. Its comprehensive programs encompass land conservation, water quality monitoring, drought contingency planning, and renewable energy source planning.

Programs, including oil analysis, LED lighting, filter-to-waste optimization, and recycling, have reduced waste and reinforced BWD's commitment to environmentally responsible cost-effective practices.

Stakeholder engagement is another cornerstone of BWD's success. Through its educational programs and a meticulously crafted Crisis Communication Plan, the district meets the needs of all stakeholders. By establishing diverse platforms for informative messages, BWD fosters a strong bond of trust within its community.



TOP: *BWD LEED Administration Building was completed in 2009.*

MIDDLE: *BWD Citizens Water Academy Class of 2023 participants pose for a group photo.*

BOTTOM: *Students explore BWD's watershed demonstration table at Secchi Day, the district's largest community education event.*

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

BIRMINGHAM WATER WORKS



*Michael Johnson,
General Manager*

The award-winning Birmingham Water Works (BWW), Alabama's largest water utility, is committed to providing reliable, equitable, cost-effective delivery of high-quality water and services while protecting public health and environmental resources for current and future generations.

The system has continued to make strides with its sustainability efforts, which include ensuring the 770,000 people it serves have a continuous flow of clean, dependable drinking water. The system's five-county service area is geographically unique and complex, with all its water sources located several miles from residential and commercial districts.

BWW's 2022-2026 Strategic Plan drives its efforts to ensure a sustainable utility for decades. In all areas, from financial viability by using prudent and sound capital funding to maintain high bond ratings to executing social responsibility in its schools and communities, the system has made advances that ensure the integrity of its infrastructure and assets. BWW also bolsters infrastructure stability by increasing pipe replacement, deploying GIS technologies, and rebuilding older infrastructure. Instituting watershed protection policies and conservation efforts helps to promote environmental stewardship.

With a customer focus, BWW continually evaluates ways to keep water rates at or below national trends. The system meticulously communicates its brand and mission with the public and stakeholders. Through these efforts, BWW proudly stands on the promise of sustainability for the future by increasing its productivity and efficiency and keeping families healthy with fresh-tasting drinking water.



TOP: An annual capital budget of more than \$70 million means constant renewal of facilities, including dams and other key critical infrastructure, ensuring a sustainable water utility for BWW customers for generations to come.

BOTTOM: BWW school programs, such as the "World Without Water" curriculum, show students the importance of water to the sustainability of life and educate them on water conservation and careers.

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

CONTRA COSTA WATER DISTRICT



TOP: Career Fairs, like this one at Concord High School, raise awareness about the value of water service and water sector career opportunities.

MIDDLE: CCWD owns and manages the 19,100-acre Los Vaqueros Watershed for source water quality protection, habitat conservation, and recreation.

BOTTOM: CCWD's four solar panel arrays can generate more than one million kilowatt hours of electricity annually.



*Rachel Murphy,
General Manager*

Contra Costa Water District (CCWD) in California has continued establishing policies focused on sustainable management practices while maintaining high-quality performance and customer service since winning AMWA's Sustainability Award in 2020. CCWD is fiscally responsible, committed to transparency, and proactive in protecting source water to deliver a superior product and conserve this vital resource.

CCWD practices sustainable financial management through long-range planning studies and is committed to balancing operational expenditures, revenues, and debt service while investing in infrastructure assets, controlling operations and maintenance expenditures, improving water quality, and increasing customer service. Infrastructure plans, including the Future Water Supply Study, Treated Water Master Plan, Untreated Water Master Plan, Water Treatment Plant Master Plan, and Facilities Master Plans, serve as the foundation for efforts. These plans forecast as far out as fifty years to identify and address the needs of CCWD's customers.

The district exemplifies leadership in state-wide water affairs, focusing on preserving Delta water quality and developing regional water supply reliability. Keeping the Delta, the Los Vaqueros Watershed, and the lands surrounding these features ecologically healthy is essential to sustaining the district's water supply and meeting public health goals. Implementing long-term and near-term strategies to manage water supplies ensures the district has access to high-quality water, which CCWD treats at its state-of-the-art water treatment plants to optimize chemical and energy use to meet public health requirements.

Incorporation of climate change considerations and resiliency in long-term planning documents to address vulnerabilities and invest in improvements helps CCWD increase the sustainability and resiliency of water supplies and infrastructure.

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

MESA WATER RESOURCES DISTRICT



*Christopher Hassert,
Director*

The City of Mesa's Water Resources Department is a forward-thinking, agile utility that embraces the principles of effective water utility management. The Department's key performance measures allow group managers to make fact-based decisions and focus on the most important indicators. Management reviews and potentially adjusts operations based on City and Department meetings.

To conserve finite resources, the Department has decreased its dependence on non-renewable groundwater supplies from over 70 percent in 1984 to around eight percent today. The Department mitigates the effects of drought by recharging approximately 8,000 acre-feet of effluent a year and achieves 100 percent reuse of reclaimed water. The Department is also a regional partner, contributing to restoring forestland and protecting source waters through the Salt River Project.

As a part of its new Climate Action Plan, the City continues to make strategic investments in water infrastructure and beneficial reuse projects. The Department is investing in new smart meters for all water customers that will show water use in near real-time and promote conservation, installing smart irrigation controllers with weather sensors, monitoring water use, and setting leak alerts at all City sites. The City has installed green infrastructure on City-owned property.

The Department values sound fiscal management, maintaining an Aa3 bond rating from Moody's and a 20-year forecast model to anticipate revenues and expenses and prepare reserves for potential future rate increases. The Department fosters enduring trust in the community by implementing comprehensive educational efforts, like the "Know Your H2O" outreach and education program.



TOP: *The Central Arizona Project and Brown Road Water Treatment Plant are pictured. The Department works to effectively manage its supply of Colorado River water through a variety of means.*

MIDDLE: *The source of last resort, the Department continues to bank more groundwater than it uses, in addition to expanding its current portfolio.*

BOTTOM: *The Department has completed construction of the Signal Butte Water Treatment Plant.*

SUSTAINABLE WATER UTILITY MANAGEMENT AWARD

PORTLAND WATER DISTRICT



*Seth Garrison,
General Manager*

As the largest water and wastewater utility in Maine, Portland Water District (PWD) understands its leadership role, and it engages in sustainable practices that ensure long-term reliability and sustainability of services vital to the community's health and progress.

PWD has a long-standing policy of balancing the cost of services with the need for investment and adequate operating funds, demonstrated through a commitment to rate stability and affordable services, low-income rate programs, energy efficiency initiatives, and deliberate investments. PWD has actively participated in the Maine Water Assistance Program, which leverages federal assistance funding. This state-led program assists Maine residents in arrears or having difficulty paying their water and wastewater bills. PWD's program promotion has resulted in over 160 PWD households receiving \$122,000 of financial assistance, the most substantial amount of aid by any public water and wastewater utility in the state.

In addition, water resource protection is a priority at PWD, and the district has robust and progressive land conservation efforts and programs. Local, regional, and national organizations have joined to create the Sebago Clean Waters partnership to drastically increase the amount of land conserved to protect Sebago Lake. In 2020, PWD and Sebago Clean Waters received \$8 million from the U.S. Department of Agriculture Natural Resources Conservation Service, which has helped to fund the conservation of over 7,700 acres of land in the Sebago Lake watershed.

To promote the district's pristine drinking water and discourage bottled water usage, PWD placed a water bottle-filling fountain at the airport, and the system has awarded \$43,500 to entities within its service area to support the installation of more than 30 filling stations.



TOP: Shannon and Wheat the rabbit enjoy their recently installed fountain. The Animal Refuge League was a recipient of a 2021 grant.

BOTTOM: Falmouth Community Park was awarded a grant in 2021 for an outside unit.



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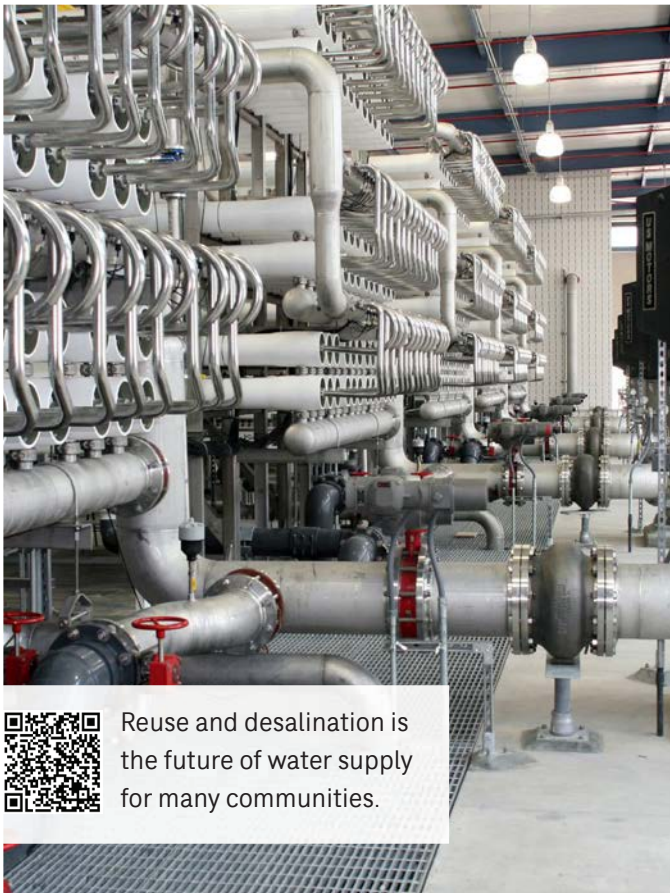
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ANN ARBOR WATER UTILITIES



*Brian Steglitz,
Public Services Area
Administrator*

Ann Arbor Water is a regional water provider serving 125,000 customers in Ann Arbor and surrounding communities. In 2022, the City of Ann Arbor unified its three water utilities (drinking water, stormwater, and wastewater) under the “Ann Arbor Water” brand through its “One Water” campaign and began an associated monthly newsletter.

Coincident with rebranding, Ann Arbor Water launched a strategic planning effort to serve as the utility’s roadmap over the next 50 years. With several contaminant threats to its water supply and aging infrastructure, the City will use the plan to ensure safe, reliable, and affordable water services for its customers for future generations.

As part of its strategy to prioritize public health, Ann Arbor Water is actively identifying and replacing galvanized service lines once connected to lead, and the utility will have all lines replaced by 2029, well ahead of the 2041 regulatory deadline.

The utility’s leadership partners with institutions and has a track record of obtaining research funding to vet new technology and develop solutions that advance water science.

It is also one of a short list of cities in the country that has passed a climate millage, dedicating resources to its goal of carbon neutrality by 2030. Ann Arbor Water exemplifies its “Commitment to Excellence” through its programs to deliver the highest quality water to its customers.



TOP: Filter Pilot at Ann Arbor Water Treatment Plant

BOTTOM: Solar Installation on Ann Arbor facility

GOLD AWARD FOR FOR EXCEPTIONAL UTILITY PERFORMANCE

HOWARD COUNTY DEPARTMENT OF PUBLIC WORKS BUREAU OF UTILITIES



*Art Shapiro,
Chief, Bureau of
Utilities*

Over the past decade, the Howard County Department of Public Works (DPW) Bureau of Utilities has made a remarkable commitment to infrastructure and utility management excellence, laying the foundation for the next thirty years.

For example, Howard County DPW completed the development of comprehensive water distribution and sewerage collection system hydraulic models, which serve as invaluable tools in evaluating and correcting existing system deficiencies. They are instrumental in the strategic planning of future improvements and expansion, ensuring that the infrastructure can readily accommodate the needs of a growing population.



TOP: A utility worker repairs a pipe at night.

MIDDLE: Crews work to repair a water main during a winter storm.

BOTTOM: Little Patuxent Water Reclamation Plant is pictured.

Recognizing the importance of water pumping and storage, DPW undertook evaluations and projections, leading to operational and capital improvements designed to meet current and future demands. One of these is the reliability weaknesses in the electric power company's dual feed supplies to pump stations and treatment facilities; DPW instituted operational and capital improvements to bolster dependability with standby generators to ensure the uninterrupted operation of essential facilities. The system also conducted condition assessments of critical water and sewer pipelines to harness emerging technologies to identify areas at risk for corrosion, prompting operational and capital improvements for pipeline rehabilitation and renewal to guarantee the long-term integrity of the infrastructure.

Howard County also developed an integrated framework for asset management, consisting of four distinct asset management programs (AMPs) pivotal to its water and wastewater asset capital improvement plan. Notably, the County's DPW office is actively integrating satellite AMPs operated and managed by all five Bureaus to enhance efficiency and coordination.

GOLD AWARD FOR FOR EXCEPTIONAL UTILITY PERFORMANCE

PASSAIC VALLEY WATER COMMISSION



*Jim Mueller,
Executive Director*

Since 1849, the Passaic Valley Water Commission (PVWC) has served Northeast New Jersey.

PVWC, owned by the cities of Paterson, Passaic, and Clifton, is dedicated to continually improving and is one of the most innovative water treatment facilities in the area. As an industry leader, PVWC delivers its customers

high-quality drinking water and stewards health and safety, community well-being, and economic growth.

The commission strives for excellence while performing routine and recurring construction and maintenance, including water main rehabilitation, valve and hydrant replacements, service renewals, and the removal of inefficient treatment, electrical and pumping equipment. Through its "Knock out the Lead" program, PVWC has replaced nearly 1,500 lines and intends to remove all lines by 2025, ahead of the 2031 state mandate.

Following its five-year strategic plan, PVWC intends to standardize business processes, cross-train staff, streamline systems, create information dashboards to facilitate data-driven decision-making, and develop performance metrics to measure individual performance and department progress. At the core of the plan is making notable improvements to its customer service operations, including extending hours of availability to enhance customer confidence and satisfaction and offering four affordability assistance programs.

To prepare for the impacts of climate change and potential power outages, PVWC has installed four new diesel-powered emergency generators totaling 12 megawatts of energy at its Little Falls Water Treatment Plant. In the event of an electrical failure in the area, the \$29 million project ensures the generators will supply enough energy to power the raw water pumps and filtration plant, residuals facility, and pumps distributing finished water to its distribution system.



TOP: PVWC Executive Director Jim Mueller, Mayor Mohamed Khairullah, and Council President Anand Shah at Prospect Park

BOTTOM: Levine Reservoir Project

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GOLD AWARD FOR FOR EXCEPTIONAL UTILITY PERFORMANCE

TOHO WATER AUTHORITY



*Todd Swingle,
Executive Director*

In two decades, Toho Water Authority has risen to the challenge of serving a rapidly expanding customer base while effectively managing legacy assets. Toho has built a cost-effective asset management program that reduces risks associated with aging infrastructure.

The authority also maximizes the value of water resources and shares them regionally through partnerships with neighboring utilities. An October 2022 merger with St. Cloud Utilities strengthens Toho's capacity to provide essential services to the community to ensure reliable water service resiliency and sustainability, particularly during severe weather events. Toho's recent addition of the Sunbridge Water Treatment Facility signifies its dedication to expanding capacity and serving its growing community's needs.

Toho has shown unwavering leadership in several areas, including expanding water reuse efforts. The system has been at the forefront of developing indirect and direct potable reuse testing and policy development, ensuring the responsible and sustainable use of water resources.

Committed to providing a customer service experience that reflects its mission, the authority implements "Toho Cares" or internal and external measures to ensure high team and customer satisfaction, including staff training, career advancement, improved communication, and robust benchmarking methods to enhance customer service.

Toho actively guides legislation and policy to ensure financially sound and environmentally protective outcomes for future water supply initiatives. Maintaining high financial performance enables Toho to offer competitive rates and positions them to continue investing in the future.



TOP: *Toho had a series of meet and greets with St. Cloud water utility employees before the merger to provide the opportunity for them to learn more about the organization and ask questions.*

BOTTOM: *Toho Water Authority Chief Engineer sets up pilot project, turning surface water into potable water.*

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GOLD AWARD FOR FOR EXCEPTIONAL UTILITY PERFORMANCE

UPPER TRINITY REGIONAL WATER DISTRICT



*Larry N. Patterson,
Executive Director*

Upper Trinity Regional Water District (UTRWD) currently delivers fresh, clean, and dependable drinking water to 29 cities, towns, and utilities in North Texas, one of the fastest-growing regions in the country. In turn, their customers deliver water to over 340,000 people across Denton and Collin counties, an area expected to grow fivefold by 2070. On average,

UTRWD operators help treat and deliver 35 million gallons of water daily, or 13 billion gallons annually.

UTRWD meets the needs of its members and customers by fulfilling its regional mission to provide reliable water and wastewater service. Upper Trinity Regional Treated Water System set a new maximum day record of 79.35 MGD during the 2022 record summer heat. Lack of meaningful rainfall, prolonged hot temperatures, and continued high water usage prompted Upper Trinity to initiate Stage 1 of its Drought Contingency Plan by limiting outdoor watering hours and times. With customer adherence through its successful regional media campaign "Water Less Y'all," Upper Trinity avoided service interruptions.

The district's recent achievements include infrastructure project completion and water sector recognition. UTRWD completed the expansion of the Doe Branch Water Reclamation Plant to 4.0 MGD, continued construction of Lake Ralph Hall-Leon Hurse Dam and roadway and utility relocations, and completed design on the pump station, pipeline, and balancing reservoir. Completing a 72-inch Parallel Treated Water Pipeline garnered the district a Best Regional Projects Award, and UTRWD received recognition as "Exemplary Wholesale Utility" for Upper Trinity's water conservation program.

Ensuring fiscal soundness, UTRWD's Board of Directors balanced the budget with only a 4.6 percent rate increase amid increasing budget costs for the Regional Treated Water System.



TOP: 72-inch Water Transmission Parallel Pipeline

MIDDLE: Doe Branch Phase 2 expansion completion

BOTTOM: Lake Ralph Hall Primary Spillway under construction

PRESIDENTS AWARD



*Rosemary Menard,
Water Director*

A transformational leader with over 40 years of water utility experience, Rosemary Menard has held sector positions as leader, manager, and planner, and water utility executive roles in the City of Santa Cruz as Water Director and in the cities of Seattle, Washington; Portland, Oregon; and Washoe County in Reno, Nevada.

In Santa Cruz, she led a community-based water supply planning effort that produced a consensus-based action plan for addressing and resolving the city's long-standing water supply reliability issue. She is also known for her work on climate vulnerability and addressing water affordability issues to ensure equitable access to water services for everyone.



TOP: Rosemary Menard with Santa Cruz Deputy Director of Engineering Heidi Luchenbach

BOTTOM: Rosemary Menard at Senate Environment and Public Works Committee hearing on affordability

AMWA proudly recognizes Rosemary Menard for her extraordinary contributions to the association and the water sector and bestows on her the 2023 President's Award. As an ardent supporter of AMWA's mission in Washington, D.C., Rosemary served on the association's Legislative and Sustainability Committees for many years. She endeavored to keep the association thinking about its future leaders and elevated water affordability as a critical issue. She played key leadership roles on the National Drinking Water Advisory Committee on the Microbial and Disinfection Byproducts Rule Revisions Working Group to EPA and the regulatory negotiations for the first iteration of these rules.

FOUNDING MEMBERS AWARD

Not many associations can boast of retaining all its founding members after over 40 years, but AMWA is among the elite ranks that can. The following water systems have been with AMWA since 1981, and the association proudly highlights its achievement of retaining all 21 members throughout the years. These utilities have fueled the association's growth and served to protect their communities by providing safe, affordable, and reliable drinking water services. AMWA salutes their dedication to safeguarding the world's most precious resource, and the association is proud to celebrate their enduring legacy.

Akron Public Utilities Bureau, Ohio

Albuquerque Bernalillo County Water Utility Authority, N.M.

Anchorage Water & Wastewater Utility, Alaska

Atlanta Department of Watershed Management, Ga.

Boston Water & Sewer Commission, Mass.

Detroit Water & Sewerage Department, Mich.

Fort Worth Water Department, Tex.

Hartford Metropolitan District, Conn.

Houston Water, Tex.

KC Water, Kansas City, Mo.

Knoxville Utilities Board, Tenn.

Los Angeles Department of Water & Power, Calif.

Massachusetts Water Resources Authority, Mass.

Nashville Metro Water Services, Tenn.

New York City Department of Environmental Protection, N.Y.

Passaic Valley Water Commission, N.J.

Pawtucket Water Supply Board, R.I.

Philadelphia Water Department, Pa.

Portland Water Bureau, Ore.

Tampa Water Department, Fla.

Tucson Water, Ariz.





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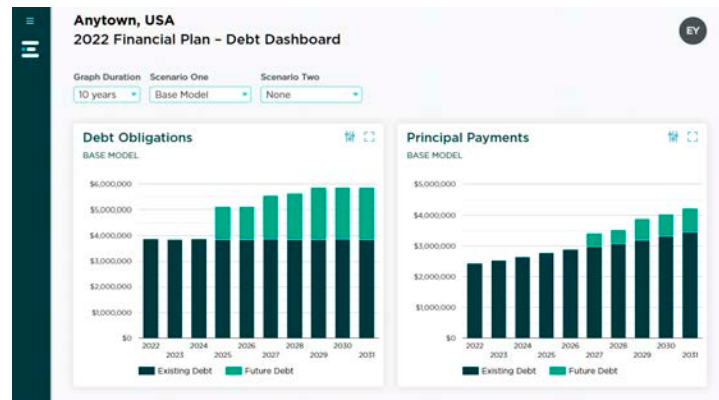


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