

Water System Management

This portion of the BMP Tool Box pertains to all of the procedures and processes that a water utility must perform to manage the business of water production, treatment, distribution and sales to customers. This includes the development of sustainable organizational structures and strategic planning efforts, management of human assets, budgeting and planning for future programs and infrastructure maintenance and upgrades, data collection and management, and billing and bill collection.

Water system management includes two key areas which includes:

Water utility management - pertains to the management of the organizational human assets and the efforts of management to plan for and direct a sustainable organization.

System Operations – pertains to those activities that the utility performs on a day-to-day basis that allow for and support the business of water production, treatment, distribution and sales efficiently and sustainably.

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