

Key Management Area	Management Area Description	Step 1: Rate Achievement (low, med, high)	Step 2: Rank Priority (low, med, high)
1. Employee & Leadership Development	<ul style="list-style-type: none"> <li>• Training programs are in place to retain and improve institutional knowledge</li> <li>• Opportunities exist for employee skills development and career enhancement.</li> <li>• Job descriptions, performance expectations, and codes of conduct are established.</li> </ul>		
2. Water Resource Adequacy (e.g. water quality)	<ul style="list-style-type: none"> <li>• My System is able to meet the water or sanitation needs of its customers now and for the reasonable future.</li> <li>• My utility or community has performed a long-term water supply and demand analysis. (applies to drinking water systems only.)</li> <li>• My system understands its relationship to local water availability. (Drinking water utilities should focus on utilization rates relative to any local water stress conditions, wastewater utilities should focus on return flow.</li> </ul>		
3. Financial Viability	<ul style="list-style-type: none"> <li>• The rates that my utility charges are adequate to pay our bills, put some funds away for the future, and maintain, repair and replace our equipment and infrastructure as needed. (O&amp;M, debt servicing, and other costs are covered.)</li> <li>• My utility discusses rate requirements with our customers, board members, and other key stakeholders.</li> </ul>		
4. Community Sustainability & Economic Development	<ul style="list-style-type: none"> <li>• My utility is aware of and participating in a local regional community and economic development planning activities.</li> <li>• My utility's goal also helps to support overall watershed and source water protection, and community economic goals.</li> </ul>		
5. Product Quality (e.g., clean & safe water)	<ul style="list-style-type: none"> <li>• My System is in a compliance with permit requirements and other regulatory or reliability requirements.</li> <li>• My utility meets local community expectations for the potable and/or treated effluent and process residuals that is produces.</li> </ul>		
6. Operational Optimization (e.g., energy/water efficiency)	<ul style="list-style-type: none"> <li>• My utility has assessed it current energy usage and performed an energy audit.</li> <li>• My utility has maximized resource use and resource loss (e.g., water loss, treatment chemicals use).</li> <li>• My utility understands, has documented and monitors key operational aspects of the system (e.g., pressure, flow, quality).</li> </ul>		
7. Customer Satisfaction	<ul style="list-style-type: none"> <li>• Customers are satisfied with the service the system provides.</li> <li>• My system has procedures in place to receive and responded to customer feedback.</li> </ul>		
8. Operational Resiliency	<ul style="list-style-type: none"> <li>• My utility has conducted an all hazards vulnerability assessment (safety, natural disasters, environmental risks, etc.)</li> <li>• My utility performs active customers and stakeholder outreach and education to understand concerns and promote the value of clean and safe water.</li> </ul>		
9. Infrastructure Stability (e.g., asset management)	<ul style="list-style-type: none"> <li>• My utility has inventoried it current system components, condition, and cost.</li> <li>• My system has a plan in place for repair and replacement of system components.</li> </ul>		
10. Stakeholder Understanding & Support	<ul style="list-style-type: none"> <li>• My system actively engages with local decision makers, community watershed (where relevant), and regulatory representatives to build support for its goals, resources, and the value of the service it provides.</li> <li>• My utility performs active customer and stakeholder outreach education to understand concerns and promote the value of clean and safe water.</li> </ul>		