Effective Utility Management
Multi-Utility Workshop Agenda

August 25, 2022
8:00am – 4:30pm
Registration/Sign-in 8:00am – 8:30am

Utah Valley Convention Center
220 West Center Street
Provo, UT 84601

Segment 1: Welcome and Introductory Session	
(30 min)	• Welcome • Workshop Objectives • Jim Horne, U.S. EPA • Sarah Ward, President, WEAU • Participant Introductions
Segment 2: EUM Workshop Overview	
(30 min)	• Workshop Schedule • Introduction to EUM • Description of the EUM Attributes and Keys to Management Success
Segment 3a: Utility 'Self-Assessment'	
(35 min)	• Overview of Self-Assessment • **Exercise - Participants Conduct Self-Assessment of Their Own Utility**
Break (~15 min)	
Segment 3b: 'Self-Assessment' Group Exercise	
(50 min)	**'Self-Assessment' Chart Walk-through** **Exercise - Discussion Among Participants About Results** • What are your utility's highest rated attributes (best performance)? • Which high ranking attributes (1-5 rankings) are most important for your utility to focus on improving? • Time permitting, what are a couple commonalities and differences among table participants' attribute rankings and ratings?
Segment 3c: 'Self-Assessment' Group Report Out	
(30 min)	• Breakout Group Report Out • Poll #3 – Identify Your Top Two Attribute Areas • Attendees Select Their Attribute Areas for Afternoon

Adjourn for Lunch (~30 minutes)	
Segment 4a: Implementing EUM – Identifying Effective Practices	
(15 min)	• Roadmap Implementation Framework – Review and Identify Practices • Introduction to Effective Practices Exercise
Segment 4b: Implementing EUM – Identifying Effective Practices	
(30 min)	**Exercise – Participants Identify Effective Practices** • Complete Exercise
(40 min)	**Exercise - Discussion of Effective Practice Findings** • During this exercise, which practices jumped out at you as new opportunities or useful for your utility? • Did you identify any **additional or alternative practices** in this Attribute area that were not listed in the worksheet? What are these practices and why are they important to include here?
Segment 4c: Implementing EUM – Effective Practices Breakout Room Report Out	
(25 min)	• Breakout Group Report Out • Plenary Discussion of Findings
Break (~15 Minutes)	
Segment 5: Developing an Action Plan	
(20 min)	• Linking Attributes to Measures • Benchmarking Resources • Group Discussion on Measures • EUM Dashboard Example • EUM Case Example
Segment 6: Bringing EUM to Your Utility	
(35 min)	• Example Start-up Plan • Action Plan Break-out Group Discussion *(No Report Out)*
Segment 7: Feedback Session	
(20 min)	• Real-time Feedback - “Open Mic” • Participants Complete Evaluation Form
Segment 8: Wrap-up	
(10 min)	• What We Covered in Workshop • Additional Resources (WaterEum.org)
Adjourn	