



Utility Management Award

Nomination Application

Application Contact

Name: _____

Title: _____

Organization: _____

Mailing Address: _____

Size of Utility (population served): _____

Phone: _____

Email: _____

Please submit your application online at <https://www.fwea.org/awards.php> no later than **February 15, 2025**.

Questions regarding the award can be directed to **Elizabeth Keddy** via e-mail at ekeddy@hazenandsawyer.com or by calling (813) 853-6153.

One winner may be selected from each of three system sizes (< 50,000, 50,000 to <100,000, and \geq 100,000 population served).

Please note that the application should not exceed 20 pages (minimum 12-point font, single sided) in length and each of the eight (8) categories identified below must be addressed. Supporting materials will not be accepted with the application - the programs must be completely and concisely described in the program description. Pictures and schematics as part of the eight (8) categories description are acceptable.

1. Organization Description

- Please provide a brief overview of your utility, including organizational structure and services provided.

2. Strategic Goal Setting

- What are your organization's short and long term strategic goals? How does your organization set short and long term strategic goals? What are your short and long term planning time periods? How does your utility track progress in meeting these goals? How does your organization assure its competitive status through implementing these strategic goals?

3. Performance Improvement

- Describe your utility's organizational performance improvement system. How does your organization determine areas for performance improvement? Has your organization utilized any quality tools such as ISO 14000 series of standards, environmental management systems, Lean/Six Sigma, Qual Serve, Florida Sterling, etc., to improve operation? If so, please describe tools used and graphically describe the top five performance improvement successes within the last five years and describe their importance to your organization.

4. Effective Utility Management/Benchmarking

- How does your utility utilize Effective Utility Management or Benchmarking ensure operational excellence? Describe the use of management frameworks or assessment tools to ensure excellence.

5. Communication and Employee Involvement and Customer Experience and Satisfaction

- How does your utility communicate organizational priorities and improvement goals to employees? How does your utility improve organizational processes and design new processes? How are employees involved in these processes? How does your utility measure or monitor employee involvement? Does your utility have a process for measuring and evaluating customer satisfaction? Describe.

6. Smart Data Tools and Artificial Intelligence

- How does your utility use smart data tools and artificial Intelligence? Please describe applications and benefits.

7. Employee Development and Recognition

- How does your utility encourage and enable the development of its workforce? Does your utility provide appropriate and adequate enabling systems for career development? If so, please describe. Does the organization encourage and develop creativity? If so, please describe. Is there an employee reward and recognition award program? If so, please describe. Does your utility employ creative strategies in recruitment or succession planning?

8. Awards

- Please list any awards or honors that your utility has received in the last three years related to safety, operation and maintenance practices, environmental compliance, etc.