



## APPLICATION BASICS

### Eligibility

NACWA Member Agencies in good standing are eligible to apply for the Association's *Excellence in Management Recognition (EIM)* program. **While Platinum honorees from 2016, 2017 and 2018 may not reapply until a three-year recognition period has expired, applicants not receiving Platinum recognition may reapply in 2019.** Subsequent applications may address different *Attributes of Effectively Managed Water Sector Utilities (Attributes)* and must provide updated information regarding the *Attributes* and supporting documentation from the original application.

### Recognition Criteria

To receive recognition, applicants must submit a written narrative describing the management practices and actions the public utility has implemented, or taken substantive steps to implement, consistent with a defined number of *Attributes*, as well as identifying relevant *Keys to Management Success* that played a role in implementation. Please see the accompanying listing of [Attributes & Keys to Management Success](#) for additional information.

Applicants may describe past actions, but the written narrative **must** illustrate how those actions impact **current accomplishments** (within the past 12 months of the 2018 calendar year). **Every application must include the Attributes of Product Quality and Financial Viability. The deadline for application for Excellence in Management Recognition is Friday, May 3, 2019.**

Recognition will be provided based on the following criteria:

#### Platinum Recognition

- Utility has fully implemented, or has taken substantive steps to implement a total of nine of the *Ten Attributes of Effectively Managed Water Sector Utilities*.

#### Gold Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of seven of the *Ten Attributes of Effectively Managed Water Sector Utilities*.

#### Silver Recognition

- Utility has fully implemented, or has taken substantive steps to implement, a total of five of the *Ten Attributes of Effectively Managed Water Sector Utilities*.

### Application Requirements

Applicants must describe each *Attribute* on a single page.

- Descriptions may include both text and graphics and can be less than – but must not exceed – one page.
- Performance measures or metrics (i.e. quantifiable measures that are used to track and assess the status of a specific process, activity, or initiative) **are required for some *Attributes* (as indicated)** and must have targets or target goals. Applicants are encouraged to include a table to display progress and trends over a 3-year period.
- Hyperlinks – with relevant page numbers indicated – **are required** for each submitting utility’s 1) Strategic Plan, 2) Financial Plan, and 3) any other strategic metrics (including associated target goals) not otherwise included. Relevant page references for each hyperlinked document must be provided, where applicable, on each single page *Attribute* description, as well as the Nomination Form.

In developing the narrative description, the applicant **must** describe the following for each selected *Attribute*:

1. How the applicant’s current management program is addressing the selected *Attribute*;
2. The performance measures or metrics used to track program effectiveness (where applicable);
3. How the applicant uses the performance measures noted to make any necessary changes to the management program; and,
4. The *Keys to Management Success* that played a role in the implementation of the selected *Attributes*.

The evaluation of each described *Attribute* by NACWA’s Awards Committee will be based solely on single page submittals, and any included page references for hyperlinked plans or metrics.

All descriptions should be typewritten, single-spaced, using 12-point font (Times Roman or equivalent), with no less than 1-inch margins on 8.5 x 11-inch paper. A header must be included on each page with the following information:

NACWA Excellence in Management Recognition Program  
Agency Name  
*Attribute* (being described)

NACWA requests that materials be provided electronically as a PDF.

## **Application Information & Support**

NACWA will offer a web seminar on the Excellence in Management Recognition (EIM) Program, the application requirements, and process in April. [Please submit your name](#) to be added to the invite mailing list.

## **Application Deadline**

Applications must be forwarded electronically to [btrombino@nacwa.org](mailto:btrombino@nacwa.org) **by May 3, 2019.**



## Nomination Form

### Applicant Information

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Agency Name

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City State Service Area Pop.

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Agency Representative Completing the Application Title

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Address

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City State Zip

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Phone E-Mail

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Signature of Agency Representative Completing the Application

## CERTIFICATION STATEMENT

I certify that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based upon my inquiry of the person or persons directly involved in gathering and evaluating the information, the information submitted is to the best of my knowledge and belief true, accurate and complete.

In submitting this application, I agree to NACWA using all or part of this application as an example to be posted publicly for future utilities to reference.

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NACWA Primary Contact Name Title

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NACWA Primary Contact Signature

## NOMINATION SUBMITTAL

I am applying for recognition under the following category\*:

**Platinum** (9 Attributes)

**Gold** (7 Attributes)

**Silver** (5 Attributes)

*\*Applications that do not meet the minimum qualifications for the selected recognition category will be considered for other categories, as appropriate.*

I am including the following Attributes in my written narrative. *Note that every applicant is required to include Product Quality and Financial Viability as part of their minimum demonstrated Attributes. Please check the appropriate boxes:*

Product Quality (Required Attribute for all Applicants)

Financial Viability (Required Attribute for all Applicants)

Customer Satisfaction (Metrics Desired)

Stakeholder Understanding & Support

Operational Optimization (Metrics Required)

Employee & Leadership Development

Enterprise Resiliency (Inclusive of all enterprise resiliency initiatives, not solely emergency management)

Infrastructure Strategy & Performance (Metrics Desired)

Community Sustainability

Water Resource Sustainability

I have attached or provided hyperlinks and relevant page references to my utility's Strategic Plan, Financial Plan, and any other Strategic Metrics not otherwise included in your Strategic Plan and Financial Plan. *Please check the appropriate boxes, provide hyperlinks, and indicate relevant page references.*

Strategic Plan Hyperlink: \_\_\_\_\_

Relevant Page References: \_\_\_\_\_

Financial Plan Hyperlink: \_\_\_\_\_

Relevant Page References: \_\_\_\_\_

Strategic Metrics\*\* Hyperlink: \_\_\_\_\_

Relevant Page References: \_\_\_\_\_

*\*\*not otherwise included in Strategic Plan or Financial Plan*

Please submit completed nominations by May 3, 2019 to [btrombino@nacwa.org](mailto:btrombino@nacwa.org)  
For questions, please contact: Bredy Trombino, Program Administrator at  
202.533.1820 or [btrombino@nacwa.org](mailto:btrombino@nacwa.org)