

Making Progress More Apparent

CALL FOR ABSTRACTS

Hyatt Regency Savannah Savannah, Georgia February 25-28, 2014

ABSTRACT SUBMITTAL DEADLINE: June 20, 2013

This conference is jointly sponsored by the American Water Works Association (AWWA) and the Water Environment Federation (WEF) and held in cooperation with the Georgia Association of Water Professionals (GAWP).

You are invited to submit an abstract for The Utility Management Conference™. Water and wastewater managers and professionals will gather to hear the latest approaches, practices, processes, techniques, case studies, and research in all aspects of utility management.

The conference planning committee is again interested in having utility leaders share their view points with conference attendees. Selected presenters will have a short podium presentation followed by a lengthy interactive discussion. Utility leaders are encouraged to submit on real world experiences related to topics listed below in topic 16 [Additional details below].

Authors are encouraged to submit abstracts on topics addressing water and wastewater management. Topics to be covered at the conference include but are not limited to:

- 1. Business Practice Optimization
- 2. Benchmarking and Performance Measurement
- 3. Customer Service
- 4. Employee Development
- 5. Finance Accounting and Rates
- 6. Leadership/Management Development
- 7. Legal/Regulatory/Political Issues
- 8. Management Environmental Issues
- 9. Management Infrastructure
- 10. Management Operations and Maintenance
- 11. Management Utility Sustainability
- 12. Public Involvement / Public Affairs
- 13. Security and Emergency Preparedness
- 14. Stakeholder Communication
- 15. Succession Planning
- 16. Utility Leader Forum (Additional details below)
 - a. Keys to Measuring and Reporting Progress
 - b. Who Cares About Your Success (Besides You!)?
 - c. How to Get Internal Buy-In to Promote Progress
- 17. Other (Applicable only for abstracts not covered in topics 1-16)

Abstracts should be submitted online. Please visit www.wef.org/UtilityManagement to submit. During submission, you will select a topic from 1 – 17. For questions or additional information please contact the WEF Technical Programs staff at UMC2014@wef.org or703-684-2400 ext. 7450. If your abstract is selected you will be notified in August 2013. Accepted speakers are expected to attend the conference and pay the appropriate registration fee. Selected presenters will be required to submit final manuscripts by December 13, 2013.

A sample abstract is available on the conference site at www.wef.org/UtilityManagement - The conference planning committee encourages <u>all individuals submitting to review the abstract for guidance</u>. The conference planning committee will be reviewing submitted abstracts using the criteria below.

ORIGINALITY - The paper should deal with new concepts or novel applications of established concepts.

STATUS OF THE PROJECT - The abstract should establish that the project is well-developed and should present data or results to support the hypothesis. Data should have been subjected to preliminary analysis, at a minimum.

TECHNICAL CONTENT - Objectives and scope of the project should be stated. The conditions under which the data were obtained and general procedures/methodology used should be presented.

BENEFITS AND SIGNIFICANCE - Actual benefits and widespread applications should be reported.

QUALITY - The adequacy of an abstract is considered indicative of the quality of the final paper or poster and of the presentation at the conference. Authors should prepare their abstracts with care, paying attention to style, organization of the abstract, and accuracy of the data presented.

Workshop and session proposals are also being accepted. Submittals for full or half-day workshops are encouraged, as are suggestions for panel or roundtable discussions (with participants identified). Submittal forms are available at www.wef.org/UtilityManagement.

2013 Forum Themes Details

1) Keys to Measuring and Reporting Progress

- a. How utilities are setting service levels and performance targets
- b. How progress is reported internally and externally
- c. Use of websites, social media, and old fashioned reliable means

2) Who Cares About Your Success (besides YOU!)???

- a. Management and governance on the same page
- b. Managing your message of progress with proactive media placements
- c. Asking the people what they actually want or expect what is progress for them?

3) How to Get Internal Buy-In to Promote Progress

- a. Linking business strategy to everyday action top to bottom
- b. Incentives for success everyone, teams, and individuals
- Using accountability and mutual appreciation and respect as positive drivers for progress