

Michigan Department of Environmental Quality &  
Michigan Water Environment Association  
*Excellence in WRRF Recognition Application*



Municipal water resource recovery facilities (WRRFs) around the state which have made strides with new or enhanced water resource recovery projects that follow Effective Utility Management (EUM) principles are encouraged to nominate themselves as a Michigan Water Resource Recovery Facility, a recognition program of the Michigan Department of Environmental Quality and Michigan Water Environment Association. **Nominations are due September 1, 2019.**

DEQ and MWEA will select WRRFs that qualify in any two (2) of the following categories:

**ATTRIBUTES FOR THE MICHIGAN WRRF RECOGNITION**

- Customer Satisfaction
- Employee and Leadership Development
- Operational Optimization
- Financial Viability
- Infrastructure Strategy and Performance
- Enterprise Resiliency
- Community Sustainability
- Water Resource Sustainability
- Stakeholder Understanding and Support
- Product Quality (any of the above count)

The 2018 WRRF Recognition celebrates increased growth in the area of recovery of valuable resources from wastewater; and encourages others to emulate these successes.

It is anticipated that the recognition will be distributed during a ceremony in January 2019.

Use the attached hard copy nomination form, and include supporting documentation and photographs as attachments. Please include the name of the organization or individual and the recognition category in the email message heading.

For more information or to submit your application, please contact:

Pete Cavagnaro at [peter.cavagnaro@comcast.net](mailto:peter.cavagnaro@comcast.net) OR the MWEA Office at [mwea@mi-wea.org](mailto:mwea@mi-wea.org)

Michigan Department of Environmental Quality &  
Michigan Water Environment Association

Michigan Water Resource Recovery Facility  
Recognition Program\*

- Application Form -

*In January each year, the Michigan Department of Environmental Quality (DEQ), in conjunction with the Michigan Water Environment Association (MWEA) will recognize those achieving excellence in Water Resource Recovery in Michigan. Municipal agencies will be recognized for excellence in two or more of the Effective Utility Management (EUM) attributes.*

*The purpose of these recognitions is to celebrate increased application of utility management practices that reflect the goal of becoming a Water Resources Utility of the Future.*

*\* WRRF Projects often occur over a period of time. Initiatives undertaken over the past three (3) years are eligible for consideration.*

Please provide the following information:

**Nominee Information**

Name of Organization or  
Individual being nominated:

Mailing Address:

City:  State:  Zip:

**Nominator Information**

Name of person responsible for  
preparing this nomination:

Title:

Mailing Address:

City:  State:  Zip:

Phone:

Email:

*Please specify an appropriate contact person in the event of selection (if contact is different than the NOMINATED party):*

Contact Name:

Contact Phone Number:

**RECOGNITION ATTRIBUTES** (Nominations must check at least two attributes) – See following pages for guidance on subjects covered under each attribute

Product Quality	<input type="checkbox"/>
Customer Satisfaction	<input type="checkbox"/>
Employee and Leadership Development	<input type="checkbox"/>
Operational Optimization	<input type="checkbox"/>
Financial Viability	<input type="checkbox"/>
Infrastructure Strategy and Performance	<input type="checkbox"/>
Enterprise Resiliency	<input type="checkbox"/>
Community Sustainability	<input type="checkbox"/>
Water Resource Sustainability	<input type="checkbox"/>
Stakeholder understanding and support	<input type="checkbox"/>

# Michigan Water Resource Recovery Recognition Program

## - Application Form -

For each attribute for which application is being made, provide a few statements as to the program elements that are in place and provisions that have or that are being made to measure the program's effectiveness. The guidance/descriptions under each attribute are based on information in the EUM Primer. Information not included on this form, but part of the EUM Primer, or part of the Water Resources Utility of the Future Application may be used as guidance, and included with the application. Include attachments or photographs that assist in explaining the facilities implementation of the EUM attributes.

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
<b>Product Quality</b> Do the effluent and biosolids meet or exceed full regulatory compliance?		
<b>Customer Satisfaction</b> Does your agency have a process for logging customer questions or complaints?  Is response time monitored?  Is customer satisfaction with the response monitored?		
<b>Employee and Leadership Development</b> Regularly recruits new workforce.  Has systems in place for developing and retaining its workforce.  Establishes a participatory, collaborative organization.		

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
<p><b>Operational Optimization</b> Ensures ongoing, timely, cost-effective, reliable, and sustainable performance.</p> <p>Minimizes resource use, loss, and impacts from day-to-day operations, and reduces all forms of waste.</p>		
<p><b>Financial Viability</b> Understands and plans for the full life-cycle cost of utility operations and value of water resources.</p> <p>Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues.</p>		
<p><b>Infrastructure Strategy and Performance</b> Has an Asset Management Plan.</p> <p>Understands the condition of and costs associated with critical infrastructure assets.</p>		
<p><b>Enterprise Resiliency</b> Ensures utility leadership and staff work together internally, and coordinate with external partners, to anticipate, respond to, and avoid problems.</p>		

	<i>Description of program elements</i>	<i>Metrics that demonstrate program effectiveness</i>
<b>Community Sustainability</b> Takes an active leadership role in promoting and organizing community sustainability improvements through collaboration with local partners.		
<b>Water Resource Sustainability</b> Ensures the availability and sustainable management of water for its community and watershed.		
<b>Stakeholder understanding and support</b> Engenders understanding and support from stakeholders (anyone who can affect or be affected by the utility).		

Ref: Water EUM