ANSI/AWWA **G480-25**

(Revision of ANSI/AWWA G480-20)

AWWA Management Standard

Water Conservation and Efficiency Program Operation and Management

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American Water Works Association

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STANDARD Since 1881

AWWA Management Standard

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Foreword

This foreword is for information only and is not a part of ANSI/AWWA G480.*

I. Introduction.

I.A. *Background*. The AWWA utility management standards are designed to serve water, wastewater, and reuse utilities; their customers; owners; service providers; and government regulators. The standards developed under the program are generally intended to improve a utility's overall operations and service. Among these standards is this effort to establish formal management and operations guidelines. These guidelines identify appropriate practices, procedures, and behaviors whose implementation will promote effective and efficient utility operations and contribute to protection of public health, public safety, and the environment.

AWWA's standards process has been used for more than 110 years to produce American National Standards Institute (ANSI)-approved standards for materials and processes that are used by the water, wastewater, and reuse utility industries. These standards are recognized worldwide and have been adopted by many utilities and organizations. Likewise, this management standard is developed using the same ANSI-recognized formal process. Volunteer standards committees establish standard practices in a uniform and appropriate format.

Formal standards committees have formed and continue to form to address the individual standards practices for the diverse areas of water and wastewater utility operations and management. A formal standards committee was created in January 2009 to create this standard, Water Conservation and Efficiency Program Operation and Management.

AWWA supports the efficient use and management of water resources at all levels in society. As stewards of water resources, water utilities are encouraged to support and adopt codes, policies, procedures, and programs that integrate demand management with supply-side management. To achieve this, AWWA supports the adoption of a variety of water conservation principles and practices for all types of potable and nonpotable water supplies and classes of water users.[†] It is the intention of this standard to serve as a tool in support of this AWWA Policy Statement.

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* American National Standards Institute, 1180 Avenue of the Americas, 10th Floor, New York, NY 10036.

† AWWA Policy Statement on Water Efficiency and Conservation (adopted by AWWA Board of Directors, Oct. 24, 2018).

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I.B. *History*. The first edition of this standard was approved by the AWWA Board of Directors on Jan. 20, 2013. The second edition was approved on Oct. 26, 2020, and this third edition was approved on June 7, 2025.

I.C. *Acceptance*. There is no applicable information for this section.

II. Special Issues.

II.A. *Advisory Information on Application of Standards*. This standard includes only those requirements that are limited exclusively to establishing effective operation and management practices related to water conservation and efficiency programs for utilities. Separate standards adopted by the AWWA Standards program cover in more detail programs such as establishing a utility management system framework; water treatment plant operation and management; distribution system operation and management; source water protection; security practices; emergency preparedness practices; business practices; and customer relations and communications.

III. Use of This Standard. It is the responsibility of the user of an AWWA standard to determine that the products and provisions described in that standard are suitable for and compatible with the user's intended application being considered.

III.A. *Purchaser Options and Alternatives*. There is no applicable information for this section.

III.B. *Modification to Standard*. There is no applicable information for this section.

IV. Major Revisions. The major revisions made to the standard in this edition include the following:

1. Under Sec. 4.2, Top-Level Organizational Functions, a new subsection on planning for climate change has been added (Sec. 4.2.4).
2. Under Sec. 4.3.1, Internal Utility Actions and Requirements, Metering Practices, a new subsection on customer leak detection has been added (Sec. 4.3.1.3).
3. Under Sec. 4.3.2, Internal Utility Actions and Requirements, Utility Rate Structures, the provisions in the subsection on water rate structures has been modified (Sec. 4.3.2.1).
4. Under Sec. 4.3.3 on Internal Utility Actions and Requirements, Billing Practices, the provisions in the subsection on estimated readings have been modified (Sec. 4.3.3.3).
5. Under Sec. 5.1 on Verification, Documentation, a new subsection on billing system reports has been added (Sec. 5.1.9).

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6. Under Sec. 5.1 on Verification, Documentation, a new subsection on public utility commission/public services commission has been added (Sec. 5.1.15).

V. Comments. If you have any comments or questions about this standard, please call AWWA Engineering and Technical Services at 303.794.7711; write to the department at 6666 West Quincy Avenue, Denver, CO 80235-3098; or email standards@awwa.org.

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AWWA Management Standard

Water Conservation and Efficiency Program Operation and Management

SECTION 1: GENERAL

Sec. 1.1 Scope

This standard describes the critical elements of an effective water conservation and efficiency program. It encompasses activities undertaken by a utility within its own operations to improve water use on the supply side upstream of customer meters through distribution system management and on the demand side downstream of customer meters through customer billing and education practices. A program meeting this standard has the potential to impact all water users.

Sec. 1.2 Purpose

The purpose of this standard is to establish criteria for the establishment of a formal water conservation and efficiency program for utilities that wish to implement such a program under this standard.

Sec. 1.3 Application

This standard can be referenced in the development and evaluation of water conservation and efficiency programs for utilities.

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