ANSI/AWWA **G520-25**

(Revision of ANSI/AWWA G520-17)

AWWA Management Standard

Wastewater Collection System 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 G520.*

I. Introduction

I.A. *Background.* The AWWA utility management standards are designed to serve water, wastewater, and reuse utilities—hereafter referred to as the *water sector*—and 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. One aspect of the standards program is an effort to establish formal management and operations guidelines. These guidelines identify appropriate practices, procedures, and behaviors, the implementation of which 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 90 years to produce American National Standards Institute (ANSI)–approved standards for materials and processes that are used by the water sector. These standards are recognized worldwide and have been adopted by many utilities and organizations. Likewise, this performance 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 been and continue to be formed to address the individual standards practices for the diverse areas of water sector operation. A formal standards committee was created in 2001 to develop standards for distribution system operation and management, water treatment plant operation and management, and source water management. This standard on wastewater collection system operation and management is the outcome of the Wastewater Collection Systems Operation and Management Standards Committee.

I.B. *History.* The first edition of this standard was approved by the AWWA Board of Directors on Jan. 14, 2017. This edition was approved on June 7, 2025.

I.C. *Acceptance.* ANSI/AWWA G520 does not address additives requirements. Users of this standard should consult the appropriate state or local agency having jurisdiction to make sure their use of this document is in alignment with all applicable requirements.

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

II. Special Issues

II.A. *Advisory Information on Application of Standards.* This standard includes only those requirements that are limited exclusively to the operation and management of a wastewater collection system. Separate standards will cover utility programs such as emergency preparedness, security, business practices, wastewater treatment, source water protections, and overall utility management.

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 use in the particular application being considered.

III.A. *User Options and Alternatives.* The following information should be provided by the user:

1. Standard used—that is, ANSI/AWWA G520, Wastewater Collection System Operation and Management, of latest revision.

2. Details of federal, state, provincial, territorial, and local requirements (Sec. 4.1.1).

III.B. *Modification to Standard.* Any modification to the provisions, definitions, or terminology in this standard must be provided by the purchaser.

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

1. Added new definitions for *Computerized maintenance management system (CMMS), Corrosion control, Force main, Geographic information system (GIS), Gravity sewer main, Grinder pump, Maintenance management system (MMS), Manufacturer, Potable water, Reactive maintenance,* and *Resources*. Deleted definitions for *Service provider* and *Water* (Section 3).

2. Added new detail for communication planning related to emergency situations (Sec. 4.2 and Sec. 4.3.11).

3. Reorganized the steps for customer inquiry response and tracking (Sec. 4.2.1).

4. Provided examples of public education and outreach (Sec. 4.2.2).

5. Provided examples of planned and unplanned service interruptions (Sec. 4.2.3).

6. Added considerations for 10-year and 25-year rain events related to combined sewer capacity (Sec. 4.3.3.1.1).

7. Added considerations for prevention of sewer backups in new designs and existing systems (Sec. 4.3.3.1.2).

8. Added new section for responsible and secure tracking and storage of chemicals (Sec. 4.3.12.2).

9. Provided examples of health and safety training documentation to be maintained by the utility (Sec. 4.3.13).

10. Added examples of training programs developed by the utility for employees (Sec. 4.3.13.1).

11. Added a new section for asset management (Sec. 4.5).

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

Wastewater Collection System Operation and Management

SECTION 1: GENERAL

Sec. 1.1 Scope

This standard describes the critical requirements for the effective operation and management of a wastewater collection system.

Sec. 1.2 Purpose

The purpose of this standard is to define the minimum requirements for the operation and management of a wastewater collection system, including maintaining infrastructure and operation and maintenance (O&M) of facilities.

Sec. 1.3 Application

This standard can be referenced in the evaluation of wastewater collection systems operation and management. The stipulations of this standard apply when this document has been referenced and then only to the operation and management of wastewater collection systems.