

ANSI/AWWA **G480-20**  
(Revision of ANSI/AWWA G480-13)

AWWA Management Standard

# Water Conservation and Efficiency Program Operation and Management

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13<sup>th</sup> edition approved Oct. 26, 2020.

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American Water Works  
Association



## AWWA Management Standard

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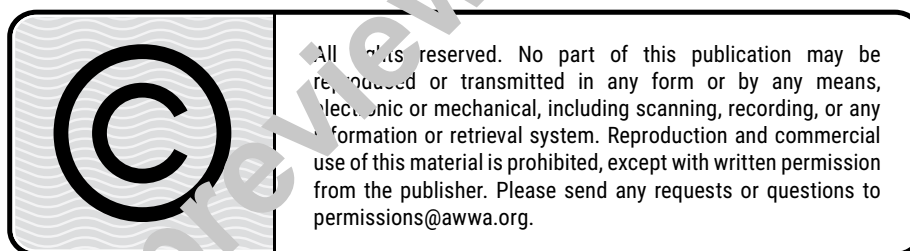
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## Committee Personnel

The AWWA Standards Committee on Water Conservation Practices, which reviewed and approved this standard, had the following personnel at the time of approval:

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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.<sup>†</sup> 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, 25 West 43rd Street, Fourth Floor, New York, NY 10036.

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

I.B. *History.* The first edition of this standard was approved by the AWWA Board of Directors on Jan. 20, 2013. This edition was approved on Oct. 26, 2020.

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. The title and multiple sections of the standard were updated to correct terminology to include water conservation “and efficiency.”
2. Sec. 4.2.4 added new requirement for water shortage or drought plan.
3. Sec. 4.3 Internal Utility Actions and Requirements was updated to reflect requirements related to metering, rate structures, and billing.
4. A new Sec. 4.3.4.4 was added related to landscape transformations.
5. Sec. 4.3.5 Water Loss Control Program was updated to reflect current utility requirements related to water audit, validation, and public availability.
6. A new Sec. 4.4.2 was added to reflect integration of water efficiency into land-use planning.
7. Sec 4.5 was updated to clarify that wholesale agency requirements should be appropriate and consistent with governing authorities.

8. Sec 5.1 Documentation was updated to ensure correspondence with new requirement sections added, in particular, drought or water shortage plan, public information and education program, billing practices, landscape efficiency program, water loss control program, and land-use planning.

**V. Comments.** If you have any comments or questions about this standard, please call AWWA Engineering and Technical Services at 303.794.7711; FAX at 303.795.7603; write to the department at 6666 West Quincy Avenue, Denver, CO 80235-3098; or email at [standards@awwa.org](mailto:standards@awwa.org).



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# Water Conservation and Efficiency Program Operation and Management

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## SECTION 1: GENERAL

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### **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 utility 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 utility conservation and efficiency programs.