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The Authoritative Resource on Safe Water®

NewsRelease

For Immediate Release:
July 25, 2011

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AWWA announces publication of *Utility Management for Water and Wastewater Operators*

(DENVER, CO) – The [American Water Works Association](http://www.awwa.org) (AWWA) announced today the publication of *Utility Management for Water and Wastewater Operators*. Written expressly for new utility managers and others who want to move into management, this 500-page book offers a comprehensive understanding of the roles and responsibilities of water and wastewater utility managers.

Utility management is responsible for organizing and supplying the resources needed to fulfill the utility's mission, including people, capital, infrastructure, source water, tools, and technology. *Utility Management for Water and Wastewater Operators* explains all the issues that utility managers face while fulfilling their mission, including public health protection, working with governing bodies, human resources, customer service, asset management, budgeting, source water and water-use management, environmental protection, security, and public communications.

Utility Management for Water and Wastewater Operators clarifies how all of the many departments, divisions, governing bodies, and individuals fit together to create an integrated system.

Utility Management for Water and Wastewater Operators is now available in the [AWWA Bookstore](http://www.awwa.org/bookstore).

Media Note: Review copies are available for media. Please contact Deirdre Mueller at dmueller@awwa.org or 303-347-6140.

About the Author:

Frederick Bloetscher, PhD, PE, has more than 25 years of experience in local government and municipal water and sewer provision. Bloetscher is an associate professor at Florida Atlantic University in Boca Raton, Fla., and president of Public Utility Management and Planning Services, Inc. (PUMPS), a firm he started in 2000 to provide local governments with help in the evaluation of utility system needs. He holds a PhD in Civil and Environmental Engineering from the University of Miami, a Master of Public Administration from the University of North Carolina, and a BS in Civil Engineering from the University of Cincinnati. He is also the author of *Water Basics for Decision Makers*, which is also available from the American Water Works Association.

About the Publication:

Utility Management for Water and Wastewater Operators

by Frederick Bloetscher

Published by American Water Works Association

ISBN: 978-1-58321-823-5

AWWA members: \$90

Nonmembers: \$142

Catalog No. 20721

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AWWA is the authoritative resource for knowledge, information, and advocacy to improve the quality and supply of water in North America and beyond. AWWA is the largest organization of water professionals in the world. AWWA advances public health, safety and welfare by uniting the efforts of the full spectrum of the entire water community. Through our collective strength we become better stewards of water for the greatest good of the people and the environment.