



small utility

MEMBERSHIP

# resource

## GUIDE



American Water Works  
Association

The Authoritative Resource on Safe Water®

Advocacy  
Communications  
Conferences  
Education and Training  
Science and Technology  
Sections



# Welcome to AWWA

You're now part of the largest community of water professionals in the world—welcome!

AWWA brings together people with a variety of experiences, backgrounds, skills and perspectives. Our members represent every part of the profession: we're small, medium, and large utilities serving rural communities and large cities; we're manufacturers, distributors and consultants, providing expertise and technology to customers; we're the professionals who make a difference every day on the job. And together, we know more about how to protect public health through safe water than anyone in the world.

AWWA serves as *the* authoritative resource for knowledge, information and advocacy for improving the quality and supply of water in North America and beyond. Together we create new standards, develop new treatment technologies, protect resources, and keep water clean and safe worldwide. We advance public health, safety, and welfare by uniting the efforts of the entire water community—your community.

Take full advantage of your AWWA membership—*starting today*. We are proud to welcome you as a member and look forward to your participation in AWWA and the future of safe water.



# Important Information

## Member Number

Your member number is displayed on your membership card. You can always contact Customer Service for the number.

## Membership Term

AWWA membership is based on a 12-month anniversary year. Renewal notices are sent 3 months prior to your expiration date, and a membership card is sent upon renewal.

## Periodical Subscriptions and Member Login

Print subscriptions will begin with the next issue. For immediate access to all of AWWA's e-periodicals plus other valuable member resources, use your member number to set up a user name and password at [www.awwa.org](http://www.awwa.org).

All members outside North America (regardless of grade), Student Members, and members with APO/FPO addresses will receive e-periodicals only. If you'd like to receive print copies of any of our periodicals, you may purchase a subscription for an additional fee by contacting Customer Service.

## 10% Discount

Use the enclosed discount coupon to save 10% on your first member purchase!

## How to Contact Us

American Water Works Association  
6666 West Quincy Avenue  
Denver, CO 80235-3098

303.794.7711  
800.926.7337  
303.347.0804 fax  
custsvc@awwa.org  
www.awwa.org

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“AWWA has played an important part in the development of my professional career. The certification programs that AWWA offers have helped further my knowledge in the water conservation field. I now get personal satisfaction that I am helping not only the water conservation efforts of California, but educating our customers on the conservation practices that they can implement in their own homes. Thank you so much for all that you do in the water industry.”

Greg Bundesen, California American Water,  
Sacramento, California  
Member Since 2008

## A Little History

AWWA was founded on March 29, 1881, in St. Louis, Missouri, by 22 water utility professionals with a passion for public health. *Journal AWWA* was introduced in 1914. AWWA’s headquarters moved to Denver, Colo., in 1974, and the association continued to grow in terms of members, budget, active volunteers, publications, standards, and events. We have 60,000 members in 43 sections—and in 90 countries outside of North America. Today, our utility members serve 80% of the North American population.



# Connect

## With the Water Community

As a member, your utility and your employees are part of the largest pool of experts in the water profession, with many opportunities to share professional experience, access technical information, discuss important water issues, contribute to the water community, find new contacts, and ensure public health in your own community. Getting involved is one of the best ways to start taking advantage of membership. Register for an AWWA or section event, set up your member login, and start networking with your colleagues.

## Benefit Tips

Start using your membership benefits right away!

### Explore [www.awwa.org](http://www.awwa.org)

The more you explore our Web site, the more resources you will find. Create a login to access member benefits, and check back often for new information!

### Contact your local section and attend an event

Sections provide a great local professional network. Read more on page 10.

### Check out our online events calendar

Find events in your area or around the world with this online calendar.

### Contact other members

Access the online Officers and Committee Directory. Find members of association committees, divisions, and councils, as well as the Board of Directors.

### Participate in online forums and social media

With online forums, you can discuss everything from treatment technologies to regulatory issues. Find a topic that interests you and become part of the conversation. Follow AWWA on LinkedIn, Facebook and YouTube.

### Check out Work for Water

AWWA’s Work for Water online job board and career resources attracts more than 70,000 visitors each month. Water industry employers and water professionals converge on the AWWA Work for Water site to find the perfect match between talent and opportunity.

# Discover

## Technical Resources and Training

Staying up-to-date on changes affecting the water community is more important than ever. AWWA offers the best technical information and training in the industry, providing current information on everything from the latest water issues to exclusive reports on the state of the industry. Our periodicals, bookstore products, and educational events give members everything they need—from scientific research to technical knowledge and legislative news.

### Periodicals

AWWA's periodicals\* are available electronically with expanded content for members only.

**Journal AWWA.** Read the *Journal* to stay current on the top concerns of utility managers, as well as many scientific innovations in the water community.

**Opflow.** *Opflow* is the hands-on, practical publication for water supply operators with a straightforward, informative style popular with all AWWA members.

**Streamlines.** Published twice a month, this e-newsletter offers timely and targeted stories about regulatory and legislative developments, industry issues and trends, utility practices, and research and new technologies.

*\*All members outside North America (regardless of grade), Student Members, and members with APO/FPO addresses will receive e-periodicals only. If you want to receive print copies of any of our periodicals, you may purchase a subscription for an additional fee by contacting Customer Service.*



### What Is ACCESS?

Our core competencies highlight the wide variety of resources available through AWWA.

- Advocacy
- Communications
- Conferences
- Education and Training
- Sections
- Science and Technology

“AWWA provides lots of benefits and information regarding water—and how best to provide it to our customers. AWWA has opened my eyes to all that we do to provide our customers with clean, safe, reliable water.”

Thomas Grisa, City of Brookfield,  
Wisconsin  
Member Since 1992



## Utility Quality Programs

These programs are designed to assist utilities by improving their performance and effectiveness. Managed by AWWA staff, the programs include:

- Partnership for Safe Water
- QualServe
- International Water Treatment Alliance

## Digital AWWA

To learn about AWWA, get the latest industry news, find technical resources, or search The Water Library create your own login on [www.awwa.org](http://www.awwa.org)!

## AWWA Bookstore

The AWWA Bookstore offers hundreds of books, AWWA Standards, DVDs, and CDs to help members on the job. It is the world's largest collection of materials for water and wastewater professionals. Members receive up to a 33% discount off retail prices.

## The Water Library®

Find it fast in The Water Library, AWWA's online research and download center. Members have free access to hundreds of *Journal AWWA* and *Opflow* articles. Individual AWWA Standards are also available for purchase at a discount.

## AWWA Standards

AWWA Standards are recognized as the consensus standards for products and procedures used in the treatment and supply of safe water to advance public health and safety. AWWA Standards are certified by the American National Standards Institute (ANSI). A Standards Subscription includes a complete set of AWWA Standards (more than 150), plus all updates distributed within a given year.

## WaterNet®

This comprehensive bibliographic database of published documents relating to public water supply is available as a subscription on CD-ROM, or members can contact AWWA technical staff for free custom searches on virtually any industry topic. WaterNet is updated semiannually with new references, and currently contains more than 65,000 abstracts.

## WaterWiser®

A free resource available on the AWWA Web site, WaterWiser is designed to meet the information needs of the water conservation community.

## Conferences and Education

With AWWA's resources for professional development, members and their employees have many opportunities to learn, meet, and network at all levels. Materials and instruction are available through a variety of media, from online courses to local and international conferences.

### Section Events

Sections offer local conferences and training events throughout the year. Check with your section for an event schedule.

### Webcasts

A variety of timely and relevant topics are delivered online by water experts throughout the year. Single or multiple user registration is available. Webcasts are also archived for use at your convenience.

### AWWA eLearning

This innovative online learning tool offers training, professional development, and continuing education units (CEUs) via the Internet 24 hours a day, 365 days a year. Take courses on your own time and at your own individual pace.

### AWWA Annual Conference and Exposition

The Annual Conference and Exposition (ACE) is AWWA's largest conference. It is the single event where members can get all the information they need, network among thousands of water professionals, and demonstrate their commitment to safe water.

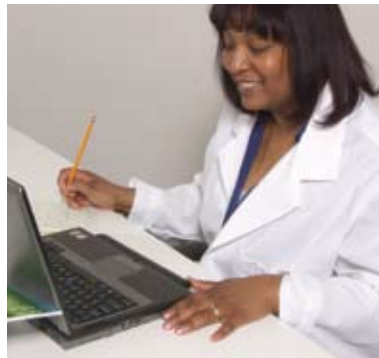
### Specialty Conferences and Workshops

AWWA hosts many water-related events every year covering all aspects of water and wastewater, from management and research to conservation, operations, and engineering. AWWA brings together the best minds in the profession to address pressing issues important to our members and to present the newest technology available. Your employees can earn continuing education units (CEUs) and professional development hours (PDHs).



## Employees Save Money!

Utilities and all their employees receive great discounts on educational events and hundreds of AWWA Bookstore products, plus access to past articles from *Journal AWWA* and *Opflow* through The Water Library. To receive the best value, just use the utility membership number online or on the phone.



“I have been a volunteer for more than 20 years. I originally became involved in a local chapter of our section, and currently serve on a section committee. Being a member of AWWA and an officer has allowed me to meet some very wonderful professionals.”

Bill Smith, Trinity River Authority  
of Texas, Arlington, Texas  
Member Since 1987

# Get Involved

AWWA provides many resources to help members get involved, build professional recognition, and advance careers. The opportunities are as unlimited as your imagination!

## Volunteer

There are more than 5,000 AWWA volunteers who provide their collective talent to the water community. Voluntary service on AWWA or section committees can offer your utility employees new contacts, insights, and energy. Professionally, members can increase their knowledge of the water field. Personally, they connect with other water professionals, have fun, and experience personal growth. Volunteering is another way to help ensure the future and direction of both AWWA and the water community.

## Submit Articles or Books

Contact *Journal AWWA* and *Opflow* to submit articles. Our publishing department also accepts submissions from book authors.

## Present at an Event

Present a technical paper at conferences or training events. Many sections need presenters for local conferences.

## Recruit Your Peers

Recruit new members with our annual Member-Get-A-Member program. Inspire your colleagues to join, gain recognition through awards, and get prizes for your recruitment achievements.



# Make Your Voice Heard

## Advocacy

AWWA is the leading voice for the water profession. This work is made possible by the utilities that support AWWA. By providing scientific and technical information to legislators and regulatory officials on all aspects of water policy, AWWA's Water Utility Council, Public Affairs Council, and Government Affairs Office represent the interests of all public water suppliers and their customers. The association also provides late-breaking updates on regulatory and legislative issues to water utilities.

## Government Affairs

AWWA's Government Affairs program gives members power through a strong, collective voice. Our Washington, D.C., office is the best resource for keeping up-to-date on changes, getting help with compliance issues, and keeping in touch with key contacts at local, state, and federal levels.

The office is located near the White House, Capitol Hill, and the US Environmental Protection Agency (USEPA). Our successes include legislative and regulatory efforts focused on these three entities. In fact, AWWA's active participation in USEPA's rulemaking process has directly benefited utilities in many ways. The Washington staff works closely with AWWA's volunteer Water Utility Council (WUC), developing programs to initiate, evaluate, respond to and comment on the issues that directly affect utilities.

## Public Affairs

AWWA's Office of Public Affairs, located in Denver, Colorado, offers many programs to help members communicate with key stakeholders and the public.

### Only Tap Water Delivers

One of the great benefits of your utility membership is access to Only Tap Water Delivers, a grassroots and media campaign to help communicate the value of tap water service and the need to reinvest in water infrastructure to key stakeholders. Utility members receive a CD/DVD package containing advertisements, press releases, talking points, consumer handouts, and more.

### Public Communications Toolkit

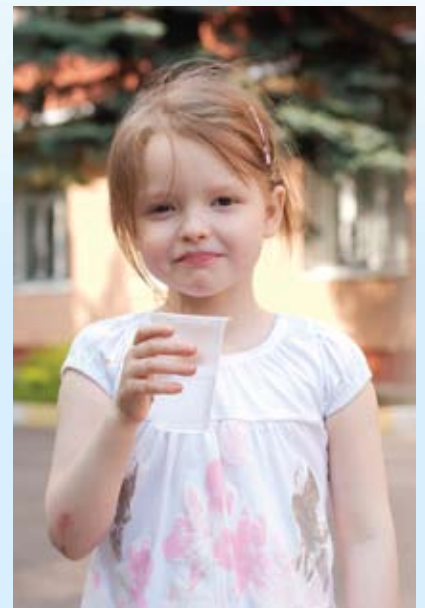
This online kit contains information on public communication for members, from specific tools to articles to presentations to sample campaigns, all in one place for easy access.

### Drinking Water Week

Drinking Water Week is an annual event that celebrates drinking water in local communities. Each May, water utilities across North America honor our most precious natural resource with fairs, programs, and contests throughout the week.

### Drinktap.org

AWWA's consumer site, [www.drinktap.org](http://www.drinktap.org), offers information on various drinking water issues for the general public, including children. Link to the site or use the information.



“My boss was the section president and came into my office and said, “Don’t you want to be Program Chair for the local section?”, and I have been involved ever since. The networking is one of the greatest benefits of my membership. I have met people I consider my mentors and have also made great personal friends.”

Jennifer Elms, Edminster Hinshaw Russ & Associates, Houston, Texas  
Member Since 2003

# Find Local Connections With Your Section

## AWWA Sections

Sections are the first place our members turn to get involved in the association. Members located in North America belong to one of AWWA’s 43 sections (chapters), based on their place of principal business activity or home address.\* There are 37 sections located in the United States, five in Canada, and one in Mexico.

*\*AWWA has no sections outside North America*

## Section Opportunities

- › Attend educational programs and earn CEUs and PDHs
- › Network with peers
- › Influence legislation and regulations
- › Get involved in local committees and activities
- › Volunteer to present or write for your section

Sections rely on dedicated volunteers to serve on section boards and committees, and provide support in many other areas. In addition, AWWA leadership often comes from the section level. Section leaders become members of AWWA’s councils, divisions, committees, and Board of Directors.

## Multi-Section Memberships

Members have the option to hold membership in more than one section. For information, contact Customer Service.





- Region I
- Region II
- Region III
- Region IV
- Region V

- State and Province Borders
- Section Borders
- Region Borders



# Additional Value

## AWWA Sourcebook

*AWWA Sourcebook* is a comprehensive resource for products and services from companies that serve the water community. The print version is distributed each year to members, and it is also available online.

## Small Systems Resources

Small utilities are the focus of AWWA's online Small System Resource Center, an information service dedicated to small system professionals. There is also a Small Systems Division within AWWA that serves as a focal point for small system concerns and activities.

## Added-Value Benefits

As part of AWWA's ongoing commitment to membership, we partner with outside organizations to offer high-quality products and services exclusively to AWWA members, including a variety of health, auto, and home insurance plans as well as other benefits. Visit our Web site for details.

## Student Resources

For students who want to become more involved in the water profession, AWWA offers a variety of resources including scholarships, and presentation and networking opportunities. Some sections host student chapters as well as student paper forums at their annual conferences. Contact your section for a list of local opportunities.

## Volunteer and Technical Services Staff

The Volunteer and Technical Services staff at AWWA assist members with water industry questions and research, and provide support in many other areas. Staff members include engineers, administrative staff, and technical managers who work on projects such as Standards, conferences, training, utility quality programs, and more.

## Related Organizations

AWWA is aligned with two independent water organizations, both of which do groundbreaking work.

For information, visit [www.waterforpeople.org](http://www.waterforpeople.org) or [www.waterresearchfoundation.org](http://www.waterresearchfoundation.org).

