

ANSI/AWWA

G480-20

(Revision of [ANSI/AWWA G480-13](#))

AWWA Management Standard

Water Conservation and Efficiency Program Operation and Management

Effective date: Feb. 1, 2021.

First edition approved by Board of Directors Jan. 20, 2013.

This edition approved Oct. 26, 2020.

Approved by American National Standards Institute Aug. 14, 2020.



American Water Works
Association



Documents

Document Sharing Hub

AWWA Management Standard

This document is an American Water Works Association (AWWA) management standard. It is not a specification. AWWA management standards describe consensus requirements for utility management practices. The use of AWWA management standards is entirely voluntary. This standard does not supersede or take precedence over or displace any applicable law, regulation, or code of any governmental authority. AWWA management standards are intended to represent a consensus of the water industry of requirements and practices that utilities should strive to achieve. When AWWA revises or withdraws this standard, an official notice of action will be placed in the Official Notice section of *Journal AWWA*. The action becomes effective on the first day of the month following the month of *Journal AWWA* publication of the official notice.

American National Standard

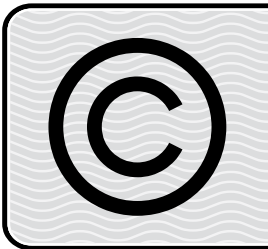
An American National Standard implies a consensus of those substantially concerned with its scope and provisions. An American National Standard is intended as a guide to aid the manufacturer, the consumer, and the general public. The existence of an American National Standard does not in any respect preclude anyone, whether that person has approved the standard or not, from manufacturing, marketing, purchasing, or using products, processes, or procedures not conforming to the standard. American National Standards are subject to periodic review, and users are cautioned to obtain the latest editions. Producers of goods made in conformity with an American National Standard are encouraged to state on their own responsibility in advertising and promotional materials or on tags or labels that the goods are produced in conformity with particular American National Standards.

CAUTION NOTICE: The American National Standards Institute (ANSI) approval date on the front cover of this standard indicates completion of the ANSI approval process. This American National Standard may be revised or withdrawn at any time. ANSI procedures require that action be taken to reaffirm, revise, or withdraw this standard no later than five years from the date of ANSI approval. Purchasers of American National Standards may receive current information on all standards by calling or writing the American National Standards Institute, 25 West 43rd Street, Fourth Floor, New York, NY 10036; (212) 642-4900; or e-mailing info@ansi.org.

ISBN-13, print: 978-1-64717-036-3

ISBN-13, electronic: 978-1-61300-574-3

DOI: <https://dx.doi.org/10.12999/AWWA.G480.20>



All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including scanning, recording, or any information or retrieval system. Reproduction and commercial use of this material is prohibited, except with written permission from the publisher. Please send any requests or questions to permissions@awwa.org.

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including scanning, recording, or any information or retrieval system. Reproduction and commercial use of this material is prohibited, except with written permission from the publisher.

Copyright © 2020 by American Water Works Association
Printed in USA

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:

Chris Brown, *Chair*

Michael Buettner, *Vice Chair*

Management Interest Members

V. Blette, USEPA, Washington, D.C.

W.J. Christiansen, Alliance for Water Efficiency, Chicago, Ill.

F.S. Kurtz (*liaison, nonvoting*), AWWA Standards Engineer Liaison, Denver, Colo.

D.W. Mazyck (*liaison, nonvoting*), Standards Council Liaison, University of Florida, Gainesville, Fla.

E.R. Osann, Natural Resources Defense Council, Washington, D.C.

K. Reidy, Colorado Water Conservation Board, Denver, Colo.

Service Provider/Consulting Services

C. Brown, Chris Brown Consulting, Sacramento, Calif.

P. Lander, Dakota Ridge Partners, Boulder, Colo.

P. Mayer, Water Demand Management, Boulder, Colo.

M.L. Risk, Water Resources Consultant, Mesa, Ariz.

B.M. Skeens, Jacobs, Atlanta, Ga.

Utility/User Members

M. Buettner, City of Bend Utility Department, Bend, Ore.

K. Nguyen, Cobb County Water System, Marietta, Ga.

J. Shimmin, Coachella Valley Water District, Palm Desert, Calif.

This page intentionally blank.



Documents
Document Sharing Hub

Copyright © 2020 American Water Works Association. All Rights Reserved

Contents

All AWWA standards follow the general format indicated subsequently. Some variations from this format may be found in a particular standard.

SEC.	PAGE	SEC.	PAGE
<i>Foreword</i>		<i>Management Standard</i>	
I	Introduction..... vii	1	General
I.A	Background..... vii	1.1	Scope..... 1
I.B	History..... viii	1.2	Purpose 1
I.C	Acceptance viii	1.3	Application..... 1
II	Special Issues. viii	2	References 2
II.A	Advisory Information on Application of Standards viii	3	Definitions 2
III	Use of This Standard viii	4	Requirements
III.A	Purchaser Options and Alternatives viii	4.1	Regulatory Requirements 4
III.B	Modification to Standard viii	4.2	Top-Level Organizational Functions 4
IV	Major Revisions viii	4.3	Internal Utility Actions and Requirements 5
V	Comments ix	4.4	External Policy Requirements 7
		4.5	Wholesale Agency Requirements 8
		5	Verification
		5.1	Documentation 8
		6	Delivery 9

This page intentionally blank.