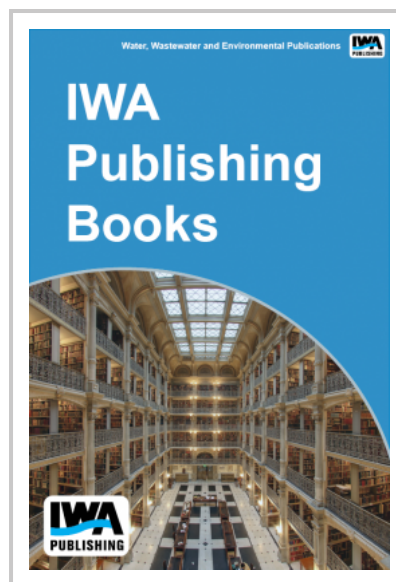


Strategic Asset Management and Communication: Gaining Public Support - Experience with Citizen Advisory Committees

Public understanding leading to support for investment in aging water infrastructure is absolutely essential in order to close the “gap” between projected and current funding levels. In response to the need identified by its utility members, the Water Environment Research Foundation has funded a research program on Strategic Asset Management (SAM) Implementation and Communication for wastewater and water utilities.

One objective of the research program included understanding the experience of utilities with citizen advisory committees to gain support for issues related to infrastructure sustainability and asset management. A variety of experiences are documented in this report. Lessons learned that can guide a utility that desires to establish a citizen advisory committee are identified in the areas of formation, logistics, goals and expected results.

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