**Date last modified/updated:** Click here to enter a date. **Internal audit:** Click here to enter a date.

**Who last modified/updated:** Click here to enter text. **Management review:** Click here to enter a date.

**This part of the Navigator Playbook is completed when you have:**

1. **Developed and delivered an initial EnMS communication from top management that included the importance of energy management and the organization’s energy policy.**
2. **Developed the details for EnMS awareness training for specific personnel or departments.**
3. **Planned and implemented awareness training.**
4. **Conducted awareness training and retained records.**
5. **Planned and implemented internal communication processes of the EnMS, including a suggestion system.**
6. **Planned and implemented external EnMS communication processes.**
7. Develop and deliver an initial EnMS communication from top management that includes the importance of energy management and the organization’s energy policy.

|  |  |  |
| --- | --- | --- |
|  | We have developed content for an initial communication to the organization about our EnMS activities. | Initial communication consists of an email sent to all facility personnel that outlines the updated energy policy, an explanation of the goals of the EnMS, and the members of the Energy Team. |
|  | We have communicated with top management the content we would like to communicate and they have agreed to deliver the message organization-wide. | Management okay-ed initial communication and added in a statement of support for the EnMS Objectives. |

1. Develop the details for EnMS awareness training for specific personnel or departments.

Awareness

We have ensured that communications address awareness of the following:

Conformance with the energy policy

The importance of following EnMS procedures and requirements

Roles, responsibilities, and authorities related to EnMS

Improved energy performance benefits

Impact of activities on energy consumption

1. Plan and implement awareness training.

We have used the awareness training forms shown on the following pages.

1. Conduct awareness training and retain records.

We have used the awareness training forms shown on the following pages.

1. Plan and implement internal communication processes of the EnMS, including a suggestion system.

We have established a process that will ensure that internal communications related to energy performance and the EnMS are carried out on a continual basis and have included the following topics:

Energy policy

The importance of energy management

Energy management responsibilities and authorities

Energy objectives

Energy performance of the organization

Other information about the EnMS, as appropriate

|  |  |  |
| --- | --- | --- |
|  | We have created a system for soliciting and recording suggestions from internal parties | In addition to the institution of energy “Treasure Hunts,” we have established an Email “Energy Tip Line” for all energy-related questions, concerns, and suggestions. |
|  | We have assigned responsibility for this to: | Jack Doe |

1. Plan and implement external EnMS communication processes.

We have developed an external communication policy and process for our facility and will retain records of all activities pertaining to external communication.

As part of our continued service to our constituents and members of the community, we will be providing public updates about the continued progress of our Energy Management System and other ways in which we are continuing our humble service to the community.

We have decided if and how our facility will engage in external communication regarding the energy policy, energy management system, and energy performance.

Updates and progress reports will be posted on our public-facing website in addition to our usual quarterly update in local news sources.

|  |  |  |
| --- | --- | --- |
|  | We have created a system for soliciting and recording suggestions from external parties | In addition to our usual suggestion “box” located on our website, we will also be making the “Energy Tip Line” email open to the public as well. |
|  | We have assigned responsibility for this to the following: | Jenn Doe |

|  |  |  |
| --- | --- | --- |
| EnMS Awareness Requirements Form | | |
| Check the appropriate box below to specify whether this form is being completed for an individual, a position, or a department/functional unit:  ⬜ Employee: Click here to enter text.  ⬜ Position: Click here to enter text.  ⬜ Department: Facilities | | |
| Required Awareness | **Specific Requirements** | **Reference Materials** |
| Energy policy conformance | Ensure awareness of updated Energy Policy | Energy Policy |
| Relevant procedure conformance | Educate on new procedures related to EnMS | EnMS Documentation and Operating Procedures |
| EnMS requirements conformance | Remind what equipment are SEUs and what data needs to be monitored | EnMS Documentation |
| Role, responsibilities and authority in achieving EnMS requirements | Remind that Facilities play a crucial role in energy use and management | N / A |
| Improved energy performance benefits | Explain what energy performance gains are to be sought | EnMS Documentation |
| Actual and potential impact of activities on energy consumption | Addressed above. | - |
| Activity contribution to energy objectives and targets achievement | Addressed above. | - |
| Potential consequences of procedure deviation | Reminder of typical safety procedures and their impact on energy use and management. | Typical safety procedures. |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| EnMS External Communications Log | | | | | | | | |
| **1** | Date Received:  10/1/20 | Assigned To:  Jack Doe | Name of Requester:  Asheville Local News | Affiliation/Organization:  Asheville News Co. | | | Contact Information:  800-555-5555 | |
| Summary of information Requested:  How will new EnMS Program affect local residents? | | Summary of Response:  Only positive things will come out of a better-controlled plant. Including but not limited to: less energy-intensive process, better control over process, less interruptions in service, etc. | | Date of Response:  10/5/20 | Follow-Up Required? (If yes, describe)  No | | Date of Follow-Up:  N/A |
| **2** | Date Received:  Click here to enter text. | Assigned To:  Click here to enter text. | Name of Requester:  Click here to enter text. | Affiliation/Organization:  Click here to enter text. | | | Contact Information:  Click here to enter text. | |
| Summary of information Requested:  Click here to enter text. | | Summary of Response:  Click here to enter text. | | Date of Response:  Click here to enter a date. | Follow-Up Required? (If yes, describe)  Click here to enter text. | | Date of Follow-Up:  Click here to enter a date. |
| **3** | Date Received:  Click here to enter a date. | Assigned To:  Click here to enter text. | Name of Requester:  Click here to enter text. | Affiliation/Organization:  Click here to enter text. | | | Contact Information:  Click here to enter text. | |
| Summary of information Requested:  Click here to enter text. | | Summary of Response:  Click here to enter text. | | Date of Response:  Click here to enter a date. | Follow-Up Required? (If yes, describe)  Click here to enter text. | | Date of Follow-Up:  Click here to enter a date. |

|  |  |
| --- | --- |
| EnMS External Communication Record | |
| Date Received: 10/1/20 | Assigned To: Jack Doe |
| Name of Requester: Asheville Local News | |
| Affiliation/Organization: Asheville News Co. | |
| Contact Information (address/telephone/e-mail): 800-555-5555 | |
| Information Requested: How will new EnMS Program affect local residents? | |
| Summary of Response (Attach documents as appropriate): Only positive things will come out of a better-controlled plant. Including but not limited to: less energy-intensive process, better control over process, less interruptions in service, etc. | |
| Date of Response: 10/5/20 |  |
| Is follow-up needed? (circle one) YES / NO | If yes, when is follow-up needed (date)?  N / A |
| If yes, describe what follow-up is needed:  N / A | Follow-Up Assigned To:  N / A |
| Date Follow-Up Completed:  N / A |

EnMS Training Needs Planning Matrix

Location: **Click here to enter text.**

Date: **Click here to enter text.**

Completed by: **Click here to enter text.**

| WHAT TRAINING IS NEEDED? | WHO NEEDS THE TRAINING? | WHAT INFORMATION IS NEEDED? WHAT EnMS DOCUMENTS (if any) ARE INVOLVED? | WHO IS RESPONSIBLE FOR CONDUCTING THE TRAINING? (Position Title) | HOW/WHERE WILL THE TRAINING BE DONE? | WHEN WILL THE TRAINING BE DONE? | WHAT WILL BE THE TRAINING RECORD? |
| --- | --- | --- | --- | --- | --- | --- |
| General Awareness of new EnMS Program | All Facility Personnel | EnMS Documentation, Energy Policy, Obj’s and Targets | Communications Director | All-Hands Monthly Meeting | Next Monthly Meeting (11/15/20) | Sign-in sheet of all attendees and signatures on new energy policy |
| EnMS Implementation and Maintenance | EnMS-critical Personnel | Click here to enter text. | Communications Director | Respective Department Meetings | Next department meetings (week of 11/20/20) | Department head will take head count of attendees |

External Communications Planning Worksheet

| Who is the target audience? | What is the purpose (goal) of the communication? | What will be communicated? | Who will communicate it? (responsible position) | How will it be communicated? (mechanism or media) | How often will the communication occur? (frequency) | When will the communication start? |
| --- | --- | --- | --- | --- | --- | --- |
| Local Residents | Explain Goals of EnMS and how it will affect them | The energy-saving nature of the EnMS and the increased control over water quality | Jack Doe | Flyer in the Mail | Once | 1/1/21 |
| Neighboring WWTPs | Explain new EnMS and potential goals and collaborative opportunities. | Explain energy savings expected from EnMS and see if collaboration is possible on any projects | Jack Doe | Email to neighboring WWTPs’ communication directors. | Once | 1/1/21 |

Internal EnMS Communications Planning Worksheet

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Internal EnMS Communications Planning Worksheet** | | | | |
| **Communicate to whom?** | **Communicate what?** | **Who will do the communication?** (Responsible Position) | **What media will be used to communicate?** | **How often will the communication occur?** |
| All Plant Personnel | Goals of EnMS | Jack Doe | All-Hands Meeting | Monthly |
| Personnel Requiring Add’l Training | Add’l Training Required | Jack Doe | Email | Once |
| SEU Operators | Add’l Observation Required | Jack Doe | Email | Once |

Responsibility and Authority Matrix for Energy-Related External Communications

|  |  |  |  |
| --- | --- | --- | --- |
| Potential External Interested party | Frontline Responsibility/Authority  (position title) | Back-Up Responsibility/Authority (position title) | Ultimate (Top-Level) Authority  (position title) |
| Customers | Communications Director | N / A | Plant Manager |
| Shareholders | N / A | N / A | N / A |
| Utility Companies | Facilities Engineer | Energy Team Lead | Plant Manager |
| Contractors | Procurement Dept | Facilities Engineer | Plant Manager |
| Suppliers | Procurement Dept | Facilities Engineer | Plant Manager |
| Insurers | Legal Dept | Plant Manager | Plant Manager |
| Government Regulators | Legal Dept | Plant Manager | Plant Manager |
| Local Officials | Communications Director | N / A | Plant Manager |
| Emergency Responders | Communications Director | N / A | Plant Manager |
| Media (crisis) | Communications Director | N / A | Plant Manager |
| Media (non-crisis) | Communications Director | N / A | Plant Manager |
| Neighbors | Communications Director | N / A | Plant Manager |
| Community | Communications Director | N / A | Plant Manager |
| General Public | Communications Director | N / A | Plant Manager |
| Environmental Groups | Communications Director | N / A | Plant Manager |
| Other: | Communications Director | N / A | Plant Manager |

Top Management Approval

|  |  |  |
| --- | --- | --- |
|  | Date approved: | 10/1/20 |
|  | Who approved: | John Doe |

Comments

Click here to enter text.