



## About the Program

This program is offered free of charge to all who are interested. The Project Team will conduct activities in every state, territory, and the Navajo Nation. All small drinking water systems are eligible to receive free training and technical assistance.

### Who should participate:

- Operators and system staff
- Clerks, bookkeepers
- Superintendents
- Elected officials

## The Environmental Finance Center Network (EFCN)

...creating solutions to the how-to-pay issues of environmental infrastructure and improvements. The EFCN is comprised of:

- Environmental Finance Center at University of Louisville
- Environmental Finance Center at University of Maryland, College Park
- Environmental Finance Center at University of North Carolina at Chapel Hill
- Environmental Finance Center at Wichita State University
- EFC West
- Great Lakes Environmental Finance Center at Cleveland State University
- New England Environmental Finance Center at University of Southern Maine
- Southwest Environmental Finance Center
- Syracuse Environmental Finance Center

## What We Offer

- Individualized Technical Assistance
- Workshops
- Small Group support
- Webinars
- eLearning
- Online Tools & Resources

### Topics include:

Asset Management  
Energy Use & Efficiency  
Meeting Regulatory Compliance  
Fiscal Planning and Rate Setting  
Multi-funding Coordination  
Communications and Decision-making  
Water Loss Reduction  
Working with Other Water Systems  
Financing  
Funding Programs  
Managing Small Utilities in Drought

## Contact Us

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Smart Management for  
Small Water Systems

## Smart Management for Small Water Systems

**2014-2015**

*Overview of free programs and services  
available through a cooperative  
agreement with the US EPA*



American Water Works  
Association



**[www.efcnetwork.org](http://www.efcnetwork.org)**

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## Asset Management

As a small water system, you are responsible for meeting your customer's expectations at the right cost while efficiently operating and managing your system. Asset Management can help you get there through efficient operation and management. Asset Management includes 5 components: *asset condition, customer service, asset criticality, life cycle costs, and long-term planning.*



## Fiscal Planning & Rate Setting

Is your system well-funded? Are your rates appropriate? Being in good financial shape requires the right rates, and long-term planning. Operators should understand how Board decisions impact revenue and capacity, and set rates that cover costs *and* save for future improvements.



## Water Loss Reduction

Do you have a "paper loss" or a "real loss?" How do you account for water? Where and how do you meter? Understanding water loss is important for stable revenue and system integrity. Understanding the problem helps system owners design appropriate water loss management strategies.



## Individualized technical assistance

This service is provided FREE to small drinking water systems serving 10,000 or fewer people. If you are interested in requesting assistance from our experts on any of the following topics, please fill out the form at [efcnetwork.org/assistance/request-assistance/](http://efcnetwork.org/assistance/request-assistance/)

### Technical Assistance expertise available in:

- Asset management
- Rates setting
- Energy efficiency & management
- Funding coordination
- Fiscal planning
- Water loss reduction



## Leadership Through Effective Communications and Decision Making

Strong communication and decision making skills are critical for successful leaders, and leadership happens at every level of a system regardless of size. Public works directors, water utility managers, operators, and finance staff need to effectively communicate decisions to rate payers, boards or commissions, funding and regulatory agencies, and staff.



## Meeting Regulatory Compliance

Small systems need to comply with the Safe Drinking Water Act. Some face rate setting or planning requirements. Rates regulation is generally conducted by a public utility commission. This training will help participants understand small water system practices that promote sound financial management and how these practices may not align with regulatory requirements.



## Working with Other Systems

Shrinking budgets and increasing requirements force systems to create operational efficiencies. Collaborating with other systems allows for flexibility in equipment sharing, bulk purchases, and shared staffing without ceding control.



## Energy Efficiency & Management

How can you cut costs when they keep rising? Energy can be as much as one-third of O&M. Improving energy efficiency is easy and can reduce costs. This workshop will help systems identify, implement, and finance energy efficiency and renewable energy projects.



## Finding Funding from Multiple Sources

Several state and federal programs fund water infrastructure, each with its own application and criteria. It can be difficult to navigate programs and procedures since many projects are funded by multiple agencies. Inter-agency co-funding can leverage resources and streamline application efforts.