



# Roles and Responsibilities

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# Session Overview

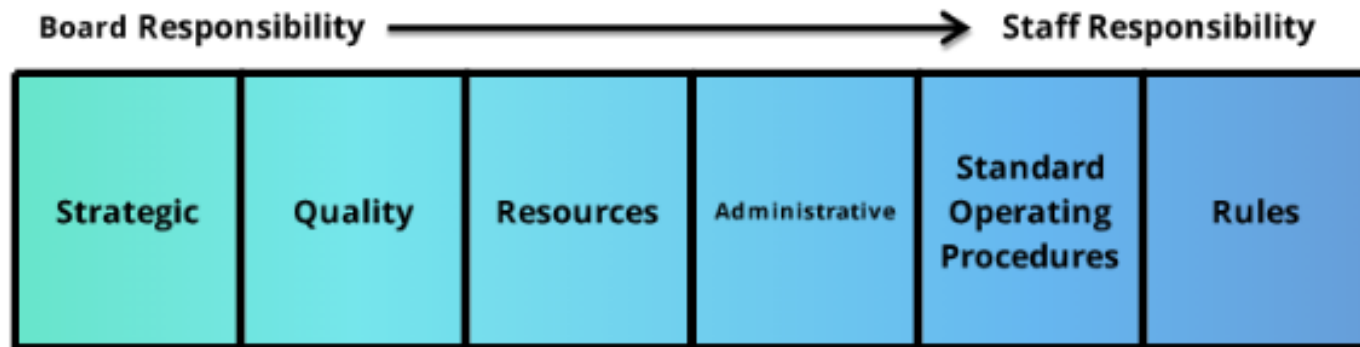
- Common components of a water system and their importance
- What is the role of the board, and what is the role of staff?




# Difference Between Staff and Board Roles and Responsibilities

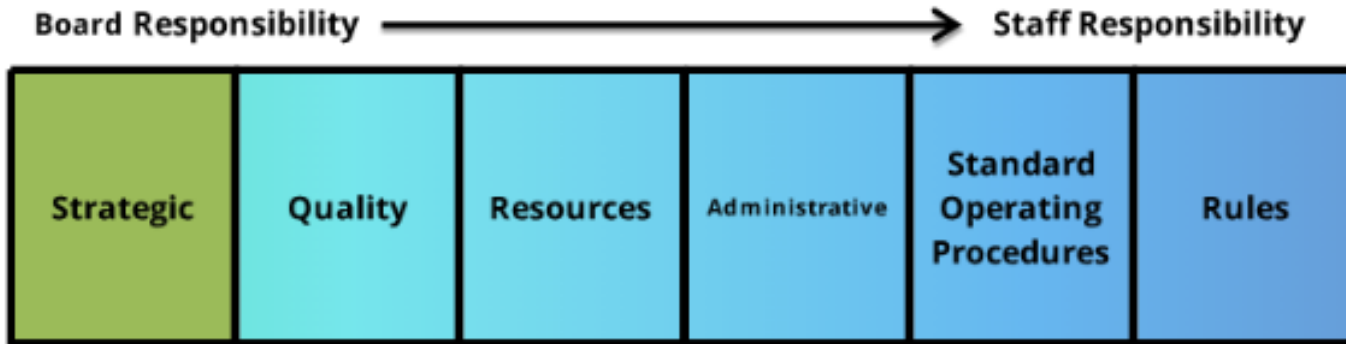


## Difference Between Board and Staff Roles and Responsibilities





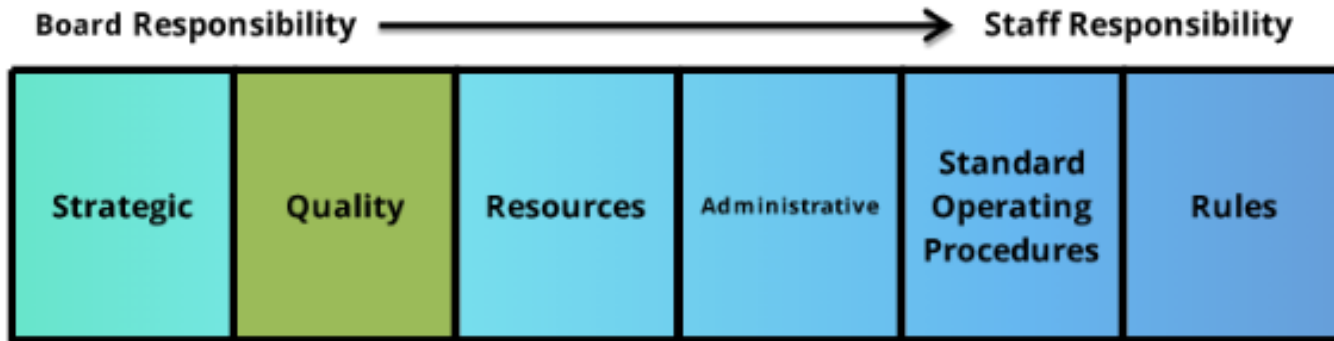
# Difference Between Board and Staff Roles and Responsibilities



Decisions affecting long-term priorities such as mission, institutional direction, values, priorities, and principles.



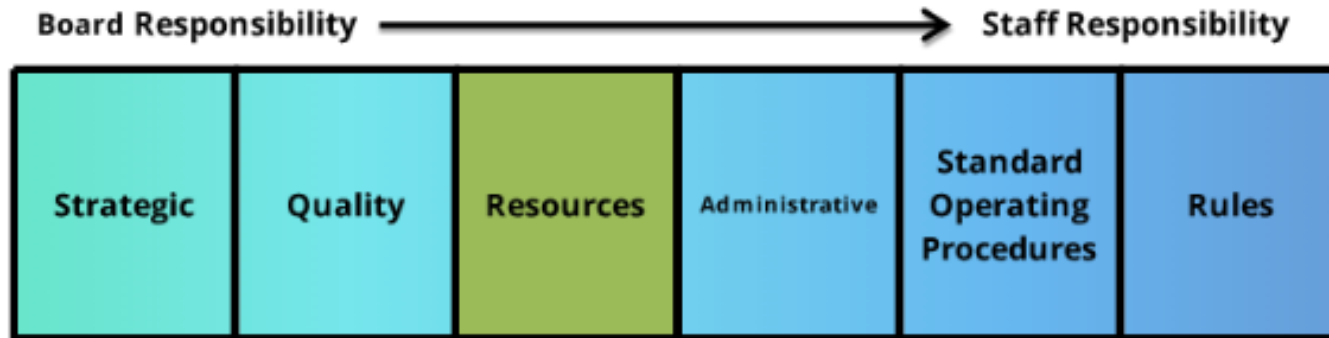
# Difference Between Board and Staff Roles and Responsibilities



Decisions affecting who are the organization's primary clientele, types of services, delivery systems that focus on the relationship of programs and departments to overall mission




# Difference Between Board and Staff Roles and Responsibilities

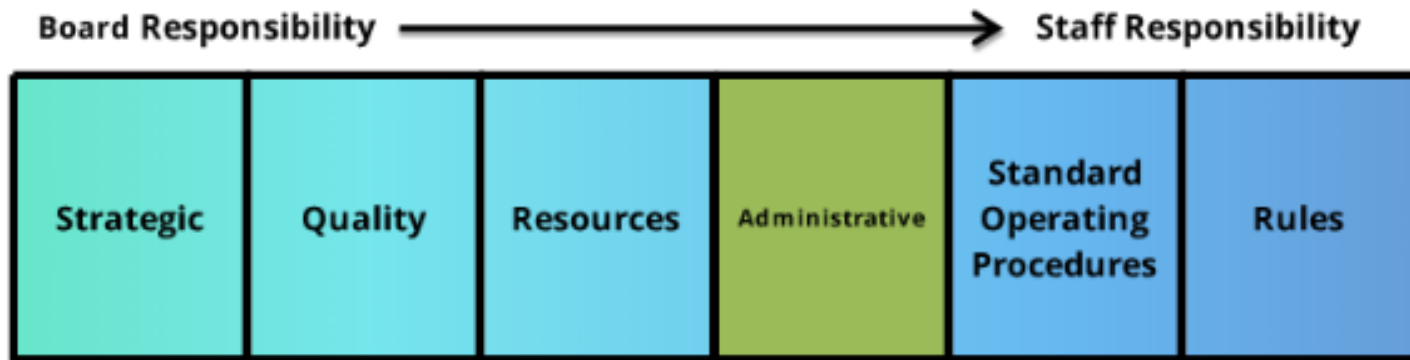


Decisions affecting planning, budgeting, financing, marketing, and personnel. Budget approval process, setting rates and fees





# Difference Between Board and Staff Roles and Responsibilities



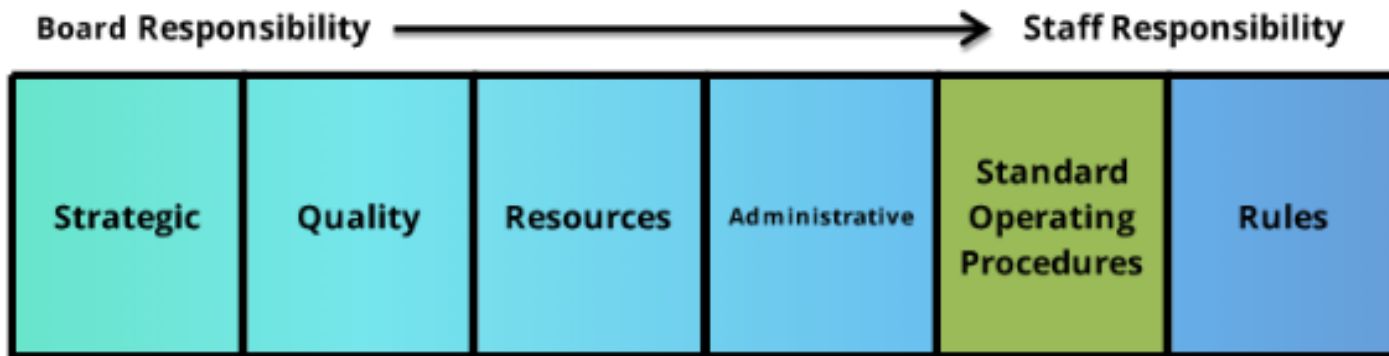
Decisions about day to day practices, participation in community activities, selection of contractors, inter-local agreements








## Difference Between Board and Staff Roles and Responsibilities

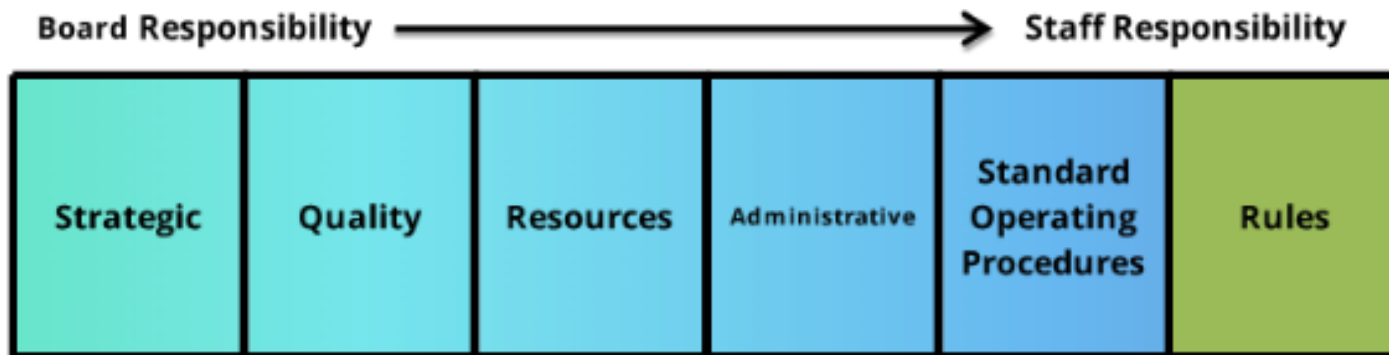


Decisions affecting procedures used to handle routine transactions and normal form, process, method, and application of policies





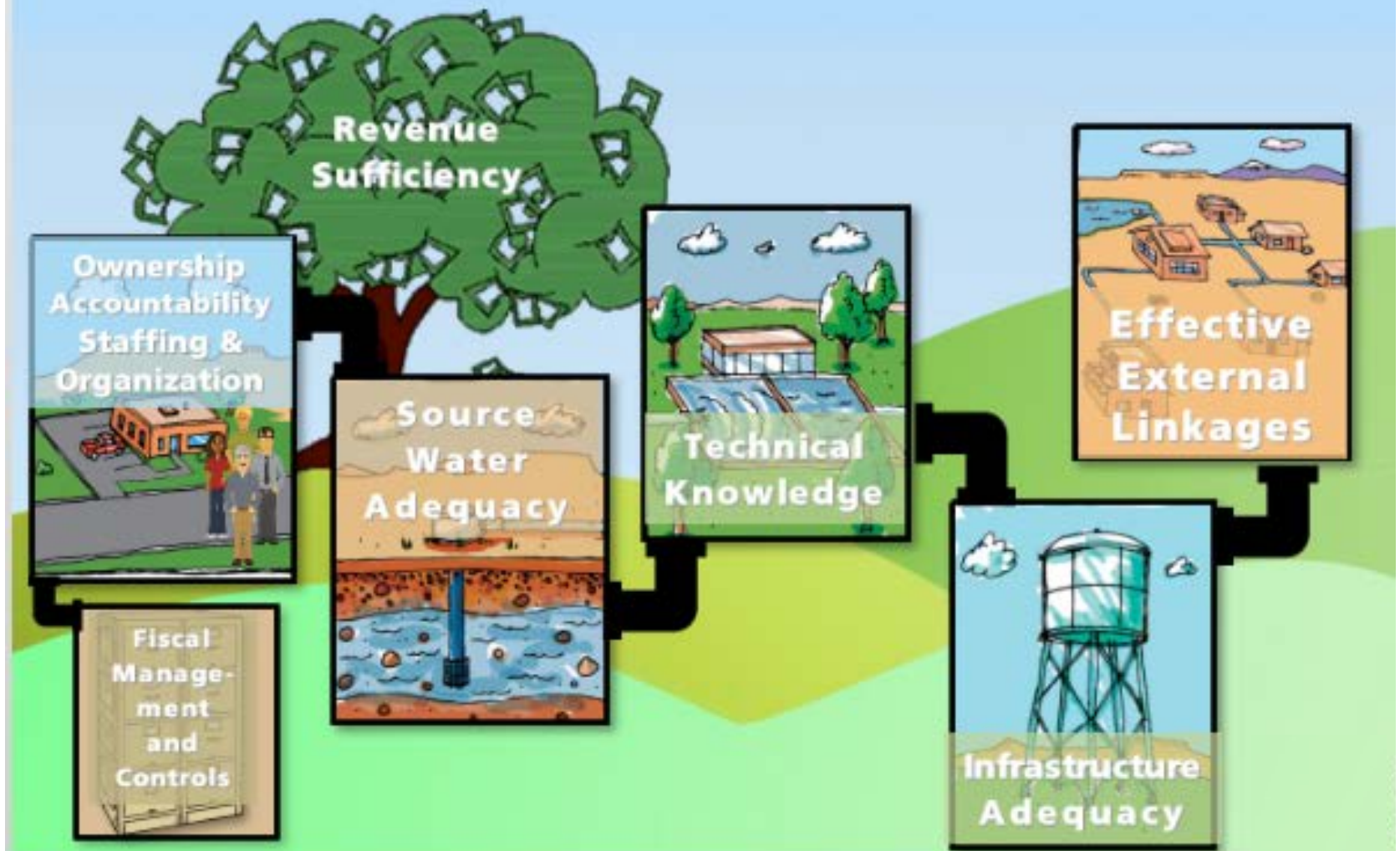
# Difference Between Board and Staff Roles and Responsibilities



Decisions and regulations that guide or prescribe everyday conduct (parking, smoking areas, dress, etc.)



# What is a Water System?





# Source Water Adequacy

- Where does your water come from?
- How much treatment is necessary?
- What is the quality of your water source?
- Do you have backup supplies?
- Supply vs. highest day of demand



# Technical Knowledge

- Staff must have proper information and certifications
- Sampling—are there violations?
- Operations and maintenance program and emergency response procedures



# Infrastructure Adequacy

- Infrastructure needs to be replaced as it ages or there could be a risk to public health
- Inspection schedule?
- Record of maintenance
- Inventory of assets



# Board Accountability

- Ultimate responsibility
- What is your governance structure?
- Clear duties assigned to each manager, operator, and personnel



# Customer Communication

- Informed customers are the best advocates for the system
- Helpful to have a system-wide spokesperson who is respected





# Customer Communication

- SDWA requires public notification if
  - Water does not meet standards
  - Water is not tested on time
  - Water system is granted a variance or exemption from standards



# Revenue Sufficiency

- Having a positive net income is a sign of financial capacity
  - Do you need to increase revenues, reduce costs, or both?



# Revenue Sufficiency

- Review budgets annually, but have a longer financial planning horizon
  - Set aside money for long-term needs
- Review adequacy of rates—as costs go up, so too should rates



# The Budget

- Financial mission statement of the system
- Close look at revenues and expenses—best done by staff
- Board has the final sign-off



# Creditworthiness and Fiscal Controls

- Follow accounting principles
- Establish a good credit history
- Keep records on water use, number of customers, leaks, etc.
- Policies for collection of delinquent accounts



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