



# Step 7: Provide for Progress Tracking and Reporting

Energy Management for Small Water Systems





# Progress Tracking and Reporting

- This last step is often overlooked, but critical to creating a sustainable energy management program for three main reasons:
  - Progress tracking promotes adjustments to an existing program to improve its chances for success.
  - Project reporting provides guidance for future decision making, and can help to refine planning assumptions.
  - Communicating project results provides valuable feedback for planning and implementation staff, keeping them interested in the improvement process.



# NYSERDA's Specific Actions

- Assign the responsibility for tracking the progress of a project **and reporting on that progress**. The staff responsible for progress reporting should also be allocated the resources necessary to fulfill their responsibilities.
- **Set the performance metrics that will be used.**
- **Create a communication plan.** The plan should identify who needs to be included in progress reports (examples: elected officials, public, etc.), when reports should be made, and any actions that need to occur in response to reports.



# Why Track Your Progress

- Ideally, whatever objective you chose to implement should be one whose tasks:
  - Can be completed in their entirety and within your predetermined timeframe
  - Can be completed with no negative impact on daily operations or treatment performance, and with minimal negative impact on staff activity
- Tracking the progress of these tasks as the objective is being completed can be the difference between project success and failure



# What to Track

- Task completion
- Actual costs versus projected costs
- Actual savings versus projected savings
- Outcomes



# What to Track

- Consider your project prioritization process
- You can track progress toward what you prioritized:
  - Cost savings / Energy savings
  - Progress towards regulatory compliance goals
  - Progress towards level of service goals
  - Implementation cost
  - Time elapsed
  - Progress towards a larger project



## What's Important to Your Funder?

- This is a key question as to what you might track in your progress tracking.
- Does your funder care about GHG's? Energy savings? Labor used (e.g. Davis-Bacon reporting under ARRA)? Other?
- Also, what is important to your Board?



# **NYSERDA's Keys to Success**

- Performance metrics need to be focused so that only those benefits that can be directly attributed to a project are measured.
- Reporting should generate some follow-up activities to demonstrate a commitment to the project.





# Question

- How can we make the deliverables that we track appropriate for good, easy, effective measurement and reporting?



# Be S.M.A.R.T. About Deliverables

S = Specific

Is it clear and focused to avoid  
misinterpretation?



# Be S.M.A.R.T. About Deliverables

M = Measurable

Can it be quantified and compared to other data?



# Be S.M.A.R.T. About Deliverables

A = Attainable

Is it achievable and reasonable under normal conditions?



# Be S.M.A.R.T. About Deliverables

R = Realistic

Is it cost-effective and can it be done  
by the facility?



# Be S.M.A.R.T. About Deliverables

T = Timely

Is it doable within your given  
timeframe?



# Another Reason to Track

- Another reason why to track your progress is: Are your projects delivering the cost savings, energy savings, or other goals that you set out?
- For example, if a piece of equipment or a process are not being run correctly, performance may be poorer than planned.
- Track progress frequently enough to catch these kinds of things.



# What's next for you?

..and what type of help do you need to do it?





# Visit the EFCN Website – [www.efcnetwork.org](http://www.efcnetwork.org)

for more information on upcoming events, funding, and resources.

The screenshot shows the EFCN website header with the logo and tagline "Innovative Finance Solutions for Environmental Services". Below the header is a navigation menu with links for HOME, ABOUT, WORKSHOPS & WEBINARS, ASSISTANCE, RESOURCES, BLOG, and ARCHIVES, along with a search icon. Below the navigation is a large blue banner with yellow text and icons. The banner features a person thinking on the left and a person working at a computer on the right, connected by a dashed line. The main text in the banner reads: "Get Free Help Now! Small water systems can request free technical assistance from our experts on finance and management challenges. 'The thing about working with the EFCN is availability; I can call anytime with a quick question or to get outside advice.'"





# Upcoming Events Calendar

Select “Upcoming Events” under the Workshops & Webinars Tab.

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## Upcoming Events





= In Person Event



= Webinar

Type	Date/Time	Event
	03/09/2017 2:00 pm - 3:00 pm	WEBINAR   Preparing Winning Financing Applications for Water Infrastructure Projects
	03/22/2017 2:00 pm - 3:00 pm	WEBINAR   Water Audits and Water Loss Control: Entering Your Data into the Spreadsheet
	03/30/2017 9:00 am - 4:30 pm	Maryland   Rates and Finance Workshop for Small Water Systems <i>Easton Utilities, Easton MD</i>
	04/04/2017 1:00 pm - 2:00 pm	WEBINAR: Workforce Development: An Overview of Key Components
	05/11/2017 9:00 am - 4:30 pm	Virginia   Rates and Finance Workshop for Small Systems <i>The Institute for Advanced Learning and Research, Danville Virginia</i>
	05/25/2017 9:00 am - 4:30 pm	Arkansas   Rates and Finance Workshop for Small Water Systems <i>Beaver Water District, Lowell AR</i>
	09/13/2017 9:00 am - 4:30 pm	Pennsylvania   Rates and Finance Workshop for Small Water Systems <i>Pennsylvania American Water Co, New Castle PA</i>



# Funding Tables By State

Select “Funding Sources by State” under the Resources Tab.

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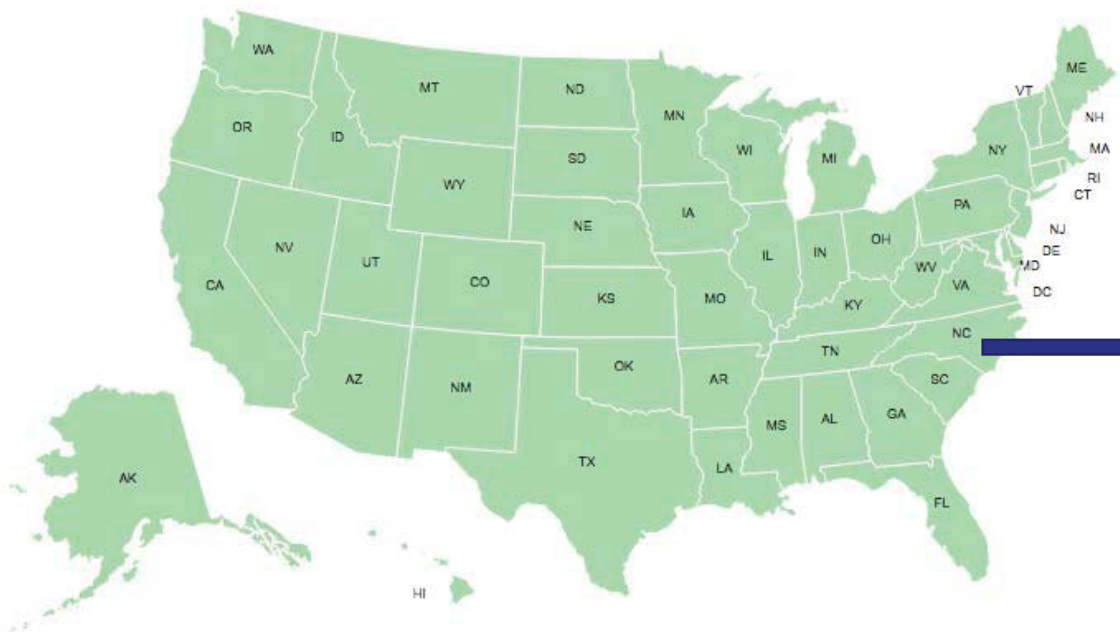




## Funding Sources by State

*Note: Some states may have additional resources listed below the map.*

Click on the map below to view funding sources for each state:



Click on an individual state to view funding table.

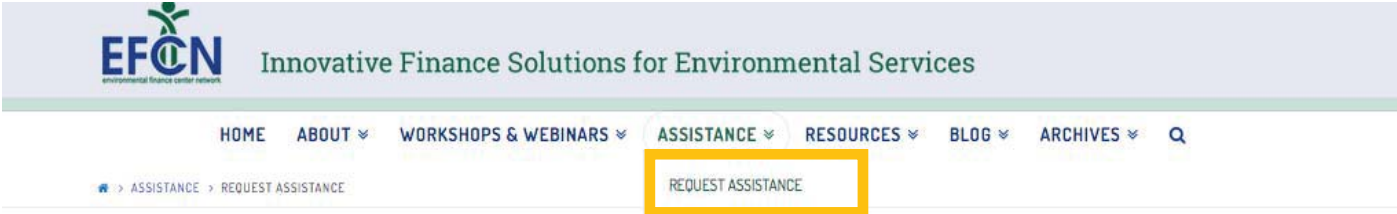
Oregon Water and Wastewater Funding Tables  
March 2015, Version 1.0

Organization	Program	Purpose of Use of Funds	Application Date	Website	Contact
Oregon Health Division	Safe Drinking Water Funding Support Fund	Provides additional funding to support the state's drinking water infrastructure and public health programs, including funding for public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.ohd.org/DrinkingWater/DrinkingWaterFundingSupportFund.aspx</a>	Drinking Water Program Manager Oregon Health Division 700 NE Oregon Street Portland, OR 97232 503.325.4000
	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.ohd.org/DrinkingWater/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Health Division 700 NE Oregon Street Portland, OR 97232 503.325.4000
Oregon Department of Transportation	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.oregon.gov/ODOT/Programs/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Department of Transportation 800 NE Oregon Street Portland, OR 97232 503.325.4000
	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.oregon.gov/ODOT/Programs/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Department of Transportation 800 NE Oregon Street Portland, OR 97232 503.325.4000
Oregon Department of Environmental Quality	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.deq.state.or.us/DrinkingWater/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Department of Environmental Quality 800 NE Oregon Street Portland, OR 97232 503.325.4000
	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.deq.state.or.us/DrinkingWater/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Department of Environmental Quality 800 NE Oregon Street Portland, OR 97232 503.325.4000
Oregon Department of Agriculture	Drinking Water Infrastructure Grant Program	Provides funding to support the construction and rehabilitation of drinking water infrastructure, including public water systems, private water utilities, and drinking water research.	Open to eligible public water systems and private water utilities.	<a href="#">http://www.oregon.gov/ODA/Programs/DrinkingWaterInfrastructureGrantProgram.aspx</a>	Drinking Water Program Manager Oregon Department of Agriculture 800 NE Oregon Street Portland, OR 97232 503.325.4000
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# Request Technical Assistance

Select “Request Assistance” under the Assistance Tab off the EFCN homepage to access and submit the TA request form electronically.



## REQUEST ASSISTANCE

**Technical Assistance Request Form**

The EFCN offers free help on financial and managerial topics to systems serving 10,000 or fewer people. Examples of assistance we can provide include:

- Creating an Asset management plan
- Near-term financial planning and rate setting
- Analyzing your revenues and expenses
- Offering ideas on how to effectively budget
- Long-term capital planning
- Assessing options for lowering energy use and/or water loss
- Identifying sources of outside funding
- Collaborating with other water systems
- Resiliency Planning

If you are interested in requesting assistance from our experts, please fill out the form below. You will be asked a few questions to help us understand your water system and what kind of assistance you need.



# E-Learning Modules

Select “E-Learning Modules” under the Resources Tab off the EFCN homepage.

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As part of its continued effort to provide resources and training to small water systems, the Environmental Finance Network is creating E-Learning modules on finance and management topics for system managers.

E-Learning modules provide training through pre-recorded content. You will be able to access the content, watch presentations, complete quizzes and exercises, and access tools and resources at your own pace.

## Financial Sustainability for Small Systems

[Click Here to Access the Course on AWWA's website](#)

This eLearning course is made possible through a USEPA grant for small systems training in conjunction with the EFCN's training partner, AWWA.



# Resource Library

Select “Resource Library” under the Resources Tab off the EFCN homepage.

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[View All Tools](#) | [View All Publications](#) | [View All Posts](#)

For an overview of some of the tools and resources available in our Resource Library, please view our [Tools and Resources flyer](#).

## What does your system need help with?

+ We treat more water than we sell.





# Resource Library Continued...

Click on a what your system needs help with to reveal tools and publications related to that topic.

✕ We have insufficient revenue to cover our costs.

## Tools

February 16, 2017 <a href="#">Online Water Rate Checkup Tool</a>	November 7, 2016 <a href="#">Modelo de Análisis para las Tarifas de Agua y Aguas Residuale</a>
February 17, 2016 <a href="#">Water Utility Customer Assistance Program Cost Estimation Tool</a>	January 26, 2016 <a href="#">Financial Health Checkup for Water Utilities</a>
September 3, 2014 <a href="#">Water &amp; Wastewater Residential Rates Affordability Assessment Tool</a>	August 15, 2013 <a href="#">Rates and Financial Benchmarking Dashboards</a>
December 16, 2012 <a href="#">Plan to Pay: Scenarios to Fund your C.I.P.</a>	November 20, 2012 <a href="#">Water &amp; Wastewater Rates Analysis Model</a>
November 15, 2012 <a href="#">Dashboard for Using Capital Reserve Fund to Avoid Rate Shock</a>	November 4, 2012 <a href="#">Loan Analysis Tool</a>

## Publications

April 14, 2014 <a href="#">Rural and Small Systems Guidebook to Sustainable Utility Management</a>	August 29, 2013 <a href="#">Setting Small Drinking Water System Rates for a Sustainable Future</a>
August 29, 2013 <a href="#">Asset Management: A Handbook for Small Water Systems</a>	August 27, 2013 <a href="#">Designing Rate Structures that Support Your Objectives</a>



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**Thank you for participating today, and we  
hope to see you at a future workshop!**

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



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