



Smart Management for
Small Water Systems

Rates and Finance Workshop for Small Water Systems

09/21/17| St. George, UT

www.efcnetwork.org



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American Water Works
Association

This program is made possible under a cooperative agreement with the U.S. EPA.



Housekeeping



CEU Certificates

If you need a CEU certificate, you will need to confirm the following on the roster today before you leave:

- Is your name spelled correctly?
- Did you provide an email address UNIQUE TO YOU? A unique email address is required to access your certificate on the AWWA website.
- Did you mark the checkbox that you need a certificate?

Within 30 days of the training, you will receive an email with instructions to print your certificate. Emails from AWWA may be blocked or go to your Junk mail. To avoid this issue, add educationservices@awwa.org to your email Contacts or check your Junk mail frequently.

AWWA will apply to the water operator state licensing agency for CEU preapproval when applicable. You may be awarded CEUs by your agency. It is your responsibility to confirm with the agency that training meets relevancy criteria established for your license type as some agencies may not apply CEUs to your license if the training topic is not relevant to your position.

AWWA follows the IACET Standard of CEU calculation.

0.1 CEU = 1 Contact Hour or 1 Professional Development Hour

Questions? Please contact educationservices@awwa.org



Workshop Objectives

- Learn how to design appropriate rate structures and set fair rates that cover costs
- Learn how to assess and monitor financial performance
- Understand how to plan to fund future capital costs
- Learn where to access external funding sources (loans and grants)



Agenda

Introductions & Overview of Training

Generating Needed Revenue – Rates

Funder: B. Heath Price, USDA Rural Development Program

Generating Needed Revenue – Rates (*Cont'd*)

Break

Financial Benchmarking – monitoring your utility's financial performance

Lunch

Asset Management and Capital Planning

Funder: Michael J. Grange, State Revolving Fund

Break

Customer Affordability and Rate Setting

Evaluations/Wrap-up/Adjourn



Introductions



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UNC ENVIRONMENTAL FINANCE CENTER



UNC SCHOOL *of* GOVERNMENT

Dedicated to enhancing the ability of governments and other organizations to provide environmental programs and services in fair, effective, and financially sustainable ways through:

- Applied Research
- Teaching and Outreach
- Program Design and Evaluation



How you pay for it matters



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<http://efc.sog.unc.edu>

 @EFCatUNC



About the Environmental Finance Center Network (EFCN)

The Environmental Finance Center Network (EFCN) is a university-based organization creating innovative solutions to the difficult how-to-pay issues of environmental protection and improvement. The EFCN works with the public and private sectors to promote sustainable environmental solutions while bolstering efforts to manage costs.

The Smart Management for Small Water Systems Program

This program is offered free of charge to all who are interested. The Program 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.

What We Offer

Individualized technical assistance, workshops, small group support, webinars, eLearning, online tools & resources, blogs



The Small Systems Program Team

- Environmental Finance Center at The University of North Carolina at Chapel Hill
- Environmental Finance Center at Wichita State University
- EFC West
- New England Environmental Finance Center at the University of Southern Maine
- Southwest Environmental Finance Center at the University of New Mexico
- Syracuse University Environmental Finance Center
- Environmental Finance Center at the University of Maryland
- American Water Works Association (AWWA)



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**WICHITA STATE
UNIVERSITY**

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Environmental Finance Center



EFCWest
Environmental Finance Center West



New England
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Finance Center



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**Environmental
Finance
Center**
Syracuse University



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**American Water Works
Association**



Areas of Expertise



Asset Management



Rate Setting and Fiscal Planning



Leadership Through Decision-making and Communication



Water Loss Reduction



Energy Management Planning



Accessing Infrastructure Financing Programs



Workforce Development



Water Conservation Finance and Management



Collaborating with Other Water Systems



Resiliency Planning



Managing Drought



Visit the EFCN Website – 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, ARCHIVES, and a search icon. Below the navigation is a large blue banner with yellow text and graphics. The banner features a person thinking on the left and a person working on a laptop 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.'"

EFCN Innovative Finance Solutions for Environmental Services

HOME ABOUT WORKSHOPS & WEBINARS ASSISTANCE RESOURCES BLOG ARCHIVES Q

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>



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

Publications

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



Quick Introductions

1. Name?
2. Organization?
3. Responsibility?
4. Details on your water system—who you serve, infrastructure, etc.



PRETEST