WORKSHOP EXERCISE INSTRUCTIONS: STATE CAPACITY DEVELOPMENT REPRESENTATIVE

Congratulations! You have been selected to be the **State Capacity Development Representative** for this exercise.

Your Packet Includes:

1. *Acronym List.*
2. *TMF Assessments for Public Water Systems.*
3. *Public Water System Inventory Data.*
4. *Systems Map.*
5. *A worksheet to organize information.*
6. *Ranking for State Assistance to Public Water Systems.*

Your packet also contains a list of *Background Resources* for future reference; you will not need this document to complete the exercise.

Your Role:

Capacity Development is a process for water systems to acquire and maintain adequate *technical, managerial and financial* (TMF) capacity. This is required by the Safe Drinking Water Act. TMF capacity enables water systems to have the capability to have long-term sustainability, maintain compliance with all applicable drinking water laws and regulations, and provide safe drinking water to the public. Every state has developed a Capacity Development Program. Any water system can implement capacity development activities to increase its TMF capacity. Small systems can especially benefit from capacity development.

Your job title may be Capacity Development Coordinator. Your day-to-day job may include some of the following duties: organizing necessary technical assistance to water systems (e.g., asset management), creating and updating the annual Capacity Development Report, working with staff on new system startups, performing TMF assessments, promoting financial capacity tools (e.g., rate structures), and performing source water protection activities (e.g., working with farmers). You generally have good insight as to the operations of drinking water systems that you work with and may have inside knowledge regarding the PWSs that pose the greatest public health risk.

Overview:

You have been given information about the PWSs in your state, some of which need state assistance (i.e., Technical Assistance [TA] or Drinking Water State Revolving Fund [DWSRF] loan assistance) in the upcoming year. You will work with your team to rank the PWSs in order of need for state assistance.

For purposes of this exercise, the current year is 2019, and the month is October.

This exercise is organized into three phases:

- **Phase 1: PWS Review** – Read through the materials, assess the needs of each PWS, and independently rank the PWSs in order of need for state assistance (i.e., TA and/or financial assistance). **You are the only team member that has an accurate list of the PWSs' TMF capacity.** Note: If your team has more than one person playing this role, you can work together.
- **Phase 2: Team Discussion** – Discuss your rankings with the rest of the team members to develop an overall team ranking.
- **Phase 3: Report Out** – Report out your rankings to the whole group.

There is no single correct answer! The goals of this exercise are to share as a team how the PWSs were evaluated based on the available information and identify the steps the state will take to assist these PWSs. Be sure to collaborate and share ideas (during Phase 2).

EXERCISE STEPS

Phase 1: PWS Review (30 Minutes)

Step 1.1: Review TMF Assessments. Use the *Public Water System Inventory Data, Systems Map, TMF Assessment forms,* and the *Capacity Development: Quick Facts* to review the TMF capacity of each PWS and determine if the PWS requires TA or other state assistance. The TMF Assessments were conducted last year and include input from your state-contracted third-party TA provider, as well as information about the PWSs' ETT scores. You may use the provided *Worksheet for State Capacity Development Representative* to record the capacity developments points and ETT scores included on the assessment form for each PWS. You can also use the worksheet to indicate if you are recommending TA or financial assistance for the PWS. Include any notes that will help you explain your recommendations during Phase 2.

Step 1.2: Rank the PWSs in Order of Need for State Assistance. Using the information gathered on the worksheet rank the PWSs. On your *Ranking for State Assistance to Public Water Systems* form, you should list:

1. Your ranking for each PWS;
2. The reasons for the ranking; and,
3. Your recommended actions to aid the PWSs. Note that the aid for these PWSs can be TA (i.e., through set-asides), financial assistance (i.e., through a DWSRF loan), or both.

A ranking of 1 should be assigned to the PWS with the greatest need for assistance and a ranking of 7 should be assigned to the PWS with the least need for assistance. It's okay to make assumptions when ranking the systems, just make sure that they can be explained during Phase 2 of this exercise. If new information is brought up during discussions with your team members, you can amend the rankings accordingly.

Considerations

- **TMF Capacity**: Use the TMF Assessments to determine the TMF capacity of each PWS.
- **Capacity Building Solutions:** Think about how capacity problems could be resolved (e.g., an operator that does not properly maintain the PWS may need additional training).
- **ETT Score:** Pay attention to each PWS's ETT score. Additional information about the ETT score appears below in the *Capacity Development: Quick Facts*.

ACRONYM LIST

AO	Administrative Order
CCR	Consumer Confidence Report
CWS	Community Water System
DBPR	Disinfectants and Disinfection Byproducts Rule
DWSRF	Drinking Water State Revolving Fund
ERP	Enforcement Response Policy
ETT	Enforcement Targeting Tool
GWR	Ground Water Rule
LCR	Lead and Copper Rule
M/R	Monitoring and Reporting
MCL	Maximum Contaminant Level
NOAV	Notice of Alleged Violations
PWS	Public Water System
RTCR	Revised Total Coliform Rule
SDWA	Safe Drinking Water Act
TA	Technical Assistance
TMF	Technical, Managerial, and Financial

Phase 2: Team Discussion (30 Minutes)

Step 2.1: Present your Findings to the State Drinking Water Administrator. Once each team member is done establishing his/her ranking, the State Drinking Water Administrator will lead the team discussion. When it is your turn, present to the rest of the team and the State Drinking Water Administrator: 1) your ranking, 2) the reasons for the ranking (i.e., how you defined PWS needs and why certain needs were greater than others), and 3) your recommended actions (TA and/or loan, or none) for each PWS. Do not be surprised if the rankings differ from role to role, since different information is available to each team member.

The team will help the State Drinking Water Administrator make a final decision about: 1) the final ranking for state assistance, 2) the reasons for that ranking, and 3) the recommended actions to aid the PWSs.

BONUS! Program Challenges and Improvements: If your team has time, discuss suggested improvements that could be made to this state drinking water program.

Capacity Development: Quick Facts

Capacity development is the process through which PWSs acquire and maintain adequate **TMF** capabilities to enable them to consistently provide safe drinking water.

- **Capacity development in small PWSs** is a fundamental goal of the 1996 SDWA Amendments, and every primacy agency has developed a capacity development program.
- State drinking water programs can use capacity development to efficiently **target the TMF needs** of small PWSs and then directly address those needs through specific activities that help PWSs achieve and maintain compliance. **Small PWSs**:
  - Serve **10,000 or fewer** customers and may be geographically isolated.
  - Can face unique **financial and operational challenges** in providing safe, reliable drinking water.
- EPA is able to evaluate each state's Capacity Development Program on an annual basis, through state-provided **Capacity Development Reports**. Included in these reports are reviews of state enforcement efforts, including **ETT** points calculated for each PWS.
  - The ETT is the calculation method used to identify PWSs that pose the **greatest public health risk** and **prioritize these PWSs for an enforcement** response. A PWS with an ETT score greater than or equal to 11 points is considered a priority for an enforcement response under EPA's ERP.
  - EPA tracks PWSs ETT scores in its ETT Scores Tracker which includes ETT scores for each PWS for the last 5 years. While the tracker is updated quarterly, it does not include detailed violation information. The tracker can assist Capacity Development staff in **identifying PWSs that may require assistance with TMF capacity**. Capacity development staff may be interested in reviewing information on PWSs that have been in operation for less than 3 years or that have long-standing ETT scores of 11 or more points, potentially suggesting a lack of TMF capacity.

Phase 3: Report Out (30 Minutes)

Step 3.1: Report Team Results to the Entire Group. Once your team has finalized the ranking and list of PWSs that will receive assistance, the State Drinking Water Administrator will present the information to the entire group of teams, or a subset of the entire group (e.g., 1-2 other teams). The Administrator will report: 1) your team's final ranking for DWSRF projects and TA, 2) the reasons for those rankings, and 3) the recommended actions to aid the PWSs.

Drinking Water Regulations (Applicable to All CWSs Serving Less than 10,000 Customers)
Consumer Confidence Rule (CCR)
Lead and Copper Rule (LCR)
Phase II/V Rules for Inorganic Chemicals (IOCs), including Arsenic; Synthetic Organic Chemicals (SOCs); and Volatile Organic Compounds (VOCs)
Public Notification (PN) Rule
Radionuclides Rule
Revised Total Coliform Rule (RTCR)
Based on a CWS's use of disinfection, they may also be subject to:
▪ Stage 1 & 2 Disinfectants and Disinfection Byproducts Rule (DBPR)
Based on a CWS's source water type, they may also be subject to:
▪ Ground Water Rule (GWR)
▪ Surface Water Treatment Rule (SWTR)
▪ Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR)
▪ Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR)

TMF Assessment for Public Water Systems
PWS Name: Addison Community Water System: PWSID-A

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	2	Failed to submit CCR by due date one year.
Subtotal	**35**	**32**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	7	Current rate setting study shows that the PWS will be due for a rate increase and the board is discussing it.
9. Capital reserve fund	5	3	Modest reserve fund.
10. Asset inventory	10	10	Very aware of their assets and the condition of each one.
Subtotal	**35**	**30**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	5	
13. Operations & maintenance manual	5	5	
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	5	
Subtotal	**30**	**30**	
CAPACITY TOTAL	**100**	**92**	

ETT Score: 0

Overall Comments: Overall, the PWS is in good shape. They missed their CCR due date by 3 weeks, one year. They said it was in the works, and then they just forgot to send it out. The PWS has a modest capital reserve fund.

TMF Assessment for Public Water Systems
PWS Name: Brick City Water System: PWSID-B

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	0	Very limited communication among the staff, even less with customers. Received M/Rs for missed public notification.
Subtotal	**35**	**30**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	5	They have a formal budget, but it is not appropriate for operation.
8. Water rate or fee structure meets expenses	10	2	Maintenance has been deferred to maintain current rates.
9. Capital reserve fund	5	0	The reserve was used to purchase a new truck.
10. Asset inventory	10	10	A comprehensive asset inventory has been developed, but funds are not available for preventive maintenance.
Subtotal	**35**	**17**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	5	Having a hard time getting things done; one reason is lack of support from the Water Board.
13. Operations & maintenance manual	5	5	
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	0	No water meters, no water loss accounting.
Subtotal	**30**	**25**	
CAPACITY TOTAL	**100**	**72**	

ETT Score: 18

Overall Comments: The operator stated that the Water Board is not supportive and not in tune with the needs of the operations. There is little communication between the operator and the Water Board. There is also very limited communication among the staff, and even less with customers. Rates have been kept low due to deferred maintenance. Operator is certified. Infrastructure deterioration is visible. NOAV sent concerning DBPR and PN violations. The operator contacted the state to discuss treatment plant adjustments.

TMF Assessment for Public Water Systems
PWS Name: Cranston Agricultural Association: PWSID-C

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	0	Very limited communication. Failed to provide CCR for two years.
Subtotal	**35**	**30**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	2	Not sure if rate structure will be adequate after they replace their main well.
9. Capital reserve fund	5	2	There may not be enough available funds to replace the main well.
10. Asset inventory	10	10	
Subtotal	**35**	**24**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	0	Need to replace main well.
12. Certified operator	5	2	The operator is certified but not to the correct level and has little knowledge about how the PWS operates.
13. Operations & maintenance manual	5	5	
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	0	No water meters, no water loss accounting.
Subtotal	**30**	**12**	
CAPACITY TOTAL	**100**	**66**	

ETT Score: 0

Overall Comments: The sanitary survey report states that the main well is deteriorated, and the seal has been compromised. The PWS needs to replace this well. The operator is certified but not to the correct level and had problems answering our questions. The system had two recent *E. coli* MCL violations and failed to correct all the sanitary defects identified in the Level 2 Assessment. In addition, the system has multiple M/R violations (GWR, Stage 2 DBPR, and LCR). While the state commenced formal enforcement proceedings for these violations by filing an AO, they remain ongoing and unresolved. The AO is pending. The PWS continues to experience contamination issues. The PWS has very limited communication with customers.

TMF Assessment for Public Water Systems
PWS Name: Darling Mobile Home Park: PWSID-D

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	0	No emergency plan; operator said he could work on getting this done.
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	0	Operator could not find one; he is not sure if one was done.
6. Regular communication with customers	5	4	They host a booth at the county fair every year and do tours. Received an M/R for a missed public notification.
Subtotal	**35**	**24**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	10	
9. Capital reserve fund	5	5	
10. Asset inventory	10	10	
Subtotal	**35**	**35**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	5	
13. Operations & maintenance manual	5	0	Couldn't find it.
14. As-built plans / distribution map	5	1	Operator could not find them, but said they are in main office.
15. Water meters / water loss accounting	5	5	
Subtotal	**30**	**21**	
CAPACITY TOTAL	**100**	**80**	

ETT Score: 28

Overall Comments: The operator seems experienced but was having trouble locating emergency plans, source water assessments, and operation and maintenance manuals. The system recently had an RTCR *E. coli* MCL violation and failed to distribute public notification. The Level 2 Assessment uncovered additional piping issues. This PWS needs to replace 60 percent of its distribution system that is old and deteriorating cast iron piping.

TMF Assessment for Public Water Systems
PWS Name: Easton Square Water District: PWSID-E

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	5	
Subtotal	**35**	**35**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	8	They are looking into how to build up their reserves.
9. Capital reserve fund	5	1	Using most of the capital reserve fund to replace faulty chlorinator.
10. Asset inventory	10	8	They did not keep a good record of the issues they were having with the chlorinator.
Subtotal	**35**	**27**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	5	
13. Operations & maintenance manual	5	5	
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	5	
Subtotal	**30**	**30**	
CAPACITY TOTAL	**100**	**92**	

ETT Score: 24

Overall Comments: One of the Level 2 Assessments performed after an *E. coli* MCL violation found the chlorinator to be faulty. The system plans on using funds from their reserves to replace it, but they are concerned that if something else happens, they might not be able to cover the costs of other repairs. Although formal enforcement has not commenced, a NOAV was sent by the Enforcement Division notifying the system of the violations.

TMF Assessment for Public Water Systems
PWS Name: Frederick Central Water Works: PWSID-F

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	**Note for file: This PWS was just hit by a tornado. Assessment does not reflect current PWS status.**
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	2	Failed to provide CCR one year.
Subtotal	**35**	**32**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	5	Their current rate structure primarily covers only the operating budget.
9. Capital reserve fund	5	0	No reserve fund.
10. Asset inventory	10	0	None.
Subtotal	**35**	**15**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	5	
13. Operations & maintenance manual	5	5	
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	5	
Subtotal	**30**	**30**	
CAPACITY TOTAL	**100**	**77**	

ETT Score: 9

Overall Comments: The PWS has no MCL violations on record. It does have M/R violations for Stage 2 DBPR and for LCR routine tap sampling. One year, it failed to distribute/submit its CCR. The PWS has enough money for operating expenses, but no capital reserve fund. The Water Board could benefit from training on asset management and rate setting. There are signs that some maintenance has been deferred due to lack of budget.

TMF Assessment for Public Water Systems
PWS Name: Guthrie Water System: PWSID-G

	Possible Points	My PWS Points	Comments
MANAGERIAL CAPACITY			
1. Formal PWS association or private ownership	10	10	
2. Documented bylaws or PWS rules	5	5	
3. Emergency plan	5	5	
4. Secure and accessible PWS records	5	5	
5. Source water or wellhead protection plan	5	5	
6. Regular communication with customers	5	3	Challenges in communicating necessary information (e.g., need for arsenic treatment).
Subtotal	**35**	**33**	
FINANCIAL CAPACITY			
7. Formal PWS budget	10	10	
8. Water rate or fee structure meets expenses	10	5	They are looking to connect to a neighboring PWS or install arsenic treatment, so rates will need to be reassessed.
9. Capital reserve fund	5	0	They don't have enough reserve funds to build an interconnection or install arsenic treatment.
10. Asset inventory	10	10	
Subtotal	**35**	**25**	
TECHNICAL CAPACITY			
11. Adequate source water capacity	10	10	
12. Certified operator	5	0	Operator retired, and no succession planning was done.
13. Operations & maintenance manual	5	0	The retired operator kept everything in his head—need to create new documents.
14. As-built plans / distribution map	5	5	
15. Water meters / water loss accounting	5	0	Have not been doing water loss accounting since the retired operator left.
Subtotal	**30**	**15**	
CAPACITY TOTAL	**100**	**73**	

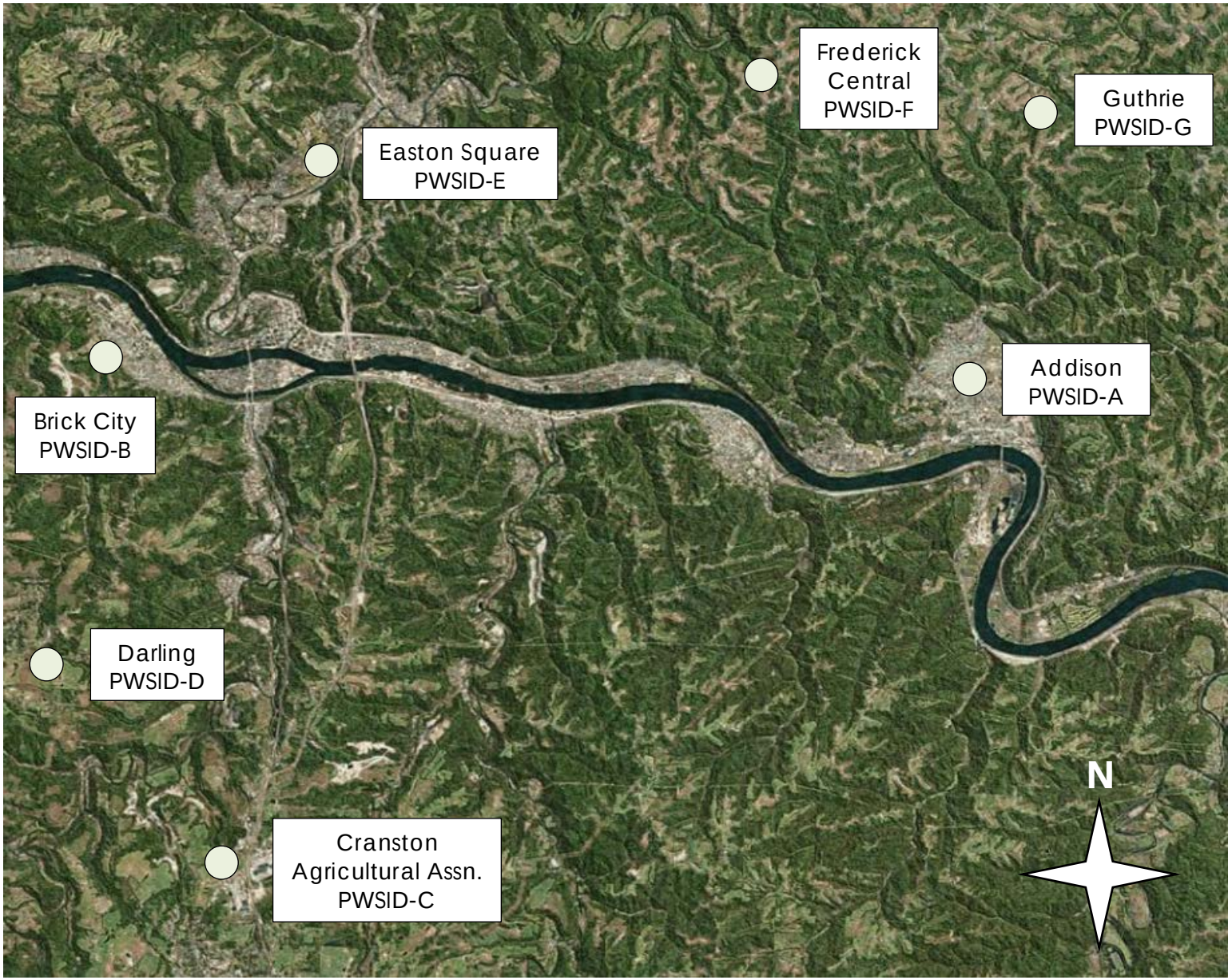
ETT Score: 0

Overall Comments: The PWS has a long-standing arsenic problem which they have tried to address by interconnecting with a neighboring PWS. They have been unable to establish an agreement. During this entire time, the system has been providing bottled water but still struggles with communicating necessary information (e.g., the need for arsenic treatment) to their customers. Their operator of 35 years retired. They are still looking for a new operator. The PWS has not performed water loss accounting since the operator left. An AO has been filed by the Enforcement Division.

PUBLIC WATER SYSTEM INVENTORY DATA

PWSID	PWS Name	Population Served	PWS Type	Source Water	Major Infrastructure
PWSID-A	ADDISON COMMUNITY WATER SYSTEM	6,000	CWS	Surface Water	▪ Conventional Filtration Plant ▪ 1 Ground-level Water Tank ▪ 62 Miles of Pipe ▪ 100% Metered
PWSID-B	BRICK CITY WATER SYSTEM	2,772	CWS	Surface Water	▪ Conventional Filtration Plant ▪ 1 Elevated Water Tank ▪ 40 Miles of Pipe ▪ 0% Metered
PWSID-C	CRANSTON AGRICULTURAL ASSOCIATION	2,100	CWS	Ground Water	▪ Disinfection (Membrane technology) ▪ 1 Elevated Water Tank ▪ 23 Miles of Pipe ▪ 0% Metered
PWSID-D	DARLING MOBILE HOME PARK	294	CWS	Ground Water	▪ Disinfection (Hypochlorination) ▪ 1 Ground-level Water Tank ▪ 20 Miles of Pipe ▪ 100% Metered
PWSID-E	EASTON SQUARE WATER DISTRICT	3,000	CWS	Ground Water	▪ Disinfection (Hypochlorination) ▪ 1 Elevated Water Tank ▪ 30 Miles of Pipe ▪ 90% Metered
PWSID-F	FREDERICK CENTRAL WATER WORKS	394	CWS	Ground Water	▪ Disinfection (Hypochlorination) ▪ 1 Elevated Water Tank ▪ 17 Miles of Pipe ▪ 100% Metered
PWSID-G	GUTHRIE WATER SYSTEM	326	CWS	Ground Water	▪ Disinfection (Hypochlorination) ▪ 1 Ground-level Water Tank ▪ 10 Miles of Pipe ▪ 98% Metered

MAP OF AREA WATER SYSTEMS



1 inch = 8 miles

WORKSHEET FOR STATE CAPACITY DEVELOPMENT REPRESENTATIVE

Criterion	PWSID-A	PWSID-B	PWSID-C	PWSID-D	PWSID-E	PWSID-F	PWSID-G	
Managerial Capacity; up to 35 points								
Financial Capacity; up to 35 points								
Technical Capacity; up to 30 points								
Capacity Total; 100 points								
ETT								
Notes								
Technical Assistance (TA)								
Financial Assistance (DWSRF infrastructure projects)								
Rank								

RANKING FOR STATE ASSISTANCE TO PUBLIC WATER SYSTEMS

Remember to consider each PWS's TMF capacity, using the provided TMF assessments; look for issues or situations that may suggest a longer term capacity problem (e.g., a low score on a TMF assessment, whether the operator is appropriately trained and supported by a Board, etc.); and consider the PWS's ETT score, and whether a PWS is a priority for enforcement. You may also take into account a system's size since small systems may face unique financial and operational challenges.

Team Name: _____ **Role:** State Capacity Development Representative

PWS Name / PWSID	Rank	Reason for Ranking / Recommended Actions to Aid PWSs Note that the aid for these systems can be TA, financial assistance (DWSRF infrastructure projects), or both.
Addison Community Water System PWSID-A		
Brick City Water System PWSID-B		
Cranston Agricultural Association PWSID-C		

PWS Name / PWSID	Rank	Reason for Ranking / Recommended Actions to Aid PWSs Note that the aid for these systems can be TA, financial assistance (DWSRF infrastructure projects), or both.
Darling Mobile Home Park PWSID-D		
Easton Square Water District PWSID-E		
Frederick Central Water Works PWSID-F		
Guthrie Water System PWSID-G		

BACKGROUND RESOURCES

Overall Resources:

- EPA's Drinking Water Standards Quick Reference Guides: https://www.epa.gov/dwreginfo/drinking-water-rule-quick-reference-guides
- EPA's Compliance Guidance under the Safe Drinking Water Act by Regulation: https://www.epa.gov/dwreginfo/drinking-water-regulatory-information

FOR FUTURE REFERENCE

You can refer to these resources, as needed, after the exercise.

State Drinking Water Administration:

- The Association of State Drinking Water Administrators Website: http://www.asdwa.org/
- Information About State Drinking Water Systems Programs: https://www.epa.gov/ground-water-and-drinking-water

Capacity Development:

- EPA's Small Public Water Systems and Capacity Development Website: https://www.epa.gov/dwcapacity
- EPA's Guidance on Capacity Development: https://www.epa.gov/dwcapacity/information-states-about-building-capacity-drinking-water-systems
- EPA's Tools/Resources for States and TA Providers: https://www.epa.gov/dwcapacity/technical-managerial-and-financial-tmf-capacity-resources-small-drinking-water-systems

Operator Certification:

- EPA's Operator Certification Website: https://www.epa.gov/dwcapacity
- EPA's Guidance on Operator Certification: https://www.epa.gov/dwcapacity/information-states-about-certifying-operators-drinking-water-systems
- The Association of Boards of Certification: http://www.abccert.org/

EPA's Drinking Water ERP and the ETT:

- EPA's Drinking Water Enforcement Policy: https://www.epa.gov/sites/production/files/documents/drinking_water_erp_2009.pdf
- EPA's ETT Scores Tracker and ETT Report (Note: you must be a registered user): https://echo.epa.gov/
- SDWA Dashboard: https://echo.epa.gov/trends/comparative-maps-dashboards/drinking-water-dashboard?state=National
- SDWIS Federal Reports Search: https://ofmpub.epa.gov/apex/sfdw/f?p=108:200:::NO:::

Drinking Water State Revolving Fund:

- EPA's Drinking Water State Revolving Fund Website: https://www.epa.gov/drinkingwatersrf

Drinking Water Trainings:

- Drinking Water Trainings Website: https://www.epa.gov/dwreginfo/drinking-water-trainings
- Small Systems Monthly Webinar Series: https://www.epa.gov/water-research/small-systems-monthly-webinar-series

Additional Partners:

- American Water Works Association: http://www.awwa.org/
- National Rural Water Association: http://www.nrwa.org/
- Rural Community Assistance Partnership (RCAP): http://www.rcap.org/
- Environmental Finance Center Network (EFCN): http://efcnetwork.org/