

Appendix B

Drinking Water Capacity Development Report Format Guidelines

Summary

All loan applications for funding of drinking water funded projects must include a Drinking Water Capacity Development Report providing the required information detailed below. Please attach separate sheet(s) if necessary.

I. Technical Capacity

1. What was the date of the most recent Sanitary Survey conducted by the Office of Drinking Water? List defects and when they were corrected.
2. Provide the current number and type of service connections (residential, commercial, etc.).
3. List the type and number of violations the water system has had in the past 5 years.
4. List the contaminant, the MCL, and the level detected for any increased monitoring the water system is required to perform.

5. List the number of lead and copper samples and the monitoring schedule for the water system to maintain compliance.

6. If the water system is out of compliance with the lead and copper rule, provide the plan of action to return to compliance.

7. Provide the last three monthly water works reports as reported to the Office of Drinking Water.

8. Indicate the water pressure throughout the system.

9. Provide a copy of the water system's maintenance schedule or log book listing when and by whom tank inspections, hydrant flushing and valve exercising are done.

10. Provide a copy of the system's operating plan (list of procedures) in place for all treatment plants.

11. Provide a copy of the system cross-connection control plan. What is the number of employees who have attended cross-connection control training in the past 5 years?

12. Provide a copy of the water system emergency plan.

13. List any security upgrades that have been implemented as a result of the vulnerability assessment or security training.

14. Describe how local law enforcement has been consulted about security issues.

15. Provide a copy of the communication plan to alert consumers of a threat of public health.

Check the type(s) of training that would be most beneficial to the water operator(s).

- How to Prepare for a Sanitary Survey
- SDWA Requirements
- Cross Connection Control
- Disinfection By-Product Rule
- Lead and Cooper Rule/Minor Revisions
- Sampling
- Valve exercising/system flushing
- Operation and maintenance manuals
- Emergency preparedness and response
- Other (please list)

II. Managerial

1. What is the system's long term plan for growth, expansion, and/or upgrading the water system to address new regulatory requirements?

2. Was the most recent Consumer Confidence Report (CCR) completed correctly and mailed to ODW and to your customers on time?

3. Provide an organizational chart that includes elected officials and water system employees.
4. Explain how policies include background checks on newly hired personnel.
5. Explain exit procedures for personnel that choose or are asked to terminate their employment with the water system.
6. Provide the name, license number and expiration date, and endorsements of the water operator. If there are several operators, please list the Direct Responsible Charge, as specified in Delaware Regulations.
7. Provide the number of hours per week an operator is in attendance at the water system per week.
8. Are water operators consulted on a regular basis about the condition and/or needs of the water system?
9. List any considerations the water system has made based upon the source water assessment provided by DNREC.
10. What is the percentage of unaccounted for water, how were these figures arrived at?

11. Has regionalization with a neighboring community been explored?

12. Has the water system considered pooling resources such as personnel or equipment with another community?

13. Has leasing or contracting out water system operations been explored?

14. Provide documentation that privatization has been considered (municipalities only).

15. Provide documentation that elected officials have agreed to move forward with this loan as stated herein. Meeting minutes are acceptable.

Indicate what type(s) of training that would be most beneficial to water system managers, including elected officials.

- Water System Basics for Elected Officials
- Time and Project Management
- SDWA & Compliance Planning
- Team Building
- Consumer Confidence Reports
- Public Notification Requirements
- Emergency Preparedness and Response
- Other (please list)

III. Financial

1. Explain how the water system is a separately managed fund.

2. Explain how the operating reserve, capital reserve, and emergency reserves are funded.

3. How were the past five capital improvement projects financed?

4. Were bonds ever issued for capital improvement?

5. Explain the basis for determining customer charges?

6. What is the median house hold income for the service area?

7. What is the average quarterly bill for residential customers?

8. How are customers with delinquent bills addressed?

9. Explain how revenues from water billing provide adequate funds to meet the water system's annual operating expenses.

10. When was the water rate structure last reviewed or revised, how often is this done?

Indicate what type(s) of training that would be most beneficial to water system financial personnel.

- Asset Management
- Capital Improvements Planning
- Rate Setting
- Budgeting From Scratch
- Other (please list)