CNMI O&M Manual Guidance Workshop

Monday/Wednesday August 28th and 30th, 2023
Heather Himmelberger & Hayley Hajic

SOUTHWEST ENVIRONMENTAL FINANCE CENTER

EFCN environmental finance center network

This program is made possible under a cooperative agreement with US EPA.

What is your favorite and least favorite operations or maintenance activities?

What I hope you get out of today:

Importance of an O&M Plan

How to develop an O&M Plan

Using your O&M Plan

What I hope you will do today:

Ask Questions

Share your stories

Participate in the workshops

O&M Manual Guide

We will be using worksheets to practice developing O&M manual material.

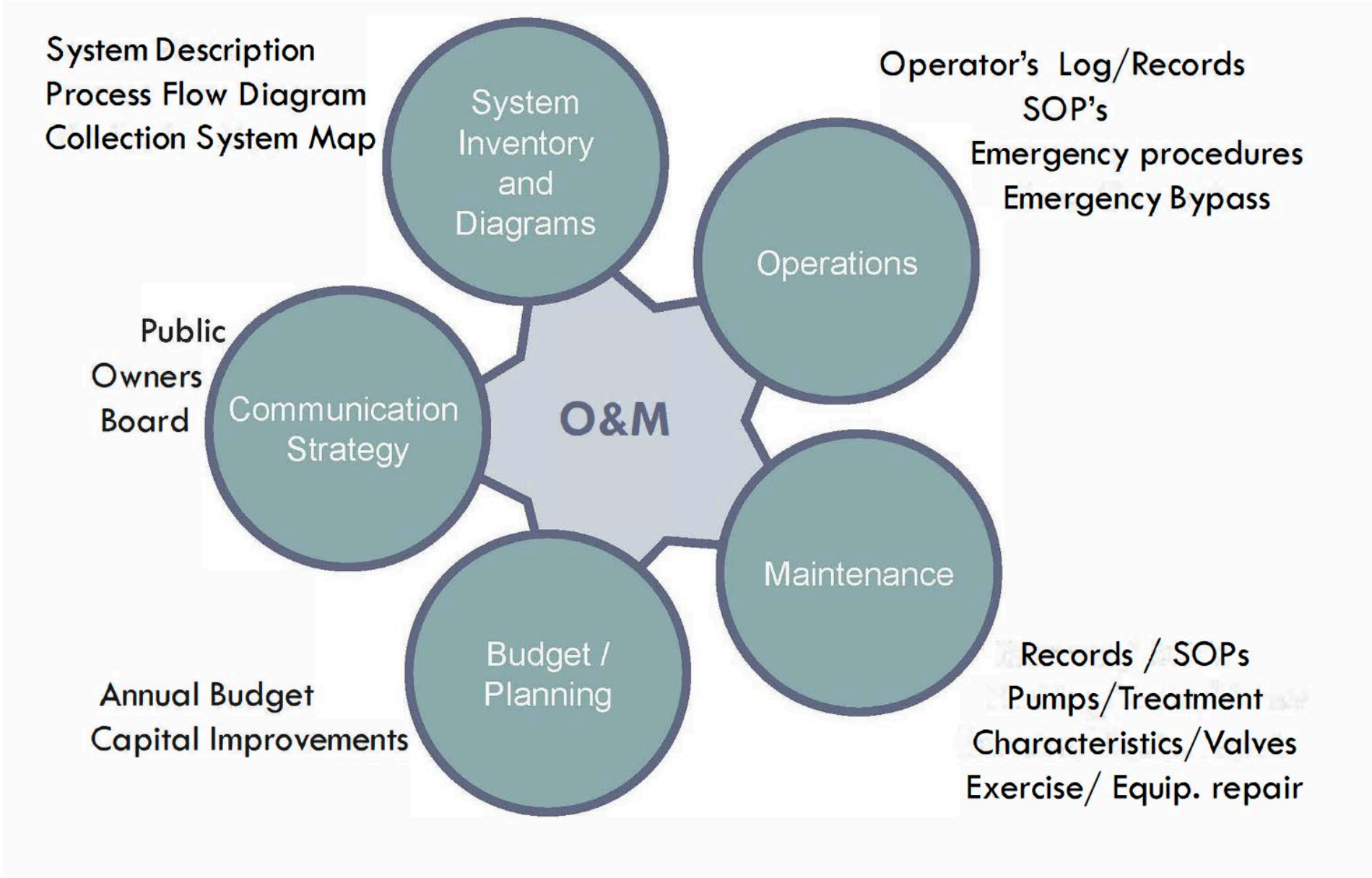
This is separated into sections

Full guide available here: https://swefc.unm.edu/home/resource/wastewater-om-guide

Importance of O&M Manuals

- Improve your system's reliability
- Reduce costs
- Meet current & future regulatory requirements
- Train temporary or new staff
- Prepares employees for emergencies
- Facilitate state inspections
- Improve communication
- Improve consistency

Components of O&M



Let’s walk through all the pieces of the document

Table of Contents

Table of Contents

- The first component and before all other content
- Lists components used
- Includes page numbers

O&M Revisions Log

O&M Manual Revision Log

A record of when updates are made

Who made updates

Regulatory or testing methods or other standards changes

Technology or equipment changes

If the O&M manual might be out of date

O&M Manual Revisions Log

DATE	SECTION	REVISION	SIGNATURE

General System Information

GENERAL WATER SYSTEM INFORMATION

Component	Information
Water System Name	
System Identification Number	
Location/Town	
System Owner	
Person in Responsible Charge	

GENERAL WATE

Com
Water System N
System Identificat
Location/Town
System Owner
Person in Responsible Charge

Why does this matter?

Keep key information in one place

Helpful in describing system to others

Sharing info if current personnel leave

GENERAL WATE N

Comp
Water System N
System Identifica
Location/Town
System Owner
Person in Responsible Charge

Pretty straight forward.

Two items to discuss: **System Owner** and **Person in Responsible Charge**

Both of these people are going to be legally liable. Matters who is listed.

GENERAL WATER SYSTEM INFORMAT

An Example

Component	Information
Water System Name	Town of Anywhere WTP
System Identification Number	X59686
Location/Town	Anywhere, ID
System Owner	Town of Anywhere
Person in Responsible Charge	Joe Schmoo

Contact List

Contact List

Contact Name	Position	Address	Phone Number	Email

Contact List

Contact Name		Phone Number	Email

Who would you include on the list?

Some suggestions: routine contacts, emergency contacts, people who you'd call for repairs, regulatory contacts, suppliers for key equipment/materials/chemicals, etc.

Contact l

Con Na	Email

Why does a contact list matter?

Easy & Accessible list of everyone you may need to contact through the course of running the system in routine & emergency times.

Improves communication.

Helps with transition from one operator to another.

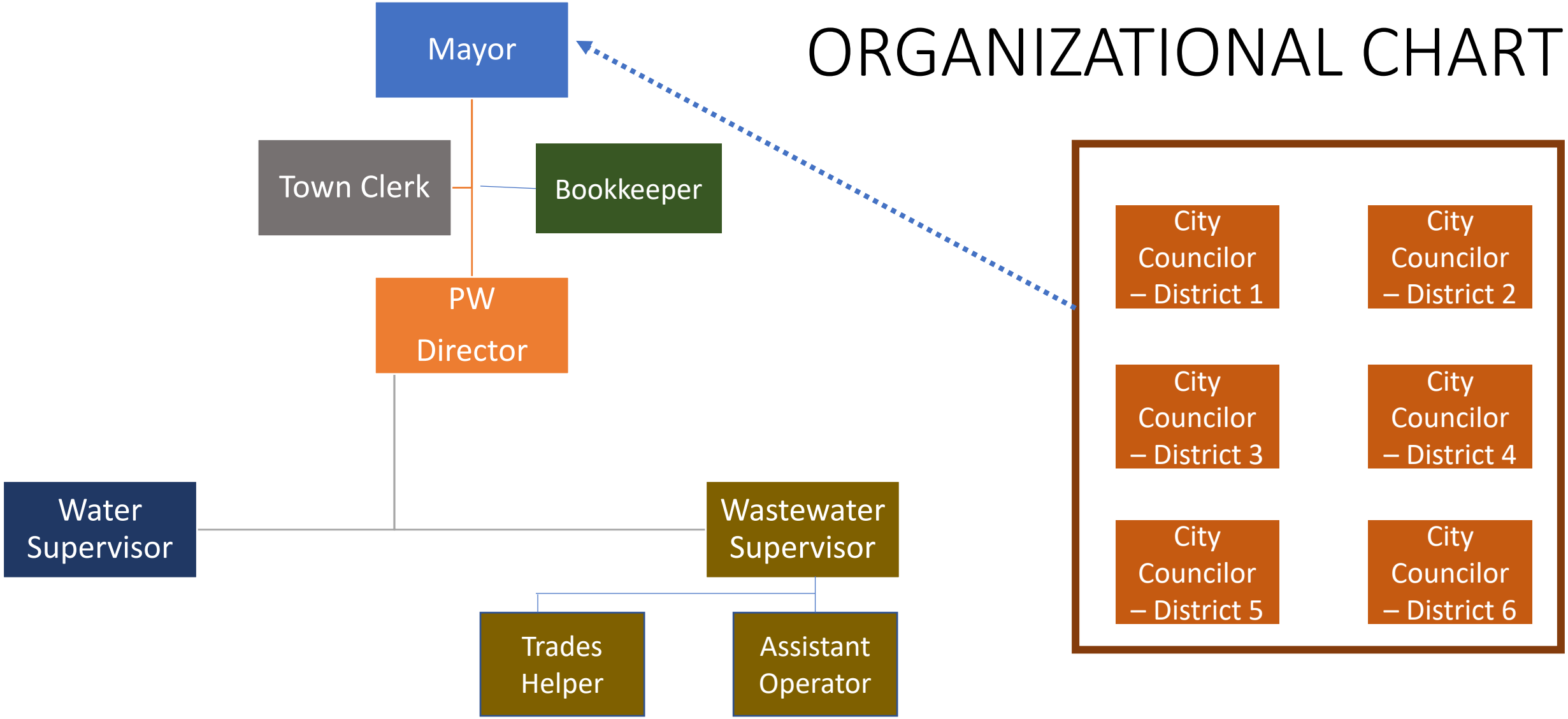
Contact List

An Example

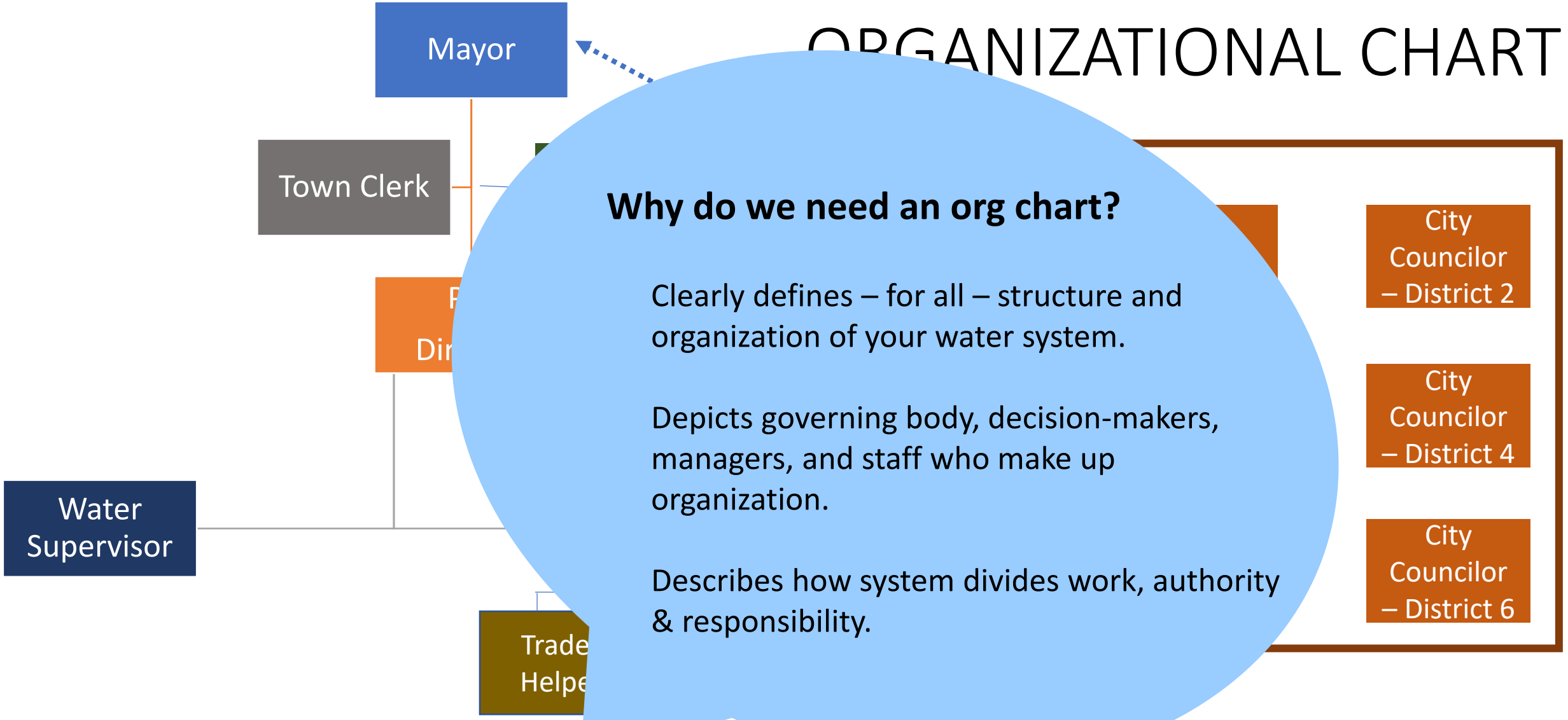
Contact Name	Position	Address	Phone Number	Email
Frank N. Stein	Mayor	111 Main Street Anywhere, ID 11111	555-555-5555	Frank@gmail.com
Jane E. Doe	City Councilor	111 Main Street Anywhere, ID 11111	555-555-5554	Jane@gmail.com
Tony T. Tiger	Operator in Responsible Charge	110 WW Blvd Anywhere, ID 11111	555-555-5553	tiger@gmail.com
Wiley E. Coyote	President, Chlorine is Us Co.	200 Elm Street Anywhere, ID 11111	555-555-2222	Wiley@gmail.com
Humphrey Dump	W Engineer, DEQ W Dept	400 Arch Street Anywhere, ID 11111	555-555-1212	Dump@gmail.com

Organizational Chart

ORGANIZATIONAL CHART



ORGANIZATIONAL CHART



Why do we need an org chart?

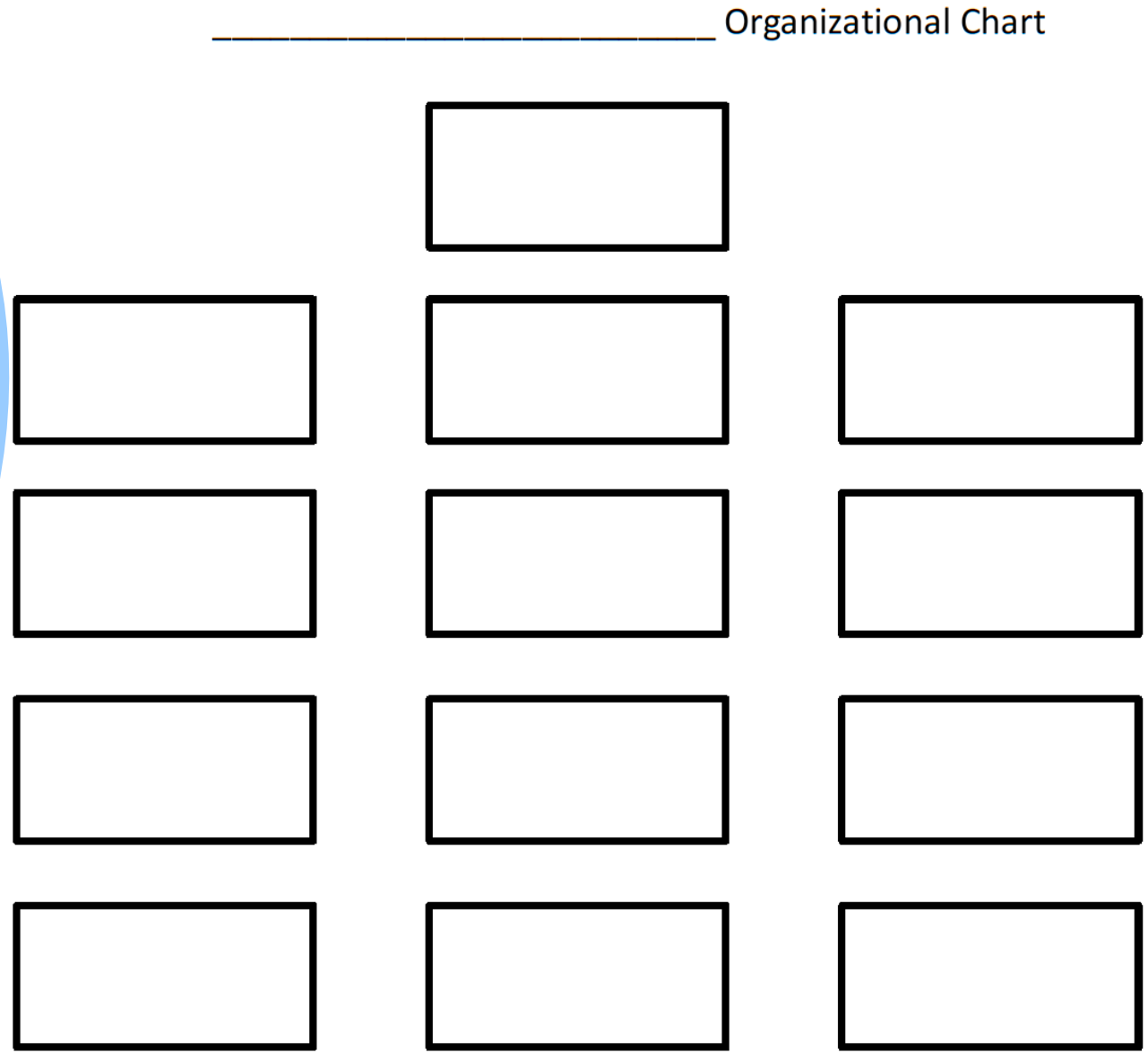
Clearly defines – for all – structure and organization of your water system.

Depicts governing body, decision-makers, managers, and staff who make up organization.

Describes how system divides work, authority & responsibility.

Your Turn

You can either use the template or a blank page. Fill in as many slots as you can.



Job Descriptions

JOB DESCRIPTIONS

Owner/Legal Entity

Name: Clint Eastwood

List of Primary Responsibilities:

☑	Ensure the facility is operated by an Operator in Responsible Charge (ORC) with appropriate certifications
☑	Ensure all process control and system integrity decisions about water quality or quantity affecting public health or environment are made by an ORC
☑	Ensure a certified operator is available on-site or in contact as needed to initiate appropriate actions in a timely manner for each operating shift
☑	Keep a current ORC Reporting Form on file with the Water Quality Control Division

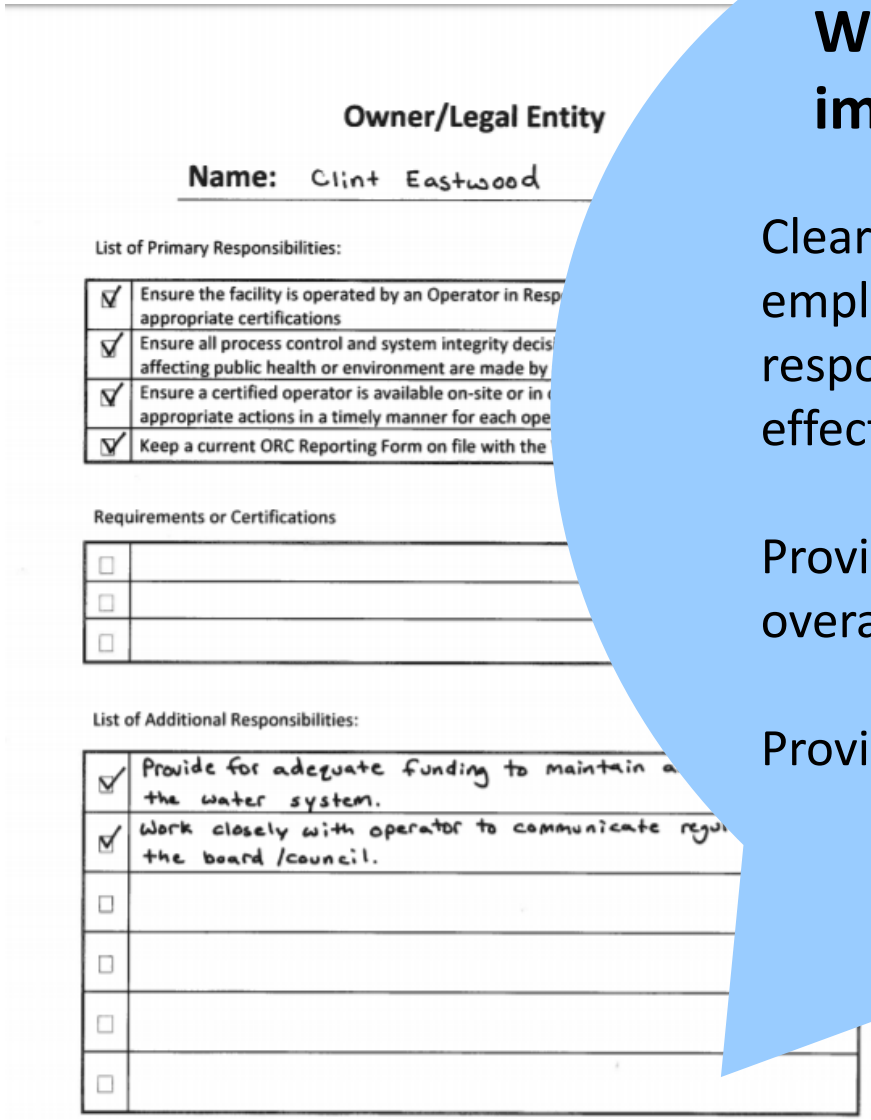
Requirements or Certifications

☐	
☐	
☐	

List of Additional Responsibilities:

☑	Provide for adequate funding to maintain and operate the water system.
☑	Work closely with operator to communicate regularly with the board /council.
☐	
☐	
☐	
☐	

JOB DESCRIPTIONS



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☐	
☐	

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☐	
☐	
☐	
☐	

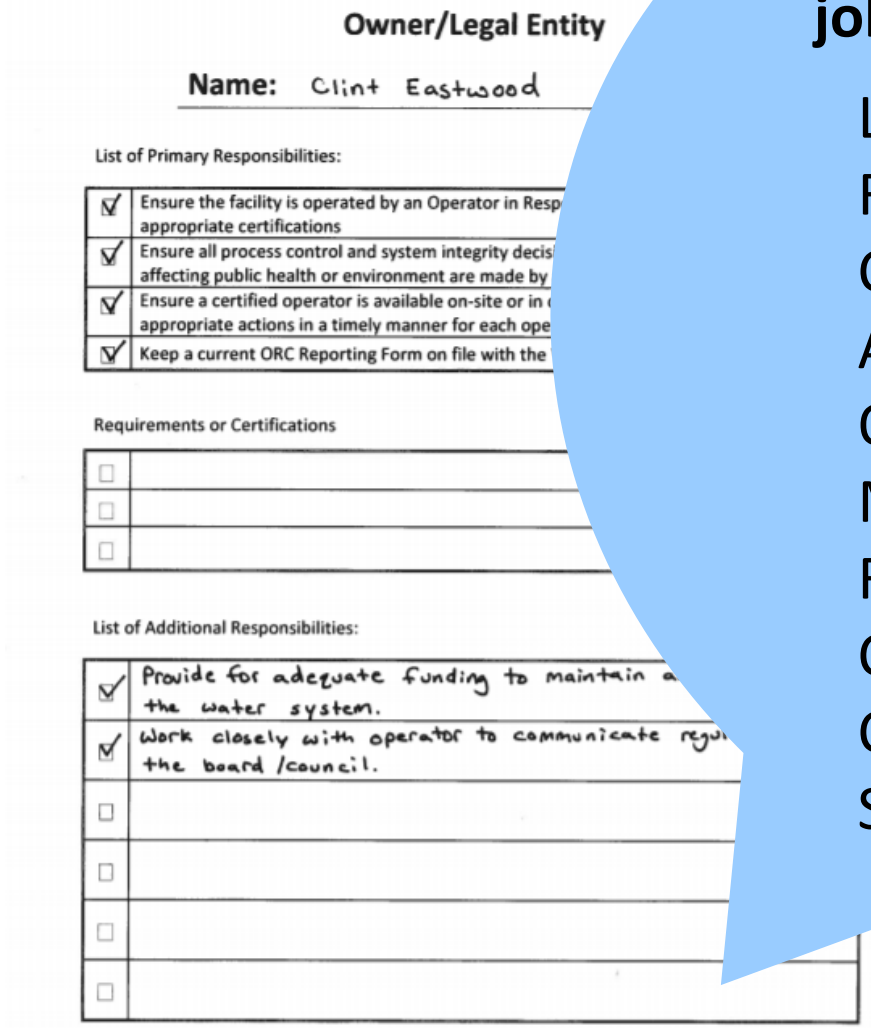
Why are job descriptions important?

Clearly written & current job descriptions help employees understand their roles and responsibilities and improve overall effectiveness.

Provides a system road map and improves overall system efficiency.

Provides a safeguard for employees.

JOB DESCRIPTIONS



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☐	
☐	
☐	
☐	

What should be included in job descriptions?

- Leadership responsibilities
- Regulatory responsibilities
- Customer service responsibilities
- Asset management responsibilities
- Operational responsibilities
- Maintenance responsibilities
- Record keeping
- Communications
- Certifications needed
- Specialized training required

Job Description for an Operator

An Example

Water Treatment Operator

Name: Paul Newman

List of Primary Responsibilities:

☑	Control the processing of raw, treated, and finished water
☑	Prepare and control chemical addition for water
☑	Observe and respond to variations in operating conditions
☑	Interpret instrument readings and adjust
☑	Operate valves, gates and pumps
☑	Maintain logs and records
☑	Collect and/or analyze process control samples
☑	Inspect and test new, modified, or repaired facilities prior to placing them in service
☑	Implement preventative maintenance programs for facilities
☑	Comply with laws, regulations, and reporting requirements

Requirements or Certifications

☑	Class C Water Facility Operator License
☐	
☐	

List of Additional Responsibilities:

☑	Prepare and maintain Emergency Response Plan
☐	
☐	
☐	
☐	

Your Turn

Prepare a job description for your job at your system.

Name: _____

List of Primary Responsibilities:

☐	
☐	
☐	
☐	
☐	
☐	
☐	
☐	
☐	
☐	

Requirements or Certifications

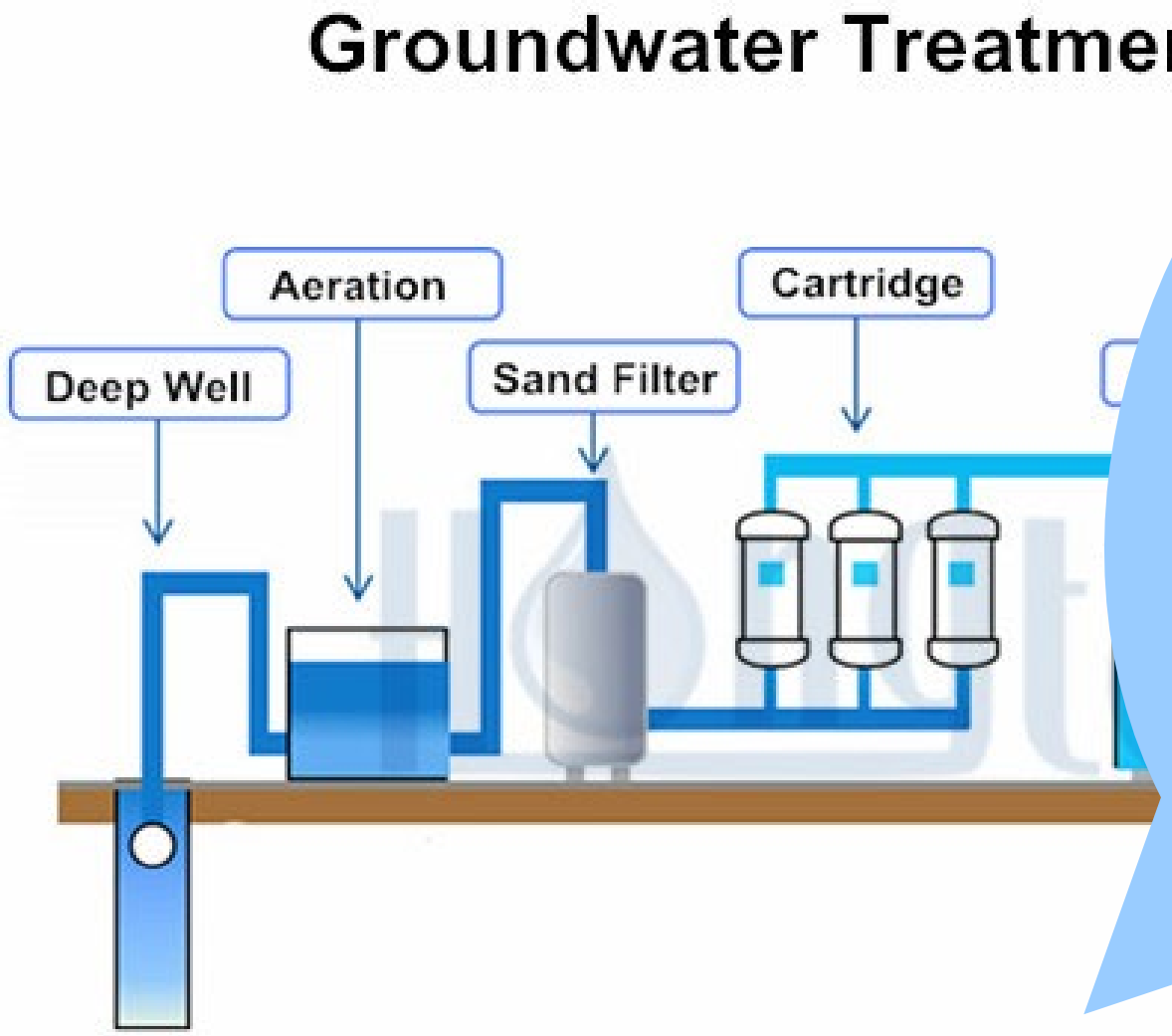
☐	
☐	
☐	

List of Additional Responsibilities:

☐	
☐	
☐	
☐	
☐	

Maps and Schematics

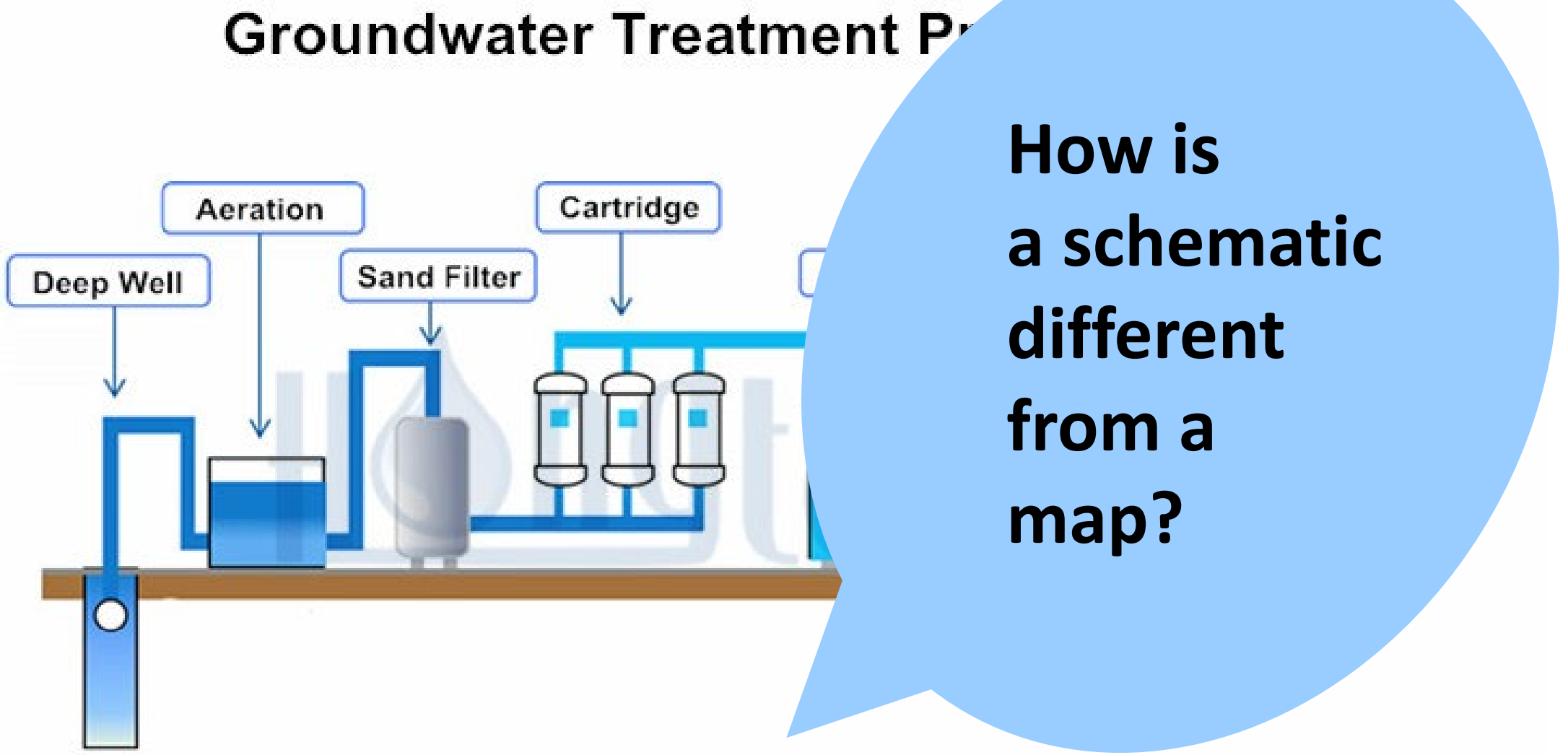
Schematic



Why is a schematic useful?

Shows how the overall treatment process intersects and what happens in each tank or unit.

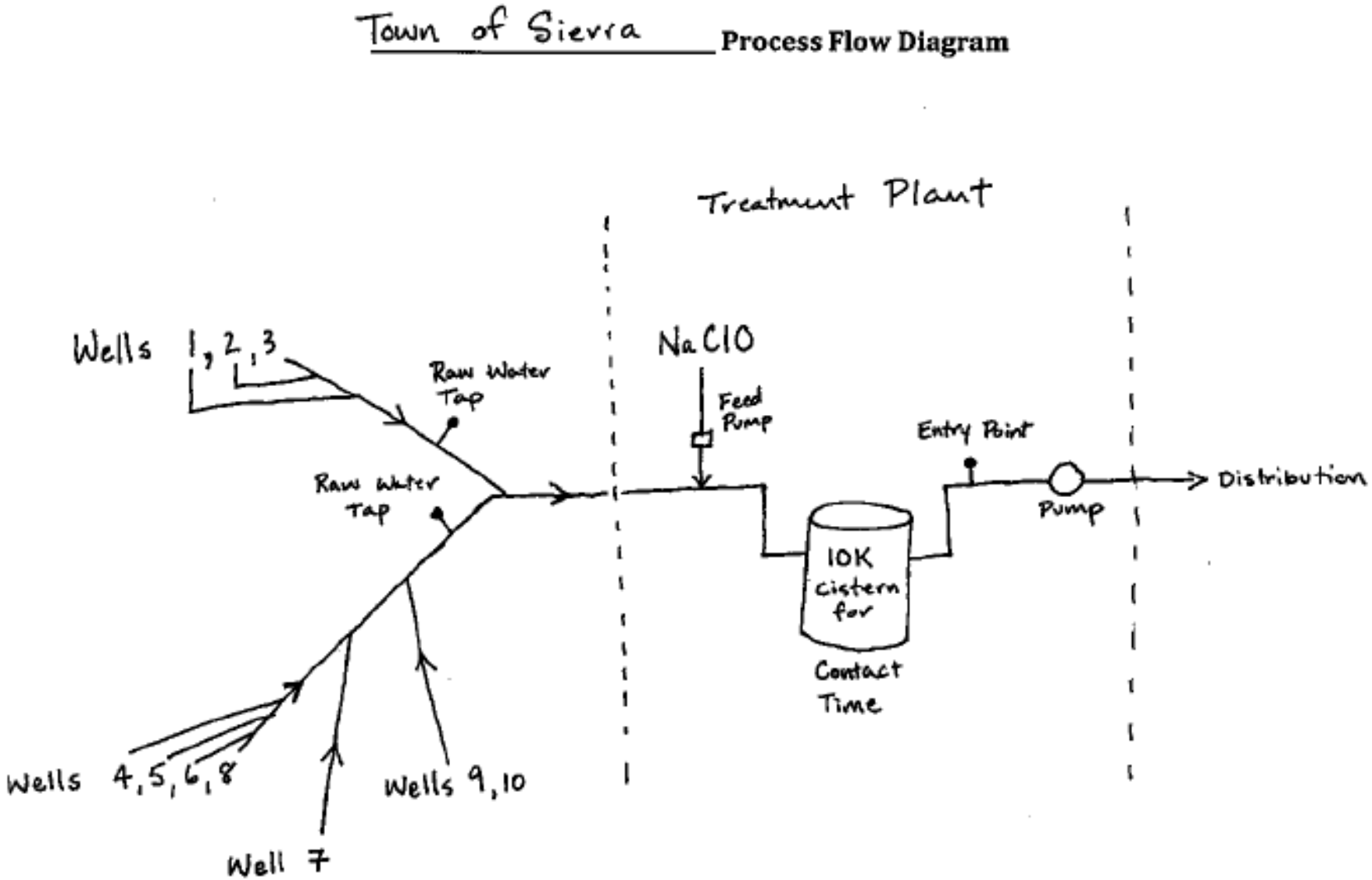
Schematic



How is a schematic different from a map?

Create a Schematic

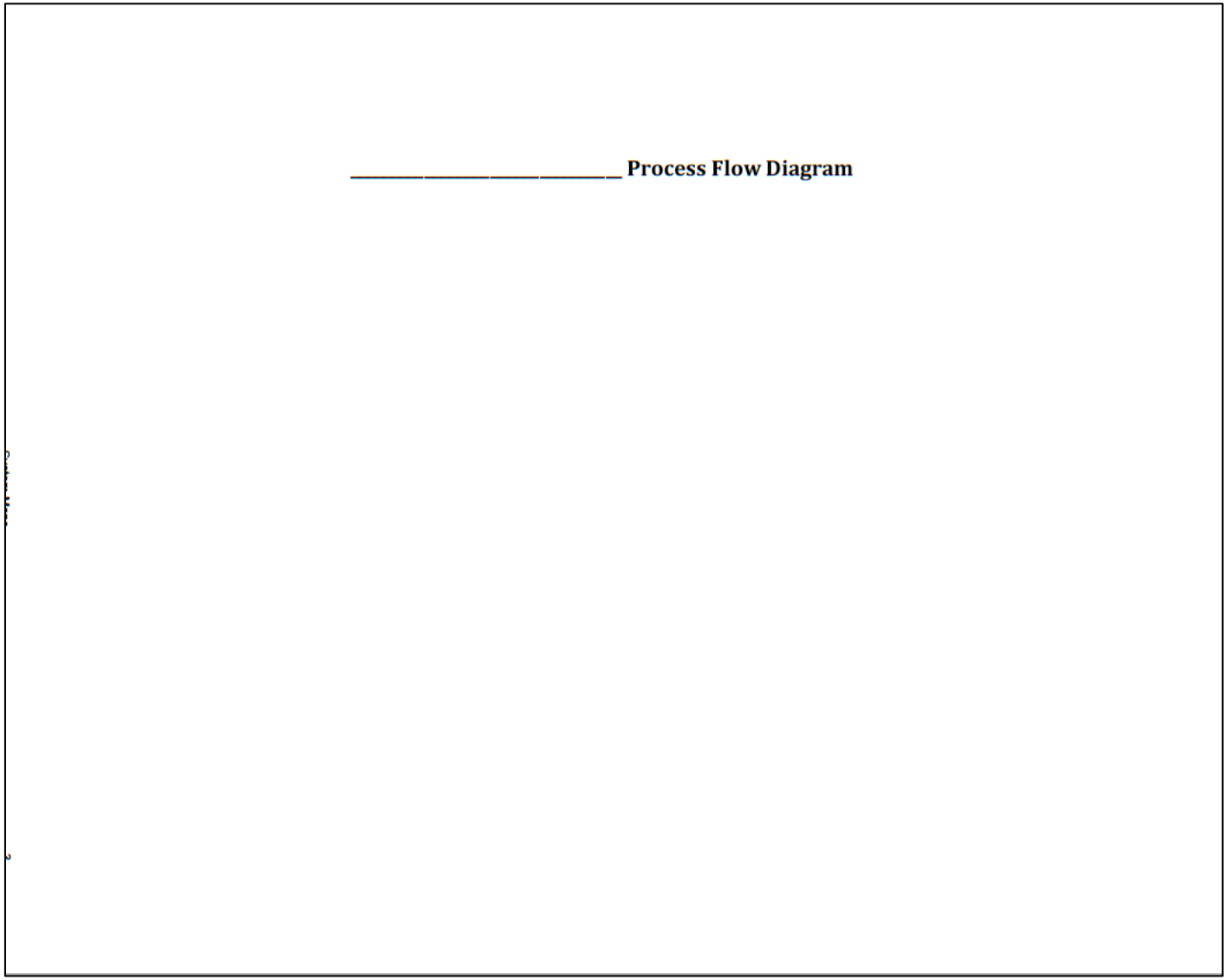
An Example



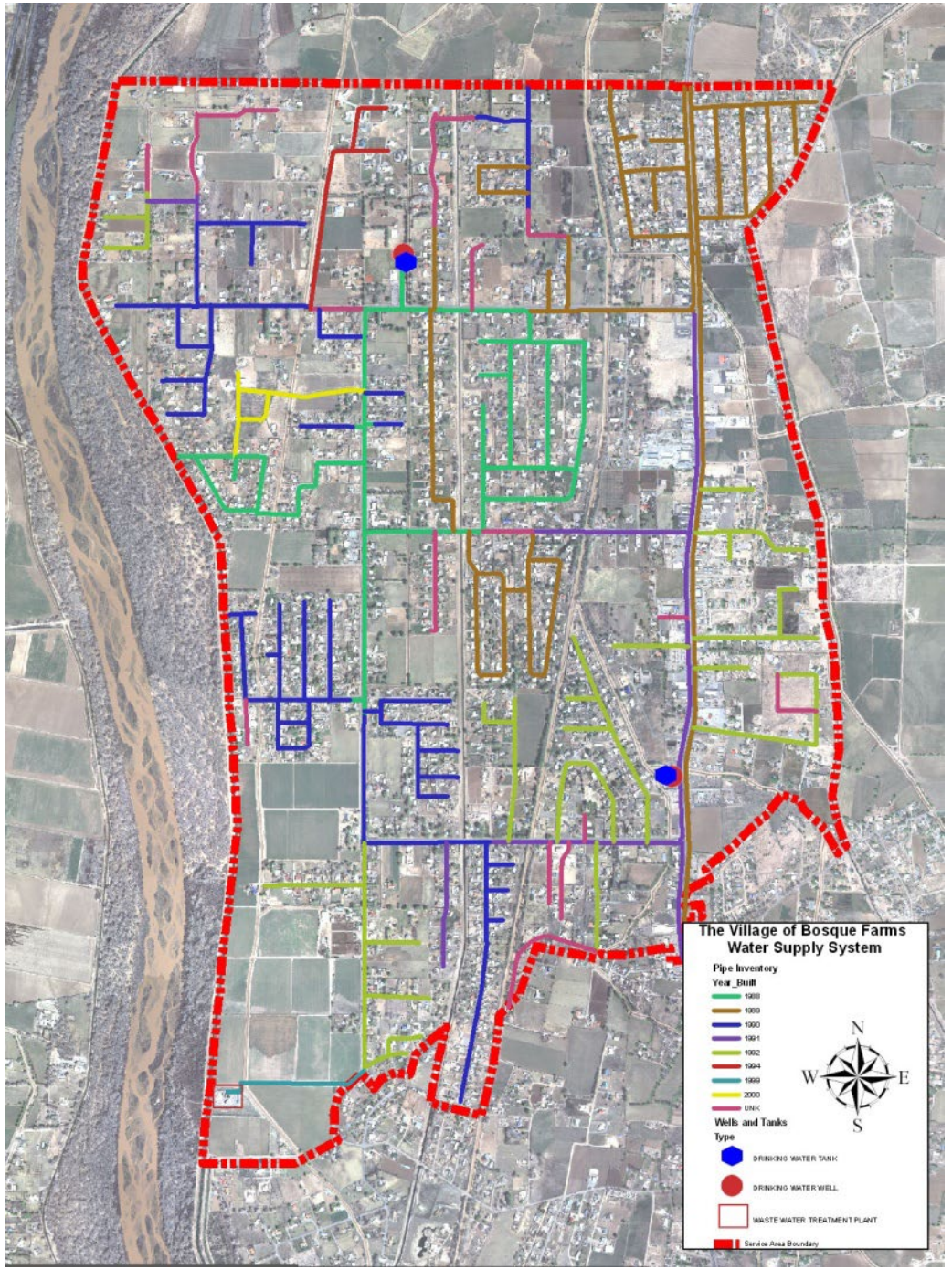
Create a Schematic

Your Turn

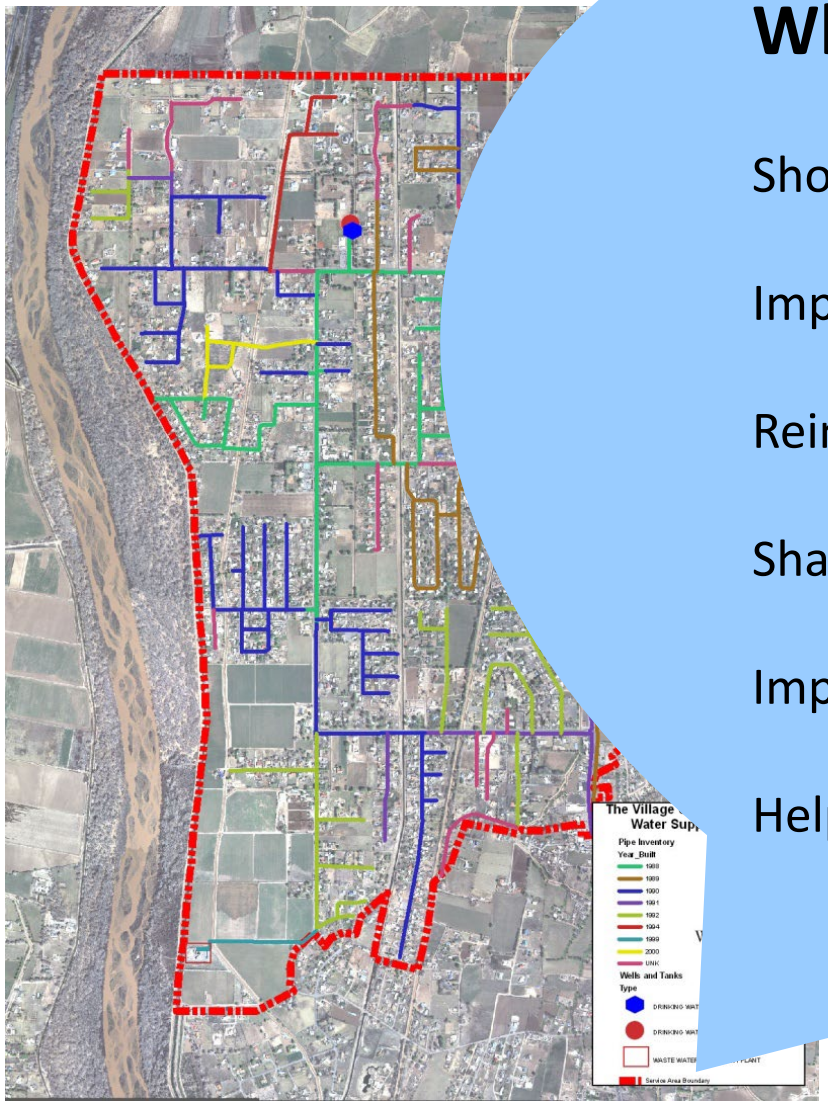
Prepare a schematic of your treatment system.



System Map


The Village of Bosque Farms
Water Supply System
Pipe Inventory
Year_Built
1988
1989
1990
1991
1992
1994
1999
2000
UNK
Wells and Tanks
Type
DRINKING WATER TANK
DRINKING WATER WELL
WASTE WATER TREATMENT PLANT
Service Area Boundary
N
W
E
S

System Map



Why is a map important?

Shows locations of key components of the system

Improves emergency response

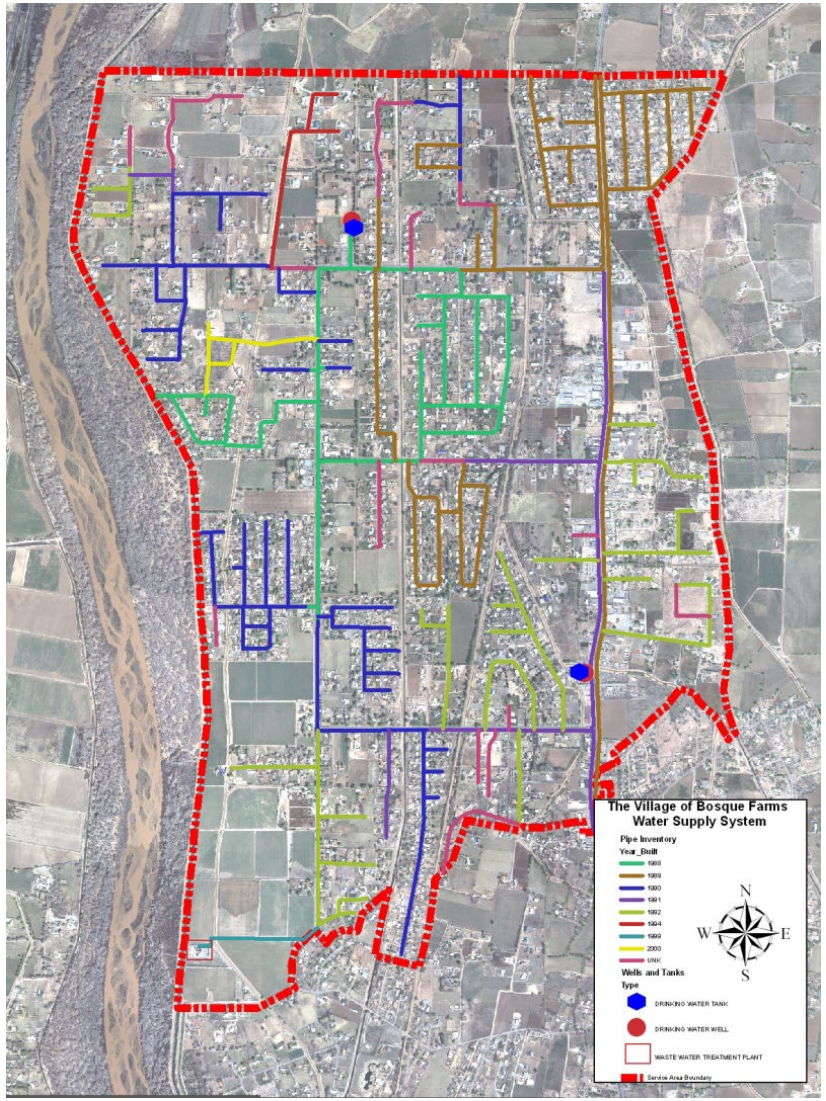
Reinforces system understanding

Shares information with others

Improves knowledge management

Help identify opportunities for system improvements

System Map



What should be on the map?

Master Plan

Master Plan

What can a master plan do?

Summarizes the components of the water treatment and distribution system

Assesses performance of the water system

Evaluates short and long term water short- and long-term water demand including fire protection and delivery needs

Identifies necessary improvements to remedy deficiencies and accommodate growth

Master Planning Template - Understanding Your Role as an Operator in Master Planning

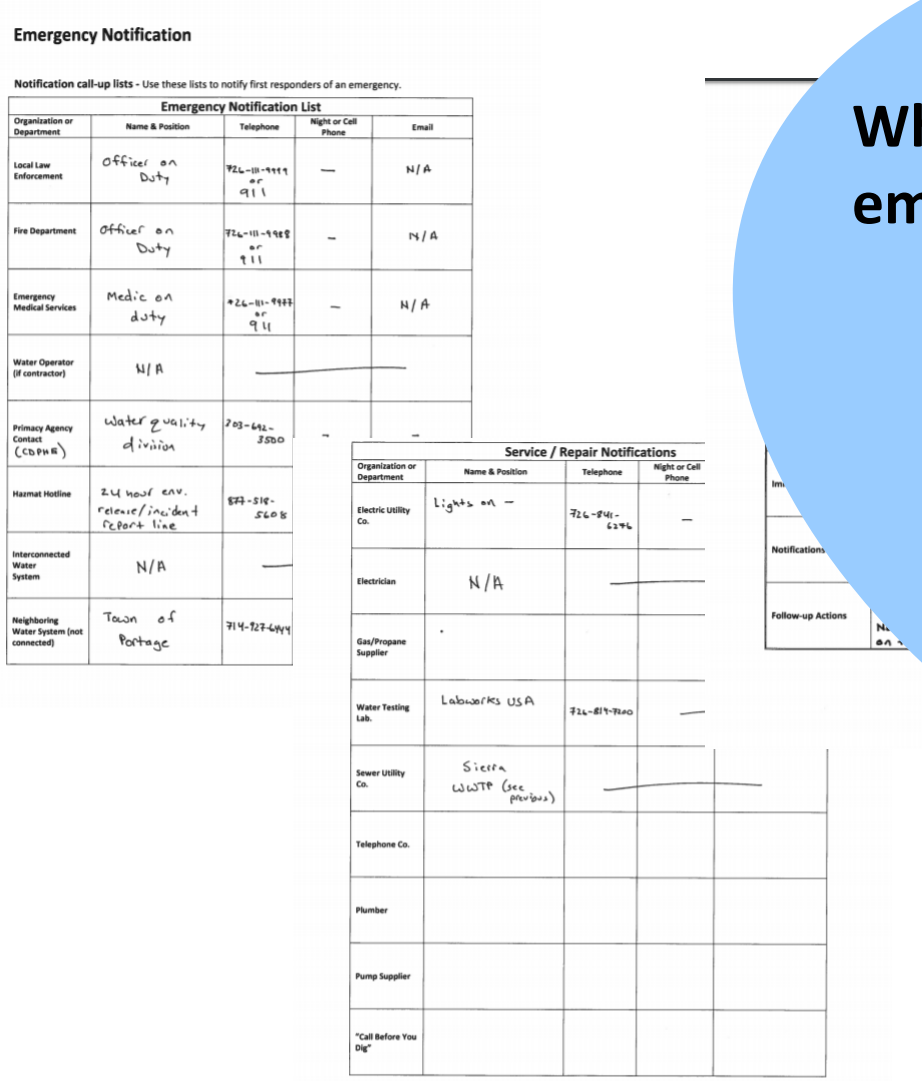
Questions to Ask	Who Has Primary Responsibility for This?	What is My Role as Operator

Master Planning Template - Understanding Your Role as an Operator in Master Planning

Topic	Questions to Ask Yourself	Who Has Primary Responsibility for This?	What is My Role as Operator
Source Water	• Do you have enough source water to meet projected needs over the next 20 years?	Owner of the system and/or governing unit of the community	Manage the system properly. Communicate to your supervisor/board about source water supply.
	• Do you have a source water protection program in place?	Owner and/or primary operator	Following procedures established in the protection program, such as completing and submitting required reports. Bring source water protection up to your supervisor/board if you do not know if one is in place.
Facilities and Resources	• Is the capacity of the system appropriate to meet water demands through the next 20 years?	Owner of the system	Help supervisor/owner/board understand current capacity of system.
	• Is your system in compliance with all applicable Federal and State of CO regulations?	Owner of the system	Run the system according to the rules and regulations, as well as in accord with the established policies and procedures. Communicate areas of non-compliance and what is needed to address the non-compliance.
	• Does your system have certified personnel adequate for now and in the future?	Owner of the system	Obtain and maintain license and/or certifications that fit your system. Identify any assistance you need to get the job done, in particular, if/when dictated by changes in regulations.
	• Does your system prepare an annual budget?	Owner and/or chief operator of the system	Either prepare it or gather information for the person(s) who do(es).
Fire Protection	• Does the water system have adequate storage to provide water to all customers and meet fire flow requirements?	Owner of the system	Proper maintenance, monitoring, and reporting. Communicate any deficiencies in fire protection storage or planning.

Emergency Response Plan

Emergency Response Plan



Emergency Notification

Notification call-up lists - Use these lists to notify first responders of an emergency.

Emergency Notification List

Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Local Law Enforcement	Officer on Duty	726-111-9999 or 911	—	N/A
Fire Department	Officer on Duty	726-111-9988 or 911	—	N/A
Emergency Medical Services	Medic on duty	726-111-9987 or 911	—	N/A
Water Operator (if contractor)	N/A			
Primacy Agency Contact (CDPHE)	Water quality division	303-692-3500		
Hazmat Hotline	24 hour env. release/incident report line	877-518-5608		
Interconnected Water System	N/A			
Neighboring Water System (not connected)	Town of Portage	714-727-6944		

Service / Repair Notifications

Organization or Department	Name & Position	Telephone	Night or Cell Phone
Electric Utility Co.	Lights on —	726-841-6276	—
Electrician	N/A		
Gas/Propane Supplier			
Water Testing Lab.	Laboworks USA	726-819-7600	—
Sewer Utility Co.	Sierra WWTP (see previous)		
Telephone Co.			
Plumber			
Pump Supplier			
"Call Before You Dig"			

Why do we need an emergency response plan?

Establish procedures and organizational structure to prepare for and respond to emergencies

Helps to enhance system security, minimize damage, lessen liability, and protect public health

System Information

Keep this basic information easily accessible to authorized staff for emergency responders, repair people, and the news media.

System information

System Identification Number	CO123456	
System Name and Address	Town of Sierra	
Directions to the System	Exit 64 off highway/interstate 72	
Basic Description and Location of System Facilities	Groundwater well pomps to chlorinator + then into a storage tank which is then pumped to the customers	
Location/Town	Town of Sierra	
Population Served and Service Connections from Division of Drinking Water Records	300 people	_____ connections
System Owner	Town of Sierra	
Name, Title, and Phone Number of Person Responsible for Maintaining and Implementing the Emergency Plan	Harrison Ford - Public works / utilities	394-714-1176 Phone 394-714-1176 Cell N/A Pager

Chain of Command – Lines of Authority

The first step in any emergency is to inform the person at the top of the list, who is responsible for managing the emergency and making key decisions.

Chain of command – lines of authority

Name and Title	Responsibilities During an Emergency	Contact Numbers
Harrison Ford – Public works/ utility Director	Responsible for overall management and decision making. The public works director is the lead for managing the emergency, coordinating w/ supporting agencies & providing the public with information.	
Paul Newman – Operator	In charge of running water system, performing inspections, maintenance & sampling as well as relaying critical information, assessing facilities & providing recommendations to the utility director	726-827-1492

Events that Cause Emergencies

List the events that may cause water system emergencies. They should be arranged from highest to lowest probable risk.

Events that cause emergencies

Type of Event	Probability or Risk (High-Med-Low)	Comments

Emergency Notifications

Notification call-up lists - Use these lists to notify first responders of an emergency.

Emergency Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Local Law Enforcement				
Fire Department				
Emergency Medical Services				
Wastewater Operator (if contractor)				
Primacy Agency Contact				
Hazmat Hotline				
Interconnected Water System				
Neighboring System (not connected)				

Service and Repair Notifications

Contact information

Service / Repair Notifications				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Electric Utility Co.				
Electrician				
Gas/Propane Supplier				
Wastewater Testing Lab				
Water Utility Co.				
Telephone Co.				
Plumber				
Pump Supplier				
"Call Before You Dig"				

Priority Contacts

State, Federal or Tribal Notification List				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
State or Tribal Police				
Regulatory Agency State/Federal/Tribal				
Authorized Testing Laboratory				

Priority Contacts				
Organization or Department	Name & Position	Telephone	Night or Cell Phone	Email
Regulatory Contact				
Downstream Communities				
Downstream Communities				
Downstream Communities				

Response Actions for Specific Events

In any event, there are a series of general steps to take:

1. Analyze the type and severity of the emergency;
2. Take immediate actions to save lives;
3. Take action to reduce injuries and system damage;
4. Make repairs based on priority demand, and
5. Return the system to normal operation.

The tables identify the assessment, set forth immediate response actions, define what notifications need to be made, and describe important follow-up actions.

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

Response Actions for Specifi

In a ral steps to ta

Your Turn

Pick an emergency and write up your response actions

ergency;

em damage;
d, and
n.

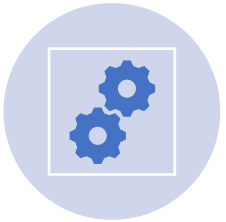
t forth
what notifications
portant follow-up

Assessment	
Immediate Actions	
Notifications	
Follow-up Actions	

Operation and Maintenance Resources & SOPs

Operation and Maintenance Resources

Should include checklist of O&M resources



This includes manual, SOPs, logs, etc.

Helps keep resources organized

Can categorize as maintenance, operational, etc.

Includes operational and maintenance schedules

O&M Resources

List of Available O&M Resources

	Activity	Resources					
		SOP		Manufacturer's Specification		Log/Record Keeping Form	
		Have	Need	Have	Need	Have	Need
Operational		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
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		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
Maintenance							
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
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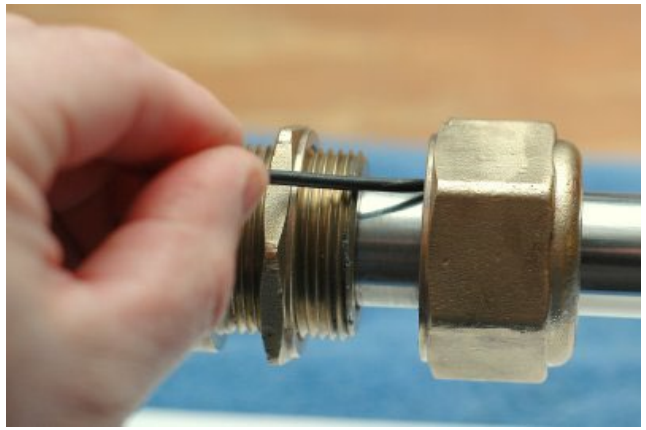
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐

Operation Tasks

Helps ensure operators understand how the process is supposed to work

Maintenance Tasks

Routine



Preventative

Predictive

Purpose of Maintenance: Prevent Failures

complete asset failure

Disruption of service to customers

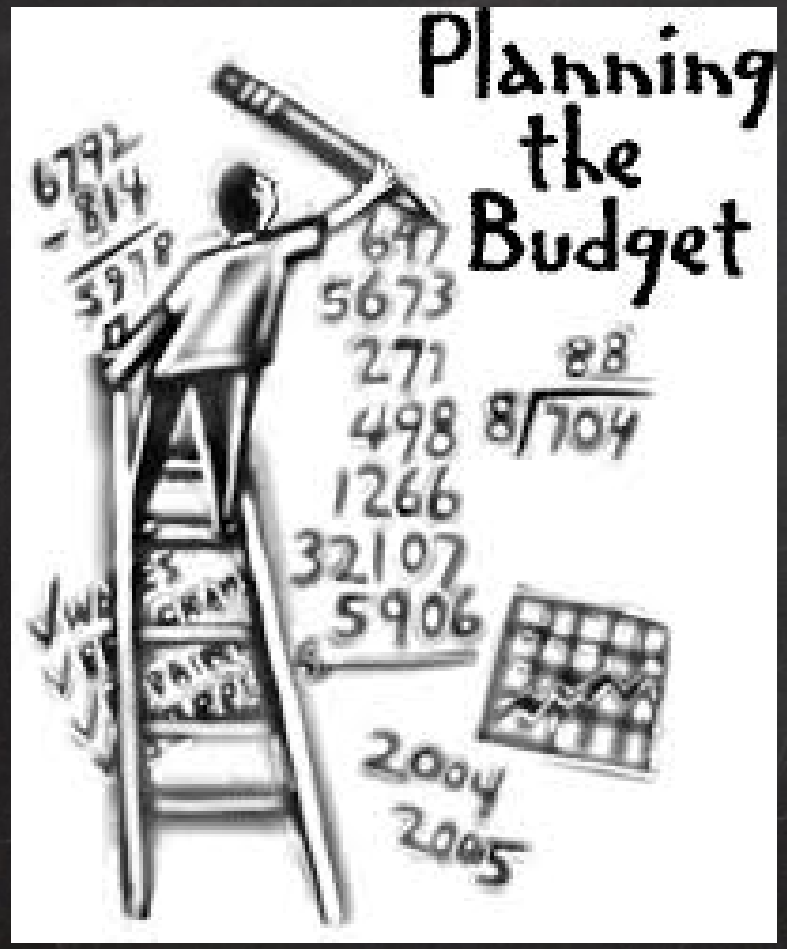
SDWA or other Violations

Failure of another asset caused by failure of this asset

Reduction in Level of Service

The benefits of maintenance are well known

Three to four times more expensive to operate without proper maintenance, but….



Maintenance is a common item cut from the budget (or not adequately included)

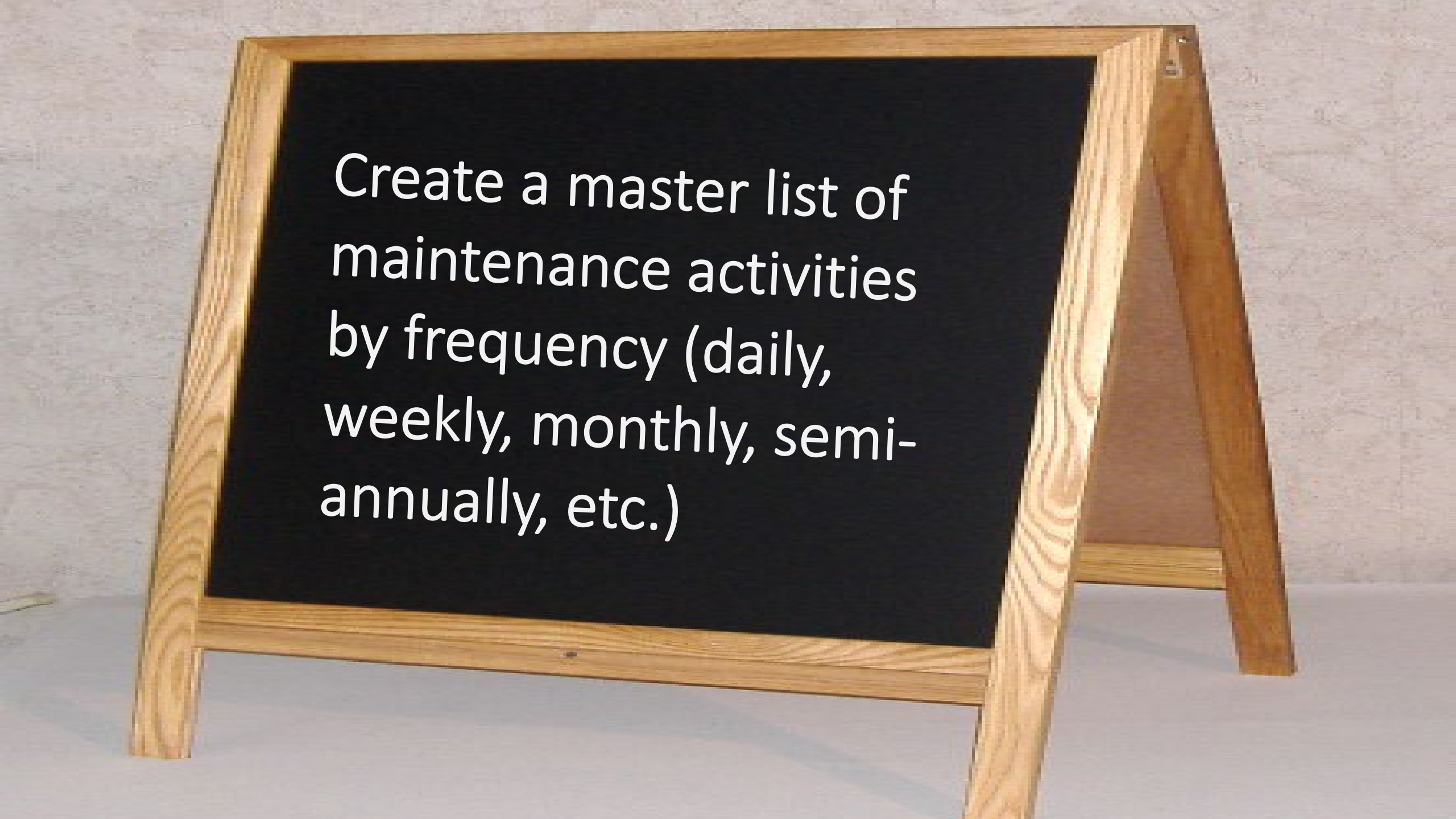

If a plane was maintained like your utility…

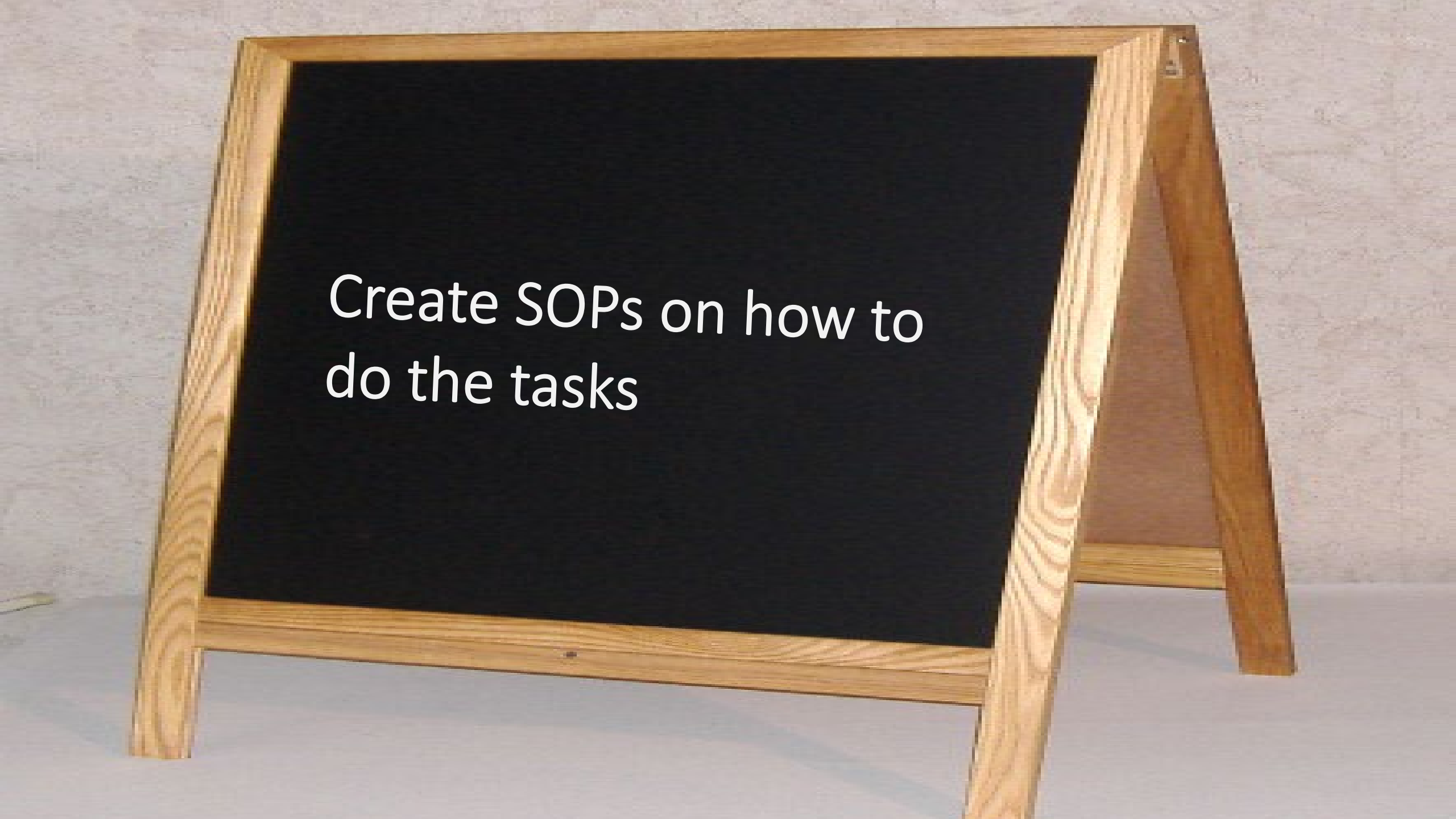

...would you fly
in it?

What Happens When Maintenance Gets Cut?

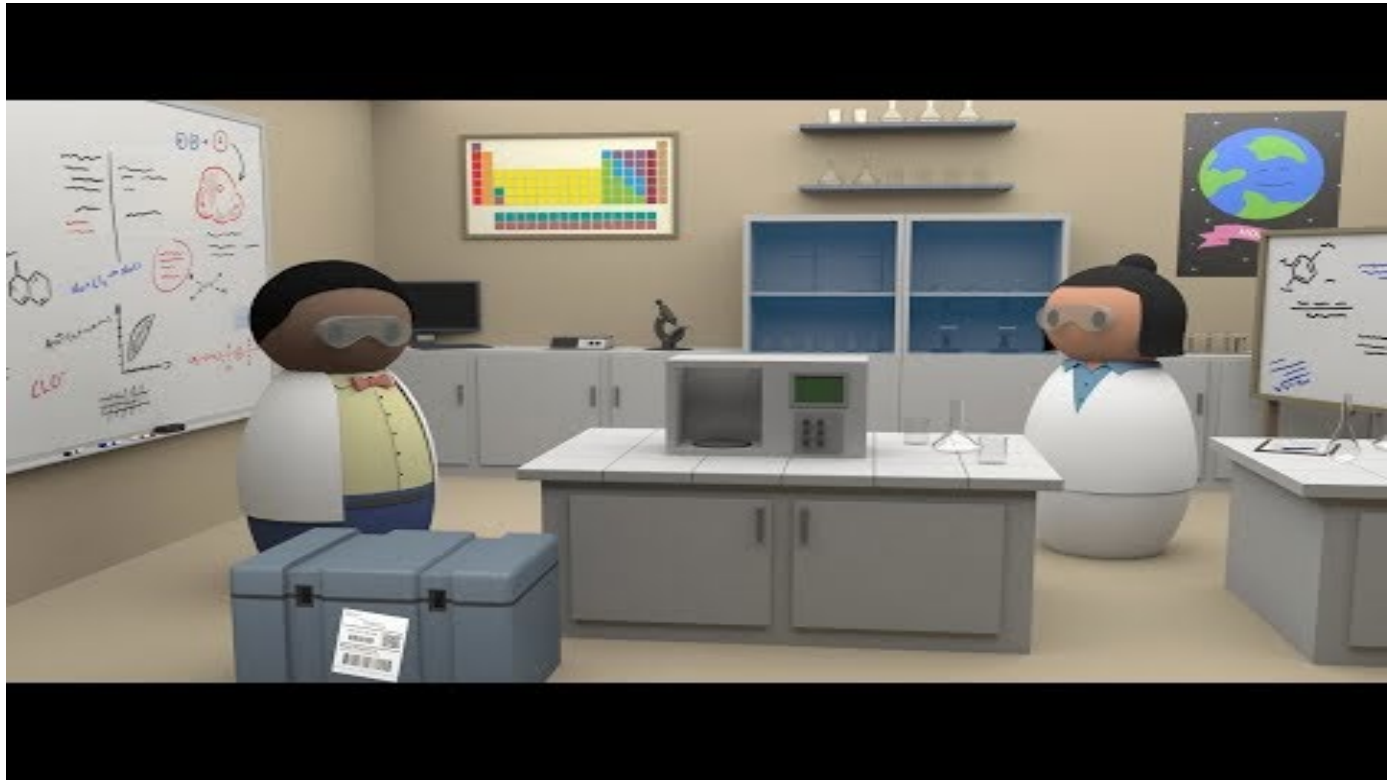
We move toward complete reactive mode

Where do you fall on the scale of reactive vs. proactive?


Create a master list of maintenance activities by frequency (daily, weekly, monthly, semi-annually, etc.)


Create SOPs on how to
do the tasks

SOPs



Let's develop an SOP

List of Available O&M Resources

	Activity	Resources					
		SOP		Manufacturer's Specification		Log/Record Keeping Form	
		Have	Need	Have	Need	Have	Need
Operational		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
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		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
Maintenance							
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
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		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐
		☐	☐	☐	☐	☐	☐

Include all required steps

Steps are in order

Important information presented

SOP For: Total Coliform Sampling

Date Prepared: 10/7/2011

Background

# of samples per month = 1

Sample location: (see monitoring plan siting plan)

# of repeat samples if (+) = 4 samples

Procedure

Step 1 - Pre-label the bottle and fill out the Chain of custody (COC) prior to sampling

Step 2 - Wash your hands prior to testing. Remember, you are working with a sterile bottle.

Step 3 - Remove faucet screen as it is a safe haven for bacterial growth

Step 4 - Disinfect with a 10% solution of clorox solution or rubbing alcohol from a spray bottle. (Do not flame as this is old school, and can be dangerous or could destroy the new age plastic faucets)

Step 5 - Run cold water for at least four to five minutes before collecting a sample.

Try it without doing the activity yourself

Give it to a neighbor

The other person can ONLY do what is on the paper

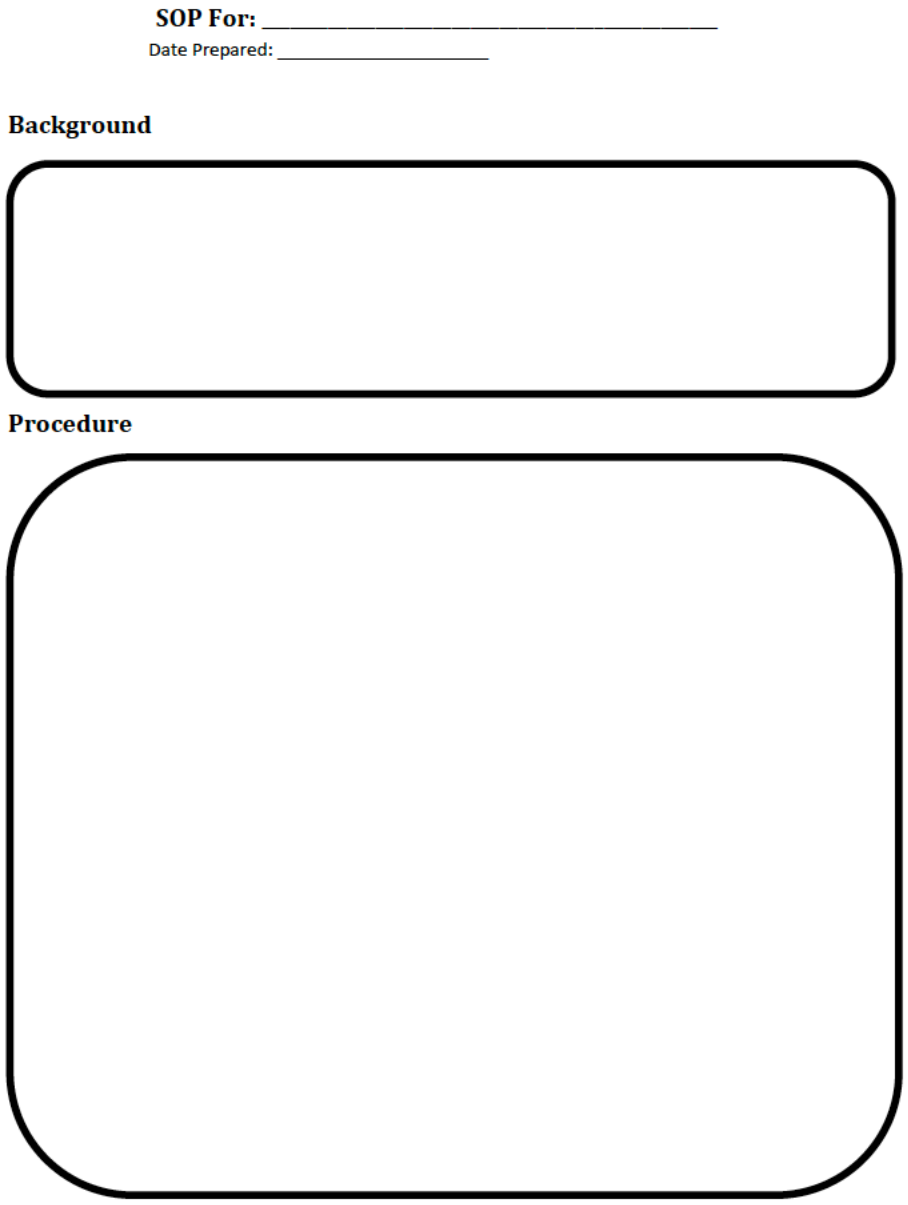
Share when you get stuck and revise the SOP accordingly.

How to Tie Your Shoes

How to open the door

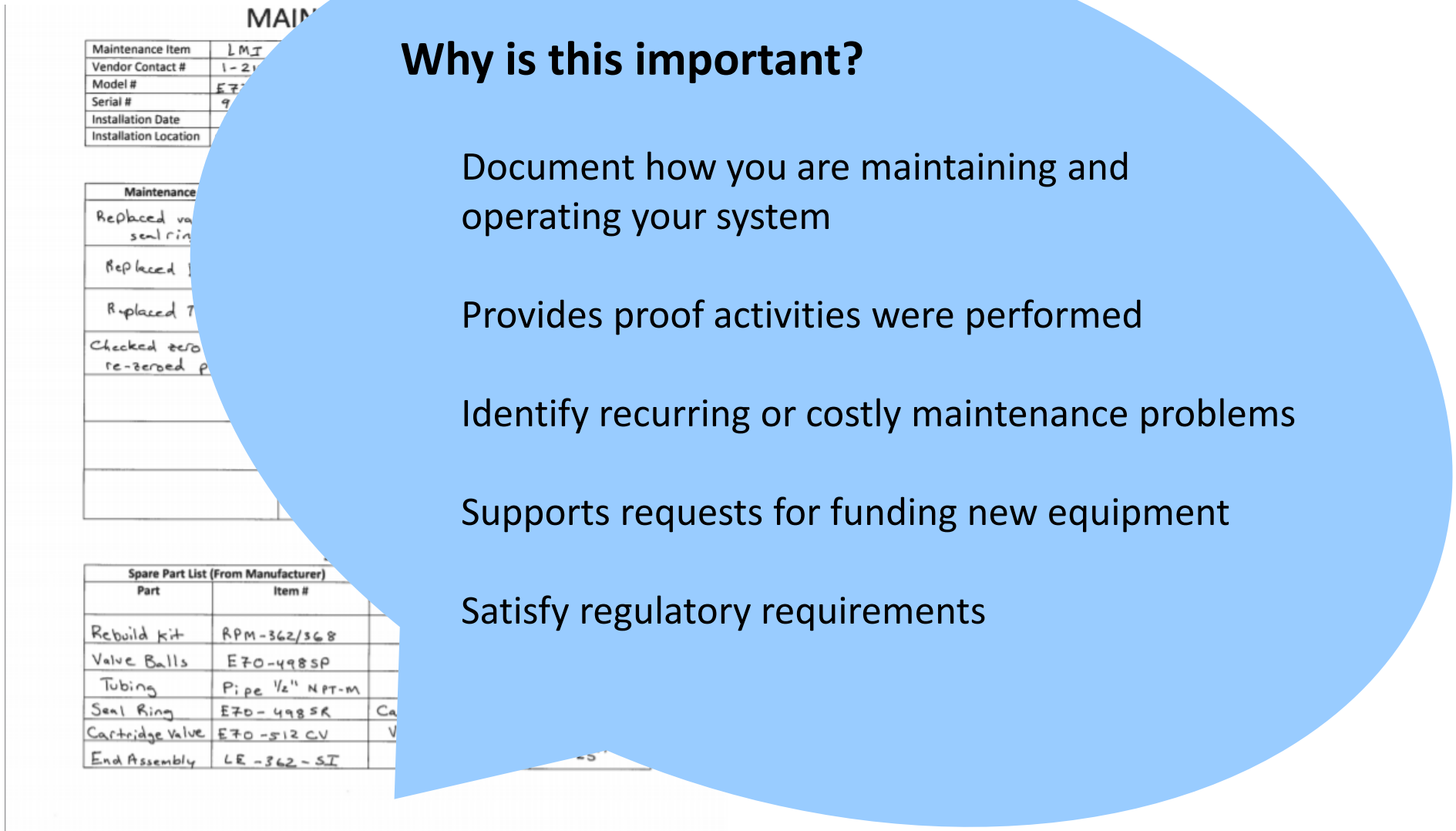
How to stack six pieces of paper on the desk in a design

Let’s create an SOP together



Maintenance Logs

Record Keeping/Maintenance Logs



MAIN

Maintenance Item	LMI
Vendor Contact #	1-2
Model #	E7
Serial #	9
Installation Date	
Installation Location	

Maintenance
Replaced va seal rin
Replaced
Replaced T
Checked zero re-zeroed p

Spare Part List (From Manufacturer)		
Part	Item #	
Rebuild kit	RPM-362/368	
Valve Balls	E70-498SP	
Tubing	Pipe 1/2" NPT-M	
Seal Ring	E70-498SR	Ca
Cartridge Valve	E70-512CV	V
End Assembly	LE-362-SI	

Why is this important?

Document how you are maintaining and operating your system

Provides proof activities were performed

Identify recurring or costly maintenance problems

Supports requests for funding new equipment

Satisfy regulatory requirements

Paper Logs

MAINTENANCE LOG

Maintenance Item	LMI Chemical Metering Pump
Vendor Contact #	1-215-293-0401
Model #	E722-363-SI
Serial #	960113428
Installation Date	9/14/2002
Installation Location	Chem. Feed Building

Maintenance

Maintenance Activity	Date Performed	Notes
Replaced valve ball + seal rings	10/1/2010	Seal rings worn - Leaking at tubing
Replaced Diaphragm	12/17/2010	Yearly replacement of Diaphragm Also replaced valve/springs
Replaced Tubing	3/12/2011	Tubing had worn ends
Checked zero on pump/ re-zeroed pump	6/12/2011	Incorrect pump stroke length

Computer Options

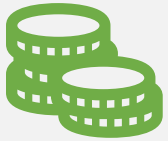
CMMS Programs

Asset Management Programs

Budget

Ensures system has adequate resources

Includes daily, monthly, and yearly expenses



Also includes sources of revenue and income

Revenue/Income	2011	2012	2013	2014	2015
Rates	$ 55,000.00	$ 55,000.00	$ 55,000.00	$ 55,000.00	$ 55,000.00
Fees and Services	$ 2,000.00	$ 2,000.00	$ 2,000.00	$ 2,000.00	$ 2,000.00
Hookup Charges	$ -	$ -	$ -	$ -	$ -
Grants & Loans - e.g. SRF					
Other Sources - e.g. interest	$ 200.00	$ 200.00	$ 200.00	$ 200.00	$ 200.00
Total Revenue/Income	$ 57,200.00	$ 57,200.00	$ 57,200.00	$ 57,200.00	$ 57,200.00

	2015	Expenses	2011	2012	2013	2014	2015
0	$ 55,000.00	**Operations and Maintenance**					
0	$ 2,000.00	Salaries and Benefits	$ 30,000.00	$ 30,900.00	$ 31,827.00	$ 32,781.00	$ 33,765.00
	$ -	Contract Operation	$ -	$ -	$ -	$ -	$ -
		Maintenance	$ 1,000.00	$ 1,030.00	$ 1,060.90	$ 1,092.73	$ 1,125.51
0	$ 200.00	Power and Other Utilities	$ 2,500.00	$ 2,575.00	$ 2,652.00	$ 2,731.00	$ 2,813.00
		Regulatory Fees	$ 500.00	$ 515.00	$ 530.00	$ 546.00	$ 563.00
		Treatment Chemicals	$ 100.00	$ 103.00	$ 106.00	$ 109.00	$ 112.00
		Monitoring/Testing	$ 2,000.00	$ 2,060.00	$ 2,121.00	$ 2,185.00	$ 2,250.00
		Transportation	$ -	$ -	$ -	$ -	$ -
		Materials, Supplies, and Parts	$ 150.00	$ 154.50	$ 159.14	$ 163.91	$ 168.83
		Office Suplies	$ 200.00	$ 206.00	$ 212.18	$ 218.55	$ 225.10
		Miscellaneous	$ 300.00	$ 309.00	$ 318.27	$ 327.82	$ 337.65
		General and Administrative					
		Engineering and Professional Services	$ -	$ -	$ -	$ -	$ -
		Insurance	$ 1,000.00	$ 1,030.00	$ 1,060.90	$ 1,092.73	$ 1,125.51
		Debt Service					
		Miscellaneous	$ 100.00	$ 103.00	$ 106.09	$ 109.27	$ 112.55
		Reserve Funds					
		O&M Reserve	$ 7,500.00	$ 7,500.00	$ 7,500.00	$ 7,500.00	$ 7,500.00
		CIP Reserve					
		Other Reserve	$ -	$ -	$ -	$ -	$ -
		Capital Projects					
		Multi-year/Recurring	$ 7,000.00	$ 7,000.00	$ 7,000.00	$ 7,000.00	$ 7,000.00
		One time				$ 2,500.00	
0	$ 57,200.00	Total Expenses	$ 52,350.00	$ 53,485.50	$ 54,653.48	$ 58,357.00	$ 57,098.15

	2011	2012	2013	2014	2015
Number of Taps:	250	250	250	250	250
Average Monthly Revenue Needed per Tap: (total expenses ÷ # of customers ÷ 12)	$ 17.45	$ 17.83	$ 18.22	$ 19.45	$ 19.03

Revenue/Income	2011	2012	2013	2014	2015	Expenses	2011	2012	2013	2014	2015
Rates						**Operations and Maintenance**					
Fees and Services						Salaries and Benefits					
Hookup Charges						Contract Operation					
Grants & Loans - e.g. SRF						Maintenance					
Other Sources - e.g. interest						Power and Other Utilities					
						Regulatory Fees					
						Treatment Chemicals					
						Monitoring/Testing					
						Transportation					
						Materials, Supplies, and Parts					
						Office Suplies					
						Miscellaneous					
						General and Administrative					
						Engineering and Professional Services					
						Insurance					
						Debt Service					
						Miscellaneous					
						Reserve Funds					
						O&M Reserve					
						CIP Reserve					
						Other Reserve					
						Capital Projects					
						Multi-year/Recurring					
						One time					
Total Revenue/Income	$ -	$ -	$ -	$ -	$ -	**Total Expenses**	$ -	$ -	$ -	$ -	$ -

	2011	2012	2013	2014	2015
Number of Customers:					
Average Monthly Revenue Needed per Customer:					

(total expenses ÷ # of customers ÷ 12)

Group Discussion:

How does your system do its budgeting process?

Are you involved in the process? In what way?

Is your budget zero based or start from last year? (pros and cons)

Does your budget cover your needs for operations and maintenance?

Communication Strategy

Operators have the best point of view to educate stakeholders

Requires consistent communication

Identify information that can be gathered from stakeholders and best data to lobby for needs

Refer to EPA's "Talking to Your Decision Makers A Best Practices Guide"

Communication Assessment and Strategy Tool

Audience (Stakeholders)	Customers	Board	Specific Customers		
Topic/Information Required	Consumer Confidence Water Quality Report	Routine water system report	Notice about upcoming line flushing		
Frequency of Communication	Annually	Monthly	Two weeks in advance of activity		
Methods of Communication	Included in bill	Presentation at Board meeting	Door hanger or email or reverse 311		

Communication Planning Tool

Circle the type of activity, method and audience:

(1) Type of Activity: (a) Purchase Equipment (b) Project Update (c) Announcement (d) Other _____

(2) Method: (a) Memo (b) Email (c) Presentation (d) Other _____

(3) Audience: (a) Board or Council (b) System Owner or Supervisor (c) Customers (d) Other _____

Primary Purpose for Communication:

Need a new valve at the well head

Is there a specific action or decision required?

Approval of $1000.00 for a new valve

Why is this Important?

1. Valve is in poor condition and needs replacing before it fails.
2. There is no redundancy for this valve, so if it fails, the water system must shut down
3.

Impacts of Your Decision (Positive or Negative):

If this fails, there is no redundancy and the town will be without water.

Financial (if applicable)

1) **Cost** $1,000.00

2) **Options considered/multiple bids (if applicable)** N/A

3) **Source of funding** Capital Projects Budget

Timing, Deadline(s)/Due Date(s):

ASAP

Follow Up Plan and Contact Information:

If approved, construction will begin immediately

Wrap Up

From today, I hope you:

Understand the Importance of an O&M Plan

Know how to develop an O&M Plan

Use your O&M Plan

CONTACT INFORMATION

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