

FRWA Capacity Development Activities

FRWA Water Trainers: comprehensive technical assistance and training for water systems using groundwater and surface systems with complex treatment.

- Developed, established, and held over 25 water treatment plant operator certification sessions for groundwater and surface water plants. These help reduce the shortage in effective, needed water treatment operators at facilities to protect public health.
- Developed, established, and held numerous water distribution operator sessions
- Developed an initial plan to train operators how to evaluate and calculate compliance with the rules' new disinfection requirements, and
- Assisted the Department in the evaluation of disinfection byproducts compliance issues
- FRWA holds about 80 CEU training sessions annually with over 2,700 attendees!

FRWA Financial / Managerial Staff: Providing assistance with financial and managerial capacity development.

- Developed and established the Water University/National Rural Water Association Utility Management Certification Program for improving managerial capacity, competency, and effectiveness among utility managers.
- Provides and conducts Utility Board Member Training by experienced and effective professionals to increase competency of board members and understanding of fiduciary responsibilities to the public in providing safe and reliable water
- Developed, and held Asset Management Workshops for increasing preventative maintenance and prudent safeguarding of public infrastructure
- Developed, established, and published standard Utility Management Policies for setting policies and procedures that enable the utility to fulfill its mission.
- Assisted numerous systems set Rates and Impact Fees that account for actual cost of services and continuing preventative maintenance without

relying on governmental grants / loans to replace infrastructure the utility should be maintaining.

- Provided Water Audits -- analysis of water losses and unaccounted-for-water resulting in lost revenues.
- Encouraged water conservation and provided implementation recommendations.
- Assisted systems find dependable sources for grants and loans for utility projects -- short-term, interim and long-term financing options
- Provided Interim Loans for construction projects with USDA-RD long-term financing takeouts or SRF Authorization to Incur Costs Letter.
- Long Range Planning / Capacity Analysis – assisting with the evaluation of remaining treatment capacity as a management tool to address timing of future expansions, regulatory compliance, impact fees, planning, funding, engineering design, permitting and construction.
- Utility Operation / Compliance Assistance -- assistance with a myriad of operational concerns to help utilities stay effective:
 - Customer Relations / Services
 - Public Notices
 - Consumer Confidence Reports
 - Operation & Maintenance Manuals
 - Emergency Response Planning
 - New Management Tools and Software

FRWA Engineering Staff – Assist about 150 water systems statewide annually with challenges related to minor permitting, compliance, potential compliance, water quality, security, health, environmental issues, capacity analysis, and areas of operation, maintenance & management, and issues related to providing safe, ample, and reliable water to Floridians:

- Water resource development, alternative water supply projects, and water supply and treatment issues
- Assist with compliance to the Safe Drinking Water Act, EPA and FDEP Rules. Provide regulatory updates and assistance.
- Design and permitting of projects for small drinking water systems to correct capacity development or compliance problems.

- Reviewing plans and specifications submitted to the DWSRF program for cost effectiveness and efficiency
- Water treatment, water quality, and hydraulics technical advice and troubleshooting system problems
- Assist with utility capital improvement planning, feasibilities, cost estimates, emergency response / planning, asset management, preventative maintenance, O&M, conservation, and customer relations / services