

Moving Toward Effectiveness Webinar Series

Webinar 3: From Aspirational to Operational: Effective and Efficient Practices for Creating Your Water Utility Roadmap

June 25, 2015

Speakers:

- **Jim Horne**, U.S. EPA, Office of Wastewater Management
- **Doug Yoder**, Miami-Dade Water and Sewer
- **Adriana Lamar**, Miami-Dade Water and Sewer
- **Irela Bague**, Greater Miami Chamber of Commerce
- **Cathy Lotzer**, City of Marshfield

Transcript:

Slide: Moving Toward Effectiveness Webinar Series: Stakeholder Understanding & Support

Morgan Hoenig

All right. Good morning and good afternoon, everyone. Again, this is Morgan Hoenig at Ross Strategic, and this is the “Moving towards Sustainability” webinar on stakeholder understanding and support. Before we get started with our presentations, I just want to move through a couple of logistics slides for you.

Slide: Webinar Logistics

So this webinar is being recorded. It will be available on EPA’s website within a couple of weeks, and we also have the first two webinars available on that website, as well. We will send this link out after the webinar to everybody who attended. And as you noticed, you are all in “listen only” mode. This is to reduce background noise so we don’t get any echoes or anything. And at the end of the webinar, we will have a question and answer session.

Slide: Webinar Logistics

So throughout the webinar, if you have questions for the presenters, please go ahead and use your webinar dashboard to type those in. If you don’t see your dashboard, you can use that red arrow right there to open and close it, and then you can see under the “Questions” tab where you can submit those. And we will be monitoring those throughout the webinar, and then, at the end, we will read them out to the presenters. So as you type them in, please make sure to indicate which presenter it’s for. And again, we’ll have about 15 minutes at the end of the webinar to address those. All right. So our first presenter will be Jim Horne from US EPA. Jim, are you ready to make your remarks?

Slide: From Aspirational to Operational: Sustainable and Effective Practices for Creating Your Water Utility Roadmap

Jim Horne

I’m ready, Morgan. Thank you very much. And good afternoon, everybody, or good morning, depending on which part of the country you’re from. I want to welcome you to today’s webinar.

My name is Jim Horne. I'm with the US EPA Office of Wastewater Management, and I'm the sustainability program manager here in my office. What that means in real terms is that I do a lot of work to help promote sustainable planning and practices with both water and wastewater utilities across the country through voluntary efforts, through guidance, through other types of materials that hopefully will help utilities address their challenges and, as we say, become sustainable over time. This is the third of a series of webinars that we are sponsoring this year, and we're doing this in conjunction with a number of major trade associations. And those include the Water Environment Federation, National Association of Clean Water Agencies, NACWA, American Water Works Association, and the Water Environment Federation. So I want to thank those folks for their support, as well. So these webinars are really designed to do two things. One, I will highlight a document that we have recently created here called our Sustainable and Effective Practices for Creating your Water Utility Roadmap. A shorthand name is our Practices Roadmap. And I'll talk for a few minutes about that. But then we'll move on quickly to two speakers, two groups of speakers, from very different communities around the country. And we will have speakers first from Miami-Dade in south Florida. Doug Yoder and Adriana Lamar from the Miami-Dade Water and Sewer Department, followed by Irela Bague with the Greater Miami Chamber of Commerce. Those folks will be then followed by Cathy Lotzer from a small or medium sized community in Marshfield, Wisconsin. Cathy is the technical services manager. So the real focus of those presentations is around what I would identify as probably the most challenging area that water and wastewater utility leaders around the country face. And that's what we call building long-term stakeholder understanding and support.

Slide: Available Online

That really is the sort of long-term hard effort that needs to take place to begin to help people in the community understand the value of the services that our water and wastewater utilities provide. Now, that sounds a bit like mom and apple pie, but it really is a very difficult and very daunting challenge, especially in today's economic times, especially with the amount of infrastructure that needs to be rebuilt, quite frankly, in that country, the challenges associated with a changing climate, and many other challenges. So of all of the things, in my experience, that water utility leaders face, and people in the community, it's this one, building that public understanding and support for the tough decisions, quite frankly, that have got to be made to keep our infrastructure sustainable. So keep that in mind. Again, we'll have speakers from a large community in south Florida, followed by a speaker from a much smaller community. But one of the other themes that I hope you'll see through the presentations is the value of the collaboration that needs to take place with water and wastewater professionals and the business community because, as we all know, sustainable infrastructure is not just an environmental issue. It's an economic issue. It really helps the community become and stay economically sustainable. It's really critical, and that's why partnerships with folks like the chamber of commerce and others in the business community are so critically important.

So let me take a few minutes and talk about a document that we here at EPA developed some months ago that is designed to help utilities move towards sustainability. This first slide shows the document. We call it our Sustainable and Effective Practices for Creating Your Own Water Utility Roadmap. That's the link to the site on EPA's website where you can get it. Next.

Slide: Context

The context behind our efforts to put this together are fairly straightforward, but let me run through them quickly. Utility efforts towards sustainable operations are really all over the map. As we know, there are a number of utilities around the country that struggle to consistently remain in compliance and provide the most basic services. Other utilities are really looking to optimize their current services and drive out sort of the last molecule of inefficiency, as I say, and an even growing number are also moving to really transform their operations and become what some people call the utility of the future. This means focusing on things like resource recovery, especially on the wastewater side. It also means building strong and sort of enduring partnerships with stakeholders that really operate outside of your fence line. And that's back to my reference about the importance of the business community. I think people are realizing that it really is a partnership that needs to take place given the daunting challenges that face our water and wastewater utilities, and that's why this is so important. Size is not the only determining factor about where a utility may line up in terms of the sustainability curve, if you will. Also, I would point out that what we call the Effective Utility Management framework, which are a series of attributes of effectively managed utilities, provide a foundation for sustainable operations. And what brings it together, really, are sustainable practices. Next.

Slide: Municipal Water Systems Sustainability Continuum

So quickly here, this is your standard bell curve. This is something that I threw together very quickly to sort of illustrate the points that I made a minute ago, that utilities are in varying places around the country, from people over on the left-hand side of the curve that are not viable and probably never will be, all the way over to the right-hand side for utilities that are probably there in terms of becoming truly sustainable. A lot of the work that we do here at EPA really focuses on this kind of middle and just to the right-hand part of that part of the curve, you know, where utilities realize that compliance is a goal that they want to achieve and probably can achieve but are willing and open to new ideas that can help them even enhance their operations further. And also, they're a group that are willing and able to become sustainable, you know, with the right kinds of incentives, assistance, a whole range of things that can help them along the way. So we focus on those two parts of this curve, and I think that that's really a good place to be. Next.

Slide: Where does this document fit?

So where does this document fit? This is kind of a way of leading in to say what it is. It gives utilities what we call a very practical, usable tool to improve their operations and move towards sustainability. It's not just an aspirational document. It truly is an operational document, something you can use now. The document includes a range of what we call proven and effective practices, utility management practices that are being used now by utilities. It helps utilities make that all important goal between setting aspirational goals and achieving tangible results. And it really is hard wired to what I call the Effective Utility Management framework because the work that we've done with our utility partners has led us over and over again to come to the conclusion that consistency is the key. EPA has supported the EUM framework from the beginning of its existence, back in 2008, and this document builds on that. Next.

Slide: Our Foundation: Attributes of Effectively Managed Utilities – The 360° Look

So again, I talk about these things called the attributes of effectively managed utilities. This is just a simple wheel that we put together that shows what they are. Much more information is available on EPA's website about this. But the point that this chart is really trying to convey is this is the true 360-degree look at your utility, everything you do from ensuring the appropriate product quality to the financial viability of your system to being resilient in the face of challenges, which is particularly relevant, I think, from our colleagues from Miami, all the way to how you deal with people outside, your stakeholder understanding and support, which is really the main focus of today's webinar. This approach does not set the priorities for the utilities. It allows them to set the priorities and assess their operations based on where they think and how they think they're doing against these attributes. So it's a time tested approach. All of our utility association partners support this, along with EPA, and we're very proud to be part of that continuing collaboration. Next.

Slide: How the Document Works

So let me just tell you how this particular document works. Again, it uses the same Effective Utility Management framework accepted across the country and also by other federal partners like USDA. So it's based on what we call ten core management areas, which are really the same thing as the ten attributes. It also includes a section on sustainable planning and ways to measure your performance, which are two really critical avenues or approaches to utility management. The practices under each of the core management areas are organized into three levels. Level one are practices that are really designed to help the utility ensure that it continues to provide adequate fundamental services. So you would probably say that's a compliance focused set of practices. Level two really talks about optimizing your current services under the current sort of water, traditional water and wastewater paradigm. And level three is an interesting level, which is probably the one that's still the most underdeveloped, and that is what we call transforming services for the future, going back to this concept of the utility for the future. That's where we include practices that really talk a lot about water resource recovery, you know, economic development, practices that can help you spur the economic development in your community and play a leadership role, and a range of other things. None of these are exclusive. They're not bright white lines. They're just simply there to help a utility set their priorities and to determine where they want to go. It's what we would call a progression model. So it doesn't matter where you are in terms of the levels. It's really designed to help you get where you want to be. So that's its real purpose. Next.

Slide: Other Things You Should Know

So a few other things you should know about the document, and I really encourage you to pick it up and take a look at it. We're road testing it, as I like to say now, with a number of utilities, but we think it's a very practical document. So please take a look at it, and feel free to send me an e-mail with any feedback. And even more importantly, begin to use it in your own utility. So this does not define one roadmap for all utilities to follow. It helps them define what their own roadmap should look like based on the practices and the various levels that are included in the document. The practices themselves were by design not comprehensive. We were not trying to create the New York City phone book. They are real live practices with a purpose put together by a group of utilities that worked with us very closely in the development of this document, practices that are being used now and that you can take advantage of. The practices can also be scaled and implemented regardless of a utility's current capacity or size.

So they are definitely scalable. And again, as I said earlier, the three levels of practice are just an informal progression model. But the utility chooses the pace of the progress based on their needs, their own roadmap, if you will. This document does not to say where you need to be. It helps you get to where you want to go. Next.

Slide: How to Use the Roadmap

So quickly, how to use the roadmap, and this is all contained in the document. Basically, to assess your current operations and identify priority management areas that you want to focus on. There's a link to various assessment tools that can help you do that basic assessment right there at that website. Identify the practices in your priority areas to see where you stand and what level you want to achieve, and then identify practices that you haven't placed or may be missing to develop your own roadmap over time, something that will help you get to, again, where you want to go. Next.

Slide: Today's Focus: Stakeholder Understanding & Support

So again, as I said earlier, today's webinar is focused on a critical key management area or attribute, if you will, called stakeholder understanding and support. And in this document, the practices in this particular section are organized around three elements: community engagement and participation; public relations, education, and promotion; and customer and stakeholder feedback and response. So I think, in today's webinar presentations, you're going to see all of these built in, but that's how the actual practices in this document were organized. And again, it really allows you to assess your current stakeholder engagement programs and begin to plan for the future. Next.

Slide: Thank You!

So that's the document. I want to move on to our speakers, but again, I really encourage you to take a look at it. We spent a lot of time putting it together. It really is a reflection of the input from your peers in the utility community, so a list of our steering group members are right in the document. And we're delighted to have done it. We had a lot of support from our trade association partners, and we think it's a very practical document. So once again, take a look at it. Hopefully use it. Anytime that you want to give me any feedback on the document, my information is right there on the screen, and we would absolutely love to hear from you. So again, thank you for your time. I appreciate it. What I'd like to do now is turn to our first set of presenters, and this will be a joint presentation from our friends from Miami-Dade. We'll have Doug Yoder and Adriana Lamar from the Miami-Dade Water and Sewer Department, followed by Irela Bague, who is with the Greater Miami Chamber of Commerce. And I think you'll see clearly that intersection that I talked about between the utility community and the business community in this presentation. So we're delighted to have our friends from Miami join us, and with that, I'll turn it over to Doug Yoder. Doug, thanks for being here today.

Slide: Outreach for Sustainability

Doug Yoder

Okay. Why don't we go ahead and advance.

Slide: Customer Satisfaction and Stakeholder Understanding and Support

Slide: Miami-Dade County Water and Sewer

Our discussion this morning, as noted, will be in three parts. And I'm going to give a little bit of background about our particular situation. You can see some of the characteristics on your screen of our utility. We are a large utility, one of the ten largest in the country, certainly the largest in the southeastern United States. A couple of other factors that are important to our communications program, you see we serve about 2.4 million people out of about 2.6 million that reside in Miami-Dade County. About 70 percent of our residents are of Hispanic background, and that has a strong cultural and language influence, of course, on how we communicate. About 15 percent are non-Hispanic white, and about 15 percent are African American or Bohemian American or other Caribbean – Haitian American residents, as well. So that is an issue for us always when we are considering how to communicate effectively. Another point I would make that people may realize that, like many of you, our conditions are set very much by the environment in which we operate. In our case we are the end of the historic Everglades system. Our drinking water supply is part of the Everglades system, and it's a system that has been very dramatically changed as a result of development. We have Everglades National Park on our west side. We have Biscayne National Park on our east side. So we are between two great national parks. And one of the consequences of that reality is that we have some very active environmental stakeholders who always have to be part of the discussion when we're talking about the services that we provide. A third point about our situation, you know, 2.4 million wholesale and retail customers. We provide service to a number of municipal utilities who operate distribution and collection systems. But one of the consequences of that is that probably a million of those 2.4 million people that we serve receive their water bills and have their contact primarily with utilities other than ourselves. Now, it certainly is true that those utilities give us credit when there's a rate increase, but it does create a situation where we have to be mindful of the fact that we are not necessarily directly communicating with all of our customers through the normal contact that we have with our retail customers. Next slide, please.

Slide: Challenges for the Future

We wanted to highlight some of the issues that are generating the kind of communication program that we need to have. And I think many of these that you see on the screen are going to be familiar to you, although perhaps our dimensions are more significant in some ways, particularly our \$13.5 billion capital program that we need to execute over the next 15 to 20 years to address our aging infrastructure, our regulatory requirements, our consent decree that we have under the Clean Water Act to correct deficiencies in our wastewater system. A couple of things to highlight here, one is you note that we're concerned about climate change and sea level rise. And actually, the county has been engaged in analysis of the potential consequences since back in the early 1990s. It's generally recognized that southeast Florida is kind of a ground zero for the continental United States with respect to sea level rise impacts, storm surge impacts, saltwater intrusion impacts that are very likely to occur. We don't know exactly when, but our County Commission has mandated that every project that we do, every capital project, must incorporate anticipation of the consequences of sea level rise. And that is something that people are beginning to experience directly on Miami Beach. For example, sunny weather street flooding occurs sometimes on high tides as a result of their drainage system. And that is a consequence that people can see and understand, and so it represents

an opportunity for us to introduce this aspect of our future planning efforts and some of the things that we need to invest in now in order to respond to those future conditions. Another point to make is that we have historically had very low rates. You saw on the previous slide \$48 a month is our average rate. We know that in order to respond effectively those rates are probably going to have to triple, perhaps, over the next 15 to 20 years. So communicating that particular fact is a delicate but important thing to do. You see there the capital program is an economic opportunity, and I would stress there that a lot of emphasis is placed on the importance of engaging our local businesses and particularly minority and small businesses in that \$13.5 billion capital program. And so that represents another consideration and sometimes a challenge in terms of how we communicate and engage those community resources in our program.

I'm going to – you can move to the next slide now, and Adriana Lamar, our director of communications, is going to go through some of the things that we've done to date.

Slide: Public Outreach – Sustainability/Infrastructure Renewal

Adriana Lamar

Hello and welcome, all. Thank you for having us. As we discuss public outreach and sustainability, I think it's important to note that the goal of creating a public outreach campaign is to create awareness about the value of the service that we provide. On a daily basis, the department produces 303 million gallons of clean drinking water and treats 315 million gallons of wastewater. So that's an operation that's 24/7, 365 a year. We have to maintain and operate more than 14,000 miles of underground pipelines – imagine that, 14,000 miles underneath the ground. We have six regional treatment plants. And really, the reliability of the system makes it out of sight, out of mind. So that's why people don't really think about water and sewer, because they never have a problem with it. It's available. You wake up in the morning. You make your coffee, use the restroom. You take a shower. You don't really think much of it unless there's a problem. So the work that we're doing in creating the campaign, it's important to create awareness about our high quality drinking water. And one of the things that we're being very proactive on is on the issues that we're having with our sewer systems as far as fats, oils, and grease. I know that that's a national problem. Just this week, I was on a television show, talking about the flushable wipes and all the problems that utilities in the country are having with the flushable wipes and with grease and oils. So as we embark on this \$13.5 billion capital improvement program, our messaging of quality, value, and economic development is at the forefront of what we do. As Doug mentioned, it's a very diverse community. We've created a multilingual campaign about our infrastructure upgrades and the accessibility that people have to clean drinking water, demonstrating that there's a great value for the services that we provide. We've identified stakeholders for the messaging, and what we want is for people to be engaged in the process and to understand what it is that we're doing as part of the CIP.

Slide: Public Outreach – Sustainability/Infrastructure Renewal cont.

So in order to accomplish this, we have a series of mediums that we're using. The first is public meetings. Just recently, we've held three community meetings in the north, central, and southern parts of the community to let the residents know and the businesses know about the economic impact that these projects will have, the betterment of these infrastructure projects, and we're also going out to our 13 commission districts to do more finite – to give them more finite information about the projects in their districts. We're also grouping with the chambers of

commerce -- we work very closely with Irela -- at municipal meetings, civic, and organizations to let the community know what's happening as far as the Capital Improvement Program. Social media, just before we started, we both tweeted that we were starting the workshop, to let folks know that we were going to be involved in this. So our social media presence has grown immensely. Our website has been revamped completely to provide information about our Capital Improvement Program, our pump stations, the consent decree, and the ocean outfall legislation. And something that we've created in the past six months which is very positive is the iWASD project viewer. It's an interactive web tool that allows users to locate water and sewer infrastructure projects and obtain project related information throughout Miami-Dade County. And I encourage all of you to go to our website at miamidade.gov/water, and on the top of the page, you can find the iWASD project viewer, and you can take a look at this feature, which the department was just awarded an award from the Public Technology Institute. We were just awarded an award for the iWASD technology. We also continue with traditional media releases, radio, print, advertisement, messaging placement in the newspapers and so on. And one of our campaigns that we ran probably a couple years ago when we were starting this initiative of the Capital Improvement Program to let folks know that our water was worth it, that it's time for an upgrade, that was one of the ones that won the 2014 MarCom Platinum Award, which is a national advertising award. Next slide, Morgan.

Slide: Public Outreach – Sustainability/Infrastructure Renewal cont.

So while we're out there in the community, we have materials pertinent to where we're going to the -- we tailor the information to the message. We created district fact sheets for the 13 commission districts and have made those available to community members at meetings, which depict the civic projects that are going to be made in their districts, upgrades to pump stations, forced main lines. We are also planning two new water treatment plants in Miami-Dade County and one new wastewater treatment plant as part of these upgrades. So obviously, these construction projects will impact the community. But the more that we're out there telling them what it is that we're doing and the investments that we're making in the community, the more buy-in we will have from the residents. And we're making environmental upgrades, as well. Our ocean outfall projects are going to improve the environment and coastal ecosystem by eliminating ocean discharge, and we've got a series of projects that will provide better water pressure and fire protection to many residents throughout the community. Next slide.

Slide: Public Outreach – Sustainability/Infrastructure Renewal cont.

Okay. So as I've been saying it's important that people understand -- you know, Doug mentioned that we have very low rates. And we're fortunate to have among the lowest rates in the state of Florida. However, in order to make these necessary upgrades, these investments need to be made, and people need to understand that the reality is that the water rates will go up. So we are vigilant in our efforts to inform the community, and particularly when a project is done on time and under budget, we want to make sure that the community is advised. We are doing system betterment projects throughout the community. Just right now, a couple of months ago, a project was started in an area where water lines were probably built in the '30s and '40s, small two- and three-inch water lines in a community that, as a result of our leak detection program, we found were having a lot of leaks in the system. So we were having a lot of water losses in the system. This is a project that's the one square mile area we're going to be putting in new eight-inch water lines, new fire hydrants, new meters to these residents. So

this is a win-win for them, and it's a win-win for the department as far as water losses, as well. Next slide.

Slide: Public Outreach – Sustainability/Infrastructure Renewal cont.

And one of the projects that is part of our consent decree, which is currently undergoing, is -- we've garnered a lot of positive community support through outreach and education is this north cut project. This project is an engineering feat as a tunnel boring machine is being used to bore 75 feet underground and install a 60-inch sewer main from Fisher Island to the Central District Wastewater Treatment Plant on Virginia Key. So what we did is, in an effort to educate the community and students particularly in Miami-Dade County, engineering students, we partnered with Miami-Dade Public Schools to name the tunnel boring machine. So during September and October of last year, engineers from the department and partner companies that were working on this project, we went out to the STEM schools, the STEM high schools. And STEM stands for science, technology, engineering, and mathematics. So these are the magnet STEM schools in Miami-Dade County that are for children -- for high school students interested in engineering, mathematics, and science. So we did an interactive presentation with the students, and then we asked them to name the machine. So each participating STEM school submitted a name, along with a detailed explanation, and the winning name, as you can see on the slide, was Dorsey, which represents local historical significance and was developed by the students of MAST Academy. Mr. Dana M. A. Dorsey was an influential entrepreneur who was Miami's first African American millionaire. Born to former slaves, Mr. Dorsey moved to Miami in the 1890s. He worked for Henry Flagler and his Florida East Coast Railroad company, where he was interested in providing rental housing for laborers. He went on to sell Fisher Island to Carl Fisher, who then sold it to the Vanderbilt family. So as you can see from the pictures, we were able to have his granddaughter and his great-grandchildren at the ceremony, along with Mayor Jiminez and Commissioner Jordan who participated. This was a great outreach event for the community. It was a great educational opportunity for the students. Next slide.

Slide: Public Outreach – Conservation

And to talk about water conservation, which is also very important, today, as Doug mentioned, we're 2.4, 2.6 million residents. By the year 2025, we're projected to be more than 3 million. So it's very important that we create awareness about water conservation. We have a series of programs -- showerhead exchange, toilet rebate, lawn irrigation rebate -- a series of programs that will help the residents save money and that will help our environment and our resources. And via these conservation programs, we've been able to delay or eliminate a lot of the capital projects, and we've been fortunate that our per capita consumption has dropped from 158 to 134. Next slide.

Slide: Public Outreach – Conservation cont.

Thanks, Morgan. And as part of these outreach events, we have numerous events for water conservation. Now July is smart irrigation month. We have April as water conservation, and March is Earth Day. We have permanent water restrictions, and one thing that we do on a yearly basis is the "Every Drop Counts" poster contest where we ask school children in Miami-Dade County to create posters about how they would save water. And prizes are given to them at the Board of County Commissioners, and we usually have 13 winners per year, and those winners go on to the state contest of the American Water Works Association. Next slide.

Slide: Public Outreach – Conservation cont.

And finally, just to talk to you a little bit about the WE-LAB project, which stands for Water and Energy Learning and Behavior project. This is a project that we are doing in conjunction with Dream and Green and the Environmental Protection Agency. There are workshops, classroom learning. We have the Green School Challenge, which is something where we go into the school system to teach the administrators and the teachers and the staff and the students about changes in behavior. Workshops throughout the community with the goal of fostering the energy and water use reduction behaviors is also a big part of the WE-LAB. And we also have an online presence which allows people to, in an interactive way, to see video clips produced by Miami-Dade County, with simple graphics, music, and animation. All these kinds of things promote awareness of what we do on a daily basis. And as I mentioned before, this is something that is a joint effort with EPA, a partnership with the Environmental Protection Agency and Dream and Green. And with that, speaking about partnerships, somebody that I work very closely with is Irela Bague, who's the chair of the Sustainability Committee for the Greater Miami Chamber of Commerce. And we work closely together on messaging, so she's going to talk to you next.

Slide: Greater Miami Chamber of Commerce Sustainability, Environment & Energy Committee

Irela Bague

Thank you very much, Adriana. That's a lot of work that we've been working on, and you guys have done a great job. Thank you so much for inviting the Greater Miami Chamber of Commerce to be part of this webinar. And speaking of partnerships, just to give you a perspective of how big the Chamber is, we've been around for over a century, and we represent about 400,000 employees and businesses in south Florida. And we cover the three largest counties in southeast Florida, so we're big, and we have a big voice and a quite powerful one, at that. So as I was asked to chair the Sustainability Committee on behalf of the Chamber. I myself am a consultant and a former water manager, so timing is everything, and I've got a long-term relationship with Miami-Dade Water and Sewer over the years. So it was a natural fit for us to just take on this very key issue with regard to the consent decree and what that means to the future of the community. So as Doug alluded to, you know, we are having to face some growth challenges because, as we have been recovering from the recession, we're experiencing a very large, big development boom. So we're going to obviously need more supply and more resources to move the water around. As far as that, we also had to create a business case for the Chamber. How do we get the business community engaged and realize that investing in our water infrastructure is good for business? So we just kind of, you know, put the information out there. With this Capital Improvement Program, this will not only better, obviously, our infrastructure and our growth and benefit from that, but also we're expecting about -- close to 17,000 new jobs over the next ten years. It will also generate an economic output of close to \$25 billion. So that peaks the interest of a lot of business -- of the business community initially. We're also expecting to work with the department to promote public-private partnerships because at the same time that -- we're trying to get creative with how we finance some of these projects that are significant in cost. And also, how do we operate these future big projects with, obviously, a retiring workforce and an aging workforce, as well? So with some of these design, build, operate, and maintain projects that are coming out of the CIP program, we're very excited about this concept of P3s. With that, we can go to the next slide.

Slide: Greater Miami Chamber of Commerce Sustainability, Environment & Energy Committee

So I can show you some examples of how we've partnered -- the Greater Miami Chamber of Commerce has partnered with Miami-Dade Water and Sewer. So we created what was called a workshop series and really couched the issue for two reasons. One was we realized, as a business community and as a voice for business in south Florida, that we do carry big weight with what we endorse and what we promote. And so I know Doug alluded to the fact, and so did Adriana, about the issue of water rate increases to support some of this infrastructure investment. And that's not always a very popular thing for our elected officials to take on their own. So we felt, as a business community, that we really needed to provide a venue and a voice and some tools to provide support to communicate to the business community and the community at large that investing in our water and sewer infrastructure is good for business. And again, we did a couple of things, like we sponsored workshop series, we've passed resolutions, and we've spoken on behalf and in front of the County Commission in support of some of these items. Some of our committee members have written opinion pieces in our local newspapers in support of this. And at the same time, we've partnered up our lobbying efforts in our state capitol when we go seek funding for investments in water infrastructure. So we can spread the investments across not just locally, but also engage our elected officials in Tallahassee. And so the benefits of partnering are clear, and you can go to the next slide.

Slide: Greater Miami Chamber of Commerce Sustainability, Environment & Energy Committee

And here are just some examples of the ROI, basically. As we've alluded to, the economy in south Florida is the environment. We rely on it. We rely on the natural system for our water supply, for a booming tourism economy, for a booming residential development economy. And so the business community does get a return on the investment. As you can see here, we did a little math -- may increase and probably a little more later on as we continue to invest in the CIP program. But for every dollar invested, we get almost like \$2 back. And then, as we've mentioned, the Everglades Restoration Program, which is a partnership with the federal government, the state government, and some local governments, as well, for every dollar that's invested in Everglades we get about \$4 back. And that's a combination of ecotourism and visitors and whatnot to the south Florida area. So with that, I hope that I didn't speak too fast, and I encourage any questions or any feedback. Thank you.

Slide: Conclusions

Doug Yoder

And I think our next slide is our last slide with just a few, perhaps, fairly self-evident conclusions. Irela mentioned that Everglades Restoration is a national program that is focused here in south Florida. That's an eight to \$10 billion program, and our capital program, at \$13.5 million, is the largest undertaking ever made certainly by our county government. And so it's clear that we need to continue building support, not just now as we really initiate this work, but over the next 15 years. As they say in some venues, an educated consumer is our best customer, and that's the task before us now. So Jim, if you want to take it back, we'll be standing by.

Jim Horne

Thank you so much, Doug, Adriana, and Irela. That was wonderful. Doug, I'm going to steal that line about you can't be a quiet company anymore. That's great.

Slide: Marshfield Utilities and Groundwater Guardian Program

I think that really captures where I think our water and wastewater utilities are around the country. So thank you so much for the sort of innovative partnership that you've described, and, indeed, you folks are facing some daunting, to put it mildly, challenges and doing a great job. So let me turn it over to our next speaker, who represents a smaller community but I think with the same commitment to work with many partners to preserve the quality of life and obviously the quality of water in Marshfield, Wisconsin. That's Cathy Lotzer who is the technical services manager for the City of Marshfield. And so, Cathy, thanks a lot for joining us, and I'll turn it over to you now.

Cathy Lotzer

Great. I hope you're already seeing my first screen that is up there. Great. Thank you, Jim. I'd like to start today with just a little bit of history, talk a little bit about Marshfield.

Slide: History

We're located in the center of Wisconsin, have a population of roughly 20,000. Now, Marshfield Utilities is a municipally owned electric and water utility, and we were established back in 1904. We serve roughly 13,000 electric and 8,000 water customers, with a grand total of 45 employees, ten of which are dedicated to water operations.

Slide: Vulnerabilities

Marshfield's water supply is quite vulnerable because we sit upon a sole source aquifer. And over the last few decades, Marshfield Utilities has spent millions of dollars looking for new water sources. But unfortunately, there are no other viable options for us and no surface water nearby for us. We currently have 15 active wells, some as far as four miles away that we have to pump back to us. Average depths of 50 to 90 feet, so rather shallow, and many are fairly low producing wells. And with all of this information in mind, we've decided the single most important thing we can do in Marshfield is to protect our current water supply.

Slide: MU Sustainability Strategies

Marshfield has a longstanding practice of purchasing land for wellhead development as well as wellhead protection. We have an active conservation program which includes one full-time staff person. The Utility also sponsors and supports County Clean Sweep programs as well as a new Reduce Chloride program, so for those of us up here in the north woods with rising levels of chlorides due to salting with the ice and the snow. And due to our single source aquifer, the city has, in the past, had to turn away new businesses that would have required large quantities of water that we just would not have been able to supply.

Slide: Stakeholders = Rate payers = Customers

Our stakeholders are obviously our customers, our rate payers, and we have kind of a two-pronged approach to outreach to them. Internally, we have incentives for water conservation,

everything from toilet rebates to free home audits, where we give away shower heads and faucet aerators. And externally, we support a local Groundwater Guardian program, which I'll be talking quite a bit about. And for more than 18 years this program, the efforts of this group have shown that the information that they share with children and take home and share with their families makes a bigger impact than some of the adult education alone that we've been providing.

Slide: Groundwater Guardians for the Marshfield Area

And so what I'd like to do with the rest of my time today is talk about the successful outreach program that Marshfield Utilities is involved with, which is Groundwater Guardians for the Marshfield area. The Groundwater Guardian group is a local volunteer group. And actually, as part of my job at Marshfield Utilities, I help coordinate their activities. Marshfield Utilities is a major sponsor and supporter of those activities. The program was first formed back in 1996, when I participated in a community leadership program. And there was a requirement that, in order to graduate from that program, we had to form teams and develop a project that would have a long lasting and sustainable impact on our community. And so the team that I was involved in formed the first Groundwater Guardian team. The Groundwater Guardian program itself is sponsored by the Groundwater Foundation, which is head quartered in Lincoln, Nebraska. And it's a really simple program with just a couple of annual requirements to join and receive designation and recognition as a Groundwater Guardian community. First, you submit an annual application, which includes just a small fee. You need to form a team, and that team needs to represent various citizens in your community, such as educators, business and ag, government, as well as concerned citizens or retired citizens. And then the team should go out and promote groundwater protection and conservation, using what they call result-oriented activities, documenting those activities. Marshfield's current team has 34 members, ten of which are actually Marshfield Utility employees -- and not just water utility employees, but employees from all aspects of the utility. And once a team has completed these requirements, they submit an annual report. The Foundation reviews that report, and if the team has made a real honest effort in meeting some of those program requirements, they'll receive both designation and recognition nationwide as a Groundwater Guardian community. We received our first designation in 1997, and we've been active with this program for 18 consecutive years.

Slide: Groundwater Guardian Activities

So I've put together here next, in chronological order is a series of slides that highlight just a few of the very many outreach events and activities that our Groundwater Guardian group has led, everything from project WET, which is Water Education for Teacher training, and also Water Festivals. The Water Festival concept itself started with the Groundwater Foundation in the community of Grand Island, Nebraska. So rather than reinvent the wheel, we mirrored their efforts. And with the help of the Groundwater Foundation, we put together very age specific activities geared towards groundwater protection, conservation, and overall water education, all aimed at teaching students about the value of our precious resource. And you'll see some of the more popular activities in these photos as well as these.

Slide: (Pictures)

And as I said, all of these activities are geared towards elementary age students. But in addition to protection and conservation, we also worked with them to show them how some of

their everyday activities, such as brushing their teeth, can affect the quality of the groundwater resource, not only for themselves, but for future generations, as well. And we continue to host Water Festivals as requested by schools yet today.

Slide: Videos

We've also been part of two professional video recordings, one that documented a contamination story by a nearby rural community. Another video we were asked to participate with the Wisconsin Department of Natural Resources. It was a video that highlighted wellhead protection, and Marshfield's outreach efforts with our Groundwater Guardian program were highlighted in that production.

Slide: Donations

The Groundwater Guardian program has donated several groundwater model simulators to our middle school, our high school, as well as our school forest. We also donated soil profiles to be used at the school forest.

Slide: Booth presentation at Central Wisconsin State Fair

In addition, our own Groundwater Guardian team uses a groundwater model simulator to present at various community functions. The slide here shows a booth presentation that we had at our Central Wisconsin State Fair several years ago. You can see in the photo we were highlighted in a front page article in our local newspaper.

Slide: Youth Summit

In 2000, our community was selected to participate in a Groundwater Foundation Youth Summit that would be held in coordination with their annual conference. And so our local Groundwater Guardian group decided to hold a contest for middle school students to compete for a chance to win a trip to that summit. And the lucky winner received an all-expense paid trip with their parent to attend that youth summit.

Slide: Water Festival becomes TV Show

Then, in 2001, we were in the initial planning stages of another Water Festival, and we were contacted once again by the Wisconsin Department of Natural Resources and asked if we would agree to be filmed during our Water Festival for a television program called "Into the Outdoors." It's a Discover Wisconsin production that actually airs on statewide TV, so obviously we were thrilled to have the opportunity to be able to showcase our Water Festival statewide.

Slide: Community Rain Garden

In 2003, we constructed our first demonstration rain garden in our community. And although it's not shown in these photos, signage was later displayed at the garden that talked about the importance and youthfulness of rain gardens, and we also distributed brochures and flyers throughout the community so that people could build them in their own backyards if they wanted.

Slide: Water Festival conducted by Marshfield High School Students

In 2004, we decided to add a bit of a twist to our traditional Water Festival activity. One of our Groundwater Guardian team members was a teacher of earth science at the local high school, and he suggested that we use his students as the teachers at our next festival instead of our adult volunteers. So we did just that. We worked with the students, showed them our activities, and on the day of the festival, they were the ones who led and did just a great job. And the students loved being mentored by their older classmates.

Slide: Community Rain Garden

We also constructed a second community rain garden, as you can see in these before and after photos.

Slide: May 2006

Then, in 2006, we began probably what has been our most successful event to date, and that is our Pharmaceutical Take Back program. In May of that year, we held our first RX Roundup event. The event was held during our County Clean Sweep, and we had law enforcement on hand to witness the collection. We were the first in Wisconsin to hold such an event. We collected both controlled as well as uncontrolled substances.

Slide: Additional Round-Up Collections

In 2007, we held three additional one-day take back events, and it started to become very clear to us that the demand for proper disposal of these meds was really growing in our community. And we realized that we really didn't like having to tell people to hold on to their meds if they missed the last event, wait until the next one, which might be several months, because we knew there was a pretty good risk of those items ending up in the trash or, worse yet, flushed down the toilet. So this really increased our demand to try to have either more frequent collections, or our goal was to locate and house a permanent drop-off site in Marshfield. And about a year later, we were successful in a partnership with the Marshfield Police Department to open a permanent drop-off location in their lobby.

Slide: February 2008 – Rx Round-Up Permanent Site at Marshfield Police Department

So now, Monday through Friday, anytime the lobby is open, residents can drop off their meds, anytime, no questions asked.

Slide: Rx Round-UP

Since our first collection in May of 2006, our group has collected nearly 8,000 pounds of meds for proper destruction, and that's something our group is really proud of, especially for a small community.

Slide: (Pictures)

Several times a year, our volunteers and pharmacists get together at the PD with police involvement and sort through the meds and prepare them for destruction. Basically, our sorting involves recycling paper, plastic, and cardboard and then transferring those meds to approved destruction containers. Unfortunately, we learned last year that the DEA would discontinue

their semi-annual collections, but fortunately for us here in Wisconsin, the Department of Justice has since announced that they will continue those semi-annual collections for us. In fact, in May, we had the first DOJ collection, and they collected more than 20 tons of meds statewide in Wisconsin.

Slide: Marshfield Utilities Groundwater Guardian Green Site 2008

In 2008, our local Groundwater Guardian group worked with the leaders at Marshfield Utilities to become the first Wisconsin utility designated as a Groundwater Guardian Green Site. Now, the Green Site program is another program that is sponsored by the Groundwater Foundation, and Marshfield Utility's efforts in groundwater friendly practices earned them this designation in 2008. And every year since then, they've applied for and received that same designation.

Slide: Green and Blue Expo

Starting in 2009, we entered a partnership with a local Sustainable Marshfield group and held a Green and Blue Expo at our local technical college. This was a day-long event that highlighted many of the same educational activities that our group has hosted during water festivals on groundwater education, but on a much larger scale. And we also targeted adult learning, as well, during these workshops.

Slide: Additional Green Expos

In 2011, the name of the event changed to Marshfield's Green Living and Energy Expo, but our group continued to participate, holding interactive workshops with children and adults, targeting water education, groundwater protection, conservation, basically the overall value of water. And we also introduced a new mascot to our community, Purific, who made a special appearance that day.

Slide: July 2014 – Girl Scouts Patch Program

Then, last summer, our local team hosted a brand-new event. We worked with our local Girl Scout leaders on a brand-new program, another program sponsored by the Groundwater Foundation, which is called Let's Keep it Clean. It's a Girl Scout patch program that's aimed specifically at groundwater education.

Slide: Let's Keep It Clean!

During the event, we worked with all levels of Girl Scouts and their leaders and assisted them in earning their first patch, which is called "Ask Me about Groundwater." And the next series of photos you will see show many of the activities that the scouts participated in the event in order to earn that first patch.

Slide: Let's Keep It Clean!

We also supplied the Girl Scout leaders with all the tools that they need in order to assist their scouts in earning a second patch in the program, which is called "Let's Keep it Clean." And the tools basically consisted of educational brochures that were developed by the Groundwater Foundation and were sponsored by our local Groundwater Guardian group with funding supplied by Marshfield Utilities. And since that time, about a third of the scouts who participated in that day-long event have, in fact, earned their second patch. So we think it's

great that they're continuing their groundwater education even after that day program. The Girl Scout program, like I said, is brand-new for the Groundwater Foundation and for our group, and we were excited to be the first community presenting that program in Wisconsin.

Slide: Challenges

As everyone knows, every organization has its own set of challenges, and that's not unique for us here with our local Groundwater Guardian program. Probably our biggest challenge early on was volunteer burn-out. We were very excited when we first got started and had a lot of ideas and a lot of projects. And unfortunately, we found that we sometimes went to the same well too many times and quickly burned out some of our volunteers. So over time, we've learned to limit our activities to maybe just one major event, with a couple of smaller events throughout the year, in hopes that if every volunteer could just give, you know, of their time once a year, that we'd be able to maintain our membership. And that has definitely worked. We have much less group turnover. Also, in our early years, funding was really an issue, in particular for our Pharmaceutical Take Back program. Destruction of those meds cost our group \$3 a pound, and being a volunteer group, we had no money of our own. So we had to raise donations from the community, mostly from major businesses like Marshfield Utilities. Fortunately, this isn't a current issue since those costs are absorbed by the state for us. And most of our other programs that we run are relatively inexpensive, and Marshfield Utilities has been tremendous about supporting these education programs and encouraging employees to participate in them, as well. And lastly, building and keeping momentum going for our group has always been a concern. Fortunately, that's where the resources that we have available to us through the Groundwater Foundation really come in handy. When our group is looking for a new or innovative way to try to send that same message to our community, they always seem to come through for us like they did with the recent Girl Scout program. That event really helped to breathe life into our group and into our members.

Slide: Results – Lessons Learned

In closing, I'd like to share just a few of the lessons that our group has learned over the last 18 years. For us, involvement with the Groundwater Foundation and the Guardian program has been very successful. For just a very small annual fee to participate, a wealth of information and resources were made available to us as a result of participating in those programs. And second, although the Groundwater Guardian groups are not directed by the utility, they are supported and sponsored by them, which I believe has really helped provide credibility and confidence for our group within the community. Marshfield Utilities has proven it's really forward thinking in their commitment to our organization. They know that supporting our group is proactive for them because it helps them attain their goal of protecting the community's water supply. In fact, they have a strategic plan that lists – and I'll quote – “continued support, encouragement, and funding of the tremendously successful Groundwater Guardian program.” So I have no doubt at all that that shows really clear commitment to our program. Next, I would say try to tap your utility. Find a spark plug who will help lead and coordinate. Employees love to share their knowledge and passion for water. I can tell you our employees at Marshfield Utility really do, and what better way to utilize a known resource for outreach education? Also, partner with local groups who have similar interests – sustainability and green teams, master gardeners, educators, Girl Scouts, police departments. We've been so successful with so many of our programs because of the partnerships that we've developed. For instance, with our drug take back program with the PD, even though we had different reasons for wanting to

get these unused drugs out of the home, we both had a common goal. And lastly, I would say spread the word on what you're doing. Share your successes, which is basically how I got invited here to speak. Someone somewhere heard about our programs. And most importantly, share your successes with your utility board, your commissions, your directors, so that they can see firsthand the value of the commitment to their community outreach programs.

Slide: <http://www.groundwater.org>

So I'd like to thank you for inviting me to share today, and this last slide here is a link to the Groundwater Foundation's website for more information on the outstanding programs I talked about. And I will turn it back to either Jim or Morgan, who I think are going to facilitate the Q&A.

Jim Horne

So this is Jim, and I'll turn it back to Morgan in one minute. But Cathy, I just want to thank you. And I guess I was the someone somewhere who heard about your presentation, and I'll tell you that I'm really glad that I did. That's very nice, and I'm really impressed with your community.

Slide: Webinar Logistics

It sounds like a very nice place to live. So that was wonderful. Thank you so much for being on today. So as we said, let me turn it back over to Morgan Hoenig and her colleague, Rob Greenwood, to facilitate the question and answer sessions. Hopefully we've got a number of questions, and either Morgan or Rob, back over to you.

Morgan Hoenig

Yeah. Thanks, Jim. And I'll turn it over to Rob in just a second to facilitate the questions. But just a reminder to folks, you can chat in questions in your webinar dashboard. And just a reminder, please indicate who your question is for, whether that's the folks at Miami or Jim at EPA or Cathy in Marshfield. So Rob, do you want to go ahead with the first question?

Rob Greenwood

Yeah. So Jim, I'm going to go to you first, the question that came in early. And it's just a question that asks, "In terms of the roadmap guide overall, how do decentralize onsite wastewater systems and private drinking water wells fit into the effective utility management framework?"

Jim Horne

So let me discuss that briefly kind of in the broader context. I think the management practices that you see in the document are certainly pretty relevant for private drinking water wells. The document is not quite as oriented towards decentralized systems. I think that in some of the planning sessions, we talk about the importance of looking at various infrastructure alternatives, and we've done more work through other documents in that particular area, which I think can really have people take a hard look at decentralized options as they make infrastructure decisions. But I would say that the basic structure of the document and these attributes, which I'd encourage you to take a look at, really are things that can be adopted for, really, almost any kind of utility or any kind of system. So we've had some inquiries in the past about whether the approach would work for decentralized management, and I think the answer is probably yes. So you know, if you're really interested in that, take a close look at the

structure, and I think the same basic management principles would be applicable in that context, as well.

Rob Greenwood

Great, Jim. Thanks very much. I have a question that really goes to both presenters, and so I'm going to go – I'm going to go to Cathy first. And I just wanted to check. Are the folks from Miami-Dade still on? Our screen is showing that you may have dropped off.

Doug Yoder

No, we're here, Rob. Our computer shut down and automatically restarted, which I think – but we're back on. So we're seeing and hearing.

Rob Greenwood

Okay, great. So Doug, I'll go to Cathy first and then over to you. But a question came in that just said, you know, "How do the presenters measure effectiveness of their programs?" So Cathy, do you want to speak to that first, and then Doug?

Cathy Lotzer

Early on, with some of our Water Festivals, we've actually done pre- and post-testing of the students. Aside from that, any quantitative way to measure that has been kind of difficult for us. But the pre- and post-testing is one way that we do still utilize.

Rob Greenwood

Thank you. And then Doug?

Doug Yoder

Well, I think it kind of depends on the kind of interaction that you're doing in your outreach program. Certainly, in the broadest sense, one measure, I guess, that we would be applying over the future is, are we able to generate the resources, the budget, the rates that we need to do our program? For individual kinds of efforts that involve either public education, or let's say, in our conservation program, we track carefully the reduction in water usage that results from our subsidy of low-flow fixtures and irrigation systems, those are all measures that we use to determine how successful we're being.

Rob Greenwood

Great, Doug. Thank you. And Doug, I'm going to go back to you with a combined – with a question that combines two questions that have come in. I'll state that for you in a minute. And then, Cathy, I'm going to head to you. But let me give you the question, Cathy, now so you'll just have a little bit of a chance to think about it while Doug responds to the other one. So the question that came in, at first it just says, "This is a great presentation," so way to go. And then, "Thanks for sharing. How can we go about replicating this" -- and this is referring again to the items in your presentation -- "in our own communities? First steps, funding? Do you have toolkits to share?" So someone just looking for, you know, how to take those first few steps. So again, I'll be back to you in just a minute. And then, Doug, to you, two-part question. "Do you expect your rate increases to be in both water commodity charges or the readiness-to-serve charges or both?" First part of the question. And then second, somewhat related, "How have you shown the value of readiness-to-serve charges to your customers?" So again, where do you expect rate increases, and then how have you shown value of readiness-to-serve charges?

Doug Yoder

Well, on the first point -- and I suspect that other utilities who are on the line are kind of in the same situation that we have been in -- which is overreliance on volume as the basis for revenues. And so we are reviewing that carefully now. Our rates for next year may reflect an increase in the sort of access fee part of our revenue and some de-emphasis on the volume usage. That also gets into the question of driving conservation as a function of usage. And this is, of course, a big issue in California, where it's now unconstitutional to have differential rates based on volume. So that is an important aspect, and I will say that our Commission, our County Commission, which sets our rates, has historically been very concerned about the impact of rates on people with limited ability to pay. And we have historically addressed that by having a very inexpensive first tier. So the first 3500 gallons of water that you use, we charge maybe less than half of what it actually costs to produce the water because volume is being used as kind of a substitute for ability to pay. Now, on the -- give me the second part of your question since I didn't have an opportunity to think about this beforehand.

Rob Greenwood

So the question was -- and I'm sorry that the question screen jumped around on me a minute here. Hold on. "How have you shown the value of readiness-to-serve charges to your customers?"

Doug Yoder

Well, we haven't had an opportunity, really, to test that out in practice because our ready-to-use charges are now fairly low. And so I think that's an area where we need to do some thinking. I don't know whether my colleagues have any observations on that point or not. Maybe not. [Laughing]

Irela Bague

No, not yet. I think that's something that --

Adriana Lamar

It's hard to determine right now.

Irela Bague

Right now, because we just got started, really. And we're trying to lay the groundwork, obviously, for this whole proactive program. So we will see down the line how it all turns out. So maybe that's another webinar title, part two.

Rob Greenwood

Great. Okay. Well, thanks, Miami-Dade. And you know what I'm going to go? So Doug, I'm going to tee up another question for you so you have a chance to think about it because it's a bit of a complicated one, but I think interesting. And then, Cathy, I'll head in your direction for the question I already teed up with you, okay?

Cathy Lotzer

Okay.

Rob Greenwood

So Miami-Dade, listen carefully. I'll read slowly. So it says, "One challenge that we hear is that accounting standards to which public utilities adhere are set by the Governmental Accounting Standards Board," so the GASB folks. "The problem is that the watershed is typically not

registered as an economic asset in the utilities financial books beyond the historical cost of land acquisition. How do you take into account replacement value for watershed services lost and incorporate into the Capital Improvements Program? Is it necessary or simply a cost borne by the public as a result of direct outreach and engagement?" So again, I assume, in part, this is GASB 34 related. So chew on that. And again, if this also kind of heads outside of your all's wheelhouse that will be understandable, as well, since it's getting into some of the more nuanced aspects of government accounting. But anyway – so I'll come back to you in a minute. So Cathy, any advice for how to get started? And do you have any templates that potentially you could make available?

Cathy Lotzer

Yes, absolutely. I'm so glad somebody asked because it's extremely easy to get involved and duplicate the kinds of things we're doing here in Marshfield. That's exactly how we got involved, was duplicating what others had been doing nationwide. The Groundwater Foundation, on their – in fact, it's all on their website. If you go to groundwater.org, there's a "Take Action" tab. And on that "Take Action" tab in your community, there are links to how to become a Groundwater Guardian, how to get involved. There's a community toolkit that they will send you. They will – if you want to call and talk with them, they will connect you with other communities who have similar groundwater issues or concerns and let you know what they're doing so that you can duplicate some of the things that they're doing. So very, very easy. All of the materials are available through the Groundwater Foundation.

Rob Greenwood

Great. Thanks very much. So, Doug and others in Miami-Dade, is that accounting question something you can tackle?

Doug Yoder

Well, my blood always runs a little cold when I hear GASB 34, but I will quickly point out that none of us here are accountant, but I think the answer to the question would be that, here in Florida, the state owns all of the water. We are not a water rights state, where you actually have to acquire, as an asset, the water rights. And so I don't believe that we, in characterizing asset values, assign a dollar to the fact that we have qualified under the state permitting program to utilize water from groundwater, surface water, whatever it might be, in the same way that a utility, probably a western utility, would actually own that asset. So I think it probably doesn't come into play for us. Now, I feel like I've dodged a bullet here. You let me know.

Rob Greenwood

Nope, I think you answered honestly and to the extent you could, so thank you. Good. Jim, quick question for you that's just come in. "Where can we locate the roadmap document?"

Jim Horne

Okay. So if you go back to my slides, I think it was the first slide or very early on in the presentation. You'll see a direct link to the roadmap document. So go there. If you can't find it, send me an e-mail. But you should be able to get it there, right off of our website, and thanks for asking. And I encourage everybody still on the line to go to that site and get a copy for themselves.

Slide: Available Online

Yes, there it is. Morgan just put it back online for us. There it is. There's the link, and so it's all right there.

Morgan Hoenig

And Jim, we'll also make sure to get that link out to everyone who attended the webinar in an e-mail.

Jim Horne

Absolutely. Thank you, Morgan.

Rob Greenwood

Great. And Jim, we've got a few more questions that I'll cover. I'll make sure I turn this back over to you with five minutes to –

Jim Horne

You betcha. Okay, Rob, thank you.

Rob Greenwood

Good. So a little more detailed question over to Miami-Dade. And this is in reference to the website tool that you all presented about. And it just says, "Is the tool designed to be used by utility staff, consultants, or community leaders, or all three? So really, you know, who's the audience/user community?"

Adriana Lamar

Yeah, the iWASD tool is an interactive tool that can be used by anybody. It can be used by the community, by businesses. It's on our internet home page, so it's available to everybody. You can just insert an address, and by inserting that address, it will pop up all of the projects that are ongoing, water and sewer only, only the water and sewer projects that are ongoing in community at that time. But it can be used by everybody.

Rob Greenwood

Thanks. Okay. So just – let me see. I'm just scanning down here. Another more detailed question, Cathy, heading in your direction. This relates to the drug collection program and a question of security at the collection sites. The specific question is, "Do you video the collection, or how else might be provide security for that?"

Cathy Lotzer

Currently, our collection is housed in the lobby of the PD. But it's in a secured drop box that's behind the counter in a secure location. So the resident just comes into the lobby and opens like a post office type drop and drops their meds in. It's all housed behind glass and screens and such in the PD. So I don't know if they – I don't think there's a reason for it to be videotaped, unless they're currently doing that. But it's in a secure site, and then it's emptied from the inside by the officers and put in evidence rooms when that storage container gets full.

Rob Greenwood

Got it. Okay, good. And then one final question before we turn it over to Jim, and this one is directed to both presenters. A question came in, "Any suggestions of how we fund similar projects through the SRF program?" And I don't know how much experience either of you have

with SRF, but any thoughts that you might have on that? Maybe Cathy first and then – Doug, why don't you go ahead?

Doug Yoder

Well, just -- we have utilized the State Revolving Loan Fund to finance a portion of a number of our projects. It's a great thing to do because the interest rates are exceedingly low. I don't think you can use SRF for doing other than capital projects.

Rob Greenwood

Got it. Cathy, any –

Cathy Lotzer

No, I don't have any experience with that.

Rob Greenwood

Okay. All right, good. We're just at time on the questions. There were a few other questions, so I do apologize for those few that we didn't get to. You know, we just needed to sort of prioritize these as best we could. Jim Horne, I will turn things over to you to put us to wrap up.

Slide: Thank You!

Jim Horne

Okay, Rob. Thank you so much. And again, to our presenters, we really can't thank you enough. Those were two outstanding presentations. So much good information, such good humor on the part of our friends from Miami for that outrageous question that Rob asked them about GASB 34. But this was great. What this all comes down to me --- for me about is these are people that are investing or invested in building a sustainable community. And I think that's really the bottom line of everything we do, and I can't imagine two nicer places to live. I've never had the pleasure of being in Marshfield, but hopefully I'll get there some day, Cathy. I have been to Miami, and I can tell you the place is booming. And so you folks have got your work cut out for you, and we really appreciate it. So again, thanks to all the people that were able to stay on for the webinar. We will be putting the slides up on our website. I think we'll also be sending out a certificate of completion for the webinar for those who need something like that. And we will have our next webinar sometime this fall. Subject is still to be decided, but we're very pleased to do these. And we get a lot out of it, and we hope you do, too. So all of you, have a nice rest of your day and a nice weekend. And if you're on vacation next week, have a nice holiday. Thank you so much.