Resources for Rural and small systems

As a companion resource to this *Guidebook*, this list of resources offers additional information and guidance specific to small systems on the ten key management areas. Resources are identified in the table by the key management areas that they address (abbreviations in the table are identified in the key below). The majority of the resources listed are available free of charge.

|  |  |
| --- | --- |
| WA Water Resource Adequacy  PQ Product Quality  CS Customer Satisfaction  CE Community Sustainability & Economic Development  ED Employee & Leadership Development | FV Financial Viability  OO Operational Optimization  IS Infrastructure Stability  OR Operational Resiliency  SS Stakeholder Understanding & Support |

|  | WA | PQ | CS | CE | ED | FV | OO | IS | OR | SS |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ArcGIS for Water Utilities  <http://solutions.arcgis.com/utilities/>  *An industry specific configuration of ArcGIS designed to meet common needs of water, wastewater and stormwater utilities and is delivered as module of ArcGIS for Local Government.  ArcGIS for Water Utilities is a free download that you can deploy on top of either the entire ArcGIS System or the individual components of the ArcGIS System that your organization licenses.* |  |  |  |  |  |  |  |  |  |  |
| ArcGIS for Water Utilities – Water Conservation Dashboard  <http://solutions.arcgis.com/utilities/water/help/water-conservation-dashboard/>  *Allows operations managers to view the progress and results of green infrastructure verifications, watering violations, and service shutdown information. Helps managers to understand and ensure the completion of water conservation field operations.* |  |  |  |  |  |  |  |  |  |  |
| Asset Management: A Handbook for Small Water Systems  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000261D.PDF?Dockey=2000261D.PDF>  *Presents basic concepts of asset management and provides the tools to develop an asset management plan. It is designed for owners and operators of small community water systems (CWSs). CWSs include all systems (both publicly and privately owned) with at least 25 year-round residential customers or 15 year-round service connections.* |  |  |  |  |  |  |  |  |  |  |
| AWWA Water Audit Software  <http://www.awwa.org/resources-tools/water-knowledge/water-loss-control.aspx>  *Free software to compile a preliminary audit.* |  |  |  |  |  |  |  |  |  |  |
| “Basic Training” for Drinking Water Board Members – Online Course Reference Guide  <http://www.newwa.org/Portals/0/Utility%20Resources/FINAL%202013-09-25_Wtr_Comm_Book-Low%20Res.pdf>  *A guide for new board members, developed by the New England Water Works Association with funding from EPA Region 1. Covers items such as roles and responsibilities, communications, board operations, working with operators, budgets and rate setting, planning for the future, and treatment and distribution basics.* |  |  |  |  |  |  |  |  |  |  |
| The Basics of Financial Management for Small-community Utilities  <http://www.rcapsolutions.org/wp-content/uploads/2013/06/RCAP-Financial-Management-Guide.pdf>  *A basic guide that is ideal for a board member of a drinking water or wastewater utility who needs to understand the financial aspects of a utility's operations.* |  |  |  |  |  |  |  |  |  |  |
| The Big Guide for Small Systems: A Resource for Board Members  <http://rcap.org/wp-content/uploads/2016/03/Big-Guide-for-Small-Systems.pdf>  *A comprehensive desk reference that is ideal as an orientation and background for new members on a utility's board of directors. Designed for members of the board of a drinking water and/or wastewater system in a small community. In various parts of the guide, sample documents are provided that utilities can take and adapt for use in their own situations.* |  |  |  |  |  |  |  |  |  |  |
| Board Member Training  <http://msucares.com/water/waterboard/waterindex.html>  *Trains board members in the areas of laws and regulations, duties and responsibilities, ethics, operation and maintenance, management and finance, rate setting, and public relations and customer service.* |  |  |  |  |  |  |  |  |  |  |
| Building Water System Capacity: A Guide for Tribal Administrators  <http://www.epa.gov/sites/production/files/2015-04/documents/epa816k01006.pdf>  *Resource describes the process through which drinking water systems acquire and maintain the technical, financial, and managerial capabilities to consistently provide safe drinking water.* |  |  |  |  |  |  |  |  |  |  |
| Capital Improvement Plan (CIP) Tool for Water and Wastewater Utilities  <http://www.efc.sog.unc.edu/project/capital-planning-resources-water-and-wastewater-utilities>  *CIP tool with example data and tools to create easy-to-understand predictions on: financial reserves, rate increases, and capital investment.* |  |  |  |  |  |  |  |  |  |  |
| Care and Conserve Sewer Line Repairs  <http://www.cleanwateratlanta.org/environmentaleducation/CareConserve.htm>  *Sample program for low income assistance.* |  |  |  |  |  |  |  |  |  |  |
| Check Up Program for Small Systems  <http://www.epa.gov/dwcapacity/information-check-program-small-systems-cupss-asset-management-tool>  *Provides a simple, comprehensive approach based on EPA's highly successful Simple Tools for Effective Performance (STEP) Guide series. Use CUPSS to help you develop: a record of your assets, a schedule of required tasks, an understanding of your financial situation, and a tailored asset management plan.* |  |  |  |  |  |  |  |  |  |  |
| Circuit Rider Program  <http://nrwa.org/initiatives/training-and-technical-assistance/>  *Provides technical assistance for the operations of rural water systems. Rural Utilities Service through contracting, has assisted rural water systems with day-to-day operational, financial, and management problems. The assistance may be requested by officials of rural water systems or RUS. The program compliments the loan supervision responsibilities for RUS. The National Rural Water Association has entered into a contract with RUS to provide this service. National Rural Water Association - State Affiliates do the work in their states.* |  |  |  |  |  |  |  |  |  |  |
| Cross-Connection Control: A Best Practices Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000ZZB8.PDF?Dockey=2000ZZB8.PDF>  *This guide discusses the importance of controlling cross-connections and preventing backflow occurrences from unprotected cross-connections in the water system.* |  |  |  |  |  |  |  |  |  |  |
| Drinking Water Security for Small Systems Serving 3,300 or Fewer Persons  <http://nepis.epa.gov/Exe/ZyPDF.cgi/20017JWD.PDF?Dockey=20017JWD.PDF>  *Presents basic information and steps you can take to improve security and emergency preparedness at your water system.* |  |  |  |  |  |  |  |  |  |  |
| A Drop of Knowledge  <http://rcap.org/resource/a-drop-of-knowledge/>  *A Drop of Knowledge (formerly the eBulletin) is one of RCAP’s main communications resources. It is an electronic newsletter delivered via email that provides tools focusing on issues facing water and wastewater systems and small, rural communities. A Drop of Knowledge is designed for staff of water systems/utilities, board members and elected officials. It provides helpful tips, guides and resources on practical subjects and is written in plain English. The information it contains will help you make informed decisions to benefit your community, keep your system in compliance, and maintain water quality in the most proactive way.* |  |  |  |  |  |  |  |  |  |  |
| EFC Financial Dashboard  <http://www.efc.sog.unc.edu/project/utility-financial-sustainability-and-rates-dashboards>  *Free, interactive rates dashboards that are designed to assist utility managers and local officials analyze water and wastewater rates against multiple characteristics.* |  |  |  |  |  |  |  |  |  |  |
| eLearning – Leadership & Management Courses  <http://www.awwa.org/conferences-education/distance-learning/elearning.aspx>  *AWWA's online courses on leadership and management.* |  |  |  |  |  |  |  |  |  |  |
| eLearning – “Water Basics for Decision Makers”  <http://www.awwa.org/store/productdetail.aspx?productid=6655>  *Document for decision makers in water or wastewater utilities, or for those who regularly interact with professionals but don't clearly understand how water is distributed and treated.* |  |  |  |  |  |  |  |  |  |  |
| Energy Efficiency in Water and Wastewater Facilities  <http://www3.epa.gov/statelocalclimate/documents/pdf/wastewater-guide.pdf>  A guide to developing and implementing greenhouse gas reduction programs. |  |  |  |  |  |  |  |  |  |  |
| Financial Management Courses  <http://www.newwa.org/NetCode/courseDescList.aspx>  *Search under course category "Management.”* |  |  |  |  |  |  |  |  |  |  |
| Financial Planning: A Guide for Water and Wastewater Systems  <http://www.nmenv.state.nm.us/dwb/Documents/Public%20Info/RCAC%20Financial%20guide_final_6.pdf>  *Guidebook that walks a utility through the annual budgeting process, the rate setting process, and creating a 6-year financial plan.* |  |  |  |  |  |  |  |  |  |  |
| Formulate Great Rates: The Guide to Conducting a Rate Study for a Water System  <http://rcap.org/wp-content/uploads/2012/03/Formulate-Great-Rates.pdf>  *A guide to developing a fair and equitable rate structure in a small drinking water or wastewater system.* |  |  |  |  |  |  |  |  |  |  |
| Getting in Step: A Guide for Conducting Watershed Outreach Campaigns  <http://cfpub.epa.gov/npstbx/files/getnstepguide.pdf>  *Provides some of the tools needed to develop and implement an effective watershed outreach plan. For a watershed practitioner trained in the sciences, this manual will help you address public perceptions, promote management activities, and inform or motivate stakeholders.* |  |  |  |  |  |  |  |  |  |  |
| Getting in Step: Engaging Stakeholders in Your Watershed (2nd Edition)  <http://cfpub.epa.gov/npstbx/files/stakeholderguide.pdf>  *This guide is intended for federal, state, tribal, and local agency personnel, as well as nongovernmental organizations, that are involved in watershed management activities and are building a stakeholder group. Stakeholder groups are formal or informal assemblies that represent a variety of interest and points of view within a watershed.* |  |  |  |  |  |  |  |  |  |  |
| Getting Your Project to Flow Smoothly: A Guide to Developing Water and Wastewater Infrastructure  <http://rcap.org/wp-content/uploads/2016/01/RCAP-Getting-Your-Project-to-Flow-Smoothly.pdf>  *A comprehensive guide on all the steps a project owner (governing body of a utility) should go through in planning, designing and constructing infrastructure.* |  |  |  |  |  |  |  |  |  |  |
| Local Safe Disposal Programs: Ex. Safe Medicine Disposal for Maine  <http://www.safemeddisposal.com/>  *The Safe Medicine Disposal for ME program provides Maine's residents with a safe disposal option for unused and unwanted medicine. Free medicine mail-back envelopes are available at participating sites.* |  |  |  |  |  |  |  |  |  |  |
| Moving Toward Sustainability: Sustainable and Effective Practices for Creating Your Water Utility Roadmap  <http://www.epa.gov/sites/production/files/2015-04/documents/sustainable_practices_utilities_roadmap_crwu.pdf>  *The purpose of this document is to assist utility leaders with implementing proven and effective practices over time to improve their operations and move toward sustainability, at a pace consistent with their needs and the needs of their communities.* |  |  |  |  |  |  |  |  |  |  |
| Mutual Aid Networks  <http://www.epa.gov/waterutilityresponse/mutual-aid-and-assistance-drinking-water-and-wastewater-utilities> or [www.nationalwarn.org](http://www.nationalwarn.org)  *Describes how small systems can participate in WARN to share resources with neighboring utilities during an emergency.* |  |  |  |  |  |  |  |  |  |  |
| National Rural Water Association Job Network  <http://nrwa-jobs.careerwebsite.com/home/index.cfm?site_id=678>  *Helps to connect the most skilled professionals in the fields of drinking water, wastewater, source water protection, utility management & engineering to potential employers.* |  |  |  |  |  |  |  |  |  |  |
| National Rural Water Association Technical Training and Assistance Program  <http://nrwa.org/initiatives/training-and-technical-assistance/>  *Click on your state for contact information to obtain services under the Technical Assistance and Training Program. National Rural Water Association provides training and on-site technical assistance to waste water systems in the contiguous 48 states, Alaska, Puerto Rico, and Hawaii. The training is provided to help reduce exposure to waste related health and safety hazards and enhance the sustainability of wastewater systems in rural and small communities.* |  |  |  |  |  |  |  |  |  |  |
| National Rural Water Association  [www.nrwa.org](http://www.nrwa.org)  *Website of the National Rural Water Association, the largest water and waste water utility membership association.* |  |  |  |  |  |  |  |  |  |  |
| Natural Disaster Preparedness Guidelines for Water and Wastewater Utilities  <http://rcap.org/resource/natural-disaster-preparedness-guidelines-for-water-and-wastewater-utilities/>  *This checklist was developed to assist water and wastewater utilities in natural disaster readiness.* |  |  |  |  |  |  |  |  |  |  |
| The Non-operator's Guide to Drinking Water Systems  <http://rcap.org/wp-content/uploads/2011/12/Non-operators-Guide-to-DRINKING-WATER-Systems_Small.pdf>  *Explains in simple, everyday language the technical aspects of drinking water utilities from source to tap. Helpful as an orientation and background guide for new small utility board members and small community decision makers.* |  |  |  |  |  |  |  |  |  |  |
| The Non-operator’s Guide to Wastewater Systems  <http://rcap.org/wp-content/uploads/2016/01/RCAP-Non-operators-Guide-to-WASTEWATER-Systems.pdf>  *Explains in simple, everyday language the various components/operations of a small wastewater system from when the customer flushes his/her toilet through collection, treatment, and return to source. This guide and its companion on drinking water treatment systems are the perfect orientation and background guides for new small utility board members and small community decision makers.* |  |  |  |  |  |  |  |  |  |  |
| Only Tap Water Delivers Campaign  <http://www.awwa.org/resources-tools/public-affairs/communications-tools/only-tap-water-delivers.aspx>  *A public outreach campaign that is available to AWWA utility members free of charge. The materials are available in a CD toolkit, and can be adapted to meet local needs.* |  |  |  |  |  |  |  |  |  |  |
| Pipe Repair Checklist  <http://www.awwa.org/Portals/0/files/resources/water%20knowledge/rc%20small%20systems/piperepairchecklist.pdf>  *AWWA small systems pipe repair checklist.* |  |  |  |  |  |  |  |  |  |  |
| Preventive Maintenance Card File for Small Public Water Systems Using Ground Water  <http://www.epa.gov/sites/production/files/2015-04/documents/booket_smallsystems_preventmaint.pdf>  *Schedules for maintenance tasks and checklists and logs for easily recording your findings.* |  |  |  |  |  |  |  |  |  |  |
| Protecting Water Quality by Optimizing the Operations and Maintenance of Distribution Systems  <http://rcap.org/wp-content/uploads/2015/03/Distribution-Systems-guide.pdf>  *This guide provides background information on how to maintain water quality in drinking water distribution systems and treated-water storage facilities by concentrating on common problems and challenges and identifying potential improvements and solutions. This guide uses regulatory requirements and best practices of the drinking water community as the basis of its discussion of water distribution systems.* |  |  |  |  |  |  |  |  |  |  |
| Protecting Your Community's Assets: A Guide for Small Wastewater Systems  <http://www.nesc.wvu.edu/subpages/WW_manage_plan.cfm>  *Helps utility managers, operators, and local officials improve security and plan for emergency situations affecting wastewater treatment systems.* |  |  |  |  |  |  |  |  |  |  |
| Public Communications Toolkit  <http://www.awwa.org/resources-tools/public-affairs/communications-tools/public-communications-toolkit.aspx>  *Website with and online toolkit of various resources for water professionals related to public communication.* |  |  |  |  |  |  |  |  |  |  |
| Quality On Tap! Public Relations Campaign  <http://nrwa.org/initiatives/quality-on-tap/>  *A nationwide, grassroots public relations and awareness campaign designed especially for the drinking water industry. Quality On Tap is the first practical "hands-on" guide to better public relations for small water utilities. It contains the tools small water systems need to do the most important job of all - spreading the truth to the public of the quality of work they do and the quality water they produce.* |  |  |  |  |  |  |  |  |  |  |
| Quick Reference Guides – Drinking Water Rule (EPA)  <http://www.epa.gov/dwreginfo/drinking-water-rule-quick-reference-guides#ssqrg>  *These documents provide a simple and straightforward description of the rule and requirements. They include critical deadlines for drinking water systems and states, in addition to monitoring requirements.* |  |  |  |  |  |  |  |  |  |  |
| Record Keeping Rules: A Quick Reference Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=2000ZZB2.txt>  *A rule-by-rule summary of requirements for keeping monitoring, public notice, and other records, as well as helpful tips on record maintenance and security.* |  |  |  |  |  |  |  |  |  |  |
| Recruiting and Training Veterans Brochure: For Careers in the Water Sector  <http://www.workforwater.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=2147483686>  *The Department of Veterans Affairs and Department of Labor administer programs to assist Veterans in their transition to civilian careers and oversee funding to pay for education and job training. The Environmental Protection Agency, American Water Works Association and Water Environment Federation are working with these agencies to promote water sector careers nationally.* |  |  |  |  |  |  |  |  |  |  |
| Revolving Loan Fund Program  <http://nrwa.org/initiatives/revolving-loan-fund/>  *The NRWA Revolving Loan Fund was established under a grant from USDA/RUS to provide financing to eligible utilities for pre-development costs associated with proposed water and wastewater projects. RLF funds can also be used with existing water/wastewater systems and the short term costs incurred for replacement equipment, small scale extension of services or other small capital projects that are not a part of your regular operations and maintenance.* |  |  |  |  |  |  |  |  |  |  |
| Rural Community Assistance Partnership  [www.rcap.org](http://www.rcap.org)  *Aims to provide technical assistance and training services to rural communities develop and sustain critical infrastructure and promote economic opportunity.* |  |  |  |  |  |  |  |  |  |  |
| Rural Utilities Service  <http://www.rd.usda.gov/about-rd/agencies/rural-utilities-service>  *USDA’s Rural Utilities Service (RUS) administers programs that provide much-needed infrastructure or infrastructure improvements to rural communities. These include water and wastewater treatment, electric power and telecommunications services.* |  |  |  |  |  |  |  |  |  |  |
| Rural Water Supply and Sewer Systems: Background Information  <http://nationalaglawcenter.org/wp-content/uploads/assets/crs/98-64.pdf>  *CRS report for congress.* |  |  |  |  |  |  |  |  |  |  |
| Security and Emergency Management System (SEMS)  <http://semstechnologies.com/RAMCAP.asp>  *Software to assist small water systems in completing a vulnerability self-assessment.* |  |  |  |  |  |  |  |  |  |  |
| Setting Small Drinking Water Rates for a Sustainable Future  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000D2NM.PDF?Dockey=2000D2NM.PDF>  *A step-by-step rate setting guide for small utilities for assessing annual costs, revenue needs, and reserve requirements and setting appropriate rates.* |  |  |  |  |  |  |  |  |  |  |
| Small System Guide to Safe Drinking Water Act Regulations  <http://nepis.epa.gov/Exe/ZyPDF.cgi/1000478A.PDF?Dockey=1000478A.PDF>  *A resource for understanding current and anticipated drinking water regulations with which utilities need to comply.* |  |  |  |  |  |  |  |  |  |  |
| Source Water Collaborative  http://www.sourcewatercollaborative.org/  *A web forum about where America’s safe drinking water begins – the lakes, streams, rivers, and aquifers we tap for public water systems. The Collaborative is a web portal of 25 national organizations that have united to protect America’s sources of drinking water.* |  |  |  |  |  |  |  |  |  |  |
| Survival Guide: Public Communications for Water Professionals  [www.wef.org/WorkArea/DownloadAsset.aspx?id=7120](http://www.wef.org/WorkArea/DownloadAsset.aspx?id=7120)  *A guidebook to help utilities learn how to communicate effectively with their community and customers. It provides an overview focused on the learning the basics of public communication and different public communication scenarios.* |  |  |  |  |  |  |  |  |  |  |
| Sustainable Infrastructure for Small System Public Services: A Planning and Resource Guide  <http://rcap.org/wp-content/uploads/2016/01/RCAP-Sustainable-Infrastructure-Guide.pdf>  *Provides worksheets, examples, case studies and resources on water conservation, energy efficiency and renewable energy resources for small utilities.* |  |  |  |  |  |  |  |  |  |  |
| Sustainable Sanitation and Water Management  <http://www.sswm.info/>  *“Linking up sustainable sanitation, water management, and agriculture.” The SSWM Toolbox includes: background on environmental, economic, and socio-cultural issues; planning, processing, and implementation tools; “mini toolboxes” on specific topics; trainings on sustainable sanitation and water management; and many other resources geared toward small systems.* |  |  |  |  |  |  |  |  |  |  |
| Tabletop Exercise Tool for Water Systems  <http://yosemite.epa.gov/ow/SReg.nsf/description/TTX_Tool>  *A PC-based tool that contains materials to assist those interested in planning and facilitating tabletop exercises that focus on Water Sector-related issues. The updated TTX Tool contains fifteen scenarios that address an all-hazards approach to emergency preparedness and response, including natural hazards and manmade incidents, as well as introduces users to the potential impacts of climate change.* |  |  |  |  |  |  |  |  |  |  |
| Taking Stock of Your Water System: A Simple Asset Inventory for Very Small Drinking Water Systems  <http://www.epa.gov/sites/production/files/2015-04/documents/epa816k03002.pdf>  *Helps very small water systems, such as manufactured home communities and homeowners’ associations, assess their condition by preparing a simple asset inventory.* |  |  |  |  |  |  |  |  |  |  |
| Talking to Your Decision Makers: A Best Practices Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000ZZB6.PDF?Dockey=2000ZZB6.PDF>  *Tips for working successfully with decision makers in your community to meet your water system’s needs.* |  |  |  |  |  |  |  |  |  |  |
| Talking to Your Customers About Chronic Contaminants in Drinking Water: A Best Practices Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi/60000LWL.PDF?Dockey=60000LWL.PDF>  *Guidelines for effectively communicating with customers about the dangers of chronic contaminants and how water systems protect against contamination.* |  |  |  |  |  |  |  |  |  |  |
| Technitrain Program  <http://rcap.org/service/technitrain/>  *Helps to protect public health and foster economic development in targeted rural communities throughout the United States and its territories by providing onsite, community-specific technical assistance and training that: identifies and evaluates solutions to water and waste disposal problems, assists communities in preparing funding applications for their water and waste projects, and improves operation and maintenance of existing water and waste-disposal facilities. It is part of RCAP’s overall mission of working with small, rural communities to increase local capacity.* |  |  |  |  |  |  |  |  |  |  |
| USDA Rural Utilities Service Borrower's Guide: A How-to for Water and Wastewater Loans from USDA Rural Development  <http://rcap.org/wp-content/uploads/2011/12/RCAPs-USDA-RUS-Borrowers-Guide.pdf>  *Summarizes the managerial and financial requirements for communities that are receiving U.S. Department of Agriculture Rural Utilities Services (RUS) loan funds for their water or wastewater utility.* |  |  |  |  |  |  |  |  |  |  |
| Vulnerability Self-Assessment Tool (VSAT)  <http://water.epa.gov/infrastructure/watersecurity/techtools/vsat.cfm>  *A risk assessment software tool that assists drinking water and wastewater utilities in assessing security threats and natural hazards and updating utility Emergency Response Plans; appropriate for any water system size or type.* |  |  |  |  |  |  |  |  |  |  |
| WaterPro Conference Website  <http://www.waterproconference.org/>  *WaterPro is the annual conference of the National Rural Water Association. It takes place in even numbered calendar years. WaterPro is designed to bring together water and wastewater utility systems - large and small, municipal and rural - for sessions in operations, management, boardsmanship and governance.* |  |  |  |  |  |  |  |  |  |  |
| WaterSense  <http://www.epa.gov/WaterSense/>  *EPA's program to promote water efficiency and conservation. Provides information for consumers to identify products and practices that save water. Utilities and local governments can partner with EPA to receive access to a network of partners working on water conservation and promoting the value of water and using it wisely.* |  |  |  |  |  |  |  |  |  |  |
| Water System Operator Roles and Responsibilities: A Best Practices Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000ZZBE.PDF?Dockey=2000ZZBE.PDF>  *Helps to understand: (1) Roles and responsibilities in delivering safe drinking water to system's customers; (2) Additional responsibilities, which can vary depending on size, characteristics, managerial structure, and regulatory requirements.* |  |  |  |  |  |  |  |  |  |  |
| Water System Owner Roles and Responsibilities: A Best Practices Guide  <http://nepis.epa.gov/Exe/ZyPDF.cgi/2000ZZBC.PDF?Dockey=2000ZZBC.PDF>  *A summary of system owners’ key duties in protecting public health, overseeing system operation, and working with local officials.* |  |  |  |  |  |  |  |  |  |  |
| Water Quality in Small Community Distribution Systems  <http://nepis.epa.gov/Exe/ZyPDF.cgi/P1000OY3.PDF?Dockey=P1000OY3.PDF>  *Assists the operators and managers of small- and medium-sized public water systems. Provides a comprehensive picture of the impact of the water distribution system network on distributed water quality.* |  |  |  |  |  |  |  |  |  |  |
| Water University  <http://www.wateruniversity.org/>  *The intent of Water University and the National Rural Water Association is to provide the highest level of instruction, education, training and discussion to the largest audience possible. To meet that goal, most of the webinar/lecture portions of these courses are presented at low or no cost. In addition to providing information to the entire water industry, Water University provides a method for licensed water professionals to earn their necessary Continuing Education Units through our advanced on-line educated modules. Access to these modules requires enrollment fees, but these fees are still very affordable compared to in-person training.* |  |  |  |  |  |  |  |  |  |  |
| Water & Wastewater Pricing  <http://nepis.epa.gov/Exe/ZyPDF.cgi/901U1200.PDF?Dockey=901U1200.PDF>  *EPA Website on water and wastewater pricing, explaining the concept of pricing and water conservation, as well as supplying tools, guides, and reports on pricing.* |  |  |  |  |  |  |  |  |  |  |
| Work for Water Website  <http://www.workforwater.org/>  *Materials to encourage careers in the water sector, where opportunities to protect and preserve water resources are virtually unlimited and the chance to make a difference is unmatched.* |  |  |  |  |  |  |  |  |  |  |