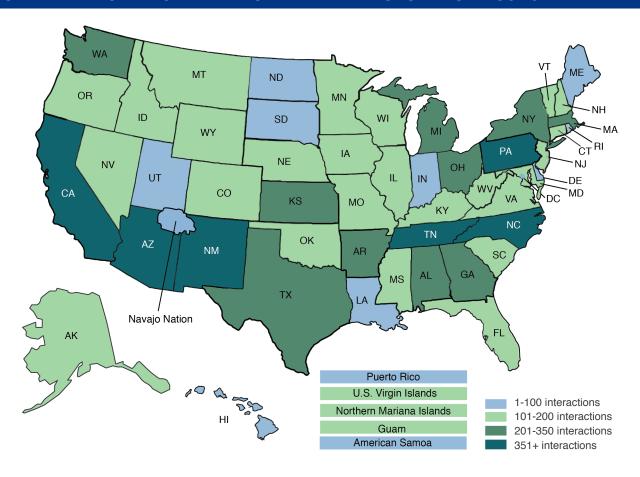


SMART MANAGEMENT FOR SMALL WATER SYSTEMS ROUNDS 1 & 2 PROGRAM REVIEW | 2012-2015

During both rounds of the Managerial and Financial Capacity technical assistance program, the Environmental Finance Center Network (EFCN), and its partner, the American Water Works Association (AWWA), have delivered in-person workshops in every state and territory, offered technical assistance to any small system community expressing interest, and hosted more than three-dozen webinars reaching a national audience. Nearly every workshop or webinar was approved for state-specific continuing education credits. The project team has created and provided training on dashboard benchmarking tools for several states, offered energy and regionalization small group trainings, and have created eLearning modules.

The program is funded by a cooperative agreement with the U.S. EPA. All deliverables have been met or exceeded for this program. Below, you will find some information specific to our efforts in your state.

NATIONAL PARTICIPATION IN THE SMALL WATER SYSTEMS PROJECT







SUMMARY OF INTERACTIONS

NATIONAL TOTALS

9,605

3,650 webinar participants

7 energy small groups

61 funders forums

10 rates dashboards

interactions overall

2,748 workshop participants

2 eLearning modules

> 18 regionalization efforts

12,726 dashboard pageviews

281

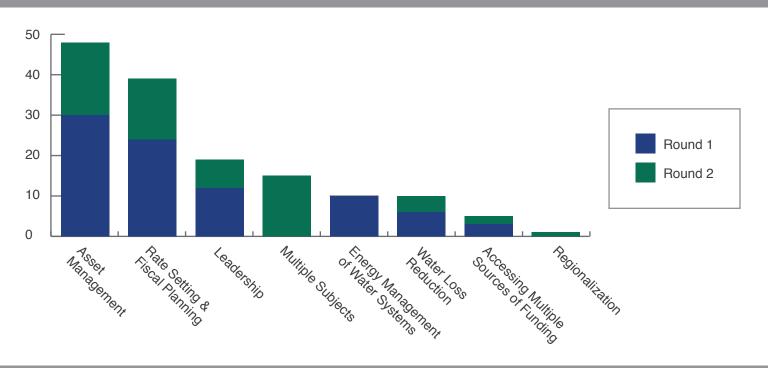
received in-depth technical assistance 1,967

quick technical assistance interactions

4

assistance to financial regulators

TOTAL WORKSHOPS BY SUBJECT AREA



COMMON TRAINING THEMES

Collaboration

Operations Governance Aging Infrastructure Asset Management Modeling Communications Ask the Expert Money Level of Service Data Rate Setting **Energy Efficiency** Affordability Tools Capital Planning Decision-Making **Utility Partnerships** Regionalization **Tips and Tricks Energy Small Water Systems** Financial Indicators Water Efficiency Cooperation Techniques **Water Loss Reduction** Multi-Funding Empowerment Benchmarking Financial Management Effective Messaging Water Rates **Project Ideas Energy Improvements** Sustainability **Finances** Implementation **Critical Assets Budgeting** Leadership **Life Cycle Costing** Prioritization **Rate Structures**

WORKSHOPS

39

Total Attendees

Asset Management Workshop, Northern Marina Islands, July 25, 2013 Rates & Finance Workshop, Northern Marina Islands, July 24th, 2013

TECHNICAL ASSISTANCE

Systems Assisted

Asset Management Assistance provided to the Commonwealth Utility Corporation (June). Energy Management Assistance provided to the Anaks Condominiums (June), Hyatt Regency Hotel (June), and Saipan Ice and Water (June). Rates & Finance Assistance provided to the Commonwealth Utility Corporation (June).

WEBINARS

OTHER SERVICES

Total Attendees

Other Services offered by the EFCN included Funders' Forum Facilitation, State Dashboard Development, Assistance to Financial Regulators, Energy Small Work Groups, Leadership Workshops, and Regionalization Assistance.

WHAT PARTICIPANTS ARE SAYING

"I have participated in several of the program's webinars and have found them to be of excellent value because of the highly educated presenters... "

Small System Administrator Event: Find Money in the Water System Budget Webinar "Incredibly informative with many ideas that can be implemented fairly quickly. "

Business Manager Event: Asset Management Workshop for Small Water Systems "Strongly wish we had this training years ago... "

Office Manager Event: Financial Management Workshop for Small Water Systems "The thing about working with the EFCN is availability; I can call anytime with a quick question or to get outside advice. "

Co-Superintendent, Local Water Department Service: Technical Assistance

WANT TO GET MORE ENGAGED? CONTACT US.

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Heather Himmelberger | Project Director | Southwest Environmental Finance Center | heatherh@unm.edu Khristopher Dodson | Project Manager | Syracuse University Environmental Finance Center | kadodson@syr.edu

Visit efcnetwork.org to learn more:

- View a list of Upcoming Educational Opportunities.
- Register for Webinars
- Identify Systems for Technical Assistance

- Follow EFCN's Small Water System Blog
- Access e-Learning Modules and Interactive Resources