

## Community Public Water System Capacity Survey

**System Name:**

**PWS ID:**

**System Mailing Address:**

**System Email Address:**

**System Phone Number:**

**Designated Operator:**

**Board Chair/Owner:**

**Population:**

**Service Connections:**

**Clerk/Treasurer:**

**Instructions:** This survey is a self-assessment, which is a valuable tool to understand areas of strength and areas for improvement. This survey provides insight into elements that bolster a water system's ability to be sustainable, maintain compliance with drinking water regulations, and provide quality drinking water on a continuous basis. Complete this survey using the drop-down box in the second column to indicate your answer. If a Yes/No question isn't applicable, notate the question number at the bottom of the form in the Notes section with an explanation why the specified goal doesn't apply. Type or insert signature of governing body member/owner and designated operator in the signature area with date completed. Email (preferred), mail, or fax the completed survey using the information at the top of the form.

Water Supply Management		
1	-	Are all service connections metered?
2	-	Does the community have an active approved Wellhead Protection or Drinking Water Protection Management Plan?
3	-	Has a water loss accounting program been established and maintained?
4	-	Do you have a plan for an alternate water source, if needed? (i.e. emergency connection, regionalization, purchasing, etc.)
Personnel Management		
5	-	Does the designated operator hold the required operator license for the system?
6	-	Do you have written personnel policies & procedures?
7	-	Do all personnel receive the required, on-going training for their position?
Policies and Procedures		
8	-	Does the system have an active cross-connection control and backflow prevention program?
9	-	Do you have written policies for customer rights and responsibilities?
10	-	Do you have an enforceable drought policy?
11	-	Do you have procedures for mitigation and response to online/digital security breach or hazards?
Operation and Maintenance		
12	-	Does the system have a current operation and maintenance manual?
13	-	Do you have a system for scheduling routine preventive maintenance?
14	-	Are outside services and support available to the system, if needed?
15	-	Are all system records easily accessible and maintained per regulatory requirements?
Financial		
16	-	Do you have an annually reviewed and approved water budget?
17	-	Are water rates reviewed annually and adjusted, if needed?
18	-	Has the system developed both a short and long-term capital improvement plan?
19	-	Do established rates and fees cover the entire cost of operating the water system, including debt and improvements?

<b>Governing Body/Owner Accountability</b>		
20	-	Do members of the governing body/owner tour the water facilities and understand PWS regulations?
21	-	Have members of the governing body/owner received board training?
22	-	Does the governing body/owner require and review monthly system reports which include capacity, usage, complaints, regulatory compliance, test results, concerns, and system status?
23	-	Have you planned, or considered planning, for governing body/owner succession to ensure management of system isn't interrupted?
24	-	Does the governing body hold regularly scheduled meetings that are open to the public?
25	-	Are public records maintained and made available to the public?
<b>Asset Management</b>		
26	-	Does the system have a documented full inventory of assets, including computer & automated systems, with condition, location, and age for each asset listed?
27	-	Does the system understand its required sustained level of service?
28	-	Has the system identified all assets that are critical to its required sustained performance?
29	-	Does the system have a capital improvement plan and operation and maintenance strategies to maintain a minimum life-cycle cost of the water utility?
30	-	Does the system have a long-term financial strategy?
<b>Purchased Water</b>		
31	-	Do you have a contract to purchase water as your main supply?
32	-	Are policies in place to address loss of supply of purchased water?

Type name or insert signature and date

Governing Body Member/Owner Signature and Date

Type name or insert signature and date

Designated Operator Signature and Date

**Notes:** Notes, including clarification on questions, goals for improvement, and requests for more information.