

Our Team



Program at a Glance

Summary of Impacts Since 2012

18,168 Total Workshop and Webinar Participants

13,107 Webinar Call-Ins

5,061 Workshop Participants

487 In-Depth Technical Assistance Interactions

17 Energy Small Group Workshops

2 eLearning Modules

10 Assistance to Financial Regulators

106 Funder Forums

15 Rates Dashboards

46,914 Dashboard Pageviews

183,925 Website Pageviews

66,271 Unique Website Visitors

83% of participants say they will use something they learned right away

84% of dashboard users say the tool helped form or influence decisions or practices at their organization

See Page 8 for a Summary of Services in Your State or Territory

2012-2017 Program Review

Smart Management for Small Water Systems

Rounds 1-4 Highlights



Overview

During four rounds of the Smart Management for Small Drinking Water Systems Program, the Environmental Finance Center Network (EFCN) program team has delivered in-person workshops in every state and territory, offered technical assistance to any small system expressing interest, and hosted more than 75 webinars reaching a national audience. Most workshops and webinars were approved for state-specific continuing education credits. The program team has created and provided training on dashboard benchmarking tools for several states, offered energy and regionalization small group trainings, and has created eLearning modules.

The program is funded by a cooperative agreement with the U.S. EPA through its national priority area, Training and Technical Assistance to Improve Water Quality and Enable Small Public Water Systems to Provide Safe Drinking Water. All deliverables have been met or exceeded for this program. On Page 8, you will find information specific to our efforts in your state or territory.

Types of Participants - Water Systems Operated By:



Local Governments



Tribal Governments



Alaska Native Villages



Hawaiian Homelands



Private Water Companies



Mobile Home Parks



Homeowner Associations



Condo Associations



Hotels



Restaurants



Shopping Malls



Zoos



Hospitals



Military Bases



Schools



Federal Government Facilities



State Government Facilities



Apartments



Nursing Homes

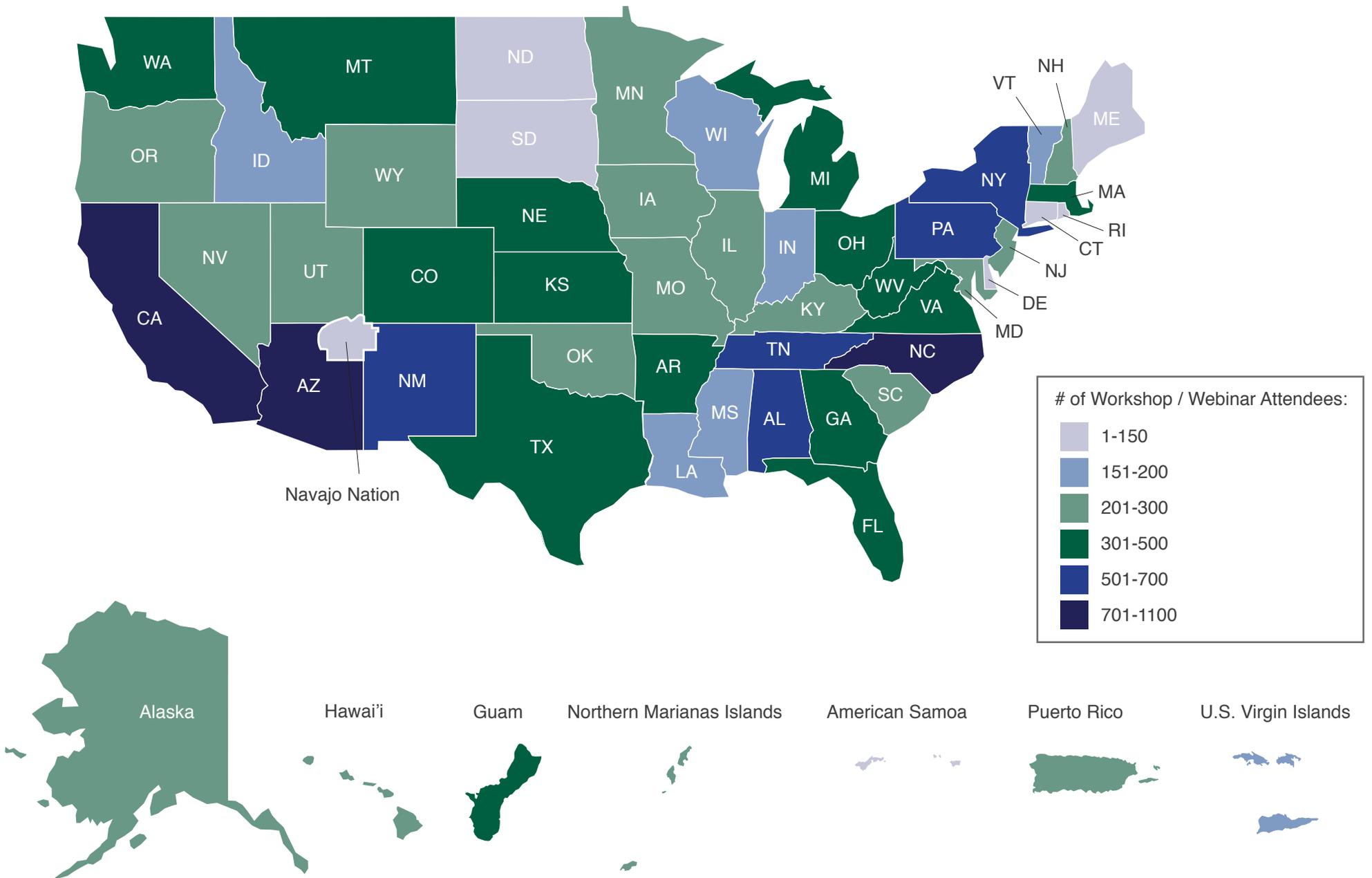


Parks



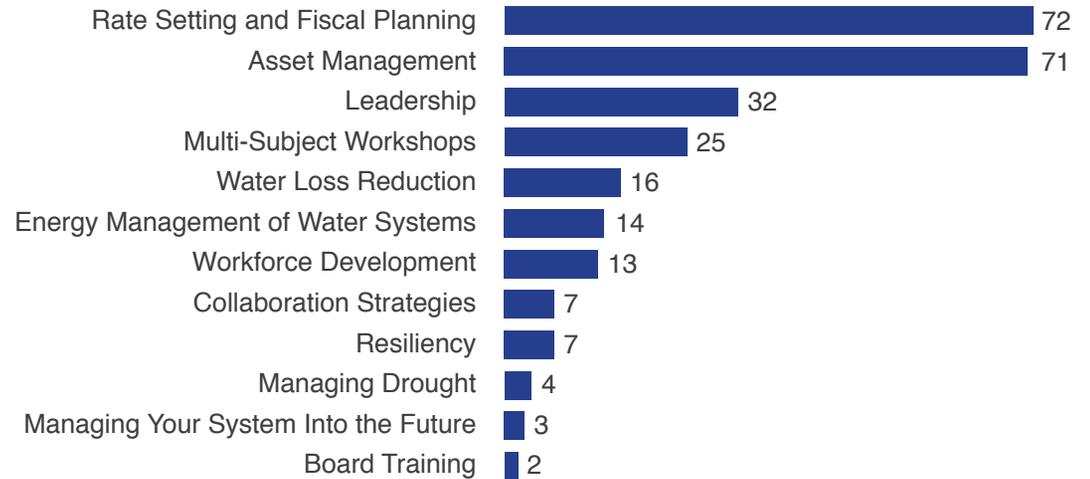
Small Businesses

National Participation in the Program Since 2012





Number of Workshops by Subject Area Since 2012



Impacts on Tribal Communities Since 2012

206 attendees representing tribes, including:

- Alabama-Coushatta Tribe
- Catawba Nation
- Cherokee Nation
- Cochiti Pueblo
- Coushatta Tribe of Louisiana
- Fairbanks Native Association
- Fond du Lac Band of Lake Superior Chippewa
- Forest County Potawatomi
- Gila River Indian Community
- Gulkana Village
- Hopi Tribe
- Hualapai Tribe
- Indian Health Services
- Inter Tribal Council of Arizona
- Little River Band of Ottawa Indians
- Lower Sioux Indian Community
- Minnesota Chippewa Tribe
- Navajo Nation
- Northern Arapaho Tribe
- Otoe-Missouria Tribe
- Pueblo of Isleta
- Pueblo of Jemez
- Pueblo of Tesuque
- Pueblo of Zia
- Pueblo of Zuni
- Red Lake Nation
- Rural and Tribal Environmental Solutions
- San Felipe Pueblo
- Sandia Pueblo
- Santa Domingo Pueblo
- Seneca Nation
- Taos Pueblo
- Tonto Apache Tribe
- U.S. Department of Housing and Urban Development - Southwest Office of Native American Programs
- White Earth Band
- White Mountain Apache Tribe

“ I wanted to thank you for...all of the great technical assistance that your organization has provided us over the last couple of years. We are constantly relying on your organization’s experience and professionalism with the challenges that we face in New Hampshire. It has been nothing but a very positive experience dealing with the Environmental Finance Center Network. Please keep up the great work! ”

Luis Adorno - *Environmental Program Manager*
NHDES, Drinking Water & Groundwater Bureau

What People Are Saying About Our Workshops



I thought this training was a great benefit to me and my community. Thanks for coming.

- Public Works Superintendent, Michigan



These highly interactive trainings would help anyone improve their business.

- Director of Operations, Maintenance, and Transportation, California



Well done. It was extremely helpful to see alternatives not previously considered.

- Town Manager, North Carolina



This was one of the best trainings I have been to and I have been attending trainings for 37 years!

- Owner/Operator, Iowa



I wasn't going to come, and a coworker told me to attend because it was interactive and interesting. I'm so glad I did.

- Administrator, Florida



Best training in years. Finally not just same old regs, math, and pumps. Liked the group participation and hands-on activities. Great instructors.

- ORC Caretaker, Colorado



Superb class and presentation.

- Mayor, Maryland



I plan to email our clients advising them of the assistance available through EFCN...all of them would have benefited from the training.

- Consulting Engineer, New York

What People Are Saying About Our Webinars



This training was a real eye-opener for me. We are a non-profit co-operative with only 150 customers (meters).

– *Office Assistant, Water System Management and Finance for Board Members*
November 29, 2017



There is no way I could receive this type of training if y'all did not provide it. We are small and rural. Thank you!

– *Administrator*
Ask the Expert: Advice on Capital Planning for your Water System
June 14, 2017



Very good and useful webinar. I will continue to recommend these to the systems I am assisting.

– *Technical Assistance Provider*
Resilience: Planning on Disaster and Preparing for Disruption
September 20, 2017



This was an outstanding presentation. I will try to implement many of the suggestions discussed in the webinar.

– *Technical Assistance Provider, Communicating with the Public about Water Infrastructure*
February 9, 2017



Very good presentation. It helped me see my work in a new light as I am frequently communicating with non-technical administrators and board members who need to understand the need for modernization and spending money to reduce risks that are not easy to see.

– *Drinking Water Operation Specialist, Telling Your Water Story*
July 18, 2017



[The rates dashboard] provides answers to most utility questions the Mayor and Council Members ask. It makes my job a lot easier.”

– *Small Water System*
The State of Rates in North Carolina and the Water and Wastewater Rates Dashboard
March 16, 2017



Summary of Services for Northern Mariana Islands for Round 4

Below is a brief synopsis of services provided to systems in the Northern Mariana Islands under Round 4 of the program. We look forward to serving small systems in your area throughout the next year during Round 5 with our new partners, the National Association of Development Organizations (NADO) and the Government Finance Officers Association (GFOA). Thank you for your support of the Smart Management for Small Water Systems Program!

Participants from the Northern Mariana Islands

47 Workshop Attendees

Workshops Held in the Northern Mariana Islands

At the request and guidance of the commonwealth, the following workshop was held in the Northern Mariana Islands this round:

- **Finance and Management for Water Systems**
March 15, 2017 | Afetna

Technical Assistance Provided

Management and finance assistance was provided to the following systems in Saipan:

- **Commonwealth Utilities Corporation**
- **Commonwealth Health Corporation**
- **Duty Free Saipan**
- **Anaks Condominiums**
- **American Memorial Park**
- **Joeten Restaurant Group**

Upcoming Events

To view the schedule of upcoming workshops and webinars for Round 5, please visit: <http://efcnetwork.org/upcoming-events/>

About the Environmental Finance Center Network

The Environmental Finance Center Network (EFCN) is a non-profit university-based organization creating innovative solutions to the difficult how-to-pay issues of environmental protection and infrastructure. The EFCN works with the public and private sectors to promote sustainable environmental solutions while bolstering efforts to manage costs.

The Smart Management for Small Water Systems Program

The Smart Management for Small Water Systems Program seeks to address major issues facing the nation's smallest drinking water systems (those serving 10,000 or fewer people). Our team of experts works with water systems across the country, US territories, and the Navajo Nation to address these issues and build technical, managerial, and financial capacity through training and technical assistance.

Round 4 Program Team

- Environmental Finance Center at The University of North Carolina at Chapel Hill
- Southwest Environmental Finance Center at the University of New Mexico
- Syracuse University Environmental Finance Center
- Environmental Finance Center at Wichita State University
- Environmental Finance Center West
- Environmental Finance Center at the University of Maryland
- New England Environmental Finance Center at the University of Southern Maine
- American Water Works Association (AWWA)

Get Involved - Contact Us

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