

# California Rural Water Association

**Mission Statement:** *To provide training, technical assistance, resources and information to assist water and wastewater utilities in achieving high standards of service.*

Dustin Hardwick, Director of Resource Development



## California Rural Water Association (CRWA)

- Incorporated in 1990, CRWA has emerged as the State's leading association dedicated to providing on-site technical assistance and specialized training for rural water and wastewater systems, focusing specifically on disadvantaged communities (DACs) CRWA is a 501 (c) 3 non-profit organization.
- CRWA is an affiliate of National Rural Water Association (NRWA), America's largest utility association with over 31,000 utility members across the Nation.
- CRWA's governing Board of Directors, administrative staff, and technical field specialists work in concert to offer small systems an expansive range of essential programs and services.
- CRWA currently has more than 1,100 members. Systems do not have to be a member to receive CRWA support. (Enhanced Benefits with Membership)



## Technical Assistance (TA)

- CRWA has 40 Specialist and Technicians providing statewide TA to water and wastewater systems:
  - Circuit Riders water/wastewater
  - Technical Engineers
  - Source Water Protection Specialist
  - Ag Water Use Efficiency Technicians
  - Tribal Techs.
  - Drought Technicians
  - Storm Water Program Specialist
- 2015 CRWA Efforts: TA
  - Total Hours Assisting Systems: 10,511
  - Systems that Received Assistance: 584



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## Educational Training

- CRWA is an approved provider of the International Association for Continuing Education and Training (IACET). CRWA is a certified provider of Registered Environmental Health specialists (REHS) and is also approved by SWRCB for contact hour continuing education units (CEU's)
- CRWA provides educational training for throughout the state on a variety of topics:
  - Well design and groundwater hydrogeology
  - Storage tank solutions & maintenance
  - Drought management
  - Leak detection water loss accountability
  - Rate analysis
  - Grant funding and infrastructure planning
  - Sanitary surveys
  - Water Treatment Certification review levels 1-4
  - Distribution Certification review levels 1-4
  - 27 topics available
- 2015 CRWA Training Efforts:
  - Total Class Attendees: 2,474
  - Contact Hours Awarded: 21,532
  - Systems that Attended Trainings: 940



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# Academy of Water Education (AWE) Sacramento

- Onsite hands-on training center of CRWA
- Takes the learning experience from theoretical to practical.
- Training includes Water Treatment, Distribution, Backflow certification in both Tester, and Specialist Certification levels.
- Field trips to local water systems (view of real-time operations)



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## CRWA Resource RD Development Division

- The Resource Development unit is currently managing nine programs
- Under RD the programs are funded by various agencies:
  - Department of Water Resources (DWR)
  - Mojave Water Agency (MWA)
  - State Water Resources Control Board (SWRCB)
  - United State Department of Agriculture (USDA)
  - PG&E



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## RD Programs Snapshot

- Ag: Efficient Water Use Management Practices (EWMP) Technical Assistance and Educational Program
- Drought Emergency Technical Assistance
- Mojave Water Agency (IRWMP)
- Storm Water Program: Disadvantaged Communities (DACs) Low Impact Development (LID)/Best Management Practice (BMP) Technical Assistance and Training support program
- Rural Development: Solid Waste Tribal assistance
- Entity Formation assistance
- Household Water Well System TA and funding support



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## IRWMP DAC Outreach

- CRWA's support includes both onsite Technical Support and Educational training with IRWMP outreach.
- We are working in three IRWMP regions



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## Inyo-Mono Integrated Regional Water Management Planning (Inyo-Mono IRWMP)

- Conduct needs assessments in order to identify and document the most pressing water related issues.
- Assist targeted communities with creating and/or updating emergency response/drought plans.
  - Provide ongoing assistance to correct critical issues identified in the region
- Program is linked to both small water systems and tribes in Inyo-Mono Counties.



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## Mojave Integrated Regional Water Management Planning (Mojave IRWMP)

- Provide technical support: Menu of Services
  - Needs Assessments TMF format
  - Rate Analysis
  - Corporate Compliance Reviews
  - Drought /Water Conservation Planning
  - Energy Efficiency
  - Preliminary Engineer Pre-App and Application Funding Support
- Quarterly training on focused/requested topics
- Program is linked to 40 small water systems within the Mojave Water Agency region.



- May 2016 MWA received the ACWA Claire Hill Award for the Small water systems assistance program with CRWA.

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## North Coast IRWMP Education Training

- Provide educational training and support with small systems in the region.
- We're continuing to pursue additional Technical Assistance opportunities in an effort to help more systems.



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## Tribal Statewide Program

- CRWA offers tribal-specific training and resources
- CRWA is currently assisting with the design and implementation of a Solid Waste Management program to Native American tribes.
  - CRWA is helping to develop Solid Waste Management Plans (SWMP) or helping to update tribes' current SWMP.
  - CRWA is also conducting webinars and workshops tribal specific.
  - There are 17 tribes in the SWMP program



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## CRWA has expansive In-house technical resources for small and DAC systems:

- Preferred Provider program
- Insurance Risk Management programs
- Specialized Utilities Services Program (SUSP)



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## Preferred Providers

Preferred Provider	Products/Services
<b>AdEdge Technologies</b>	Pre-engineered and integrated systems for contaminant removal
<b>American Leak Detection</b>	Leak detection
<b>Bartle Wells Associates</b>	Independent financial advisor to public agencies
<b>BC Laboratories, Inc.</b>	Full service environmental laboratory
<b>Cannon</b>	Engineering, surveying, construction administration, inspection, planning services
<b>Kamstrup Water Metering</b>	flowIQ Smart Ultrasonic Water Meters
<b>Lagerlof, Senecal, Gosney, &amp; Kruse</b>	A full service law firm located in that specializes in the water and municipal law field
<b>Lewis Brisbois Bisgaard &amp; Smith</b>	Pre-suit counseling and problem solving, General law practices
<b>NJB Soft</b>	Utility Compliance & Information Management Solutions.
<b>NV5</b>	Engineering
<b>Quad Knopf, Inc.</b>	Engineering, Funding & financial assistance, Financial analysis & rate studies
<b>SCS Engineers</b>	Aids clients in the use and management of surface and groundwater resources.
<b>Superior Tank Company, Inc.</b>	Repairs, retrofits, dismantles, and upgrades, existing bolted or welded steel storage tanks. Manufactures and installs tank accessories.
<b>Taber Consultants</b>	Provides water resources services, environment services, and geotechnical services.



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- Risk Management programs:
  - Utility Resource Insurance Services (URIS)
    - 100% CRWA owned Insurance agency for small systems.
    - Commercial program specializing in property and casualty URIS is an agency that specializes in the target market of water and wastewater utility insurance. Website: <http://urisinsurance.com/>
  - MemberGuard Risk Pool (launched April 2016) JPA
    - MemberGuard is the brand name for the California Rural Water Risk Management Authority (CRWRMA), a Joint Powers Authority formed to benefit small systems in
    - Website: <http://mymemberguard.com/>

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## Specialized Utilities Services Program (SUSP)

- SUSP is an internal CRWA program that is able to provide both short and long term solutions to Utilities.
- Staff have years of experience in the field, and hold SWRCB certifications in treatment and distribution, and wastewater plant operations.
- SUSP provides the following services: Primary services
  - Wastewater System Contract Operations
  - Water System Contract Operations
  - Rate Analysis
  - Median Household Income (MHI) Surveys



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## Conclusion

- CRWA is seeking additional funding:
- SWRCB under Proposition 1 DAC technical assistance
- DWR under multiple divisions including additional IRWMP regions
- CRWA is also pursuing other federal funding avenues.
- As often indicated the level of need in small hard-to-reach DAC communities far exceeds the number of TA providers available to assist. (Our goal is to try and close the gap)



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## Questions?

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