



**Minimum Technical, Managerial, and Financial Capacity Requirements
For Community and Nontransient Noncommunity Public Water Systems (10 CSR 60-3.030)**

Community and nontransient noncommunity water systems commencing operation after Oct. 1, 1999 and community and nontransient noncommunity water systems under an Administrative Order for significant noncompliance with the Missouri Safe Drinking Water Law or regulations are required to demonstrate technical, managerial and financial capacity in accordance with 10 CSR 60-3.020 and 10 CSR 60-3.030. In order to fulfill this requirement, a public water system's continuing operating authority or system's representative who is familiar with the technical, managerial and financial aspects of the water system must complete this form and provide the requested information. Attach additional sheets, as necessary. If you have questions or need assistance, contact the Public Drinking Water Branch at 800-361-4827 or 573-751-1300.

SUBMISSION TYPE

Administrative Order

Permit Application

Sanitary Survey

TECHNICAL CAPACITY DEMONSTRATION

1. Provide a statement confirming the system conforms to either the department's construction requirements for community systems (10 CSR 60-10.010) or nontransient noncommunity systems (10 CSR 60-3.010(2)(B)), as appropriate.
2. Certified operator:
 - a. Provide a statement confirming the system has a sufficient number of operators certified and equipped as required in 10 CSR 60-14 to provide operation and maintenance of all source, treatment, storage and distribution facilities.
 - b. Provide the name and certification number of the system's designated chief operator(s).
 - c. Provide a statement confirming that, in the event the chief operator is no longer available to serve, the owner of the public water system will notify the department of the vacancy within 15 calendar days and shall appoint an interim operator.
 - d. Provide a statement confirming the system has a contingency plan for a standby replacement chief operator to be available at all times. This may be, for example, a second employee certified at the chief operator level, a mutual assistance agreement with a neighboring system, or a pre-arrangement with a contract operator.
3. Provide a copy of the system's updated distribution map showing, at a minimum, the size and location of all waterlines, valves, hydrants, storage facilities, pumping facilities, treatment facilities and water sources.

MANAGERIAL CAPACITY DEMONSTRATION

4. Provide an updated list showing position titles, names, business addresses and telephone numbers of individuals that provide drinking water functions, including the person(s) or legal entity who owns the system.
5. Customer complaint procedures:
 - a. Provide a copy of the system's written procedure for receiving, investigating, resolving and recording customer complaints.
 - b. Provide a statement confirming the name, title, business address, business telephone number and office hours of the designated customer complaint person(s) are publicly displayed, along with the written complaint procedure.
 - c. Provide a statement confirming the system keeps complaint records for a minimum of 5 years and will make the records available to the department upon request.
6. Rate structures and fees:
 - a. Provide a copy of the system's written rate structure and service fees.
 - b. Provide a statement confirming the written rate structure and service fees are publicly displayed.
 - c. Provide documentation demonstrating that at least one (1) public meeting is held prior to changing the rate structure or service fees.
 - d. Provide documentation demonstrating that customers are notified in advance of public meetings by posting notice in the principal business office and providing notice in the area served, unless the rate increase procedure is regulated by other state or federal regulations.
 - e. Provide a statement confirming the system keeps records of customer notices and public meeting summaries with respect to rate changes for a minimum of 5 years and will make the records available to the department upon request.

<p>7. Public drinking water liaison:</p> <ul style="list-style-type: none"> a. Provide the name, position title, business address, business telephone number and office hours for the person designated by the system to deal with public drinking water compliance related issues, including reporting and public notice requirements. b. Provide a statement confirming the system will notify the department within 30 calendar days of any contact changes for the system's liaison. 		
FINANCIAL CAPACITY DEMONSTRATION		
<p>8. Provide a statement confirming the system uses standard accounting principles and practices in accordance with either the Generally Accepted Accounting Principles and Practices or the National Association of Regulatory Utility Commissioners Uniform Systems of Accounts, as appropriate.</p>		
<p>9. Water service fees and records:</p> <ul style="list-style-type: none"> a. Provide a copy of the system's procedures or a description of the system's process for obtaining fees for non-payment, such as disconnection fees and late payment fees. b. Provide a copy of the system's monthly records of uncollected fees and the percent of uncollected fees compared to the sum of collected and uncollected fees for the last 12 months. 		
<p>10. Annual budget:</p> <ul style="list-style-type: none"> a. Provide a copy of the system's most recent annual budget of revenues and expenditures to include a comparison of planned budget to actual budget. b. Provide a copy of the system's most recent 5-year capital improvement budget and capital improvement plan. c. Provide a statement confirming the capital improvement budget and capital improvement plan are updated annually. d. Provide a statement confirming the system keeps records for capital improvement budgets and capital improvement plans for a minimum of 10 years and will make the records available to the department upon request. 		
<p>11. Provide a statement confirming that annual revenues cover all system costs including operating costs, maintenance costs, debt service costs, operating reserves, debt service reserves, emergency equipment replacement reserves and revenue collection costs.</p>		
<p>12. Is the system subject to state regulation of rates for water service? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If no:</p> <ul style="list-style-type: none"> a. Provide documentation demonstrating the system has and maintains an operating reserve equal to or greater than one-tenth of the annual operations and maintenance budget. b. Provide documentation demonstrating the system has an emergency equipment replacement reserve equal to or greater than the replacement cost of the most expensive mechanical equipment item needed for operation. c. If there is debt related to the water system facilities, provide documentation of a debt reserve no less than 10% of the principle and interest or the amount required by the bonding agreement. 		
CERTIFICATION AND MAILING INFORMATION		
<p>I certify that I am familiar with the information contained in this form, and that to the best of my knowledge and belief such information is true, complete and accurate.</p>		
NAME OF WATER SYSTEM		PWS ID NUMBER MO
WATER SYSTEM REPRESENTATIVE – PRINTED NAME		
TITLE	EMAIL ADDRESS	TELEPHONE NUMBER WITH AREA CODE
SIGNATURE		DATE
<p>Mail completed checklist and supporting documentation to:</p>		<p>MISSOURI DEPARTMENT OF NATURAL RESOURCES WATER PROTECTION PROGRAM, PUBLIC DRINKING WATER BRANCH P.O. BOX 176 JEFFERSON CITY, MO 65102-0176 PHONE: 800-361-4827 or 573-751-1300, FAX: 573-751-3110 pdwb.engineeringwaterpermits@dnr.mo.gov</p>

Although not required by 10 CSR 60-3.020 or 10 CSR 60-3.030, the department recommends systems consider adopting and implementing the following best management practices as part of their technical, managerial and financial capacity strategy.

RECOMMENDATIONS

- 1.** Public water system liaison:
 - All systems should designate a person to be liaison with other public water systems and officials of entities that may impact drinking water systems.
 - This person should be trained in water resource planning and general public drinking water system issues.
- 2.** All systems should have management with sufficient expertise to ensure:
 - All facilities are properly operated, maintained and in compliance with department regulations.
 - Improvements needed for future population and commercial growth are properly planned and that these plans are financed and executed.
 - All personnel providing public drinking water functions continue to be trained to achieve professional expertise in their field.
 - The personnel are organized and motivated to provide good customer service, good interaction with the department and other regulatory agencies, good interaction with other regional water systems and water users including participating in long-term strategic planning for management of regional water resources.
 - The system finances are fiscally sound.
- 3.** Capital improvement funding for facilities needed for upgrading the existing system should come from revenue from water sales or other sources of capital. Rates should be set accordingly. Revenues from drinking water sales should cover all public water system costs including:
 - Operating costs.
 - Debt service costs.
 - Operating reserves.
 - Debt reserves.
 - Emergency equipment replacement reserves.
 - Revenue collection costs.
- 4.** New connection fees, development fees and other funding sources should cover all public water system capital improvement costs for facilities needed for expanding the system for new customers. Fees should be set accordingly.
- 5.** All drinking water generated revenues should be used for drinking water purposes. For public water systems owned by entities that provide other services in addition to drinking water, drinking water purposes should include equitable share of administrative costs for the entire entity.