

## EPA -10 Key Water System Management Areas

Key Management Area	Management Area Description	SLPPOA Rate Achievement * (Low - High)
Water Resource Adequacy (e.g., water quantity)	<ul style="list-style-type: none"> <li>• My system is able to meet the water or sanitation needs of its customers now and for the reasonable future.</li> <li>• My system or community has performed a long-term water supply and demand analysis.</li> <li>• My system understands its relationship to local water availability.</li> </ul>	<b>LOW</b>
Product Quality(e.g., clean & safe water)	<ul style="list-style-type: none"> <li>• My system is in compliance with permit requirements and other regulatory or reliability requirements.</li> <li>• My system meets local community expectations for potable water.</li> </ul>	<b>MEDIUM</b>
Customer Satisfaction	<ul style="list-style-type: none"> <li>• Customers are satisfied with the services the system provides.</li> <li>• My system has procedures in place to receive and respond to customer feedback in a timely fashion.</li> </ul>	<b>LOW</b>
Community Sustainability & Economic Development	<ul style="list-style-type: none"> <li>• My system is aware of and participating in local and regional community and economic development planning activities.</li> <li>• My system's goals also help to support overall watershed and source water protection, and community economic goals.</li> </ul>	<b>LOW</b>
Employee & Leadership Development	<ul style="list-style-type: none"> <li>• Training programs are in place to retain and improve institutional knowledge.</li> <li>• Opportunities exist for employee skills development and career enhancement.</li> <li>• Job descriptions, performance expectations, and codes of conduct are established.</li> </ul>	<b>LOW</b>

Financial Viability	<ul style="list-style-type: none"> <li>• The rates that my system charges are adequate to pay our bills, put some funds away for the future, and maintain, repair, and replace our equipment and infrastructure as needed.</li> <li>• My system discusses rate requirements with our customers.</li> </ul>	<b>LOW</b>
Operational Optimization(e.g., energy/water efficiency)	<ul style="list-style-type: none"> <li>• My system has assessed its current energy usage and performed an energy audit.</li> <li>• My system has maximized resource use and resource loss (e.g., water loss, treatment chemical use).</li> <li>• My system understands, has documented, and monitors key operational aspects of the system (e.g., pressure, flow, quality).</li> </ul>	<b>LOW</b>
Infrastructure Stability(e.g., asset management practice)	<ul style="list-style-type: none"> <li>• My system has inventoried its current system components, condition, and cost.</li> <li>• My system has a plan in place for repair and replacement of system components.</li> </ul>	<b>LOW</b>
Operational Resiliency	<ul style="list-style-type: none"> <li>• My system has conducted an all hazards vulnerability assessment(safety, natural disasters, environmental risks, etc.).</li> <li>• My utility has prepared an all hazards emergency response plan.</li> </ul>	<b>LOW</b>
Stakeholder Understanding & Support	<ul style="list-style-type: none"> <li>• My system actively engages with local decision makers, community, watershed (where relevant), and regulatory representatives to build support for its goals, resources, and the value of the services it provides.</li> <li>• My system performs active customer and stakeholder outreach and education to understand concerns and promote the value of clean and safe water.</li> </ul>	<b>LOW</b>

*\*Based on observations and reports about the SLPPOA water systems.*