

Pre-Visit Checklist: Capacity Development Assessment

Capacity Development refers to the technical, managerial, and financial (TMF) conditions that lead to the successful and sustainable operation of a water system. The Capacity Development Assessment serves as an exercise to help identify areas of TMF that may significantly impact your ability to produce safe water now and in the foreseeable future.

Prior to your scheduled meeting with DEQ, you will want to identify the following necessary personnel for completing this exercise. It would be helpful for both persons to attend the meeting as the assessment addresses questions related to both positions. These personnel are:

- A managing operator (or other official who is familiar with the everyday operation of the system)
- A financial manager (or other official who is familiar with the system's finances)

The following information will be helpful to gather (if it exists) prior to the meeting with DEQ:

- ☐ Operations and Maintenance Plan (O&M) – details all aspects of operating the water system.
- ☐ Training Plan – ensures all operators and staff have proper licensing and certifications.
- ☐ Communication Policy – discusses communication with regulators, customers, media, etc.
- ☐ Strategic Growth Plan – provides mission statement, goals, objectives, etc.
- ☐ Up-to-date System Maps – clearly defines service area, distribution system, and pressure zones.
- ☐ Emergency Response Plan – outlines emergency contacts and procedures.
- ☐ Source Water Protection Plan – How the system protects from potential sources of contamination.
- ☐ Most recent water loss audit – via the AWWA M36 method
- ☐ Source and production capacity information – calibrated hydraulic model, 25psi ability, etc.
- ☐ Contamination prevention policies - process control tests, operating records, deficiency responses
- ☐ Security/cybersecurity plan
- ☐ Governing documents - (charters, bylaws, etc.) outlines ownership, board member organization and procedures, board meetings, organizational chart(s), personnel policies, etc.
- ☐ Asset Management Plan – inventory of all capital assets and value of these assets
- ☐ Financial documents – budget, budget policies, financial reports, reserve funds policy, etc.
- ☐ Information on financial position – are revenues greater than expenses/debts, etc.?
- ☐ Policy/procedure for accounts receivable
- ☐ Policy/procedure for accounts payable
- ☐ Policy/procedure for metering and billing
- ☐ Insurance Documents – general, vehicle, fire, property damage, worker's compensation, etc.
- ☐ Fidelity bonds documents
- ☐ Financial audit documents



If some of this information is not attainable or does not yet exist in written format, don't panic – DEQ can provide templates for missing policies/procedures. The purpose of this assessment is to identify the areas in which documentation and planning is lacking so it can be further developed.

DEQ looks forward to meeting with you and providing technical assistance for your system. If you have any questions between now and our meeting- please do not hesitate to reach out to our Capacity Development section.

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