

# What is Capacity Development?

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## CAPACITY DEVELOPMENT

### BACKGROUND

Capacity Development is a fundamental component of the Safe Drinking Water Act (SDWA) that creates a framework to support public water supply (PWS) systems in acquiring and maintaining adequate technical, managerial, and financial (TMF) capacity, in order to consistently provide safe drinking water to the public.

TMF forms, plans, and templates are available on the DEQ website:

<https://www.deq.ok.gov/water-quality-division/public-water-supply/capacity-development>

**FREE**  
Technical Assistance

### CONTACT US

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**ALL Oklahoma  
Public Water Supply  
Systems Eligible**

### GOALS

DEQ's Capacity Development Section is committed to helping PWSs ensure safe drinking water for all Oklahoma residents by providing resources and education to maintain or improve TMF capacity areas of operation.





# It Begins with a Capacity Development Assessment

Upon request, any Oklahoma PWS can receive a Capacity Development Assessment (CDA). An agency specialist will meet with management and conduct a comprehensive TMF review. A CDA is required to receive project funding support from the Drinking Water State Revolving Fund.



## ELEMENTS OF CAPACITY DEVELOPMENT



### TECHNICAL

The physical and operational ability of a PWS system to meet SDWA requirements

EXAMPLE: Water Loss Audit & Control, Operation and Maintenance Plan



### MANAGERIAL

The ability of a PWS system to conduct its affairs in a manner that achieves and maintains compliance with SDWA requirements.

EXAMPLE: Emergency Response Plan,



### FINANCIAL

The ability of a PWS system to acquire and manage sufficient financial resources to achieve and maintain compliance with SDWA requirements.

EXAMPLE: Asset Management Plan, Financial Management Policies



### EXAMPLE CHECKLIST

#### Written Policies

- O&M Plan
- Training Plan
- Emergency Response Plan
- Personnel
- Bookkeeping
- Billing
- Recordkeeping
- Account Management
- Budgetary Control

#### Best Practices

- System Mapping
- Water Loss Auditing
- Asset Management Plan
- Capital Improvement Plan
- GAAP Implementation
- Rate Reviews
- Insurance Coverage
- Independent Audits
- Separate Reserve Account

## SUCCESS

since 2017

OVER 1,200 PWS COMPLETED CDA



AVERAGE SCORE OF TMF CAPACITY

78%

CDA SCORE INCREASE AFTER TECH ASSISTANCE

60%

### ALL ASSISTANCE & SERVICES

Water Loss Audit and Control, Emergency Response Plan, Asset Management Plan, O&M Plans, Training Plan, Customer Service Policies, Standard Operating Procedures, Personnel Policies, Governing Documents/ Bylaws, Communication Policies, Rate Studies, Financial Management Policies, Policy Templates, SWP Plan, Trainings and Presentations\*, Project Funding through DWSRF\*, Engineer Assistance\*, \*Completed through coordination with other sections."