



## **DWSRF FREE TECHNICAL ASSISTANCE**

Office of Drinking Water

# DWSRF and Technical Assistance

## DWSRF Road Show

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Drinking Water State Revolving Fund (DWSRF) Program

# Presentation Overview

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- DWSRF Free Technical Assistance Program
  - Primary hubs of assistance
  - About our providers
  - How to request assistance

# DWSRF Technical Assistance Program



WHAT IS TECHNICAL ASSISTANCE?





## Technical Assistance

Helping systems increase **technical, managerial, or financial capacity.**

ODW provides technical assistance to water systems in daily work.

DWSRF supplements with additional technical assistance through third-party providers.

# What is DWSRF Technical Assistance

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- Third-party providers contracted with DOH with specific scopes of work funded through DWSRF set-asides
- Helps systems with compliance, planning, infrastructure, and funding
  - Focus on increasing technical, managerial, or financial capacity – often to gain DWSRF eligibility
- Alleviates ODW workload by providing additional capacity to help systems
- Prioritized to small, rural, disadvantaged or struggling systems
- Can be short-term acute needs or long-term multi-need projects

# Notes about DWSRF Technical Assistance

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- **Free** to assigned water systems
- Not all systems who request assistance will receive it
- Work is specific, with deliverables and scope outlined in each individual assignment.

# Primary Hubs of Technical Assistance

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## DWSRF Eligibility/Application

- Planning documents (WSP/SWSMP)
- Project planning
- Bidding and Procurement
- Engineered designs

## Managerial Development

- Needs assessment
- Reviewing ordinances, bylaws, policies
- Leadership development
- Help with meeting facilitation

## Financial Management

- Rate structuring
- Budget and finance planning
- Asset management
- Credit worthiness
- Income Surveys
- New connection fees

## Project Funding

- Navigating funding options
- Assessing eligibility
- Applying for funding
- Managing deliverables

## Technical Help

- Help coming into compliance or addressing specific issues
- Completing Lead Service Line Inventory
- Designing treatment or addressing contaminants

## Training

- Many topics available to maintain operator/specialist CEUs or to build knowledge base
- In-person, virtual options across state



# Additional Technical Assistance – More Specific

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## Lead Service Line Inventory

- Historical Record Review
- Classifying Lines
- Guidance for visual inspection
- Filling out and submitting inventory

## Planning and Engineering

- Water System Plans
- Engineered designs for improvement projects
- Pre and Post construction work
- Bid documents
- Project management

## Bidding and Procurement

- Developing RFPs and RFQs for Professional Services
- Contract solicitation
- Qualification Review for Professional Services
- Assistance with interviewing candidates
- Bid Review for Construction

## Cybersecurity

- Best practices & guidance materials
- Cybersecurity assessments
- Control measures

# DWSRF Free Technical Assistance



We prioritize technical assistance to systems serving less than 10,000 people in rural or disadvantaged communities. Any system can request technical assistance, but we do not guarantee the system will receive free help through our providers. [Technical Assistance Request Form.](#)

## Lead Service Line Inventory

- ◆ Historical records review
- ◆ Classifying lines
- ◆ Guidance for visual inspection
- ◆ Fill out and submit inventory to DOH

## Managerial Development

- ◆ Needs assessment
- ◆ Reviewing ordinances, bylaws, policies
- ◆ Leadership Development
- ◆ Help with meeting facilitation
- ◆ Governance evaluation for consolidation

## Planning & Engineering

- ◆ Planning documents (WSP or SWSMP)
- ◆ Engineer Designs for improvement projects
- ◆ Pre and Post construction Work
- ◆ Bid documents
- ◆ Project management (for non DWSRF projects)
- ◆ Engineering assessments for treatment of emerging contaminants

## Financial Management

- ◆ Rate structuring
- ◆ Budgeting & financial planning
- ◆ Asset management
- ◆ Credit worthiness
- ◆ Income surveys
- ◆ New connection fees

## DWSRF Eligibility and Application

- ◆ Planning documents (WSP or SWSMP)
- ◆ Project planning
- ◆ Bidding and procurement
- ◆ Submitting DWSRF applications

## Technical Help

- ◆ Technical assistance for coming into compliance or addressing specific issues
- ◆ On-site trouble shooting of system components
- ◆ Certified Operator Apprenticeships
- ◆ Quest Programs

## Bidding & Procurement

- ◆ Developing RFPs and RFQs for professional services
- ◆ Developing bid documents for construction
- ◆ Contract solicitation
- ◆ Bid submittal review
- ◆ Assist with interviewing firms for professional services

## Training

- ◆ Many topics available for in-person & virtual trainings to maintain CEUs or build knowledge base. Example topics include
- ◆ Water System 101
- ◆ Board Management
- ◆ Water Quality Sampling Requirements
- ◆ Bidding and Procurement
- ◆ SWSMP development

[DWSRF Technical Assistance Request Online Form](#)



## Other Assistance Resources

EPA Water TA



IACC Tech Teams



RCAC Free Training



DWSRF Technical Assistance



OUR THIRD-PARTY PROVIDERS



# Rural Communities Assistance Cooperation (RCAC)

Provides **training and short-term assistance** to address technical, managerial, financial needs and funding eligibility.

In 2024, held 40 trainings to over 1000 participants. New Drinking Water Leadership Series!

RCAC Training Topic Examples (Free, mainly virtual, typically 0.3 CEUs per)		
SWSMP	GIS Mapping	
Board Roles/Responsibilities	Asset Management	
Cybersecurity	Cost of Service Analysis	
Bidding/Procurement	Intro to Quickbooks	
RCAC Direct Assistance Examples		
SWSMP Development	Rate Studies	Asset Inventories
Income Surveys	Applying for SRF	Budget, Billing & Accounting

## Small Communities Initiative (SCI)

Provides **long-term assistance** to small systems facing compliance issues, governance/administrative gaps, with a multiple technical and financial needs.

Has assisted over 85 communities and helped secure over \$281 million in state and federal funding for improvement projects.

SCI Direct Assistance Examples		
Meeting facilitation	Budget/rate setting debt payoff	Long-term compliance
Bylaws/Policies	Applying for SRF	Priority setting
Accessing Funding	New connection costs	Strategic investments
Board development	Community engagement	Project planning



## Celerity Consulting Group

Provides assistance with completing the Lead Service Line Inventory. Has helped 51 systems complete the inventory so far. Still available!

### Celerity Direct Assistance Examples

Record review of water system, and GIS parcel data. Record connections after 1986 as non-lead.

Develop initial draft inventory with unique service line locations, identifying line material through record review

Guide system through statistical sampling, visual inspection, customer surveys and submitting inventory

Discuss public notification requirements via DOH guidance as applicable





# Evergreen Rural Water of Washington (ERWoW)

Provides **short-term assistance** to address technical issues, operator recruitment and funding eligibility. On-site assistance.

ERWoW Direct Assistance Examples		
SWSMP Development	Income surveys	Asset Inventory
Technical issues on-site	Operator recruitment and training	Budget, Billing & Accounting
Lead service line inventory	Policy development	Compliance Issues



## Public Knowledge(PK)

Provides **short-term assistance** to assist water system through bidding and procurement processes after DWSRF award.

### PK Assistance Examples

RFP	Income surveys	Asset Inventory
Technical issues on-site	Operator recruitment and training	Budget, Billing & Accounting
Lead service line inventory	Policy development	Compliance Issues

# Planning and Engineering



We are contracting with six firms providing **in-kind engineering services**. Some are state-wide providers, others are regional. Services vary by contract. May include:

- Lead service line inventory and replacement plan
- Planning documents and funding applications
- Engineered design and project planning (get shovel ready)
- Emerging contaminant remediation project designs

## We are working toward...

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- Better communication, coordination, and collaboration with regional staff
- Regular updates about ongoing requests and assignments
- Public dashboard showing TA assignments and successes
- Developing more contracts to help systems improve TMF
- Marketing and direct outreach to systems TA and funding opportunities

**What else can we do to improve?**

**Let us know 😊**



Have you received Technical Assistance?

# DWSRF Technical Assistance



## HOW TO REQUEST HELP



# Technical Assistance Request Form

- It's on our website!
- Systems, regulators, and public can request help
- Ideally, primary contact for a water system will submit
- Funding questions and assistance requests welcome!

[Home](#) | [Community & Environment](#) | [Drinking Water](#) | [Water System Assistance](#) | [Drinking Water State Revolving Fund \(DWSRF\)](#)

In this section

**Drinking Water**

Alternative Drinking Water Program

Capacity Development

Customer Assistance Program

**Drinking Water State Revolving Fund (DWSRF) ▼**

## Drinking Water State Revolving Fund (DWSRF)

### General Information


The Drinking Water State Revolving Fund (DWSRF) makes funds available to drinking water systems to pay for infrastructure improvements. This program is funded through federal and state money and subject to state laws and additional federal regulations.

**Free Technical Assistance** opportunities are available to help communities meet their regulatory obligations and develop the system plans and infrastructure projects necessary to ensure the provision of safe and reliable drinking water. We help water system staff understand program details and requirements to ensure success in gaining program funding for infrastructure projects.

# Technical Assistance Request Form

- Please make sure contact information is correct!
- Check all the boxes that are relevant to you
- Be wholistic

## Technical Assistance Request Form



Use the form below to request technical assistance for a water system in Washington State through the Drinking Water State Revolving Fund. For assistance or with questions, please contact [WaterSystemHelp@doh.wa.gov](mailto:WaterSystemHelp@doh.wa.gov)

**Your name\***

**Your phone number\***

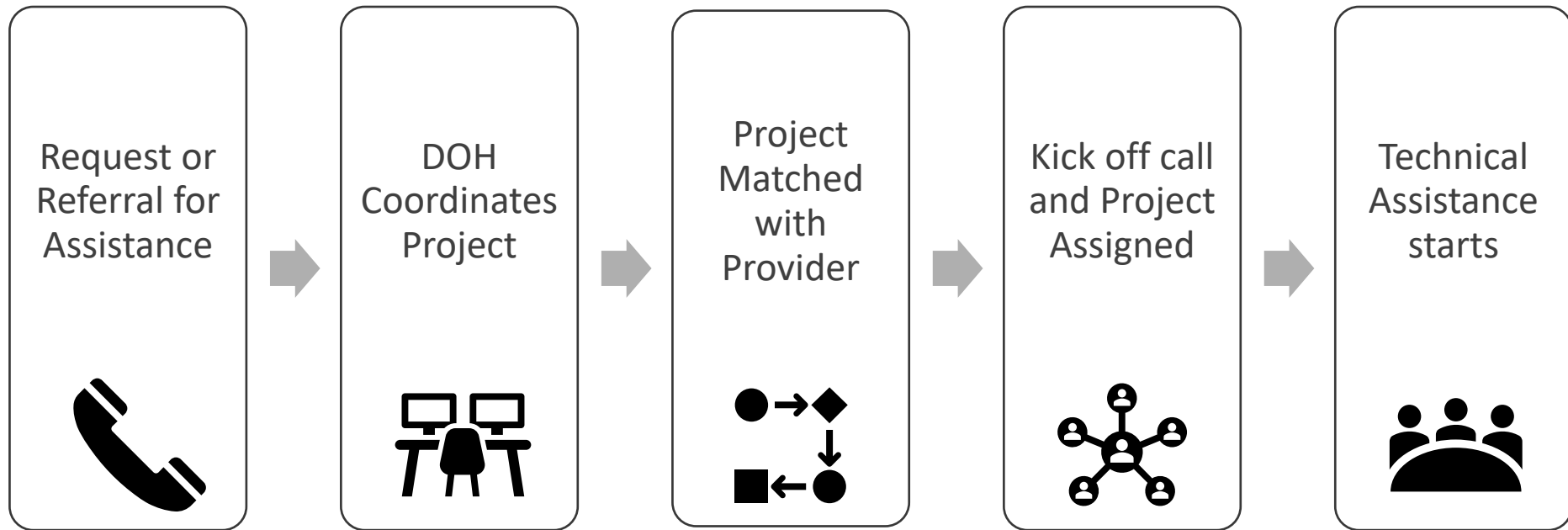
**Your email address\***

**Your relationship to the water system\***

-Please select- ▼

# Technical Assistance Assignments

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# What to Expect After a Request

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- Provide information about your system
- Attend coordination calls with DWSRF, technical assistance providers, and ODW regional staff
- Correspond with technical assistance provider after assignment is made

Request Technical Assistance Here:



Email us at [WaterSystemHelp@doh.wa.gov](mailto:WaterSystemHelp@doh.wa.gov)

Connect with your regional planner and engineer early to speed up the process!

# Other Avenues for Technical Assistance

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**EPA WaterTA:** Assists communities with applications for funding and infrastructure projects.



**IACC Technical Assistance Portal:** Coordinated technical assistance for infrastructure projects through “Tech Teams.”



**RCAC Training Calendar:** Free Trainings available to public water systems in Washington



# Questions?

**WaterSystemHelp@doh.wa.gov**

**DWSRF@doh.wa.gov**

Drinking Water State Revolving Fund

[www.doh.wa.gov/dwsrf](http://www.doh.wa.gov/dwsrf)



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