

Building Sustainable Small Water Systems – Call for Participants from Vancouver Island (Oceanside – Parksville)

- Are you involved in the operation or management of a small water system within your community?
- Do you feel a bit overwhelmed at times and don't know where to begin to make improvements given the many challenges being faced?
- Do you desire a better understanding of some key building blocks that can help your community water system become more resilient and sustainable for the long term?
- Would you like some free help and guidance towards getting on the right track, reducing your stress, and providing peace-of-mind that the right actions are being taken?

The BC Water & Waste Association (BCWWA) is delivering a program to build financial and management capacity among small water systems in BC to help safeguard public health and the environment. Through training, networking sessions and access to vendors and experts, the BCWWA will provide representatives from small water systems with the information and tools to advance the financial sustainability, operational resilience and safety of their systems.

Who should participate?

We are looking for representatives from small water systems i.e. operators, owners, managers, elected or appointed councilors and trustees for an improvement district, strata or water users group from across BC to participate in the *Building Sustainable Small Water Systems* program.

Are you part of a Water Users Community (WUC), water society, Mobile Home Park, strata, utility, or small Improvement District? Does your water system serve a population of up to 500 people? Is your system independent and not directly connected to a municipality or regional district and as a result, not eligible for government funding for upgrades or major repairs? If you answered "yes" to the above questions, you may be a great candidate to participate.

What is involved?

Each of the following program components are offered at no-cost to eligible systems. We encourage you to access the program options that best meet of your community:

A. Taking Care of Your Water System Workshop (1 day) – offered in partnership with the Regional District of Nanaimo Water Purveyor Working Group

This locally-delivered workshop will introduce you to the challenges and responsibilities of your role, help you to assess potential risk areas within your system, and highlight additional tools and resources to help you identify and address these risks.

Workshop Objectives:

1. To raise awareness, enhance your knowledge, foster supportive linkages (people & resources) and formulate initial "beginning step" improvement actions aimed at increasing technical, managerial and financial capacity of small water systems.
2. To encourage "informed decision making" that advances financial sustainability, operational resilience and public safety.

3. Network and connect with others facing similar challenges, benefit from their experiences, and share your expertise.

Modules

Water Treatment 101	Why it Matters - The Cost of Getting it Wrong
Some Key Factors Impacting Success	The Regulatory Landscape
The Role of Operators	Capacity Building Areas for Sustainable Systems
Self-Assessment of Water Utility Performance	Improve Outcomes Through Prioritization
Resources and Additional Improvement Areas	Individual Action Plan

Date: Wednesday, September 27, 2017

Time: 9:00 am to 4:30pm

Location: Parksville Community and Conference Centre, 132 Jensen Ave. East

Details: No fee, morning coffee & lunch provided

EOCP Credit: Accepted as Core for WD - WT - SWS - For 0.60 CEUs

<http://www.trainingregistry.eocp.ca/get/showCourseDetails.php?CourseNum=8235>

To register, please complete & return the attached workshop registration form by Friday, September 22, 2017 to Ashifa Dhanani at adhanani@bcwwa.org or by fax at: 604-433-9859.

B. Webinar Series (2 modules) - Optional

To help you utilize the knowledge & tools introduced in the workshop, the webinars will provide supplementary information on topics and you can customize your learning by selecting those modules that address your specific needs. The webinars are available on demand, free of charge, and through an online portal.

Module 1: Financial Best Management Practices (BMP)

- a. Introduction, Value, Best Practices;
- b. Create a basic asset inventory;
- c. Create an assessment management plan;
- d. Create a 5-year operating plan;
- e. Create a long-term financial plan;
- f. Establish sustainable water rate structure; and
- g. Create communication plans.

Module 2: Small Water System Regulations and Guidelines in BC

- a. Legislation – Key Acts for Small Water Systems;
- b. Responsibilities of a Water Operator;
- c. System Risks and Vulnerabilities; and
- d. Communicating Water Quality

- C. Local Networking Sessions (Optional)** - Access presentations from local experts and create supportive linkages to other local small water systems, equipment suppliers and service providers.

D. Opportunity to apply for 1:1 Coaching from Technical Experts (Optional) - Includes up to eight hours of coaching from consultants with expertise in small water systems. Participants may choose individual coaching to address their specific system needs or, depending on regional proximity, pool their coaching hours with others in the group who are experiencing similar issues.

Coaching will typically be provided by phone or Skype. If there is an opportunity to gather a number of people together for a group coaching session, it may be possible to provide some limited in person support. Available to 5 water systems in BC.

E. Long-Term Sustainability Planning (Optional) - To increase awareness about the legal responsibilities, risks and financial best practices among all members of your governance body (e.g. strata council, water user community, improvement district board of trustees, etc.). The goal is to develop a collective understanding and support for changes required for your system. Available to up to 20 water systems in BC.

More information about these additional program options will be provided during the workshops or by contacting Ashifa Dhanani at 604-880-8585 or adhanani@bcwwa.org.

What are the benefits of participating?

You will receive information and tools to effectively plan for financial sustainability, operational resilience and system safety. Participating in the project will also provide the opportunity to connect and network with other small water system owners and operators in the region. As a group, there will be access to peer support and the opportunity to learn collectively from the challenges, issues and progress faced by others.

For More Information

For more information or to register, please contact:

Ashifa Dhanani
BC Water & Waste Association
Phone: 604-880-8585 | **Email:** adhanani@bcwwa.org

