**Financial / Management Information & Publications**

**1-6.7 Financial / Management Publications & Information**

**Effective Utility Management (EUM)**

Effective Utility Management (EUM) is designed to help water sector utility managers make informed decisions and practical, systematic changes to achieve excellence in utility performance in the face of everyday challenges and long-term needs for the utility and the community it serves. It was produced by utility leaders who are committed to helping all utilities improve their management. The *Primer* distills the expertise and experience of these water sector leaders into a framework intended to help utilities identify and address their most pressing needs through an incremental, continual improvement management approach.

* Effective Utility Management (EUM) Primer EPA 1-6.7a

[www.epa.gov/system/files/documents/2024-08/eum-primer.pdf](http://www.epa.gov/system/files/documents/2024-08/eum-primer.pdf)

* Effective Water Utility Management Practices <https://www.epa.gov/sustainable-water-infrastructure/effective-water-utility-management-practices>
* Utility Management Certification Link to 3-3

**Technical, Management, Financial (TMF) Capacity Development**

**Technical, Managerial and Financial (TMF) Capacity Resources** are available to help public water systems build their technical, managerial and financial (TMF) capacity. TMF capacity is necessary to achieve and maintain long-term sustainability and compliance with national safe drinking water regulations.

* Technical, Management, Financial (TMF) Capacity <https://www.epa.gov/dwcapacity/technical-managerial-and-financial-tmf-capacity-resources-small-drinking-water-systems>
* Evaluating Technical, Management, Financial (TMF) Capacity 1-6.7b
* FRWA Capacity Development Activities 1-6.7c

**Management Capacity**

* [New Water System Startup TMF Checklist](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/dwnewwatersystemstartupchecklist053013-20bebc03.pdf) 1-6.7d
* New Non-Profit Water System Startup Checklist 1-6.7e
* [Public Relation Ideas](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/publicrelationideas060713-45f6bc83.doc) 1-6.7f
* [Water & Wastewater Utility Board Member Handbook](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwa_waterboardhandbook_draft_2013-52662d51.pdf) 1-6.7g

**Financial Capacity**

[Disconnection/Reconnection Fees](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaperdisreconnectionfees012010-4313d702.pdf)

[Enterprise Fund Transfers](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper1enterprise_fund_transfers-032408-1520a787.doc)

[Enterprise Fund?](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaperprojectconstmgmt101082114-14090586.pdf)

[Ratemaking](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper4ratemaking032408-112be5dc.doc)

FRWA Rate Studies

Impact / Connection Fee Studies

Interim Finance thru NRWA & USDA

[Full Cost Pricing](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/fullcostpricing071513-84cf9a8c.pdf)

[Impending Infrastructure Expenditure Gap](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper2impending_infrastructure_expenditure_gap032408-109a59f2.doc)

**Rate Analysis & Revenue Requirements**

**1-6.8 FRWA Whitepaper Ratemaking Decisions in Florida’s Public Water and Wastewater Utilities**

**Setting Small Drinking Water System Rates for a Sustainable Future (pdf) - This guide below provides information on developing a budget and financial plan.**

**WaterSense Understanding Your Water Bill - This webpage is a resource for customers to understand water usage and rate structures.**

[Setting Small Drinking Water System Rates for a Sustainable Future (pdf)](https://www.epa.gov/system/files/documents/2022-06/FINAL%20Sustainable%20Water%20Rate%20STEP%20Guide_508.pdf) - This guide below provides information on developing a budget and financial plan.

[WaterSense Understanding Your Water Bill](https://www.epa.gov/watersense/understanding-your-water-bill)- This webpage is a resource for customers to understand water usage and rate structures.

[Disconnection/Reconnection Fees](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaperdisreconnectionfees012010-4313d702.pdf)

[Enterprise Fund Transfers](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper1enterprise_fund_transfers-032408-1520a787.doc)

[Enterprise Fund?](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaperprojectconstmgmt101082114-14090586.pdf)

[Ratemaking](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper4ratemaking032408-112be5dc.doc)

[Impending Infrastructure Expenditure Gap](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/frwawhitepaper2impending_infrastructure_expenditure_gap032408-109a59f2.doc)

[Evaluating Municipal Wastewater User Charge Systems: What You Need to Know (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/P1002ODV.PDF?Dockey=P1002ODV.PDF)

[A Water and Wastewater Manager's Guide for Staying Financially Healthy (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/00000KNR.PDF?Dockey=00000KNR.PDF)

[Building Support for Increasing User Fees (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/00000KO7.PDF?Dockey=00000KO7.PDF)

[National Association of Regulatory Utility Commissioners (NARUC): Utility Rate School](https://www.naruc.org/)

[Webinars on Customer Assistance Programs at Drinking Water and Wastewater Utilities](https://www.epa.gov/waterfinancecenter/water-finance-webinars-and-forums)

[A Compendium of Drinking Water and Wastewater Customer Assistance Programs](https://www.epa.gov/waterfinancecenter/compendium-drinking-water-and-wastewater-customer-assistance-programs)

[Assistance that Saves: How WaterSense Partners Incorporate Water Efficiency into Affordability Programs (pdf)](https://www.epa.gov/system/files/documents/2021-07/ws-assistance-that-saves-efficiency-and-affordability.pdf)

[Case Studies of Sustainable Water and Wastewater Pricing (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/20017JTZ.PDF?Dockey=20017JTZ.PDF)

[Pricing of Water and Wastewater: An Informational Overview (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/901U1200.PDF?Dockey=901U1200.PDF)

[Consolidated Water Rates: Issues and Practices in Single Tariff Pricing (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/P10052AU.PDF?Dockey=P10052AU.PDF)

[Expert Workshop on Full Cost Pricing of Water and Wastewater Service (pdf)](https://nepis.epa.gov/Exe/ZyPDF.cgi/60000F0Q.PDF?Dockey=60000F0Q.PDF)

**Impact / Connection Fee Studies & Cost of Service**

Impact / Connection Fee Studies

[Full Cost Pricing](https://assets.noviams.com/novi-file-uploads/frwa/pdfs-and-documents/fullcostpricing071513-84cf9a8c.pdf)

<https://store.awwa.org/M1-Principles-of-Water-Rates-Fees-and-Charges-Seventh-Edition>

Link to **1-5.2\_EngrServicesRequestForm.pdf**

**FRWA Whitepaper Setting Capacity Charges for Water & Wastewater Systems.pdf**

**Water Audits**

Water Audits provide analysis of water losses and unaccounted-for-water resulting in lost revenues. Insert Link to **1-2.6** [**contact us**](https://www.frwa.net/contact-us) **regarding DW Issues!**

**Wastewater Infiltration/Inflow Studies**

Infiltration & Inflow Wastewater Studies quantify “clear water” that may enter a sewage collection system under wet weather or wet soil conditions. Insert Link to 1**-3.7** [**contact us**](https://www.frwa.net/contact-us) **regarding WW Issues!**

**Interim Finance Program**

Interim Finance thru NRWA & USDA

**Utility Operation & Compliance Assistance**

Customer Relations / Services

Public Notices / Consumer Confidence Reports

Operation & Maintenance Manuals

Emergency Response Planning

DEP Rule Compliance Issues