

State of New Mexico



Capacity Development Program Triennial Report to the Governor State Fiscal Years 2018-2020



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New Mexico Environment Department
Drinking Water Bureau

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Introduction

The Safe Drinking Water Act (SDWA), as amended in 1996, established the Drinking Water State Revolving Fund (DWSRF) to make funds available to drinking water systems to finance infrastructure improvements and to provide assistance to public water systems (PWS) to support the protection of public health. States operate their own DWSRF programs and receive annual capitalization grants from the Environmental Protection Agency (EPA) to support low-interest loans and provide assistance to PWS. The State of New Mexico adopted the Drinking Water State Revolving Loan Fund Act to support these efforts and implement the State's program. DWSRF funds are used to support compliance with drinking water standards, operating requirements, and to provide technical, managerial, financial, planning, and funding assistance to systems statewide.

The State, through the New Mexico Finance Authority (NMFA) and the New Mexico Environment Department's Drinking Water Bureau (DWB), utilizes the resources of DWSRF to cooperatively administer the New Mexico's Drinking Water State Revolving Loan Fund (DWSRLF) program. Pursuant to state statute NMSA 1978 6-21A-4, the NMFA administers the loan funds of the program and the Administration Set-Aside and the DWB administers the EPA DWSRF set-aside funds. EPA DWSRF set-aside funds are used for providing technical assistance directed toward small PWS, state program management support for the bureau, and local assistance such as capacity development to work with drinking water systems to improve technical, managerial and financial (TMF) capacity. DWSRF set-aside funds also support infrastructure project engineering reviews, source water protection, and utility operator certification. As the State primacy agency, the DWB is required by the SDWA to carry out regulatory supervision of PWS, enforce SDWA violations and develop strategies to ensure that all public water systems (PWS) have the TMF capacity to provide safe drinking water.

Capacity Development Strategy

The DWB submitted a revised Capacity Development Strategy to the EPA in September 2014. Water system statistics, programmatic information, and DWB structure are out of date. A program goal for SFY 2021 is to update and revise the strategy and submit to EPA by September 30, 2021.

Sustainable Water Infrastructure Group (SWIG)

The DWB's Sustainable Water Infrastructure Group (SWIG) is responsible for providing training and assistance to public water systems by implementing the EPA DWSRF set aside programs, as

well as community planning and infrastructure development assistance as needed from other funding sources. This document serves as New Mexico’s *Capacity Development Triennial Report to the Governor* for the state fiscal years 2018-2020 (SFY18-20) covering the period of July 1, 2018 through June 30, 2020.

Currently, SWIG is comprised of five programs serving public water systems:

- Engineering – providing engineering review of PWS infrastructure projects;
- Technical Services – providing technical assistance, training, and implementation of the Area Wide Optimization Program (AWOP);
- Community Services – providing managerial and financial assistance, training, and implementation of the DWSRLF in coordination with NMFA;
- Source Water Protection* – providing technical assistance for source water assessments and plans, training, and implementation of source water special studies; **was “Source Water and Wellhead Protection Program”*
- Utility Operator Certification – providing certification through examinations, renewals, and equivalencies; coordinating with Technical Services & Community Services Teams for training.

SWIG coordinates closely with the Public Water System Supervision (PWSS) group on system compliance issues and with the Water Conservation Fund group on sampling and waivers. Group staffing resources include one group manager, five program managers, and 14 staff. Currently the only program with no vacancies is the Utility Operator Certification Program.

Program	Manager	Staff
Engineering	Filled	1 filled / 1 vacancy
Technical Services	Filled	2 filled / 1 vacancy
Community Services	Filled	3 filled / 1 vacancy
Source Water Protection	Vacant (until 11/2/20)	2 filled / 0 vacancies
Utility Operator Certification	filled	3 filled / 0 vacancies

New and Small Systems Strategy

SWIG continues working with the PWSS compliance teams developing, practicing, and refining system procedures that include a full capacity assessment, sanitary survey, and engineering review; work will continue to finalize procedures and complete the strategy description.

This includes identifying appropriate processes in regulating systems that have historically been too small to regulate based on the number of connections or the way population was calculated in the past. Although not yet regulated under SDWA, these very small local governments in New

Mexico called Mutual Domestic Water Consumer Associations are created under the Sanitary Projects Act (SPA) NMSA 1978 Section 3-29-5. These very small communities are now facing aging and failing water infrastructure that was historically constructed with public funding, where they now may meet population requirements to be regulated, but do not meet SDWA requirements or have any revenue to maintain or replace infrastructure. In 2017 the NM State Legislature amended the SPA to read no new associations shall be formed unless the association will service at least fifteen connections or a population of 25 for at least 6 months of the year. This amendment aligns the formation of a new MDWCA with the definition of a community water system so all new associations will be regulated by the DWB.

DWB receives information on these small communities looking for assistance, who have historically received State grant money for water infrastructure but did not meet the definition of a public water system when it was awarded, or construction was complete. Now with a more accurate, census-based calculation for PWS population and the need for very small systems to regionalize with others to become cost effective, systems can be large enough to be regulated community systems under the SDWA. Unfortunately, these small communities have been operating sometimes for decades without oversight, including no infrastructure design documents to ensure that facilities meet regulatory requirements, no water operator, and no billing or revenues. These systems that are already serving water and their customers do not benefit from an unapproved application to become a public water system but should be regulated with a sense of urgency to better protect public health and identify ways to be able to continue to serve cost effective, clean drinking water to these rural communities.

New system procedures include steps for a new PWS that has already been serving water, which similarly include the initial evaluation for compliance with a sanitary survey, a complete capacity assessment and the submission of engineering documents on the facilities for review if it is available, but also identify areas of necessary assistance and how to proceed with enforcement. In fiscal year 2020, SWIG continued work with PWSS on implementing these procedures with current cases and revising the bureau's enforcement policy to support these changes.

SWIG continues developing a method to work with regional managerial entities as proposed, where the system needs to have planning and facility design documents approved but does not plan to serve water for an unknown number of years. Although these types of regional entities take multiple years of planning to prepare to manage multiple water systems, the examples that we have in New Mexico have been successful in maintaining and operating more sustainable, cost effective and compliant water systems in rural regions. This fiscal year both SWIG and PWSS continue to work with the Navajo Gallup Regional Water System as proposed to establish expectations for all parties far in advance of serving water. When multiple entities are coordinating on a regional project, it is a priority to make compliance recommendations to the system as soon as planning documents are completed, even if water will not be served for a

significant amount of time.

State's Legal Authority to approve a New System

New Mexico's legal authority to implement the New Systems Program has not changed over the previous 3-year period nor has there been change to the State's control points. A control point is a point in time when the primacy agency can exert control to review and influence the system's capacity.

New System Control Point

The Capacity Development Strategy for New Systems, dated September 1999, indicates one control point: new system application review. New Mexico Drinking Water Regulation 20.7.10.201.F NMAC requires new public water systems to demonstrate such capacity prior to receiving approval from the DWB for construction and operation. New systems in New Mexico must submit an "Application for Construction or Modification of Public Water System." This application must include plans and specifications, an engineering design summary, disinfection and sampling plan, an inventory of contamination sources and a set of documents from which it can be determined whether the public water system has sufficient technical, managerial and financial capacity.

This control point will be maintained through any revisions of the new system strategy. Specific minimum capacity criteria have also been defined to increase the transparency of capacity expectations. With the implementation of the new procedures to include "new systems already serving water" this control point is still maintained because the system will be under enforcement immediately however, assistance will also be provided wherever possible to expedite the return to compliance timeframe.

Approved New Systems

In the period from July 1, 2019 to June 30, 2020 there were eight new public systems activated; two with ETT scores over 10. Typical new systems are non-community establishments that move in and out of activity with business ownership changes such as restaurants or hotels that serve water.

The new systems activated since January 1, 2010 and the EPA Enforcement Targeting Tool (ETT) scores over ten and/or administrative orders (AO) are listed in Table 1. No administrative orders have been issued for the new systems activated in SFY20.

Table 1: New Water Systems and Associated ETT Scores over 10 in July 2020

PWS Number	PWS Name	System Activation Date	PWS Type	SFY20 ETT Score>10 or AO
NM3503401	Pajarito Mesa MDWCA	7/15/2010	C	
NM3502323	Placitas Community Library	7/16/2010	NC	50
NM3502514	Pinon Hills RV Park	8/13/2010	NC	354 (Under EPA A SDWA-06-2014-1372)
NM3502414	Along the River RV Camp	8/13/2010	NC	
NM3581604	Philmont Scout Ranch - Cyphers Mine	8/17/2010	NC	
NM3500410	Hollywood Ranch Domestic WUA	9/10/2010	C	
NM3502826	Buckman Regional Water Treatment Plant	1/1/2011	C	
NM3502407	Lower Rio Grande PWWA South Valley	1/19/2011	C	
NM3591021	Escalante High School	2/21/2011	NTNC	9
NM3502926	La Bajada MDWCA	3/1/2011	C	
NM3503501	Altamonte Little League	3/28/2011	NC	
NM3592504	USFS Cimarron CG/Shuree Ponds	6/1/2011	NC	
NM3502423	Sandia View Christian School	8/22/2011	NTNC	
NM3500509	Faywood Hot Springs	2/1/2012	NC	
NM3590210	Anton Chico Rest Area West Bound	3/15/2012	NC	
NM3501204	UU Bar	4/23/2012	NTNC	
NM3501209	Calvary Chapel	5/25/2012	NTNC	
NM3593023	San Antonio Campground USFS Santa Fe	8/8/2012	NC	
NM3500503	Roswell Landfill Water System	8/10/2012	NTNC	
NM3503701	ABC Preschool	8/20/2012	NTNC	
NM3585401	Zuzax Fill Station	9/24/2012	NC	24
NM3591914	Ski Apache	10/30/2012	NTNC	9
NM3510026	Canoncito At Apache Canyon	11/14/2012	C	
NM3591601	Isleta Chevron	12/18/2012	NC	
NM3502507	Camino Real Regional Utility Authority	1/1/2013	C	23 (AO issued 7/27/16)
NM3586801	Sandia Park Center	1/18/2013	NC	
NM3590317	Manuelito Rest Area	2/1/2013	NC	
NM3590504	Raton Pass Camp	4/19/2013	NC	33 (AO issued 6/22/18)
NM3598514	Bonito Hollow RV Park and Campground	5/1/2013	NC	
NM3501304	Philmont Scout Ranch - Rayado Ridge	6/6/2013	NC	
NM3580907	Dripping Springs	8/7/2013	NC	12
NM3592204	Camp Elliot Barker	8/8/2013	NC	
NM3590018	Fort Union Rest Area North Bound	1/1/2014	NC	
NM3590330	Manzono Mountain State Park	3/31/2014	NC	

PWS Number	PWS Name	System Activation Date	PWS Type	SFY20 ETT Score>10 or AO
NM3592530	Count Your Blessing	11/18/2014	NTNC	12
NM3501309	Hachita MDWCA	12/3/2014	C	23
NM3593829	Medley	4/30/2015	NC	
NM3501725	El Creston MDWCA	6/12/2015	C	
NM3504121	Ancones MDWWCA	6/24/2015	C	
NM3581104	Philmont Scout Ranch - Bent Outcamp	7/20/2015	NC	
NM3503801	U-Pull and Pay	7/20/2015	NTNC	
NM3501127	Dam Site Historic District	7/22/2015	NC	
NM3501425	Pendaries RV Resort	7/23/2015	NTNC	13
NM3501027	Spaceport America	7/24/2015	NTNC	
NM3503901	Loves Travel Stop	11/18/2015	NTNC	
NM3500330	Cassandra Water System	12/11/2015	C	58 (2 AO's terminated but one outstanding)
NM3590010	Pajarito Rest Area - West Bound	12/31/2015	NC	
NM3598526	Sunrise Springs Integrative Wellness Res	3/1/2016	NTNC	
NM3583329	Agua Piedra Camp Ground USFS Carson	6/29/2016	NC	
NM3598108	Queen Cafe and RV	7/20/2016	NC	24
NM3580729	Junebug Campground - USFS -	8/16/2016	NC	
NM3583126	Chi Center	8/25/2016	NC	
NM3580309	La Tienda Del Sol	8/29/2016	NC	
NM3581826	Santa Cruz Recreation Area	9/26/2016	NC	
NM3502729	Pizanos Restaurant	2/14/2017	NC	
NM3502629	Taos Mesa Brewing	2/15/2017	NC	
NM3502607	Biad Chili Ltd Co	3/20/2017	NTNC	10
NM3502829	Martinez Plaza	3/21/2017	NC	
NM3503029	Rio Grande Ace Hardware	3/28/2017	NTNC	27
NM3501514	Crockett Canyon RV	4/12/2017	NC	
NM3591025	Field Tract Campground USFS	5/1/2017	NC	
NM3580423	American Gypsum Company (Bernalillo Plan	5/16/2017	NTNC	15
NM3580723	Jemez Falls Campground USFS	5/16/2017	NC	24
NM3502707	I10 Border Check	5/22/2017	NC	
NM3501404	Philmont Scout Ranch - Metcalf Station	6/23/2017	NC	
NM3502219	Dollar General La Luz	9/6/2017	NC	
NM3501825	Chapelle MDWCA	9/21/2017	C	AO issued 2/13/20
NM3504221	Mesa Shopping Center	9/25/2017	NTNC	46
NM3501227	National RCS Test Facility	9/27/2017	NTNC	
NM3504001	Bernalillo County 911 Command Center	10/26/2017	NTNC	

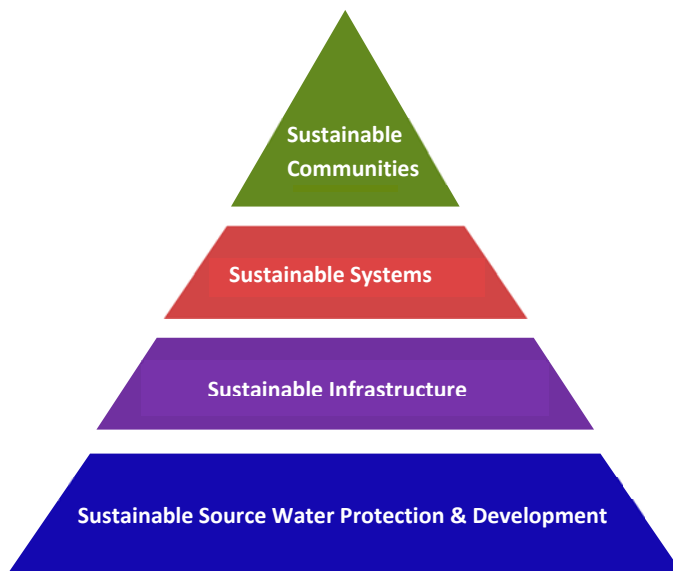
PWS Number	PWS Name	System Activation Date	PWS Type	SFY20 ETT Score>10 or AO
NM3531904	Angel Fire Services - Village of Angel F	1/5/2018	C	
NM3502614	Ruidoso Motorcoach Ranch	4/2/2018	NC	10
NM3592829	Amalia Costilla Senior Citizens Center	4/5/2018	NC	
NM3502807	Sombra Antigua Winery	5/2/2018	NC	
NM3590619	Camp Wehinahpay	5/14/2018	NC	
NM3501327	Southwest Tiny Homes And Rv Park	8/16/2018	C	2/28/20
NM3501427	Truth or Consequences Municipal Airport	8/27/2018	NC	
NM3502319	Dollar General - Boles Acres	10/29/2018	NC	
NM3587401	Mesa De Sharfi Restaurante	11/1/2018	NC	
NM3500508	Ellipse Global	2/11/2019	NTNC	
NM3501732	Dollar General - Veguita	2/19/2019	NC	
NM3503129	El Valle De Los Ranchos W & Sd	4/22/2019	C	
NM3502907	Union Pacific Strauss Yard	5/23/2019	NTNC	
NM3582829	Tres Ritos Boy Scout Camp	5/30/2019	NC	
NM3504101	High Desert RV Park	7/2/2019	NC	
NM3500216	Stagecoach RV Ranch	8/8/2019	NC	
NM3501113	Water Processing LLC Water Hauling	10/22/2019	C	
NM3500708	R and P RV Park	12/4/2019	NTNC	
NM3504201	Bernalillo County Serenity Mesa	12/9/2019	NTNC	
NM3591330	Zia RV Park	3/13/2020	NC	34
NM3592114	South Fork Campground Lincoln USFS	5/29/2020	NC	
NM3503921	Hopewell Lake Campground USFS Carson	6/3/2020	NC	13

Existing Systems Strategy

The current approach to capacity development was approved by the EPA in 2014, which addressed an updated capacity assessment, developing a more comprehensive approach to training and assistance in planning, as well as new methods to track program performance in the Safe Drinking Water Information System (SDWIS). Throughout SFY20, this strategy was implemented as it was developed and refined with standard procedure development and implementation. Implementing the strategy has been filled with lessons learned and the refinement of procedures to accomplish program goals.

Capacity Development Strategy

Communities in New Mexico are facing more water outages, water production and quality impacts from seasonal drought conditions, the ongoing depletion of aquifers that are increasingly



being harvested and decreasingly recharged, as well as aging and failing infrastructure. A sustainable approach to these drinking water issues requires communities to think more holistically about their water infrastructure and supply over the long term. The limited water resource supply in New Mexico is driving communities to this approach often incorporating emergency response planning, source water protection and development planning, regionalization options, water conservation programs,

energy use planning, and wastewater reuse into the discussion of how best to ensure high quality water production can meet demand for the decades ahead.

Water system capacity refers to a water system's ability to consistently provide safe drinking water for its customers. To do that, a system must have the technical abilities, managerial skills, and financial resources to meet state and federal drinking water regulations. Technical, managerial, and financial capacity are individual yet highly interrelated dimensions of capacity. SWIG continues to provide technical, managerial, and financial assistance to systems for capacity development, but has expanded training and assistance topics to become more inclusive of the planning that communities struggle to accomplish. It also expands the goals of SWIG programs beyond meeting Safe Drinking Water Act compliance requirements, to optimizing efficiency of drinking water treatment, operations and system management in order to better plan for the future through the Area Wide Optimization Program.

The inclusion of community planning in the capacity development strategy through the Source Water Protection Program is intended to build upon the EPA's Clean Water and Drinking Water Infrastructure Sustainability Policy.

<http://water.epa.gov/infrastructure/sustain/upload/Sustainability-Policy.pdf>

The limited water resources and competing interests in the state of New Mexico is such that an additional level of sustainable planning is incorporated in to the EPA's sustainability policy model to represent a New Mexico sustainable community model that builds capacity towards sustainability, including the development, preservation, and protection of high quality source water for drinking.

Key aspects of the strategy include:

- Continued program development and improvement;
- A community planning focus through the Source Water Protection Program to include other planning objectives best addressed in a community setting that incorporates public feedback such as emergency response, water conservation, drought contingency planning, and regionalization opportunities;
- Increasing collaborative outreach with regional board training, outreach presentation events and the development of the Area Wide Optimization Program in NM;
- Increasing coordination and collaboration with funding providers in NM to encourage and promote more sustainable water infrastructure projects and development;
- Promotion of an expansion of the term “regionalization” to include any collaboration of operations, management, or infrastructure between neighboring systems and increasing outreach on the potential for PWS to collaborate in all capacity development topics;
- Development of tracking procedures for capacity assessments and assistance, as well as a method to capture capacity milestones accomplished by the PWS with set-aside funded assistance.

SFY20 New Program Revisions to be included in the next strategy revisions

In SFY20 the Engineering Program and the Utility Operator Certification Program (UOCP) continue to be successfully incorporated into SWIG and will have both programs established objectives and strategies in the next revision of the capacity development strategy. The focus this fiscal year for both programs has been to fill vacant positions, reduce the need for contract work, and developing roles responsibilities and procedures to meet program objectives. Staff still agree there is a need for a shorter version of the capacity assessment where new documents are not requested but a minimum capacity and compliance check is needed. The goal for SFY 2021 is to fully revise and update the current 2014 Capacity Development Strategy.

Identifying the Need for Capacity Development Assistance

A capacity assessment is a method for gathering financial, managerial, and technical information about a water system and then developing a picture of the how well the system is administered and operated. The current approach is to ask water systems to submit for review a collection of documents that are essential for a well-run water system and, thus, provide a gauge of system capacity. The same set of documents are reviewed regardless of what circumstance triggers the assessment, though the specific documents requested will vary depending on the type of water system. Not only will existence of these documents be noted in the assessment, they will be reviewed for quality against a checklist of items that are desirable or required for each document. All SWIG teams have the same triggers for completing assessments and the resulting SWIG Assistance work plan is developed cooperatively between programs.

Capacity development priority triggers identify the public water systems with capacity deficiencies that require attention with a ranking of importance. Some of these triggers can be scaled up or down to provide more or less work activities depending on current program objectives and capabilities. SWIG outreach activities can also have an impact that will increase triggers and SWIG work activities should be managed so that assistance can be provided as it is requested.

1. Request from the NMED Secretary's Office: The Secretary/Governor/ regional representative often has questions, concerns or would like to understand the status of a particular water system. These assessments along with compliance determinations allow SWIG to express more information on the needs of a PWS to decision makers and should be addressed immediately.

2. Direct requests from the water system: SWIG can provide assessments and assistance by request especially in identifying the best path to resolving an issue at hand, such as a water shortage, compliance problems, water loss, low production, capacity deficiencies previously identified, etc. SWIG should respond to public water systems reaching out for assistance as soon as possible. If a system has a specific request for assistance a full assessment may not be necessary.

3. Direct requests from outside agencies: Sometimes SWIG are referred a system by an outside assistance agency or any agency working with water systems. After initiating the conversation with the water system, an assessment and assistance work plan could follow if the system is interested. SWIG should respond to both the outside agency and public water system as soon as possible. If an agency has a specific assistance request for a water system, a full assessment may not be necessary.

4. EPA /DWB Enforcement: EPA and DWB would like to understand the status of long time non-compliers and the root causes of the water system's problems. The Enforcement Targeting Tool (ETT) report, list of current administrative orders (AO) and ETT tracker tools will help SWIG determine who should be assessed and provided assistance in order to return to compliance. The ETT list should be reviewed on a quarterly basis to identify new water systems out of compliance that need to be offered capacity development assistance.

5. Project Interest Form (PIF) Submittal: Water systems that are interested in a DWSRF loan will need to have a full capacity assessment complete and an assistance work plan to address any capacity deficiencies. PIFs are submitted to the SWIM portal and are accepted year-round. DWB funding partners may request assistance for a system to submit a PIF and the Community Services Team will work with the system to meet funding application requirements. These capacity assessments are completed within 2 weeks of the water systems supplemental document submittal.

6. PWSS Compliance Program request: These should be completed within 2 weeks of the request and primarily are the result of supplemental documents collected at a sanitary survey; but they may include any recommendation of an issue. Capacity assessments as a result of sanitary surveys are intended to broaden the baseline of capacity data beyond systems that may typically be triggered.

Capacity Control Point for Existing Systems

The existing system strategy also coordinates with PWSS programs and has added capacity minimum criteria as significant deficiencies in a sanitary survey. Without this addition, the request for water system documentation to complete a capacity assessment is voluntary for an existing water system. This additional control point was set by adding minimum capacity items as significant deficiencies and allows the minimum required capacity criteria to be part of a required corrective action plan under the Enforcement Program, as well as allowing the SWIG staff to complete a comprehensive assessment of what the system needs to accomplish in order return to meeting compliance standards for the long term.

Capacity Assistance Methods

The main assistance methods that SWIG performs, which are also included as the third party capacity development scope of work, are the following:

Trainings: SWIG staff and contractors provided free trainings for water system operators and board members in 2018 (15 classes), 2019 (36 classes), and 2020 (21 classes). The Group did not have a training contract in place until early 2020 and the onset of COVID eliminated classroom trainings. The SWIG contractors were able to provide 10 well-attended online trainings March-June 2020. In addition to providing trainings through SWIG staff and contractors, the Bureau utilizes the website and GovDelivery listserv to advertise over 50 additional free trainings for board and operators.

Class topics included: pump & motor maintenance, valve & hydrant maintenance, mechanical systems & valves, operator math basics, small water systems, operator test prep, RTCR, CCR, and asset management.

One of SWIG's goals to provide frequent high quality managerial and financial training across New Mexico that cover the credit hour requirements for both water system boards and operators. Trainings are marketed and offered to all types of public water systems.

Direct assistance: Direct assistance is provided to water systems to accomplish capacity assistance work plan objectives when returning systems to compliance on individual problems. These objectives are those that are defined as a result of the capacity assessment, which the PWS agrees to work on as a priority. Examples of direct assistance items are governing documents, operating budget, Source Water Protection Plan, Emergency Response Plan, or developing an operations and maintenance manual.

In the past few years, SWIG has utilized contracts with a number of assistance contractors which significantly increased SWIG's ability to provide assistance to systems. Work is prioritized so that any system requesting return to compliance assistance will receive assistance as soon as possible. Systems requesting assistance that is not considered for compliance such as rate studies or asset management plan development, will receive a capacity assessment prior to any assistance action. This is important because often systems will ask for help to meet a specific objective, such as a rate study for an infrastructure project, and may not have addressed identified compliance problems first. The completion of the capacity assessment allows SWIG to ensure compliance items are prioritized over noncompliance assistance issues.

Outreach events: SWIG's objective with regional outreach events is to provide a more comprehensive picture of water system sustainability in regional outreach settings. Typically outreach events are attended by Community Services and Technical Services, but also include presentations from the other teams on source water protection, sustainable development, regionalization, and capacity building to become a fundable water system. SWIG also participates in all operator schools and conferences hosted by NM Rural Water Association and the NM Water and Wastewater Association by teaching trainings as well. The Community Services Program within SWIG participates in the planning and trainings for the Infrastructure Finance Conference and completes an annual outreach by survey on community water systems' current rates for 6000 gallons of water, their production amounts and information on their AWWA water loss audit results when completed. In SFY 20, the only conferences or schools attended were in 2019. Due to COVID-19 restrictions, all events were cancelled in 2020.

New this fiscal year is the set aside activities for the Utility Operator Certification Program which performed well by processing 100% of the certification testing applications in a timely manner and administered exams throughout the state.

Complaint Resolution: For the local government type, Mutual Domestic Water Consumer Association (MDWCA), NM Environment Department has been empowered to investigate the board's activities for compliance with the Sanitary Projects Act (SPA) requirements, more specifically that boards follow their rules, bylaws, and state law in their decision-making process.

Current standard processes are in place for complaint resolution and if no resolution is made a legal request is made to the Department to make a determination on a violation of the SPA. SWIG has developed this further in the past few years, so that all water system and water customer complaints are funneled through this process and managed by the SWIG Community Services Team.

SFY20 Capacity Development Activities, Target Audiences and Performance

Capacity assessment triggers are defined to address priority problems with water systems, specifically those that may impact public health and SDWA compliance. The capacity assessments are designed to be thorough but not overwhelmingly cumbersome for the water system, and address specific compliance requirements as well as raising the bar to drive systems beyond meeting requirements into developing long term goals and actionable plans to being sustainable water systems.

In SFY20, SWIG had a slight decrease in completed capacity assessments (from 14 in SFY19 to 10 in SFY20), but they continue to primarily be for systems that are looking for funding, not from the existing system control point strategy that utilizes capacity assessments during sanitary surveys. SWIG will continue to work with PWSS compliance priorities to return systems to compliance and will continue to try to fit the capacity assessment process in conjunction with the surveys as staff levels allow. This fiscal year staff turn-over within the bureau has been significant, which limits the PWSS priority objectives to completing sanitary surveys as they are established currently rather than expanding them to include assessments for capacity. Once the bureau vacancy rate is addressed, then SWIG and PWSS collaborative objectives can become a priority.

The Technical Services Team assisted the Engineering Program in the first quarter of SFY20 due to a large backlog of projects and limited engineering staff. Due to Tech Services Team vacancy rates of 50-75% in SFY Quarters 1&2, very little was able to be accomplished with AWOP activities. As of Quarter 3, the team achieved a 25% vacancy rate. AWOP activities in Quarters 3 & 4 were also low due to COVID-19 restrictions. AWOP activities will pick up again in SFY21.

The Community Services Team continues to support the regionalization of small water systems through assistance to systems in collaboration and sharing of resources with their neighbors, as well as actual interconnections of water systems to be able to more cost effectively maintain the infrastructure and protect the sources of water. This team also encourages the sharing of system information through and annual statewide rate survey for community water systems.

This year, SWIG teams collaborated on an assistance project as the result of rare state funding provided to the DWB as a result of 2019 Jr. Bill - HB548. January through June SWIG teams and

SWIG contractors provided compliance assistance to small, northern New Mexico systems on the ETT list and made significant headway in removing systems from the list. Online trainings were also offered for all water systems April, May, and June in place of originally planned classroom trainings.

Overall DWB is taking important steps in prioritizing and further implementing capacity development strategies and improvements in direct assistance provided for public water systems in New Mexico. The actions taken in recent years to revise and further develop the bureaus' capacity development programs has significantly improved the ability of the Drinking Water Bureau to be able to offer and target priority assistance effectively, to track assistance actions and report on the programs' performance.