



Managing Small Public Water Systems: Part E, Resources

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Introduction

This publication is Part E of a five-part series *Managing Small Public Water Systems* (TCEQ publication RG-501). Part E lists resources to help you develop and use your asset-management plan, conduct everyday operations at your public water system (PWS), and identify PWS training classes and programs.

An electronic version of the series is available at the TCEQ Small Business and Local Government Assistance Section's (SBLGA) Public Water Supply Compliance Tools webpage at <www.tceq.texas.gov/goto/help4pws>. If you do not have Internet access, call the SBLGA's hotline number 800-447-2827 to request a paper copy of the complete series.

Note: This publication is not a substitute for the actual rules. To obtain the most current, official copy of state rules, contact the Secretary of State's office at 512-463-5561. The rules are also available online at <www.tceq.texas.gov/goto/TAC30>.

Assistance with Common PWS Issues

Texas Water Infrastructure Coordination Committee (TWICC) is a group of local, state, and federal agencies that collaborate to identify issues with water and wastewater infrastructure and compliance, and to seek affordable, sustainable, and innovative funding strategies for the protection of public health and efficient use of government resources in Texas.

Visit the TWICC website at <www.twicc.org> for more information about assistance that they provide.

Conducting Board and Council Meetings

Board and council member training is available through the TCEQ's Financial, Managerial, and Technical (FMT) program:

- FMT Webpage: <www.tceq.texas.gov/drinkingwater/fmt>.
- FMT Phone: 512-239-4691.
- FMT E-mail: FMT@tceq.texas.gov

The Attorney General's Open Government webpage at <texasattorneygeneral.gov/og/open-government> provides links to information and guidance about the Public Information Act and Open Meetings Act. The Attorney General's Open Government group also has:

- Open Government Hotline at 1-877-673-6839

- Hotline staff can answer questions about the Public Information Act and Open Meetings Act.
- Open Government Publications, including:
 - *Open Meetings Handbook* that provides an in-depth review of the Open Meetings Act and its interpretation. Access the most recent version of the handbook on the Attorney General's website at <texasattorneygeneral.gov/og/open-government-related-publications>.
- Open Government Training
 - Open Meetings Act Training available at <texasattorneygeneral.gov/og/oma-training>.
 - Public Information Act Training at <texasattorneygeneral.gov/og/pia-training>.

Drought Contingency Planning

The TCEQ provides model drought contingency plan (DCP) forms, requirements, and information on DCP submissions.

- Go to the Model Drought Contingency Plan Forms heading on our webpage at <www.tceq.texas.gov/goto/drought_plan> to view example models.
 - Use the appropriate model plan as a template to help you prepare your PWS's DCP.
- Request a copy of the *Handbook for Drought Contingency Planning for Retail Public Water Suppliers* (RG-424) by calling the TCEQ Water Supply Division at 512-239-4691, or by sending an e-mail to the division at <WRAP@tceq.texas.gov>.

Reporting and Record Keeping

Refer to the table Monitoring, Reporting, and Record-Keeping Requirements, in Part D of this series (*Managing Small Public Water Systems*), for a detailed outline of the records and reports you must prepare for your PWS. Access Part D online at <www.tceq.texas.gov/publications/rg/rg-501d.html>.

Finding an Engineer

- If you receive funding from a state or federal agency, contact that agency to find out what their requirements are before hiring an engineer.
- Contact other PWSs in your area and ask them what engineer they use and if they are satisfied with their work.

- Look in the phone book for civil engineers. Call and ask them about their experience with PWSs.
- Contact a registered professional engineer listed on the State Board of Registration for Professional Engineers' website at <www.tbpe.state.tx.us/>.
- Look for a firm experienced with the TCEQ's design rules for water systems in 30 TAC 290, Subchapter D.
- Call the TCEQ's Plan and Technical Review Section at 512-239-4691 with engineering questions.

Operator Licensing

- Find out how to become a licensed PWS operator on the TCEQ's Water Systems Operators webpage at <www.tceq.texas.gov/licensing/licenses/waterlic>.
- Review our webpage Public Water System Operators: What Applicants for Licensing Need to Know webpage at <www.tceq.texas.gov/licensing/licenses/waterworksntk>.
- Check your credit hours on our TCEQ Search Licensing or Registration Information webpage at <www2.tceq.texas.gov/lic_dpa/>.
- Renew your license using the TCEQ's TCEQ Occupational License and Registration Online Renewal webpage at <www.tceq.texas.gov/goto/renew>.
- Renew your license on paper by contacting the TCEQ Licensing Section at <LICENSES@tceq.texas.gov> or phone 512-239-6133 to request a hard copy of the renewal application.
- Find TCEQ approved water operator courses and training providers on our Training Providers for Occupational Licensing webpage at <www.tceq.texas.gov/goto/training>. Under the heading "Search by License Category" on this webpage, select "Water Operators" to view PWSs training.

Rate Studies, Rate Setting, CCNs, and Applications for Sales, Transfers, and Mergers

For help with conducting rate studies, rate setting, certificates of convenience and necessity (CCNs), and applications for sales, transfers, or mergers, contact the Public Utility Commission of Texas' Water Utilities Division at 512-936-7405.

The PUC's publication *Utili-Facts* explains types of assistance available and how to get assistance. For more information about this program go to

<www.puc.texas.gov/consumer/facts/factsheets/waterfacts/UtilityOnsiteAssistance.pdf> or call the PUC's Water Utility Division at 512-936-7405.

Management Training

Running a PWS requires a variety of financial, managerial, and technical skills. Water system managers, including council members, mayors, public works directors, and board members can benefit from training to learn about the importance of their jobs overseeing and managing a public water system and the basics on how their public water system gets, treats, and distributes water.

Use Table 1 to find training specific to PWS operations, finances, and management.

Managing Small Public Water Systems: Resources

Table 1. PWS Operations, Finances, and Management Training

This table is intended to help managers of water systems, including city council members, mayors, public works directors, and board members find training specific to running a PWS.

Table 1. PWS Operations, Finances, and Management Training

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
American Management Association	General Management Courses	www.amanet.org/training/live-online-seminars.aspx	877-566-9441	Online communication, management, business, and financial-planning courses.
American Water Works Association (AWWA) and Water Environment Federation (WEF)	Utility Management Conference	<ul style="list-style-type: none"> www.awwa.org/conferences-education/conferences/utility-management.aspx www.wef.org/events/conferences/upcoming-conferences/utility-management/ 	AWWA Conferences and Events Group at www.awwa.org/about-us/contact-us.aspx?Regarding=Conferences&SubConf=General	<ul style="list-style-type: none"> Business-practice optimization Utility benchmarking Customer and stakeholder service, analytics, and engagement Employee development and succession planning Leadership and management development Budget, finance, accounting, rates Legal, regulatory, political issues

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
AWWA	AWWA Annual Conference & Exposition	www.awwa.org/conferences-education/conferences/annual-conference.aspx	AWWA Conferences and Events Group at kbbutt@awwa.org or 303.347.6234.	<ul style="list-style-type: none"> Public Officials Program –specialized courses covering the basics of water treatment and distribution, governance, and finance/asset management: <ol style="list-style-type: none"> 1. Introduction to Water and Sewer Operating Environments 2. Water and Sewer Infrastructure, Operations, and Maintenance 3. Financing Your Water and Sewer Utility for the Future Field Operators' Day – sessions with a focus on operator interest. Professional Program – including: <ol style="list-style-type: none"> 1. Transformational Water Utility Leadership 2. Stakeholder Engagement & Communication 3. Project, Infrastructure & Asset Management
AWWA	Conferences and Education	www.awwa.org/conferences-education.aspx	Registration through program webpage.	Conferences, seminars, distance learning – including online courses and webinars on: <ul style="list-style-type: none"> • Environmental issues • Infrastructure • Operations and management • Utility sustainability • Public involvement and affairs • Security and emergency preparedness • Stakeholder communication • Succession planning
AWWA	Small Systems Training	www.awwa.org/resources-tools/water-knowledge/small-systems/small-systems-training.aspx	Kami Johle Butt at kbbutt@awwa.org or 303.347.6234.	Free technical, financial, and managerial training available to help small PWSs. Program includes an annual Texas workshop, webinars, and self-paced online eLearning courses.

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
CU RCAP	Communities Unlimited - RCAP	www.communitiesu.org/	Harold Hunter 903-261-9161 Mark Pearson 512-284-3000	Utilities training for managers, board members, decision makers, and staff members.
Environmental Protection Agency (EPA)	Drinking Water Training	www.epa.gov/dwreginfo/drinking-water-training	N/A – see EPA’s Drinking Water Training webpage.	Training opportunities for water professionals. <ul style="list-style-type: none"> • Small Systems Webinar Series: a monthly webinar series to communicate EPA's current small systems research as well as implementation information and resources. • Resilience Training and Exercises for Drinking Water and Wastewater Utilities.
EPA	Asset Management 101 – Basics for Small Water and Wastewater Systems	www.epa.gov/sites/product/files/2015-10/documents/assetmgt101.pdf	N/A – see EPA’s Drinking Water Training webpage.	This online presentation covers the basics of asset management for small water and wastewater systems.
Texas Commission on Environmental Quality (TCEQ) and Texas Rural Water Association (TRWA)	Financial, Managerial, and Technical (FMT) program	www.tceq.texas.gov/drinkingwater/fmt	Phone: 512-239-4691 E-mail: FMT@tceq.texas.gov	Funded by the TCEQ through a contract with TRWA, the program offers free financial, managerial, and technical assistance to help PWSs comply with regulations, including: <ul style="list-style-type: none"> • Consolidation • Rate studies and rate change applications • Funding sources • Completing TCEQ reports • Disinfection requirements • Monitoring plan • Operation and maintenance manual • Tariff amendment • Board member training

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
TCEQ	Public Drinking Water Conference	www.tceq.texas.gov/drinkingwater/pdwevents	512-239-4691	This free two-day conference provides information and tools for PWSs operators, including exhibits and presentations on funding and other management issues.
TCEQ	Environmental Trade Fair	www.tceq.texas.gov/p2/events	Registration through program webpage.	Texas' premier environmental education forum featuring exhibits and presentations on various topics of interest to regulated entities, including small PWSs.
Texas Engineering Extension Service (TEEX)	Certificate Programs	teex.org/Pages/Course-Catalog.aspx?catID=601&level=1&catName=Certificate%20Programs	800-723-3811	<ul style="list-style-type: none"> • Certified Water Professional • Water Utility Certificate - Water Maintenance Tech • Water Utility Certificate - Water Operator
TEEX	On Site Training	teex.org/Pages/class-calendar.aspx	800-723-3811	<p>Offers training events throughout Texas. From the webpage at <teex.org/Pages/class-calendar.aspx>, filter by program to “water/wastewater” and by state to Texas to view PWS topics, which have included:</p> <ul style="list-style-type: none"> • Basic Water Works Operations • Chlorinator Maintenance • Disaster Management for Water and Wastewater Utilities • Groundwater and Surface Water Production • Instructional Design and Evaluation • Pump and Motor Maintenance • Water Distribution • Water Laboratory • Water Utilities Calculations • Water Utilities Management • Water Utilities Safety
TEEX	Online Training	teex.org/Pages/Program.aspx?catID=199&courseTitle=Online Courses	800-723-3811	<p>Online offerings for PWSs include:</p> <ul style="list-style-type: none"> • Applied Math – Hydraulics • PWS Security • Water Operator Test Preparation

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
TEEX	Water Technology	teex.org/Pages/Class.aspx?course=WWW007&courseTitle=Water%20Technology	OSHA Training Institute Education Center 800-723-3811 Email: itsi@teex.tamu.edu	40-hour course helps participants prepare for the Class A water exam and provides operational guidance associated with construction and maintenance of water systems, including: <ul style="list-style-type: none"> • Basic water • Water distribution • Customer service inspection • Groundwater production • Surface water production I • Surface water production II • Water lab • Safety • Confined space entry • Pump and motor maintenance • Chlorinator maintenance • Valve and hydrant maintenance • Management
TEEX	Water Utilities Management	teex.org/Pages/Class.aspx?course=WWW280&courseTitle=Water+Utilities+Management	OSHA Training Institute Education Center 800-723-3811 Email: itsi@teex.tamu.edu	20-hours course provides information about proper management of water utility management, including: <ul style="list-style-type: none"> • Budget and finance • Functions of management • Interacting with governing bodies • Planning for growth • Reporting • Security • Emergency response plans • Using engineers

Provider	Program	Program URL	Program Contact	PWS Specific Courses and Topics Offered
TRWA	Conferences	www.trwa.org/?page=182	512-472-8591	TRWA provides conferences throughout the year, topics include: <ul style="list-style-type: none"> • Distribution Water Quality • Innovative Approaches to Water Resource Challenges in Texas
TRWA	Classroom Training	www.trwa.org/events/event_list.asp	512-472-8591	<ul style="list-style-type: none"> • Basic Water Work Operations • Chlorinator Maintenance • Groundwater and Surface Water Production • Equipment Maintenance • Water Distribution • Water Utility Calculations
TRWA	Online Training	www.trwa.org/?page=59	512-472-8591	<ul style="list-style-type: none"> • Basic Water Works Operations • Water Utility Safety • Chlorinator Systems and Chemical Handling • Pump and Motor Maintenance
TRWA	Public Funds Information Act Training	trwa.site-ym.com/events/EventDetails.aspx?id=850371&group=	512-472-8591	<ul style="list-style-type: none"> • 6-hour initial course • 4-hour renewal course
TRWA	Water University Utility Management Certification	trwa.site-ym.com/?page=61	512-472-8591	Webpage contains information about the Utility Management Certification program and includes: <ul style="list-style-type: none"> • Online application • Study Guide • Utility Management Certification Exam
Texas Water Infrastructure Coordination Committee (TWICC)	Online Resource	www.twicc.org/	www.twicc.org/contact/index.asp	TWICC holds periodic workshops to provide information on funding for water and wastewater systems along with other subjects.

Helpful Contacts

PWS Resources – TCEQ

Table 2 provides a comprehensive list of contact information for the TCEQ programs that may be helpful for PWS planning and management.

Table 2. Contact Information for TCEQ Resources

TCEQ Program	What We Offer	Phone (e-mail)	Webpage(s)
Clean Rivers Program webpage	Information about the partnership between TCEQ and regional water authorities to coordinate and conduct water quality monitoring, assessment, and stakeholder participation to improve the quality of surface water within each river basin in Texas.	(crp@tceq.texas.gov)	www.tceq.texas.gov/waterquality/clean-rivers
Financial, Managerial, and Technical Assistance Program	Through a contract with skilled professionals, TCEQ offers free financial, managerial, and technical assistance to help public water and wastewater systems comply with regulations.	512-239-4691 (FMT@tceq.texas.gov)	www.tceq.texas.gov/drinkingwater/fmt
Groundwater Conservation Districts webpage	Local units of government that develop and implement plans for the effective management of groundwater.	512-936-0817	www.tceq.texas.gov/groundwater/districts.html
Small Business and Local Government Assistance (SBLGA)	The SBLGA provides confidential technical assistance without the threat of enforcement.	800-447-2827	<ul style="list-style-type: none"> • TexasEnviroHelp.org • www.tceq.texas.gov/goto/help4pws
Operating a Public Water System webpage	Information and links to PWS resources.	N/A	www.tceq.texas.gov/drinkingwater/operating-public-water-system
Office of Water (OOW)	Oversees the design and operational requirements of all public water and wastewater systems.	512-239-4691	www.tceq.texas.gov/goto/water_main

TCEQ Program	What We Offer	Phone (e-mail)	Webpage(s)
OOW Water Availability Division – Water Availability Section	Obtain copies of DCP handbooks for different types of water systems.	512-239-4691 (WRAP@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights
OOW Water Availability Division – Water Rights Permitting Team	If you want to get additional surface water, you will need to fill submit a water right application.	512-239-4691	www.tceq.texas.gov/permitting/water_rights
OOW Water Supply Division – Drinking Water Standards Section	Webpage Finding Information about Water Wells in Texas	512-239-4691	www.tceq.texas.gov/drinkingwater/SWAP/wells.html
OOW Water Supply Division – Drought Team	If you are experiencing water outages or having issues due to drought, rules require that you report when you have less than a 180-day supply of water.	512-239-4691	N/A
OOW Water Supply Division – Plan Review Team	To find out more about becoming an approved water hauler.	512-239-4691	N/A
OOW Water Supply Division – Technical Review and Oversight Team	If drought has reduced the water supply to critical levels, the TCEQ may grant an alternative dead-end main flushing routine on a case-by-case basis.	512-239-4691	N/A
Watermaster Section – Watermaster Program	Ensures compliance with water rights by monitoring stream flows, reservoir levels, and water use. Watermasters also coordinate diversions and regulate reservoirs as needed to prevent the wasting of water or its being used in quantities beyond a user's right.	512-239-4691 (watermaster@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights/wmaster

TCEQ Program	What We Offer	Phone (e-mail)	Webpage(s)
Watermaster Program Brazos Watermaster	Administers water rights in the Brazos River Basin below and including Possum Kingdom Lake.	254-761-3006 (brazoswm@tceq.texas.gov) Or contact Brazos Watermaster Molly Mohler directly: 254-761-3027 (molly.mohler@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights/wmaster/brazos-river-watermaster
Watermaster Program Concho Watermaster	Administers water rights in the Concho River segment of the Colorado River Basin.	866-314-4894 (conchowm@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights/wmaster/crw/conchoriver.html
Watermaster Program Rio Grande Watermaster	Administers water rights in the Rio Grande River Basin above Lake Amistad (the Upper Rio Grande).	956-430-6046 800-609-1219 (watermaster@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights/wmaster/rgwr/riogrande.html/#jurisdiction
Watermaster Program South Texas Watermaster	Administers water rights in the Guadalupe, Lavaca, Lavaca-Guadalupe Coastal, Nueces, Nueces-Rio Grande Coastal, San Antonio, and San Antonio-Nueces Coastal river basins.	800-733-2733 (watermaster@tceq.texas.gov)	www.tceq.texas.gov/permitting/water_rights/wmaster/stwr/southtexas.html

PWS Resources – Other Agencies, Trade Associations, and Nonprofits

Contact information for other agencies, trade associations, and nonprofit organizations that may be helpful for PWS planning and management are listed in Table 3.

Table 3. Contact Information for Other Agencies, Trade Associations, and Nonprofit Organizations

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
Association of State Drinking Water Administrators (ASDWA)	Professional association	ASDWA is a national voice for state drinking water programs.	703-812-9505	www.asdwa.org
Association of Water Board Directors —Texas	Professional association	An advocacy group for water utility districts and an industry expert, providing leadership, education, and resources.	281-350-7090	awbd-tx.org
American Water Works Association (AWWA)	Nonprofit organization	AWWA is a scientific and educational association dedicated to managing and treating water. Provides resources, training, and support.	800-926-7337 (service@awwa.org)	www.awwa.org
Communities Unlimited - RCAP	Nonprofit organization	Provides technical assistance, training, and financial assistance for small towns and rural communities (with populations less than 10,000).	903-261-9161 or 512-284-3000	www.communitiesU.org
Independent Water and Sewer Companies of Texas (IWSCOT)	Nonprofit organization	IWSCOT is an association of privately owned water and sewer utilities serving more than 100,000 consumers statewide that provides education resources and presentations.	512-346-4011 (IWSCOT@austin.twcbc.com)	iwscot.org

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
Public Utility Commission of Texas (PUC)	Water Utilities Division	Offers free one-on-one assistance to help conduct rate studies, rate setting, accounting, and budgeting. Professional contractors provide an existing, or proposed, water, or sewer utility with support and guidance tailored to utility's specific needs.	512-936-7405 (water@puc.texas.gov)	www.puc.texas.gov/industry/water/utilities/fmt.aspx
Texas Department of Agriculture	The Water Source	Provides online water and drought resources. Oversees state and federal loans and grants for qualifying utilities.	512-463-7476	texasagriculture.gov/home/productionagriculture/thewatersource.aspx
Texas Engineering Extension Service (TEEX)	Water and Wastewater Programs	TEEX provides training and support for water utilities management.	800-723-3811	teex.org/Pages/Program.aspx?catID=16
Texas Alliance of Groundwater Districts	Professional association	Provides educational and technical assistance to member districts and the public.	512-596-3101	www.texasgroundwater.org
Texas AWWA (TAWWA)	Nonprofit Organization	TAWWA unites water professionals in Texas to protect public health and water resources by advancing technology, education, science, and management.	512-238-9292 (help@tawwa.org)	www.tawwa.org
Texas Department of Public Safety	State agency	Guidance Document titled Drought Assistance Directory for Public Officials and Drinking Water Utilities.	N/A	www.dps.texas.gov/dem/CouncilsCommittees/droughtCouncil/droughtAssistDir.pdf
Texas Groundwater Protection Committee (TGPC)	Association of state agencies and groundwater districts.	TGPC bridges the gap between state groundwater programs, improves coordination between member agencies, and works to protect groundwater. Identifies areas where new or existing groundwater programs could be enhanced, and improves coordination among agencies involved in groundwater activities.	512-239-4691	www.tgpc.state.tx.us
Texas Public Works Association	Trade association	A nonprofit association that promotes professional excellence and public works awareness through education, advocacy and the exchange of knowledge	214-444-9596 (TPWA@outlook.com)	www.tpwa.org

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
Texas River Authority	Angelina-Neches River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	936-632-7795	www.anra.org
Texas River Authority	Bandera County River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	830- 796-7260	www.bcragd.org
Texas River Authority	Brazos River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	254-761-3100 or 888-922-6272	www.brazos.org
Texas River Authority	Guadalupe-Blanco River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	830-379-5822	www.gbra.org
Texas River Authority	Lavaca-Navidad River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	361-782-5229	www.lnra.org
Texas River Authority	Lower Colorado River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	512-473-3200 or 800-776-5272	www.lcra.org
Texas River Authority	Lower Neches Valley Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	409-892-4011	www.lnva.dst.tx.us
Texas River Authority	Nueces River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	830-278-6810	www.nueces-ra.org
Texas River Authority	Red River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	940-723-2236	www.rra.texas.gov
Texas River Authority	Sabine River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	409-746-2192	www.sra.dst.tx.us
Texas River Authority	San Antonio River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	210-227-1373 or 866-345-7272	www.sara-tx.org

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
Texas River Authority	San Jacinto River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	936-588-3111	www.sjra.net
Texas River Authority	Trinity River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	817-467-4343 or 877-872-4343	www.trinityra.org
Texas River Authority	Upper Colorado River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	325-655-0565	www.ucratx.org
Texas River Authority	Upper Guadalupe River Authority	Agency established by the state legislature, given authority to develop and manage the waters of the state.	830-896-5445	www.ugra.org
Texas Rural Water Association (TRWA)	Trade association	TRWA provides resources and training to serve, represent, and support member water and wastewater utilities.	512-472-8591	www.trwa.org
Texas Water Conservation Association	Trade association	An association of water professionals and organizations that serves as a leader and advocate for water users.	512-472-7216	www.twca.org
Texas Water Development Board (TWDB)	State agency	Provides leadership, information, education, and support for planning, financial assistance, and outreach for the conservation and responsible development of water. Collects and shares water-related data. Assists with regional planning and preparing the state water plan for the development of the state's water resources. Administers cost-effective financial assistance programs for the construction of water supply, wastewater treatment, flood control, and agricultural water conservation projects.	512-463-7847	www.twdb.texas.gov
TWDB	Financial Assistance Programs	Offers a variety of cost-effective loan and grant programs that provide for the planning, acquisition design and construction of water related infrastructure and other water quality improvements.	512-463-0991 (Financial_Assistance@twdb.texas.gov)	www.twdb.texas.gov/financial/index.asp
TWDB	Groundwater Resources Division	Collect, interpret, and provide accurate, objective information on the groundwater resources of Texas. Monitor groundwater levels and groundwater quality in 9 major and 21 minor aquifers,	512-936-0871 (david.thorkildsen@twdb.texas.gov)	www.twdb.texas.gov/groundwater/index.asp

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
TWDB	Leak Detection	TWDB has leak detection equipment that utilities in Texas may borrow for free. This program will aid the utility in reducing water loss by locating leaks within the distribution system and verifying flow rates from production meters.	Use the loan forms on the leak detection webpage to request equipment.	www.twdb.texas.gov/leak-detection.asp
TWDB	Publications	TWDB publications that may be helpful to PWS planning and operation include reports, user manuals, and loan and grant program information sheets.	Call 512-463-8337 to order hard copies of TWDB publications.	www.twdb.texas.gov/publications
TWDB	Surface Water Division	Provides scientific and engineering expertise associated with data collection, analysis and modeling of surface waters in Texas to ensure the continued availability of water supplies and the maintenance of the ecological health and productivity of Texas rivers, streams, reservoirs, bays and estuaries.	512-463-7847	www.twdb.texas.gov/surfacewater/index.asp
TWDB	Water Resources Planning	Collects and compiles planning data; Administers regional and state water planning processes. Maintains the Regional Water Planning Database. Coordinates the inter-agency financial assistance loan review process. Conducts socio-demographic data analyses. Manages the Water Use Survey program.	<ul style="list-style-type: none"> • Central Office: 512-463-6277 • Team 1, Regions A, O, E, F: 512-463-6021 • Team 2, Regions G, B: 512-475-1128 • Team 3, Regions C, D: 512-475-4816 • Team 4, Regions H, I: 512-463-0250 	www.twdb.texas.gov/waterplanning
TWDB	Water Loss Audit	TWDB resource to provide water-loss audit assistance.	N/A	www.twdb.texas.gov/conservation/municipal/waterloss/index.asp

Agency or Organization	Program or Organization Type	What They Offer	Phone (e-mail)	Webpage(s)
TWDB	Water Resources Planning	Collects, analyzes, and disseminates water-related data; and, by provides other services necessary to aid in planning and managing the state's water resources.	N/A	www.twdb.texas.gov/waterplanning
TWDB	Water Use, Projections & Planning	Collects, reports, and projects water use.	512-936-0829 (kevin.kluge@twdb.texas.gov)	N/A
Texas Water Infrastructure Coordination Committee (TWICC)	Trade association	TWICC is a group of local, state, and federal agencies that collaborate to identify issues with water and wastewater infrastructure and compliance, and to seek affordable, sustainable, and innovative funding strategies for the protection of public health and efficient use of government resources in Texas.	See Contact Information webpage at <www.twicc.org/contact/index.asp>	www.twicc.org
Texas Water Quality Association	Trade association	Represents household, commercial, and industrial water quality improvement industry in Texas.	361-573-6707	twqa.org
Texas Water Utilities Association	Trade association	Provided training programs, technical publications, and mutual problem-solving opportunities to water utilities.	888-367-8982	www.twua.org
United States Department of the Interior	Reclamation, Great Plains, Current Reservoir Data	Posts data for four minor Texas reservoirs.	N/A	www.usbr.gov/gp-bin/arcweb_sanford.pl
United States Environmental Protection Agency.	Federal agency	Guidance document titled, Strategies for Saving Energy at Public Water Systems.	N/A	www.epa.gov/documents/epa816f13004.pdf
United States Geological Survey	Water Data	Surface water level and streamflow data.	N/A	<ul style="list-style-type: none"> waterdata.usgs.gov/tx/nwis/current?type=lake waterdata.usgs.gov/tx/nwis/current/?type=flow

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United States Geological Survey	Texas Water Science Center	Provides real-time stream stage and stream flow, water quality, and groundwater levels for more than 650 sites in Texas, including continuously monitored site.	512-927-3500	tx.usgs.gov
Water Environment Association of Texas	Trade association	Nonprofit that provides technical and educational resources.	512-693-0060 (julie@weat.org)	www.weat.org
Water Environment Federation (WEF)	Nonprofit Organization	WEF provides technical education and training for thousands of water quality professionals.	1-800-666-0206	www.wef.org

For More Information

For confidential assistance with environmental compliance, contact the Small Business and Local Government Assistance Hotline at 800-447-2827, or visit <www.TexasEnviroHelp.org>.