



Community Water System Emergency Plan Guidance Bulletin: Asset Management

The Drinking Water & Groundwater Bureau (DWGB) requires community water systems (CWSs) to submit and maintain an updated emergency plan (EP) per

[Env-Dw 503.21](#). EPs are due every six years, but they should be reviewed annually and updated as necessary. Please review this guidance document with these considerations in mind as you update your EP. A copy of your water system's EP is due to DWGB by March 31, 2021.

ASSET MANAGEMENT

What is Asset Management? Asset management is defined as a method of delivering a specified level of service to customers and regulators at an optimal life cycle cost and an acceptable level of risk with a strategy that ensures long term sustainability of public assets. *There is no system too small to start managing your assets!*

How is it Beneficial? Developing and implementing an AM plan can help reduce operating risks and address infrastructure challenges as the infrastructure ages and deteriorates. AM will enable you to examine the need for each asset and analyze the performance of the asset, which can help a system assess their needs and funding strategies.

Be Proactive Shift the culture within your community from reactive to proactive. Do not let AM be limited to aging infrastructure – take into account ALL community assets.

How to Begin? Managing your assets will help your system be prepared for and mitigate emergencies. Establishing an AM program will also benefit you in your emergency planning efforts. Here's how to start:

(1) Take Inventory

Taking inventory will provide you with an up to date list of all your system components with part numbers for easier searching of replacement parts. Remember to take pictures of your assets as you take inventory – this is beneficial for damage assessment and FEMA reimbursement! GIS locations can help get you to your assets quicker (especially if landmarks are damaged). An up-to-date inventory and GIS will also assist with completing damage assessments.

(2) Prioritize Criticality

You should prioritize assets that are often used – these are critical assets that your system cannot operate without. If you have prioritized your assets and planned for their maintenance / replacement, you will reduce the amount of time that your system is inoperable due to emergency repairs. Start prioritizing your critical assets and make sure you are budgeting!

(3) Understand your Level of Service (LOS)

The level of service (LOS) usually refers to the expectations that utility stakeholders have on the water system, especially in regards to water quality and quantity. It's uniquely determined in each community depending on the customers' priorities. That said, the broader definition of LOS should include reliability, responsiveness, environmental acceptability and cost. Determining your LOS during normal conditions and emergencies will provide your customers with realistic expectations.

Learn More Contact NHDES or reach out to nonprofit organizations that provide technical training, assistance resources and support. Please visit the [EPA website](#) and [NHDES webpages](#) for more information on asset management for water and wastewater systems.

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<https://www.des.nh.gov/business-and-community/asset-management>

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CONTACT INFORMATION

A copy of your water system's EP is due to NHDES DWGB by March 31, 2021. We appreciate your efforts in maintaining your EP!

How to Submit your EP

By Email (preferred): stephanie.nistico@des.nh.gov

By Mail: Stephanie Nistico

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For more information on emergency planning please contact stephanie.nistico@des.nh.gov at (603) 271-0867.