

# What is Capacity Development?

## GOALS

DEQ's Capacity Development Section is committed to helping PWSs ensure safe drinking water for all Oklahoma residents by providing resources and education to help systems in acquiring and maintaining technical, managerial and financial (TMF) capacities.



- Provide resources and templates.
- Provide one-on-one assistance and support.
- Contact Information for DEQ's PWS Compliance, Enforcement, and ECLS (Environmental Complaints and Local Services) Sections.

## SIGN UP

Scan the QR code for access to the DEQ website and technical assistance request form.



<https://tinyurl.com/4y9j9btr>

TMF forms, plans, and templates are available on the DEQ website:

<https://tinyurl.com/mr2myk4e>

## CONTACT US

**(405) 702-8100**

**DEQ.CapDev@deq.ok.gov**

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# CAPACITY DEVELOPMENT

**FREE  
Technical,  
Managerial,  
and Financial  
Assistance**

**For Public Water Supply Systems**





# Capacity Development Assessment (CDA)

A DEQ representative will meet with the Public Water Supply (PWS) personnel and conduct a comprehensive TMF review called a Capacity Development Assessment (CDA) that covers a wide range of best practices. Completing a CDA will provide insight into what TMF practices and procedures are active and what could be improved upon.

**Water operator turnover has a major impact on the sustainability of the system**



As lifelong operators or employees retire or leave, the institutional knowledge carried is lost, making written plans and policies difficult to create. Capacity Development will help your system create and transcribe major policies and procedures.



## TOP 3 MOST REQUESTED TYPES OF ASSISTANCE

### 1. Asset Management Plan

A Microsoft Excel-based tool that allows systems to inventory their assets and assess their criticality. This tool also factors in replacement costs in the event of failure, aiding systems in budgeting effectively.

### 2. Water Loss Audit

It is recommended that all PWSs complete an M36 AWWA (American Water Works Association) Water Loss Audit to help pinpoint the sources of water loss — such as leaks, billing data errors, or meter inaccuracies — and to quantify the associated financial impact.

### 3. Operation and Maintenance (O&M) Plan

A complete and up-to-date O&M plan is crucial to ensure long term PWS system sustainability. O&M Plans are excellent tools to train new staff and document institutional knowledge of system operations.

## ELEMENTS OF CAPACITY DEVELOPMENT



### TECHNICAL

- Water Loss Audit and Control
- Emergency Response Plan
- Source Water Protection Plan
- Operation and Maintenance Plan
- Cybersecurity Plan
- Water Operator Training Plan



### MANAGERIAL

- Personnel Policies
- Governing/Board Documents
- Organizational Chart



### FINANCIAL

- Asset Management Plan
- Financial Management Policies
- Accounts Receivable and Payable