

**SMA Program Review Update**  
**Drinking Water Advisory Group**  
May 5, 2014 Meeting

**ODW objectives for our SMA program**

- We are committed to having a successful SMA program that supports our mission.
- We desire a transparent and performance-based SMA program with clear expectations that raises the bar for ongoing SMA performance.
- SMAs are valuable partners; when they are successful, we are successful.

**SMA workgroup vision for meeting ODW objectives**

- Our SMA program is a tool we use to help ensure new water systems are positioned for sustainability from the start.
- We can direct existing water systems to SMAs to achieve technical, managerial, and financial (TMF) capacity.
- We can partner with SMAs to address restructuring issues and may provide incentives to encourage technical assistance and restructuring where opportunities exist.
- SMAs have (and maintain) plans that show they are capable of ensuring TMF capacity for their water systems.
- We hold water systems and SMAs accountable when they don't meet expectations.

**Stakeholder feedback – what we heard from you**

- Enforce SMA requirement more strictly.
- Provide clarity between SMA and contract operator roles and responsibilities.
- Create incentives for SMAs to take on troubled systems (they are costly and time-consuming).
  - Compliance timeline flexibility
  - More access to SRF and grant funding / easier process
- Hold water system governing bodies and contract operators more accountable.

**Where we are now**

- Developed several different strategies for improving the program.
- Our workgroup, staff, stakeholders have diverse perspectives—even within these groups.
- Presenting proposed strategies in May/June to our leadership team for direction and will return to you with update in July.