

Satellite Management Agency (SMA) Workshop Question and Answer Session – November 12, 2013

1. Responsibilities of Management and Operation SMAs.

SMAs may provide ownership or contract management/operation service, yet contracted SMAs aren't in control of utility finances and lack decision-making authority.

Related Questions:

- a. Is it reasonable for a management/operation SMA to be accountable for “utility planning and policy decision-making?”
- b. How do SMAs view this responsibility?

2. Lack of Incentives for SMAs.

SMA Program depends on capable, available SMAs and willing water systems.

- SMAs don't have to take systems.
- Water systems can avoid SMA requirement.
- Many areas lack SMA competition.
- Group B and noncommunity systems pose special challenges.

Related Questions:

- a. How can we encourage SMAs to take on more new or troubled systems?
- b. Can we encourage SMAs to expand to remote areas? If so, how?
- c. What are the challenges for SMAs that manage Group B systems? Noncommunity systems?

3. Operator Certification and SMA Program Overlap.

Contract operators can provide less comprehensive service at cheaper rates than most SMAs, and systems may cancel their SMA contract to hire a contract operator.

Related Questions:

- a. Should the playing field be even between contract operators and SMAs?
- b. If so, why
- c. What would be needed?

4. Creating an Effective SMA Program in the Future.

We recognize that an effective SMA Program supports and encourages effective SMAs.

Related Questions:

- a. Under current regulations, what do SMAs need to be more effective?
- b. How do SMAs see their role in the future?
- c. How should the SMA Program support SMAs to fulfill that role?
- d. Are long-term (regulatory) changes needed? What are they?
- e. What other questions should we explore?
- f. What other input do SMAs want to share?