



Resilient Water
Systems Through
Regional Solutions

Water System Resiliency Assessment

Please respond by marking yes (Y) or no (N) and providing a short response if requested.

Community name/location:

Water System PWSID:

Population served:

Number of service connections:

What type of water sources do you have? (check all that apply) ☐ Groundwater ☐ Surface water ☐ Purchased

Do you measure your depth to water regularly? ☐Y ☐N If so, how often?

Water System Reliability & Resiliency

How reliable is your system's source water year-round? Please explain:

Does your water system have a backup source available if the primary source becomes compromised? ☐Y ☐N Please explain:

Has your water system experienced source water depletion, declining well production, fire, and/or drought impacts in the past five years? ☐Y ☐N Please explain:

How often does your system experience water line breaks, equipment failures, or service disruptions? Please explain:

Has your system experienced any emergencies in the past 12 months? ☐Y ☐N Please explain:

Does your system have access to emergency replacement parts? ☐Y ☐N

Does your system have vendors available on short notice? ☐Y ☐N

Does your system have funds set aside for emergency scenarios? ☐Y ☐N

Technical, Managerial, & Financial (TMF)

Has your system met monitoring and compliance requirements consistently over the past year? ☐Y ☐N If not, please explain:

Has your system experienced any water quality exceedances? ☐Y ☐N

Is your system able to bring in new volunteers and board members? ☐Y ☐N

Has your system missed any sampling deadlines? ☐Y ☐N

Does your system maintain an asset inventory (age, expected life, replacement cost, etc.)? ☐Y ☐N

How reliable is your treatment equipment, and are backup components available if the primary system fails? Please explain:

Does your water board hold regular elections? ☐Y ☐N

Does your system have certified operators? ☐Y ☐N How many?

Does your system have a staff member to conduct required administrative tasks? ☐Y ☐N

Are operator coverage and staffing levels adequate for normal operations and emergencies? ☐Y ☐N

Can essential operations continue during staff shortages, turnover, or absences? ☐Y ☐N

Do you have a succession plan for key operators or administrative positions? ☐Y ☐N

Have you completed a financial plan or rate study in the past five years? ☐Y ☐N

Are rates sufficient to cover expenses and reserve accounts? ☐Y ☐N

Does your system have the financial capacity for infrastructure projects? ☐Y ☐N

Emergency Response	
How prepared is your system for emergencies, and is your staff adequately trained to respond? Please explain:	
Does your system have a current Emergency Response Plan? ☐ Y ☐ N	Does your system have mutual aid agreements or interconnections with nearby systems? ☐ Y ☐ N
Can your system maintain safe operation during: (check all that apply) ☐ Power outages ☐ Supply chain shortages ☐ Extreme weather and/or natural disasters Please explain:	
How quickly can your system restore service after a disruption? Please explain:	
Which climate-related events has your system experienced? (check all that apply) ☐ Wildfires ☐ Flooding ☐ Declining groundwater levels ☐ Changes to surface water availability ☐ Drought	
Is your watershed vulnerable to post-fire contamination? ☐ Y ☐ N	Are relationships in place with local emergency services and nearby systems? ☐ Y ☐ N
Water System & Personnel Support	
Is your system experiencing operator, staff, or manager shortages? ☐ Y ☐ N Please explain (include any additional staff concerns or challenges your system has experienced):	
Are you working with a neighboring system? ☐ Y ☐ N If not, are you interested in receiving this support? ☐ Y ☐ N	What type of support would be most beneficial to your system? Please explain:
Are you comfortable sharing your contact info with other systems? ☐ Y ☐ N	Does your board or governing body understand regulatory obligations and system needs? ☐ Y ☐ N Please explain:
Do staff receive ongoing training, certifications, and professional development? ☐ Y ☐ N	Does your system partner with technical assistance providers or other resources for training and support? ☐ Y ☐ N
Community	
Does your system have clear communication procedures for notifying customers of outages, emergencies, or water quality concerns? ☐ Y ☐ N How do you communicate with customers? (check all that apply) ☐ Direct mailing ☐ Email ☐ Phone call alerts ☐ Door-to-door communication ☐ Community meetings ☐ Local radio ☐ Website updates ☐ Social media posts ☐ Community bulletin boards ☐ Other Please explain:	
Do customers understand conservation requirements, drought restrictions, and rate structures? ☐ Y ☐ N Do you have policies in place for these items? ☐ Y ☐ N Please explain:	
Future Outlook	
On a scale of 1-5, how would you rate your systems short-term operational resiliency?	On a scale of 1-5, how would you rate your systems long-term sustainability resiliency?
What are your system's biggest vulnerabilities? Please explain:	What are your system's top priorities for the next year? Please explain: