

Name and Role at Utility: _____
Organization: _____
Your City, State, Zip: _____

Small Systems Workshop Sponsored by AWWA, USDA, and Partnership for Safe Water

“Optimizing Performance and Accessing Funding to Improve Small Systems”

(INSERT LOCATION AND DATE)

WORKSHOP PRE/POST-TEST

Please answer the following questions by *circling the letter* next to the *best* answer.

- 1) **You are participating in this workshop because:**
 - a) You are a small water system that serves less than 10,000 people
 - b) You are in compliance with all of the rules that apply to your system
 - c) You are out of compliance and this class is required to get you back on track
 - d) You are the smallest system in your county

- 2) **Which of the following is a key part of any improvement program or process?**
 - a) Intense scrutiny and strict deadlines from the government
 - b) Self-driven, self-paced, self-assessment of your areas to improve
 - c) Getting everything done right the first time
 - d) Doing whatever you think makes sense as long as you stay busy

- 3) **Which of the following are an important part of the small system that you operate?**
 - a) General Management and Administration
 - b) Source Water Protection and Production
 - c) Asset Management
 - d) Distribution System Operations
 - e) Financial Management
 - f) All of the above

- 4) **One of the key advantages of receiving a loan from USDA is:**
 - a) USDA offers interest rates that are competitive with your local bank
 - b) You don't really need to pay it back as long as you are in compliance
 - c) The term of your loan can be up to 40 years
 - d) The bigger your system, the better chance you have at getting the money

- 5) **One of the key benefits of participating in the USDA small system loan program is:**
 - a) You don't have to worry about your system's finances in the future
 - b) The Technical Assistance that is available from your local USDA program
 - c) It erases any "black marks" you have for compliance issues with the state

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- 6) True or False: All water utilities have leakage in their distribution systems**
- a) True: water in piping is under pressure and some leakage is inevitable
 - b) False: while many systems leak, new or well managed systems can have zero leakage
- 7) Why should water utilities use water meters to measure customer water consumption?**
- a) It attaches a price to the volume of water consumed
 - b) It can limit waste by measuring inordinately high flows
 - c) It provides data on the water using habits of the customer population needed for planning and operational purposes
 - d) All of the above
- 8) What is the best way to express the amount of loss in a water system?**
- a) Use an unaccounted-for water percentage
 - b) Calculate how much water is used in fire hydrant flushing operations and by the Fire Department
 - c) Use a water audit that determines apparent (customer) losses and real (leakage) losses