



ARKANSAS DEPARTMENT OF AGRICULTURE NATURAL RESOURCES DIVISION

RETAIL WATER PROVIDER BOARD OF DIRECTORS TRAINING CURRICULUM - FINAL

March 29, 2022

Per Act 605 of 2021, within one (1) year of election or appointment, a majority of the members of a retail water provider board shall receive a minimum of eight (8) hours of provider training. A member of a provider board on January 1, 2021, shall receive the training required under this section by December 31, 2022. If a majority of the members of a provider board do not receive the training required under this section, the Arkansas Natural Resources Commission may find the provider is in fiscal distress. These requirements do not apply to a member of a provider board who has served on the provider board for ten (10) years or more.

Minimum Training Requirements

Length – 8 Hours

Style – Virtual or In-person

Required Topics

1. State and Federal Rules
 - a. Act 605 of 2021
 - b. Arkansas State Board of Health - Rules
 - c. Safe Drinking Water Act
 - d. Arkansas Water Operator Licensing Law
 - e. Federal Lead and Copper Rules
2. Board Organization and Governance
 - a. Types of Water Provider Boards
 - b. Member Roles and Responsibilities
 - i. Legal
 - ii. Fiduciary
 - iii. Financial
 - c. Arkansas Freedom of Information Act
 - i. Meeting Notifications
 - ii. Open Meeting Laws
 - iii. Executive Sessions
 - iv. Records including emails
 - v. Recording Meetings
 - d. Conducting Meetings
 - i. Agendas
 - ii. Minutes

- iii. Records
 - iv. Parliamentary Procedures
 - e. Policies and Ordinances
 - f. Personnel Management
 - g. Community Relations and Customer Service
- 3. Financial Management
 - a. Budgets
 - b. Rate Setting
 - i. Operation and Maintenance Expenses
 - ii. Debt Service
 - iii. Refurbishment and Replacement Accounts
 - iv. Depreciation Expenses
 - v. Rate Design
 - vi. Debt Service Coverage
 - c. Asset Management Plans
 - d. Long Term Financial Planning
 - e. Long Term Capitol Project Planning
 - f. Bids and Contracts
 - g. Annual Audits, Agreed-Upon Procedures and Compilation Reports
 - h. Record Keeping
- 4. Water System Operation
 - a. Water System Operator guidelines including the need to hire responsible, dependable and adequately compensated operators
 - b. Treatment and Distribution
 - c. Water Quality
 - d. Water Loss
 - e. Risk and Resiliency Assessments and Emergency Response Plan
 - f. Protecting your Water Source
 - g. Reports and Assessments
- 5. Technical Assistance Resources

Training Providers

The Natural Resources Division of the Arkansas Department of Agriculture will maintain a list of approved training providers and training classes. A training provider wanting to be included on the approved list shall submit a copy of their proposed curriculum to the Division for concurrence that the proposed class meets the minimum requirements listed above. Training providers must also demonstrate to the Division how they intend to insure attendance and a level of comprehension from attendees. Training Providers will, upon successful, completion of an approved training class, issue a certificate to each attendee certifying the successful completion of the class and will include a unique identifier from the attendee which is the last four digits of the attendee's social security number and the first three letters of the attendee's last name. A list of the attendees that successfully completed the training, including the unique identifier number shall be forwarded to the Division within 30 days.