

September 24, 2026

The Honorable Josh Shapiro
Office of the Governor
Commonwealth of Pennsylvania
225 Main Capitol Building
Harrisburg, PA 17120

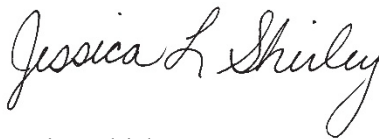
Dear Governor Shapiro:

Ensuring safe and adequate drinking water supplies for the citizens of the Commonwealth of Pennsylvania is the primary goal of Pennsylvania's Safe Drinking Water Program. The 1996 Amendments to the federal Safe Drinking Water Act (SDWA) provide the framework and funds to help states accomplish this goal by developing and implementing a Capacity Development Program. State Capacity Development Programs use federal funds to implement technical assistance programs that build the technical, managerial, and financial capability of public drinking water systems. In doing so, it improves the water supplier's long-term ability to maintain compliance with safe drinking water requirements, and it helps ensure that federal capitalization funds are put to good use.

The enclosed triennial report on Pennsylvania's Capacity Development Program has been prepared for the Governor's Office in accordance with Section 1420(c)(3) of the SDWA. The report, which summarizes the state-of-the-industry of public water systems in Pennsylvania, is intended to describe the root issues affecting our water supplies and what is being done to address them. The report will also be shared with the public on the Department of Environmental Protection's website.

I am pleased to submit this report and am sure you will share with me the pride in what we have accomplished. Thank you for your support.

Respectfully,



Jessica Shirley
Secretary

Enclosure

**Governor's Report on the
Capability Enhancement Program**



**Pennsylvania
Department of
Environmental Protection**

Bureau of Safe Drinking Water

September 2026

Introduction

The 1996 amendments to the federal Safe Drinking Water Act require all states to implement a Capacity Development Program, also known as the Capability Enhancement Program (CEP) in Pennsylvania. The CEP is designed to address the lack of technical, managerial and financial (TMF) abilities of the state's 7,900 public drinking water systems. Limited TMF capability is the root cause for the inability of many systems to meet state and federal health-based drinking water standards. At the request of qualifying systems, the CEP uses facilitators in conjunction with peer-based trainers to assist water systems in improving TMF capability and maximizing public health protection. Pennsylvania's program includes the following components, which are implemented within the Department of Environmental Protection (DEP):

- Capability Enhancement Facilitator (CEF);
- Professional Engineering Services (PES) Program;
- Outreach Assistance Program (OAP);
- Drinking Water and Wastewater Systems Operators' Certification Program;
- Filter Plant Performance Evaluation (FPPE) Program;
- Area Wide Optimization Program (AWOP);
- Partnership for Safe Water (PfSW) Program;
- Distribution System Evaluation (DSE) Program; and
- Source Water Assessment and Protection Programs.

The CEP strategy implements several basic steps:

1. Developing and maintaining a Priority Ranking System (PRS) to identify and rank public drinking water systems most in need of TMF capability assistance.
2. Evaluating priority drinking water systems to define their specific needs for improvement.
3. Developing "action item" lists to identify needs. Sharing action items and setting milestones at each system that participates in the CEP.
4. Offering the PES Program, which assists small systems with engineering needs that they would otherwise be unable to obtain.
5. Monitoring drinking water systems while they receive assistance to measure progress.
6. Maintaining a partnership with the Pennsylvania Infrastructure Investment Authority (PENNVEST) to ensure that funding recipients for all Drinking Water State Revolving Loan Funds (DWSRF) have adequate TMF capability to operate and maintain the system.

Efficacy of the Capability Enhancement Program Strategy and Prioritization of Capacity Building Efforts

Pennsylvania's Capability Enhancement Strategy (Technical Guidance Number 391-0400-001) intends to improve the delivery of services and support of drinking water systems in the commonwealth. The strategy includes the following:

- Methods and criteria to prioritize all public drinking water systems.
- Factors that encourage or impair capacity development.
- Authority and resource allocations to implement the proposed strategy.
- Method of measuring baseline rating and improvement.
- Description of public involvement in strategy development.
- Description of how the State will encourage and assist systems with asset management.

The strategy applies to a PRS to identify drinking water systems that may have problems. The PRS uses compliance data from both DEP and the U.S. Environmental Protection Agency (EPA) databases to annually rate systems. Information such as monitoring data, violation counts, and status of certified operators are used to apply a priority score for each community and non-transient noncommunity water system in the commonwealth. The CEF then collaborates with field staff to determine which systems would be best served by technical assistance as opposed to only initiating enforcement activities.

The strategy also implements an improved method (called the Technical Managerial and Financial Self-Assessment Tool or TMFSAT) to evaluate system needs in detail. The TMFSAT is a capability self-assessment completed by the utility that provides the CEF with baseline information to help prepare them for the onsite TMF assessment. The TMFSAT provides a formal method to document the TMF capability of the individual system and improves DEP's ability to document improvements in TMF capability over time.

Just as importantly, the strategy reflects integration of other related programs. The CEF seeks input from DEP Regional Office drinking water program staff by providing draft action item lists for comments as an effort to ensure that all known capability weaknesses have been identified and included. The CEF encourages improved financial and managerial capabilities at systems when the FPPE identifies financial and managerial causes for technical issues. Likewise, the CEF encourages systems to pursue capital funding through the DWSRF using the services of the PES program, if needed.

The strategy outlines how DEP will evaluate systems for their TMF capability prior to awarding DWSRF capital funding through PENNVEST. For systems requesting funding, EPA requires that DWSRF funds only be provided to systems that are deemed capable or that will become capable because of the utilization of the funds. Systems are evaluated for their capability prior to DWSRF funding by the CEF first reviewing the system's PRS score. If the score is below an identified threshold, the system is deemed capable. A score below the threshold ensures that the system does not have major compliance concerns. If a system is above the PRS threshold, they are required to complete the Self-Assessment Tool and are evaluated on-site. A capability checklist is given to the system outlining any TMF weaknesses that must be addressed prior to them being considered for DWSRF funding.

Capability Enhancement Strategy Implementation Case Studies

Implementation of the capability enhancement strategy takes different paths since no two water systems are exactly alike. The following section will discuss how the capability enhancement strategy was implemented via three case studies. Each case study will contain a brief discussion of system background, the technical assistance approach, and the outcome and/or lesson learned from the approach.

Westover Municipal Authority, Clearfield County

Background

- Westover Municipal Authority (WMA) is a small water association serving 456 people.
- WMA was referred to CEP for assistance in addressing conditions in a Consent Order and Agreement (CO&A) with the DEP related to water loss, bypass flow monitoring, and development of a new source of supply.
- WMA was working with their own engineering consultant to address the CO&A, but WMA did not have the funds to adequately develop and implement a Corrective Action Plan (CAP). WMA's engineering consultant sought PES assistance to fill the gaps and provide necessary expertise to help the system return to compliance.

Approach

- PES program worked closely with WMA's consultant to develop and implement a CAP, which included a new groundwater source. Tasks were clearly demarcated, so efforts were not duplicated, and conditions of the CO&A were met.

Outcome

- The PES program completed the following tasks to assist the system's return to compliance:
 - Completed a distribution system leak detection survey repairing identified leaks to reduce system water loss to less than 20%.
 - Designed and installed a staff gauge in the system surface water source (Rogue Harbor Run) to allow measurement of water elevations and ensure compliance with pass-by requirements.
 - Located, installed, and tested a new groundwater source for the system. PES provided WMA's consultant with the required hydrogeologic information for the new groundwater source construction permit application. The consultant then finished the remaining modules and submitted a complete construction permit application to the DEP for review and approval. Once a construction permit is issued by the DEP, WMA's consultant will oversee and complete construction of the new facilities.

Lessons Learned

- The project provided the PES program with a template of how to work collaboratively with a system's engineering consultant to help return a system to compliance.
- Part of the success of this project can be attributed to confidence in the system and its consultant to finish the work without continued PES engagement. The PES program has not partnered with system consultants frequently in the past, but the lessons learned and success of this project may result in new opportunities for potential collaboration on future projects.

Strasburg Borough Municipal Authority, Lancaster County

Background

- Strasburg Borough Municipal Authority (SBMA) is a small community water system serving 3,100 people.
- SBMA was referred to CEP for assistance when the system's groundwater springs' sources were retested and found to be under the influence of surface water. The change in status of the springs from groundwater to surface water meant the system had to either develop a new groundwater source or install adequate treatment for the springs, which would have included filtration.
- CEP, working with SBMA's engineering consultant, evaluated the system options and elected to pursue another groundwater source.

Approach

- Use the PES program's hydrogeologic consultant to drill test wells, with a successful test well reconstructed into a permanent source.
- SBMA's consultant will be responsible for permitting the facilities to connect the new groundwater sources to the system.

Outcome

- The PES program completed the following tasks to assist the system.
 - The PES hydrogeologic consultant performed a test well siting study to determine potential locations to install new groundwater sources. Locations were selected based on favorable geologic conditions and site access.
 - Three locations were drilled with one of the three providing adequate groundwater quantity and quality needed by the system.
 - After preliminary testing confirmed quantity and quality, the PES program's subcontractor constructed the selected test well as a production well.
 - Currently, SBMA's consultant is working with the PES hydrogeologic consultant to complete permitting of the new source. Once the DEP issues the construction permit, the system will construct new facilities to connect the new groundwater source to the system.

Lessons Learned

- The project provided the PES program with additional experience working collaboratively with a system's engineering consultant to help return the system to compliance.

The Escape Property Owners Association, Pike County

Background

- The Escape Property Owners Association (The Escape) is a small community water system serving 1,100 people.
- The Escape was referred to the CEP for assistance when one of the system's wells developed biofouling (related to iron and manganese) which resulted in decreased short- and long-term yield. The PES program determined that a new groundwater source was the best course of action.

Approach

- Use the PES program's hydrogeologic consultant to drill test wells, with a successful test well reconstructed into a permanent source
- PES program provided design and permit assistance to connect the new source to the existing facilities.

Outcome

- The PES program completed the following tasks to assist the system.
 - The PES hydrogeologic consultant performed a test well siting study to determine potential new groundwater well locations. Locations were selected based on favorable geologic conditions and site access.
 - A test well was drilled in August 2023. Preliminary testing revealed that the test well provided adequate groundwater quantity and quality needed by the system.
 - The test well was reconstructed to meet design standards for a permanent source, and aquifer testing was completed in January of 2024.
 - The PES program then submitted a new treatment design and permit to the DEP to connect the new well to the system in July of 2024. The DEP issued a construction permit in April 2025.
 - PES oversaw construction of the new facilities and submitted a Certificate of Construction to the DEP in August 2025.
 - The DEP inspected the new facilities and issued an Operations permit on September 30, 2025, allowing the new source to be used by the system.

Lessons Learned

- The project provided the PES program with additional experience working with a system through the entire process of developing a new groundwater source.
- The project also provided valuable experience for the PES program working with a small water association and getting more acquainted with their decision-making process. This experience will allow the PES program to work more effectively with systems that have similar governing bodies.

Statewide Public Water System TMF Improvement

The statewide public water system TMF improvement is measured using the following parameters:

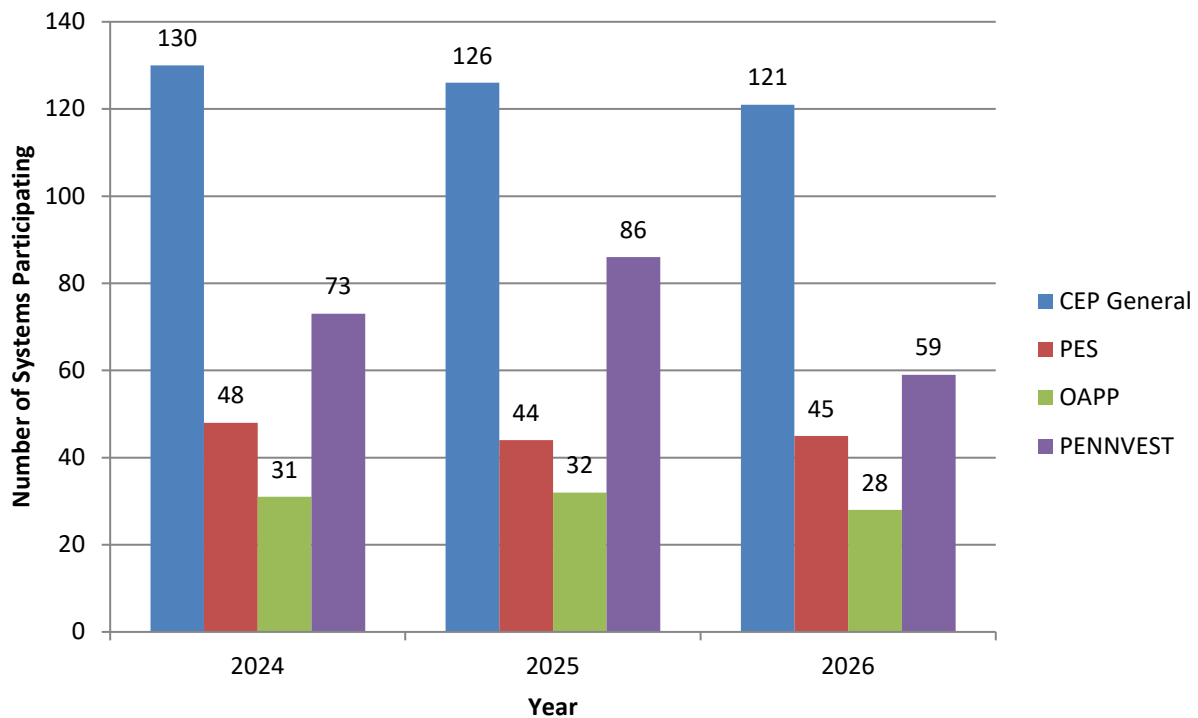
- The number of water systems benefiting from hands-on assistance through the CEP and OAP;
- The number of PES projects that successfully resulted in improved capability;
- The number of systems that do not have a properly certified operator (The goal is to reduce this number.);
- The number of systems that successfully addressed TMF action items noted by the CEF; and
- The number of surface water treatment plants with an FPPE rating of “Commendable.”

Three CEF staff coordinate assistance to drinking water systems that participate in the program. The CEF manage the PES contract, refer systems to the OAP, evaluate systems for PENNVEST funding, and refer systems for operator certification training and testing. Below are some highlights of the CEP.

Capability Enhancement Facilitator Coordinated Assistance

The CEP had direct contact with 121 systems in state FY '25-26. Typically, the assistance type is divided into smaller categories. Some systems may be included in more than one category. Chart 1 depicts the breakdown of the number of systems participating in the CEP by the type of assistance provided.

Chart 1 - Number of Systems Participating in the types of CEP Assistance by Year



The CEP saw a consistent trend in the total number of systems helped during the three-year period which can be attributed to the PES program building on success and integrating OAP assistance with each PES project. The number of systems evaluated for DWSRF(PENNVEST) funding increased compared to prior years, which was expected as systems take advantage of Bipartisan Infrastructure Law (BIL) funding. DWSRF evaluations are based upon how many systems apply for funding and are not a measure of CEP initiative or effectiveness as much as it is a measure of CEF workload.

Currently, system success is measured by tracking completion of action items in system-specific evaluation reports. To date, several systems receiving assistance have employed a certified operator, implemented standard operating procedures, and are working toward the basics of asset management because of action items identified by the CEF. Concurrently, the PES program provides needed engineering support to these systems and acts as a conduit to other technical assistance options.

Professional Engineering Services Program

The PES Program has become the primary tool in assisting small water systems. PES provides engineering design to small systems that would otherwise not be able to pay for services of a professional engineer. These are long-term projects that involve DEP's contracted engineer to provide feasibility and/or design work while the system simultaneously works through TMF recommendations identified by the CEF. To be included in the PES Program, systems must agree to address certain identified TMF weaknesses. In this way, the CEP can obtain "buy-in" from the system to improve their capability while also providing engineering and outreach assistance.

The CEF conducts monthly status meetings with the PES contractor to monitor the progress of each system that is receiving engineering assistance. This allows the CEF to stay informed about project progress and ensure systems address their action items while also receiving engineering support. Since the PES program's inception in FY '11-12, 272 PES projects have reached completion and 45 are still progressing. Table 1 denotes a count of projects that were completed through the PES program since FY '11-12.

Table 1 – Count of Completed PES Projects since Program Inception

No. of Projects	General Project Type
122	Source evaluation, exploration, siting, permitting
24	Groundwater Rule 4-log design and permitting
21	Leak Detection
17	Engineering Evaluation/Report
12	Construction Oversight
11	Finished Water Storage
10	Distribution Line Replacement/Addition
10	System Mapping
9	Feasibility Study
9	Funding Support
8	Corrosion control treatment feasibility study, permitting
7	Bid/Contract Administration
7	Interconnection
5	Fe & Mn Treatment Design/Permitting

Outreach Assistance Program

The OAP provides direct technical assistance, training, and capability-building support to public water system operators and management. Assistance is tailored to individual system needs and may include plant operations, standard operating procedure (SOP) development, treatment process optimization, asset management, water loss control and leak detection, and other TMF needs. OAP also provides small-group workshops and DEP-approved operator training designed to expand the reach of the program and provide operators with practical tools that can be applied at their systems.

The following examples highlight OAP activities and enhancements during the reporting period:

- **Expanded Statewide Outreach Coverage:** OAP expanded its capacity through the addition of three Outreach Providers, including establishing provider coverage in northwestern Pennsylvania where OAP previously did not have dedicated coverage. The additional staff improve OAP's ability to provide timely technical assistance and maintain relationships with public water systems throughout the Commonwealth.
- **Expanded Operator Training and Outreach:** OAP has significantly expanded the amount and variety of DEP-approved continuing education training available to drinking water operators. Recently-approved courses include: Practical Applications of Water Pre-Treatment Chemicals, American Water Works Association (AWWA) Water Audit Workshop, and Best Management Practices for Water Distribution System Maintenance and Response. Additional courses are being developed in areas such as finance and budgeting, drinking water rules and regulations, nitrification control, iron and manganese control, membrane filtration, and leak detection. OAP also continues to share technical information and lessons learned through conferences and industry events, including the Water Works Operators' Association of Pennsylvania (WWOAP).

- **Expanded Water Loss Control and Leak Detection Assistance:** OAP has expanded its water loss control program to provide systems with assistance ranging from initial assessment through hands-on field leak detection. OAP implemented a streamlined "Speed Water Audit" to quickly evaluate water production, consumption, metering, billing, water loss and identifying areas requiring additional investigation. Outreach staff also work alongside system personnel to conduct on-site leak detection. The team uses system isolation, flow and pressure data, acoustic sounding, and other field techniques to locate suspected leaks. OAP is further expanding this capability through the procurement of dedicated leak correlation equipment. These efforts help systems identify hidden leaks, improve system performance, conserve drinking water resources, and develop better long-term water loss control practices.
- **Continued Water Loss Control Training:** OAP continues to deliver its three-part water loss control workshop series addressing water auditing using AWWA methodology and software, metering and billing, and leakage management. Originally piloted in the Lake Erie Basin, the workshop series continues to be offered throughout the Commonwealth in coordination with the Southwestern Pennsylvania Commission, Susquehanna River Basin Commission (SRBC), Delaware River Basin Commission, Erie Water Works, and other partners. The workshop series is led by Outreach Provider George Kunkel, who contributed to the development of the AWWA M36 Water Audits and Loss Control Programs guidance and AWWA water audit methodology.
- **Modernized Delivery and Documentation of Technical Assistance:** OAP continues to improve how technical assistance is evaluated, delivered, and documented. The program has expanded the use of virtual meetings to meet with system operators and management, review available information, identify system needs, and determine the appropriate type of assistance before committing staff and travel resources to an on-site visit. OAP has also continued to update and standardize reporting formats and technical-assistance tools to improve consistency among Outreach Providers and provide systems with clear recommendations and follow-up actions.

- **Expanded Engineering and per and polyfluoroalkyl (PFAS) Technical Support:** OAP expanded its technical capabilities during the reporting period to include professional engineering expertise. This capability allows OAP to provide pre-permit technical reviews of PFAS treatment projects receiving assistance through the CEP. OAP can coordinate with the PES Program and other Bureau programs to identify potential technical and permitting concerns earlier in project development and help facilitate the development of complete and technically-sound permit applications.
- **Coordination with Technical Assistance Partners:** OAP continues to coordinate with other technical assistance organizations to ensure public water systems have access to appropriate expertise and resources. Partners include the Rural Community Assistance Partnership (RCAP), SRBC, AWWA, Pennsylvania Rural Water Association (PRWA), Penn Water Center, and other organizations. This coordination helps match systems with appropriate resources, supplement available expertise and capacity, and reduce unnecessary duplication of technical assistance efforts.

Drinking Water Operator Certification Program

As indicated in **Chart 2**, information from the most-recently available data shows that 97% of the non-transient noncommunity water systems (NTNC) and 99% of community water systems (CWS) have designated their available operator(s) in 2025. These recent percentages are consistent when compared to the previous two years and represent a stable and robust trend. The coordinated efforts of the operator certification program, DEP training staff, and regional operations staff have yielded solid results in improving public health protection by ensuring water systems have properly-certified staff operating their facilities.

Chart 2 - Percentage of PA Drinking Water Systems Reporting an Available Certified Operator by Year

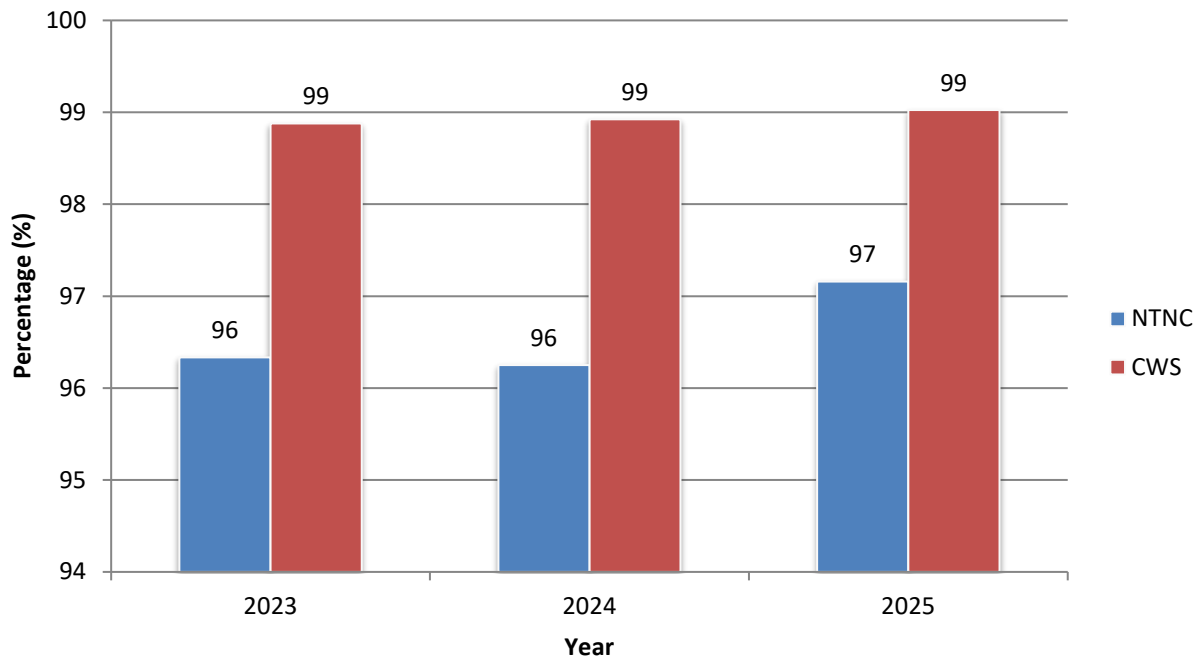
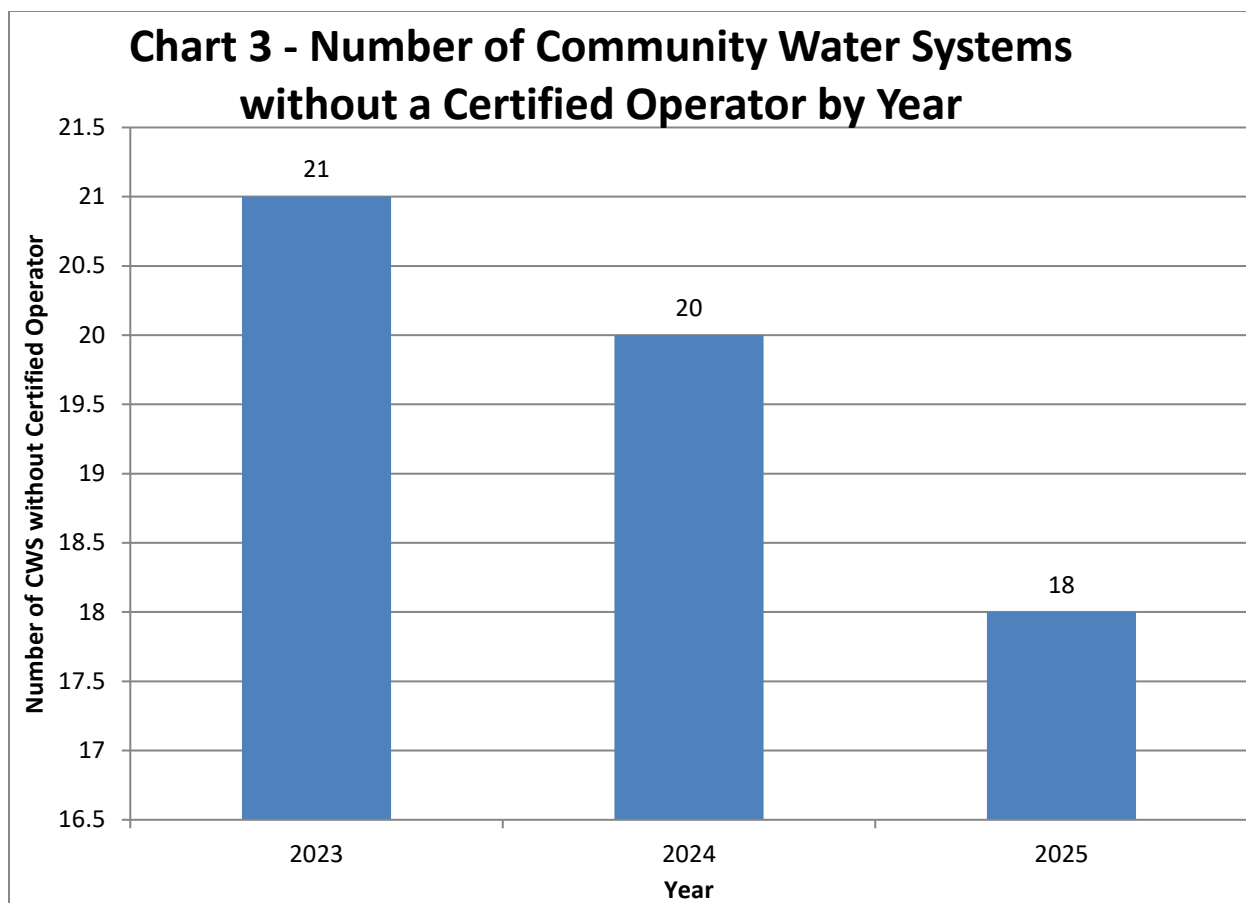


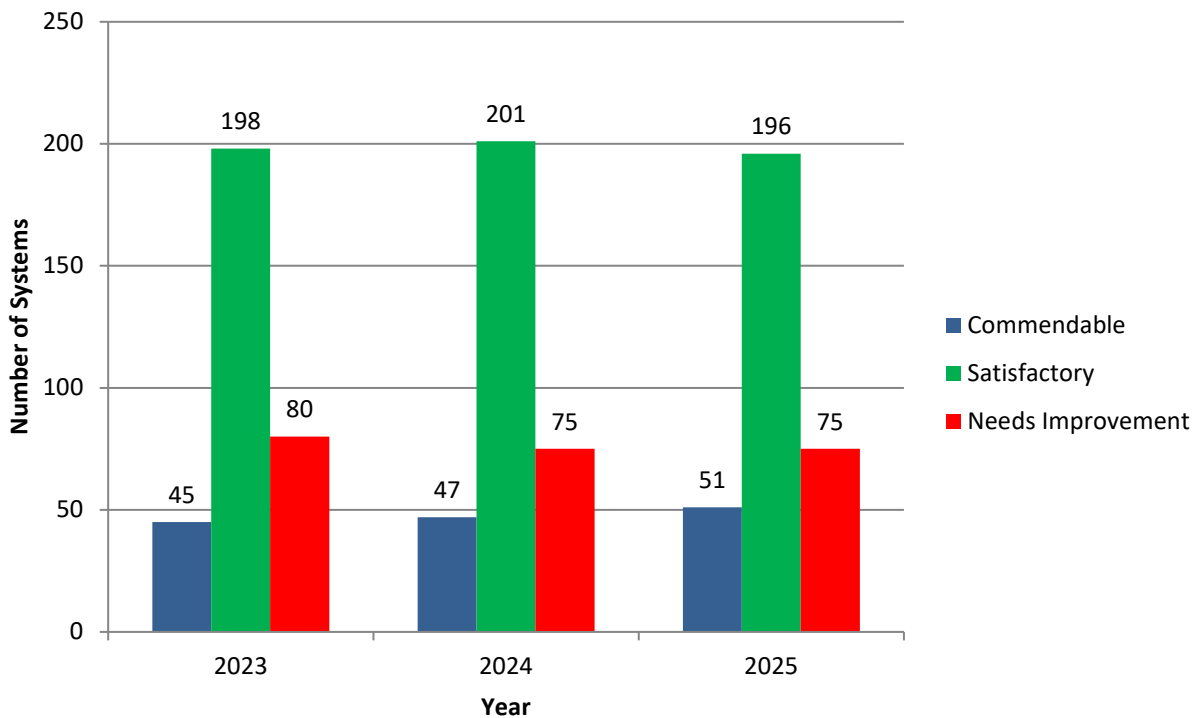
Chart 3 gives a slightly different perspective from Chart 2 by showing the number of CWS without a properly-certified operator. The number is moving in a positive direction with a slightly downward trend over the last three years. It is important to note that Pennsylvania's requirements for "properly certified" include passing scores on exams for all subclasses for all treatment permitted at the facility; and adequate documentation of minimum associated operational experience for those treatment technologies.



Filter Plant Performance Evaluation, Area Wide Optimization and Partnership for Safe Water Programs

The national AWOP and the PfSW Program are intended to help states and water systems with the implementation of optimization programs. Both programs are intended to assist filter plants in improving performance and maximizing public health protection. The programs are closely integrated with DEP's FPPE Program. **Chart 4** shows a comparison of FPPE ratings for 2023 to 2025. Through this comparison, DEP can measure performance improvements at individual filter plants.

Chart 4 - Ratings for Filter Plant Performance Evaluations by Year



Asset Management Incentives and Assistance

Pennsylvania uses the following to incentivize and assist systems to develop an asset management program:

- TMFSAT includes multiple questions related to operations and maintenance, asset inventories, and asset management plans. The results of the TMFSAT are used to help water systems develop specific action items for improving system capability. One of the most common action items identified by the TMFSAT at small water systems is the need to develop and implement an asset management plan.
- The existence of an asset management plan is one of the TMF capability criteria that is evaluated during the PENNVEST capability review and ranking process. An asset management plan that is being actively implemented is worth up to 5 PENNVEST priority ranking points. This is a strong incentive to both develop and implement an asset management plan.

- Asset Management questions have been added to Module 8 of the Sanitary Survey Checklist for full inspections of water systems. Lack of an asset management plan can be identified as a violation of § 109.4 if it is contributing to a significant deficiency and adversely affecting operations.
- CEP staff are currently working with DEP Operations staff to create a mechanism for establishing a list of systems in need of an asset management plan from the data collected in Module 8 Sanitary Survey Checklist. Such a list could be used to target water systems for attending asset management plan training, webinars, and technical assistance. In the interim, DEP regional staff will continue to alert Bureau of Safe Drinking Water (BSDW) staff to system needs as they become aware.
- PENNVEST will provide up to \$25,000 toward the development of an asset management plan.
- 25 Pa. Code § 109.503(3) requires the development of a business plan as part of the permitting process for new CWSs. New CWSs that have prepared the required business plan will be better prepared to develop and implement asset management as some of the financial concepts are similar.
- 25 Pa. Code § 109.702 requires all CWSs to develop an operations and maintenance plan. Water systems that have prepared the required operations and maintenance plans have begun the process of identifying and creating inventories of their assets. In addition, water systems implementing operations and maintenance plans and performing preventative maintenance will help extend the useful life of their existing assets.
- 25 Pa. Code § 109.706 requires all Public Water Systems (except bottled water systems, vended water systems, retail water facilities, and bulk water hauling systems) to prepare a system map which includes specific details (e.g., pipe type, pipe size, pipe age, etc.). Water systems that have prepared the required system map have already begun the process of identifying and creating inventories of their distribution system assets, which is one of the first steps in preparing an asset management plan.
- The Environmental Finance Center (EFC) occasionally offers a one-day Asset Management Workshop through the EPA Technical Assistance Grant. In addition, DEP offers a two-hour web-based training course on EarthWise Academy called “Leadership and Decision Making for Sustainable Water and Wastewater Infrastructure” that discusses the benefits of asset management. Pennsylvania will continue to work with third-party technical assistance providers to make asset management training available in Pennsylvania.

- Pennsylvania's OAP has staff available that can provide one-on-one on-site assistance to help water systems develop an asset management plan. The availability of this technical assistance is advertised through the OAP brochure which can be found in DEP's eLibrary. Copies of the brochure can also be shared with interested water suppliers during DEP inspections, FPPEs, at technical conferences, PENNVEST planning consultation meetings, and through email and paper mailings.
- Pennsylvania will continue to encourage interested water suppliers to participate in asset management planning, rate setting, capital improvement planning, and other managerial and financial-related webinars and training hosted by the following organizations:
 - EPA Infrastructure <https://www.epa.gov/dwcapacity/about-asset-management>
 - United States Department of Agriculture Rural Development <https://www.rd.usda.gov>
 - Rural Community Assistance Program <https://www.rcap.org>
 - EFC <https://efc.sog.unc.edu>
 - PRWA <https://www.prwa.com>
 - Pennsylvania Section AWWA <https://www.paawwa.org>
 - Water Works Operators Association of Pennsylvania <https://www.wooap.org>
- Pennsylvania will continue to encourage water suppliers to follow EPA's existing asset management guidance in preparing their asset management plans. Water suppliers may also use their own or other asset management resources, tools, rates setting dashboards, level of service goals, asset management software, inventory and mapping tools, etc. In all cases, Pennsylvania will strongly encourage water systems to incorporate EPA's five core principles into the asset management planning process:
 1. What is the current state of the utility's assets?
 2. What is the utility's required "sustainable" level-of-service?
 3. Which assets are critical to sustained performance?
 4. What are the utility's best "minimum life-cycle cost" capital improvement plan and operations and maintenance strategies?
 5. What is the utility's best long-term financing strategy?

Although Pennsylvania strongly encourages all water suppliers to develop and implement an asset management plan, Pennsylvania's Public Water System Capacity Enhancement Strategy does not condition DWSRF eligibility based on whether a system has developed an asset management plan. DEP believes that this type of conditioning could discourage some water suppliers from making important infrastructure improvements that are needed to strengthen public health protection.

For more information about asset management, please visit the DEP BSDW asset management webpage at www.dep.pa.gov/Business/Water/BureauSafeDrinkingWater/CapabilityEnhancement/Pages/AssetManagement.aspx

DEP included the above information in its revised Capability Enhancement Strategy to address the Asset Management requirements of the 2018 America's Water Infrastructure Act (AWIA). Stakeholder input was received on July 23, 2020, by the Public Water System Technical Assistance Center Board. All feedback was incorporated into the strategy. The revised strategy received EPA Region 3 approval on April 6, 2022. The draft strategy was then posted for public comment in the *Pennsylvania Bulletin* on July 16, 2022. DEP then posted the final strategy in the *Pennsylvania Bulletin* on November 16, 2024.

Additional Capacity Development Initiatives

Source Water Assessment and Protection Programs

The CEP integrates source water evaluation, protection, rehabilitation and exploration into its evaluation of each system. When a system is determined as needing assistance with source issues, the CEF facilitates the assistance through either the OAP or PES Programs. The CEF can also refer the system to DEP's source water protection facilitators, who are located regionally for assistance with source water assessment and protection.

Distribution System Evaluation Program (DSE)

The aim of the DSE program is to identify and address distribution system water quantity and quality-limiting factors related to disinfectant residual, disinfection by-product (DBP) formation, chemical characteristics, and distribution operations. The intent of the program is to not only address regulatory requirements, but to also encourage distribution system optimization. Optimization refers to the process of voluntarily striving to improve the effectiveness of treatment processes and operations to improve drinking water quality to the highest levels possible, often exceeding the regulatory requirements. Water systems that choose to pursue optimization believe that doing so will allow them to provide an increased degree of public health protection to their customers.

Public Availability of Report

More information about the contents of this report and the CEP is available by contacting DEP's Division of Training and Technical Services at (717) 787-0122 or at the mailing address below. Information may also be obtained from the DEP's website at

<http://www.dep.pa.gov/Business/Water/BureauSafeDrinkingWater/CapabilityEnhancement/Pages/default.aspx>.

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