

MIDWEST ASSISTANCE PROGRAM

SOURCE

Your source for community solutions

Volume 32, Issue 1

Land Application
*A wastewater
system alternative*

Center Stage
*Spotlight on our
central region*

**Tribal Response
Program Training**
A strategic approach



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MIDWEST ASSISTANCE PROGRAM

has been designated an approved vendor by the General Services Administration, which means:

- *MAP is already a GSA-approved contract holder*
- *Agencies can bypass the full request-for-proposal process and come directly to MAP*
- *Less delay getting projects underway*

MAP is the first member of the RCAP network to receive this designation.



Letter from the CEO



There is much to report in this Winter edition of the SOURCE. We have brought on new staff in the field as well as the new position of Education Director. Bill Jarocki joined MAP recently and we are looking forward to enhancing our current training program to better serve the region. We also congratulate H. B. Calvert and Dennis Siders—two long term MAP employees—for their recognition by our national partner, the Rural Community Assistance Partnership (RCAP). Matt Donnelly from Montana is MAP’s newest board member and Shari Weber, of Kansas, is retiring from MAP after seven years of service.



Shari Weber and grandson

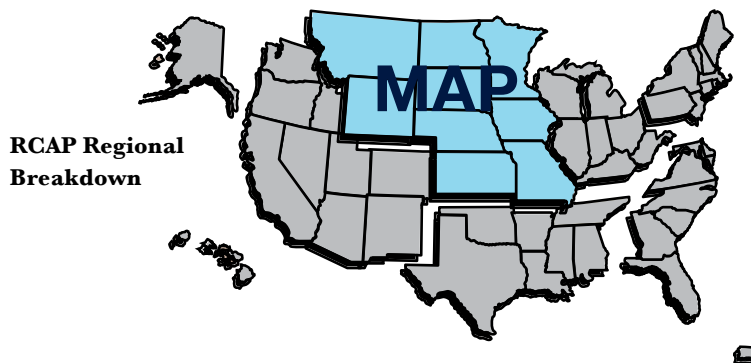
Concern for future generations is why Shari is so committed to the work that the MAP staff does each day. “I wanted to give something back for living in such a great country with my service on the MAP Board of Directors. MAP supports the crucial infrastructure needed for all citizens’ well-being in the basic form of clean water, safe wastewater management and solid waste management. It is the MAP legacy,” says Shari. We thank Shari for her years on the board and for her tremendous efforts during the recent MAP transition.

Many MAP staff traveled to Washington DC for the RCAP National Training Conference and made several visits to our nine-state congressional representatives. We thank those who have served our region for so many years and welcome our newly elected representatives. (There are several changes to the MAP delegation as a result of the election.) We will continue to tell the representatives our story about the great support that MAP provides to rural and tribal communities. Several of those stories are included in this issue which focuses on our central territory of Kansas, North and South Dakota, and Nebraska.

Enjoy the read, stay warm and may 2011 bring peace and prosperity to you and your communities.

Marcie McLaughlin

The Midwest Assistance Program (MAP) is a member of The Rural Community Assistance Partnership (network). RCAP is made up of a total of six regional partners including MAP.



MAP has been helping communities and tribal nations meet their infrastructure and development needs through information, resource management, expertise and technical assistance since 1979. MAP provides solutions to more than 400 such communities each year in Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North and South Dakota and Wyoming. Through individualized support from MAP staff, residents are given the knowledge and tools to revitalize their communities. MAP staff members live in the communities served and have a deep commitment to the strength, vitality, and future of rural America.

Ask the Expert: Q&A

Our expert this issue is MAP Regional Director Dennis Siders. Dennis' region includes the states of Iowa and Missouri. He began with MAP as a technical assistance provider in 1992 and was named Associate Director of Training in 2004. Dennis has served as Regional Director since 2006. His office is in Fredericktown, MO.



QUESTION: When is the best time to adjust water and/or wastewater user rates?

ANSWER: The short answer is 'whenever it's necessary.' However, I have found most systems handle the adjustment of rates in one of the following ways:

(A) Never

They continue cutting expenses until the system falls apart—obviously a disastrous approach. When the rates are finally adjusted appropriately, it means a steep increase and users get upset.

(B) As a Last Resort

Usually the result of (a) above, rates are only adjusted when all funds are depleted, the equipment needs repair and the operator has left because he/she never received a pay increase.

(C) Annually

Now here is an excellent approach as long as the board is getting accurate financial information. An annual budget should be created reflecting realistic expenses and inflationary consideration. The annual review should take into account asset management and future development.

(D) As Needed

This is another first-rate approach. The board should receive pertinent financial information on a monthly basis and make decisions as needed. The financial review should include: revenues, accounts receivable, current and future expenses, account balances and operational information such as water loss, Inflow and Infiltration (I&I) and asset management.

(E) Automatically Tied to Inflation

A healthy, stable system should only need adjustments to keep up with inflation. Create an ordinance stating the user rate will increase every January 1st by a predetermined price index. This should be reviewed in the annual budgeting session. Users understand this approach and the annual rate increases are relatively small.

HAVE A QUESTION?

Submit questions on subjects such as drinking water, wastewater, solid waste management or rural utility operation to map@map-inc.org. We will feature one question and answer per issue, but you may visit our Web site for more at www.map-inc.org.



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MAP Learning Opportunities

LEARNING OPPORTUNITIES IN 2011

MAP offers a variety of education and training opportunities throughout its nine-state territory. For more details and the most up-to-date listing, visit www.map-inc.org

MISSOURI

Board Training

(for board members)
Cape Girardeau, Jan. 18
Green County, Jan. 26
Clinton, Feb. 22

MONTANA

Capacity Development

(for operators, boards and clerks)
Roundup, Jan. 18
Bitterroot Valley, Feb. 15
Wolfpoint, Mar. 10
Glasgow, Mar. 15
Missoula, Mar. 22

NEBRASKA

Backflow Recertification

(for operators, managers and plumbers)
Grand Island, Jan. 11
Red Cloud, Feb. 9
Norfolk, Mar. 8
Arapahoe, Mar. 15

Water Operator Training

(for water operators)
Ord, Feb. 15
Hildreth, Feb. 22

To Connect with Customers, Turn to the SOURCE

SOURCE is a quarterly magazine published by the Midwest Assistance Program and mailed to over 10,000 clients they serve in nine states.

Readers include mayors, city clerks, senators, congressional staff, utility water operators and managers. Topics center around current infrastructure issues faced by rural communities and tribal nations.

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New Funding

The Midwest Assistance Program has received a five-year contract from the Office of Community Services (OCS) to assist low-income rural residents with water and wastewater infrastructure issues. This funding will allow MAP staff to perform the following:

-Provide system-specific information and assistance to rural residents on water and wastewater systems

-Develop and provide training for officials on capacity building

-Provide assistance to communities with any aspect of the Safe Drinking Water and Clean Water Acts. This may include: the environmental review process, loan/grant applications, income surveys, rate setting, technical, managerial and financial issues.

New Hires

MAP Announces Five New Staff Members

Monie Kahlow started working in the New Prague office as a part-time office assistant in September. She comes to us from Le Sueur, Minnesota, where she worked most recently as an administrative clerk for the City of Le Sueur.

Ann Hamilton began working in our New Prague office in September as a part-time program assistant. She is studying Applied Engineering with a technical core in Environmental Science at Bemidji State University. "Environmental Engineering for short," says Ann.

Denise Livingston began working in November as a technical assistance provider for the western part of South Dakota. Her office is in Rapid City. Denise's first projects will be working with Rural Development, OCS and EPA wastewater projects. She most recently worked as a Community Development Planner for the Black Hills Council of Local Governments.

Jim Johnston began working as a technical assistance provider on November 1. His office is in Sac City, Iowa and Jim will be assisting rural communities in northern Iowa with their water and wastewater systems. Jim has many years of experience with rural water associations. "I know the communities in northern Iowa will love working with Jim," said MAP Regional Director, Dennis Siders.

Bill Jarocki joined Midwest Assistance Program as the new Education Director. Bill's energy, innovative spirit and knowledge will be valuable to MAP as we enhance our training portfolio. Bill will manage not only the operators, community and staff training elements of MAP, but also be giving leadership to developing partnerships with community and technical colleges as MAP advances workforce issues, specifically for the new generation of operators. Bill has been the Director of the Environmental Finance Center located at Boise State University for the last 14 years. He also served as an adjunct faculty member in the Department of Political Science and in the School of Engineering.

Beloved MAP Retiree, Bill Leonard, Passes on

Bill Leonard passed away on October 21, 2010 in Whitefish, Montana. "Bill was a very good man with a very big heart," MAP Regional Director Pam Higgins said. She was lucky enough to work with Bill for many years, as he served as a resource development advisor for MAP from 1988 until his retirement in 2007. He was based out of Whitefish, Montana.



Asset Management for Local Officials

This fact sheet will help you understand:

- The basics of asset management for local officials.
- Local officials' vital role in successfully implementing an asset management program.

This fact sheet is intended for local officials who are directly or indirectly involved in decisions affecting water systems.

Asset Management

Asset management is maintaining a desired level of service for what you want your assets to provide at the lowest life cycle cost. Lowest life cycle cost refers to the best appropriate cost for rehabilitating, repairing, or replacing an asset. Asset management is implemented through an **asset management program** and typically includes a written **asset management plan**. Water systems need asset management to:

- Address aging water infrastructure assets before they fail.
- Keep assets productive, and not allow them to become disruptive liabilities.
- Treat all decisions as investment decisions to maximize limited financial resources.
- Make costs transparent to support financial decisions.

Asset management requires:

- Support and involvement of local officials who have the authority and willingness to commit public resources and personnel to maintain community assets.
- A commitment of time and money to make cost-effective asset decisions (spending some money in the short-term to save more money over the long-term).
- A team made up of key decision makers.

Improving Service and Maintaining Infrastructure Through Asset Management

A sustainable water service delivers safe, clean water to its customers' satisfaction while managing infrastructure assets to maximize their useful life. An asset management plan will help you "tell the story" of water system assets to the community in a way that is understandable. Small systems that have simple asset management plans can benefit as much as large systems that have complex plans. Asset management will enable your system to:

- Have more efficient and focused operations.
- Choose capital projects that meet the system's true needs.
- Base rates on sound operational decisions.
- Improve its financial health.
- Reduce environmental violations due to failed or poorly performing assets.
- Improve the security and safety of infrastructure assets.

The Five Core Questions Framework for Asset Management

A good starting point for any system are five core framework questions, which walk you through all of the major activities associated with asset management.

1. What is the current state of my system's assets?

Your water system's assets are part of your community's total assets. A decline in the value of your infrastructure indicates insufficient funding of asset management.

2. What is my required "sustainable" level of service?

Knowing your required "sustainable" level of service will help you implement an asset management program and communicate to stakeholders what you are doing. The required level of service is the basis for justifying your user rates.

The Five Core Questions of Asset Management (cont'd)

3. Which assets are critical to sustained performance?

Identifying critical assets will help you make decisions about resource allocation and about maintaining or improving your sustainable level of service.

4. What are my life-cycle costs?

Knowing the answer to this question will help your system move from a passive “fix-it-when-it-breaks” posture to an active program of preventive maintenance and timely asset replacement.

5. What is my best long-term financing strategy?

Knowing the full economic costs and revenues generated by your water system will help determine the system's financial forecast. The financial forecast can then provide needed information in making decisions regarding long-term funding strategy.

Accounting For Your Assets

The Governmental Accounting Standards Board's Statement #34 (GASB 34) revises several accounting and financial reporting practices for state and local governmental entities including publicly-owned water systems. If your water system is publicly owned, you will need to follow GASB 34 requirements to obtain a "clean opinion" (i.e., a good credit rating) from an auditor. Without a clean opinion, you may face higher interest rates on loans and bonds and may be more closely scrutinized by regulators and public officials. Following GASB 34 standards will require publicly-owned water systems to report the value of infrastructure assets and the cost of deferred maintenance. An accurate and up-to-date asset management plan will help you comply with this requirement.

Key Role for Local Officials: Building Community Support

Successfully implementing an asset management program means overcoming potential barriers by including the community in the process. **Local officials are key players in successful asset management programs because they are uniquely positioned to address these challenges.** Barriers to implementing an asset management program may include:

- Expecting to see immediate results.
- Changing from a focus on operations to a focus on assets.
- Paying for short-term costs to achieve long-term savings.
- Reconciling a short-term focus (e.g., rate increases) with long-term view of system sustainability.

These barriers can be overcome by building community support for asset management's emphasis on planning as a means for cost-effective infrastructure investment. An asset management plan is an effective way to communicate your strategy and work. In order for your system to gain community support, your customers should:

- Understand what you do.
- Believe that what you do has value.
- See that the way you work meets the agreed-upon level of service.

Asset management helps you:

- Share information with your customers.
- Describe the risks of not maintaining system components.
- Communicate your system's requirements.
- Justify rehabilitation, repair, and replacement project priorities.
- Justify your long-term financial plan to the public.

Implementing an asset management program will allow you to start having a sustainable water service that will maximize the useful lives of assets, be financially self-supporting, and protect public health and the environment.

For additional information: Call the Safe Drinking Water Hotline at 1-800-426-4791, visit the EPA Web site at <http://www.epa.gov/safewater/smallsystems> or contact your state drinking water representative.

MAP Works to Identify Water Source for Bear Butte Valley



Bear Butte Valley Water, Inc. (BBVW) was formed in the spring of 2009 to develop a water system to serve rural customers near Sturgis in western Meade County, South Dakota.

The region has experienced drought conditions during the past several years and many streams and ponds have low water levels or are dry. Shallow water sources are unreliable and are developing contamination issues due to surface pollution. Area residents, many of whom are hauling water, are in need of a quality water supply for both household and livestock use. Groundwater is available in the project area but it is cost prohibitive because of the depth of wells for quality water.

Funding for two identified service areas will be separate and designed for the unique demands of each area.

A common hurdle at the onset of such a project is the identification

of a water source. The system currently does not have one. Several options being investigated include:

The existing Bear Butte Water Users Association has a deep well and provides water to five livestock producers and Bear Butte State Park. Unfortunately, it seems the existing well is unable to produce a sufficient quantity of water to meet the entire needs of the system.

A campground that was constructed specifically for the annual Sturgis Motorcycle Rally may be able to produce a sufficient quantity of water to meet the needs of the system.

The City of Sturgis is also an option. However, initial investigations indicate it may be cost prohibitive to connect to this source.

The development of BBVW's own Madison Aquifer well would be in the best interest of the system. However, costs of constructing a well may also be cost prohibitive.

MAP staff has been working with the system and its engineer to develop financing packages and is assisting with the investigation of alternative water sources.

BBVW currently has approximately 160 members and with growth expects to have more than 215 service locations before construction begins.



Land Application Wastewater Treatment

A Small System Alternative

More small systems are turning to what can be a more economical and ‘greener’ approach to wastewater treatment, known in the field as *land application*.

The two-step process involves first settling out sewage solids in a clarification facility such as a lagoon or constructed basin. Second, the clarified effluent is pumped to an irrigation site, thereby reducing or eliminating discharge to a receiving stream.

The clarified effluent can be disposed of in one of two ways:

Above Ground Spray Irrigation

The most widely used method, this can be achieved through either fixed head or traveling pivot irrigation equipment, depending on the size of the irrigation area.

Sub-Surface Drip Irrigation

Here the clarified effluent is pumped through a below grade pipe network and forced out small diameter openings in the pipe into the surrounding soil profile. This may provide quicker nutrient uptake by plants and may facilitate higher application rates of clarified effluent.

Land Application Advantages

- reuse of treated wastewater
- less dependence on groundwater for irrigation
- potential for increased crop productivity due to nitrogen, potassium and phosphorous content in the clarified effluent
- lower operations, equipment and maintenance costs
- no discharge = reduced operating permit requirements

Disadvantages

- must own land or have long-term lease to apply clarified effluent
- need adequate storage capacity for times when application is not possible
- logistics of moving clarified effluent to irrigation field
- climatic factors influence pumping schedules
- periodic soil testing needed to insure balance of nutrient loading

In general, the land application treatment process may be ideal for very small rural systems with under 150 users, although it may not be appropriate in all settings. Limiting factors such as area subsurface geology, climatic conditions, soil morphology and drainage characteristics may eliminate the option to use this technology. However, when it can be used, land application may provide a more affordable option for small communities.

- *Stay tuned, as MAP plans to offer concept classes on this subject in the spring of 2011.*



LaDonna Brave Bull Allard of the Standing Rock Sioux Tribe in North Dakota is interviewed for the training video.

What is the TRP?

The TRP was authorized and funded under Section 128(a) of CERCLA (the superfund law). This law authorized the establishment of state and tribal response programs to identify and address releases of hazardous substances, pollutants and contaminants. This includes releases from mine-scarred lands, petroleum or controlled-substance properties (i.e. drug labs) and brownfields.

Relating to the Audience

“It was so important to make a connection with our audience—to make the training as relevant to the tribes as possible,” MAP Technical Assistance Provider Mickey Hartnett said. “Due to costs, it was just not viable for tribal trainers to do the training in person.” Although MAP preferred that approach, they moved forward with an alternate method that was arguably as good—videotaping interviews with tribal staffs.

MAP’s role in the project was to arrange for the site visits and interviews and assist with editing the final video and materials. Tribal members featured in the video discuss the challenges and accomplishments of their tribe as it relates to the TRP.

A draft of the 30-minute video was reviewed in December 2010. The goal is to have the final video and related training materials ready to present at tribal training sessions at the National Brownfields Conference in April 2011.

MAP Assists EPA with Tribal Response Program Training

MAP has received a three-year grant from the EPA to develop training materials for Tribes on the purpose, requirements and implementation of the Tribal Response Program (TRP).



What are Brownfields?

Brownfields are real property—the expansion, redevelopment or reuse of which—may be complicated by the presence or potential presence of a hazardous substance, pollutant or contaminant. Cleaning up and reinvesting in these properties protects the environment, reduces blight and takes development pressures off greenspaces and working lands. —www.epa.gov

MAP Lends a Hand to Southern Black Hills Water System

Working to Establish Funds for Next Phase



The Southern Black Hills Water System (SBHWS) was established in 2004 to supply drinking water to rural residents and businesses in Custer, Fall River and Pennington Counties of South Dakota. Water quality and quantity concerns have forced residents to haul water, collect water in cisterns or invest in costly and only marginally satisfactory shallow wells. In 2007, MAP was asked by the SBHWS Board to research and apply for funds to finance the project.

The project falls primarily within southern Custer County of South Dakota

PHASE I: The North Hot Spring service area is located directly north and adjacent to the City of Hot Springs, SD and generally along State Highway 385 and along the adjacent county highway known as the “7-11” road and the ‘Argyle’ Road.

PHASE II: The Argyle Road service area is located directly west of the North Hot Springs service area along the local County Highway known as the ‘Argyle’ Road and along State HWY 89.

Phase I of the project (the North Hot Springs service area) was funded by USDA-RD and the DENR State of South Dakota. This Phase—nearing completion—includes a water treatment plant (currently under construction), as well as a booster station and reservoirs.



The water source is the Streeter Well, an existing well which will flow at 100gpm.

Projected Outcomes:

- Two booster stations
- Two storage reservoirs
- Approximately 78 miles of pipeline
- Estimated total cost of \$9.8 million
- Approximately 400 users

MAP is now working with the project manager and several funding agencies to achieve funding for Phase II. Though not yet established, MAP hopes work will begin on Phase II in 2011.



RCAP Recognizes Two Extraordinary MAP Employees



MAP is pleased to announce two of its own have received awards from the Rural Community Assistance Partnership (RCAP). This past December in Washington, D.C., MAP Regional Director, Dennis Siders was presented with RCAP’s Outstanding Mentor Award. RCAP recognizes few jobs are as important—yet often receive as little credit—as mentoring new technical assistance providers. At the same time, MAP technical assistance provider H.B. Calvert was inducted into RCAP’s Hall of Fame. Its inductees have made significant positive contributions to RCAP over the course of their careers. MAP congratulates Dennis and H.B. for earning these prestigious awards.

MAP staff members from left to right: COO Chris Fierros, technical assistance provider H.B. Calvert, Regional Director Dennis Siders and CEO Marcie McLaughlin

CASE STUDY

LOCATION: The City of Humphrey (northeast Nebraska)

PROBLEM: Numerous Wastewater System Issues

SOLUTION: MAP solves paperwork problems; cleans up procedures



Wastewater Woes

MAP Helps Exact Inaccurate Paperwork

The City of Humphrey has a population of 786. The wastewater system operator was having difficulty filling out his Daily Monitoring Reports (DMRs). MAP discovered they had a new permit, but were still using DMRs and tests from the old permit. MAP staff met with the operator to review and discuss the new permit so he was aware of what was expected of him. In addition, MAP reviewed training materials and explained what Nebraska Department of Environmental Quality (NDEQ) required on the DMRs. Finally MAP helped to fill out delinquent and inaccurate DMRs so they could be submitted to the state.

Additionally, the DMRs never matched the wastewater system operator's results. MAP learned the state had inaccurate records. For example; his number 1 lagoon was their number 3 lagoon and his land application was from the wrong

lagoon according to the state. MAP worked with NDEQ to straighten this out. Now the operator has one discharge point on a mutually agreed upon cell, which is also the source of his land application. MAP worked to clarify his sampling requirements and now the paperwork problems are solved.

What remains is an Inflow and Infiltration (I&I) issue. MAP staff has advised that they raise several manholes and has referred the city to a couple of contractors who repair manholes. It is suggested they hire an engineer to do a Preliminary Engineering Report (PER) and televise and smoke test the lines to identify the problem. The PER can help with funding if the project is significant.

MAP worked to clarify his sampling requirements and now the paperwork problems are solved.

MAP On the Hill

In early December, MAP staff members travelled to Washington, D.C. to receive awards for distinguished employees. While there they worked to tell the story of MAP's mission to members of congress.



MAP Missouri staff met with Congresswoman Jo Ann Emerson (R-MO) during the recent RCAP National Training Conference. Chris Fierros, Christia Wienecke, Congresswoman Emerson, and David Dirks.



MAP staff view the Rotunda on a tour of our Nation's Capitol.

SOURCE

Source Mission:

To provide information for the clients of the Midwest Assistance Program so they better understand the programs and services MAP offers to help them improve their communities and tribal associations; and to showcase the expertise of MAP employees.

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