WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER

Washington State Department of Health
Division of Environmental Health
Office of Drinking Water

Volume 23, #2 - March 2008

Floods Swamp Water Systems

First came the cold and the snow. Then came a warm "Pineapple Express" with slashing rains and hurricane-force winds. It was a recipe for one of the worst weather-related disasters Southwest Washington has ever seen. On December 3 and 4, rapidly melting mountain snow and rain coursed down muddy slopes, quickly overwhelming rivers and creeks.

Six people and thousands of animals – mostly cattle – were killed. Homes, farms and businesses were damaged or destroyed. Ultimately, the federal government made disaster declarations for public property in 12 counties. Thousands of people in those counties requested federal financial assistance.

The storm also took a heavy toll on water systems. On December 3, the Office of Drinking Water's Southwest Regional office staff began calling Group A water systems in

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In Adna, the Boistfort Valley Water System's treatment plant nearly slid into the river, and its primary intake lines washed away, along with wiring and pumps. Photo by Judy Swaw, Adna

Water Use Efficiency Updates

Rule Revision – Goal Setting Requirement

The Office of Drinking Water recently became aware of a conflict between the Municipal Water Law (MWL) and the Water Use Efficiency (WUE) rule. Because our rules must reflect state law, we are moving forward with a rule revision as swiftly as possible.

The MWL directed us to adopt a rule that requires water systems to set goals requiring their customers to use water efficiently. We adopted a rule that allows utilities to choose to set goals for either the customer or the water system.

We thought the WUE rule would meet the intent of the MWL by giving water systems the ability to set water use efficiency goals for either the water system or its customers. However, we have learned that the law is specific: We must require a customer-based (demand-side) goal.

The rule revision, which we expect to have in place by this summer, will clarify that municipal water systems must set at least one demand-side goal that encourages customers to use water more efficiently. We are considering an expedited rule process to limit any inconvenience for water systems currently in the goal-setting process.

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Inside This Issue

The Director's Column

by Denise Addotta Clifford

Changes ahead for Drinking Water Seminars

The 2007 Drinking Water Seminars provided some memorable moments: Revving up your passion for planning through car talk, a spirited game of "Compliance Jeopardy," and a creative tap water campaign with free T-shirts, water pitchers and other promotional items that water systems can develop to tout the goodness of pure Washington water.

Beyond the fun and laughter, the seminars provided an excellent grounding in topics that included water use efficiency requirements, sanitary surveys, the Stage 2 Disinfection Byproducts Rule and much more.

With a theme of "Thinking Ahead: Do It Now," the 2007 seminars in Spokane Valley, Pasco, Mount Vernon and Olympia attracted 350 participants. We offered a new location (Pasco) as well as a third track in the afternoon break-out sessions. And for our efforts, you gave us a score of 3.3 out of 4 points on seminar evaluations. Not bad!

We've decided to start offering Drinking Water Seminars every other year instead of annually. This was a difficult decision to make, but when we looked at the big picture of Office of Drinking Water operations, we had to focus on the best use of limited time and resources. We also had concerns about how to keep seminar information fresh and avoid staff burnout.

Some of you shared your concerns about this change, and we heard you. As much as we'd like to accommodate you, it comes down to the all-too-familiar challenge that I'm sure many of you also are grappling with: How to do more with less.

We will continue to keep you informed about new rules and requirements by sending our staff to make presentations at drinking water conferences around the state. We'll also use our Web site <http://www.doh.wa.gov/ehp/dw/> and ***Water Tap*** to tell you about training opportunities and other developments.

And, of course, our friendly regional office staff are available to assist and support you.

Meanwhile, we're brainstorming ideas for the 2009 Drinking Water Seminars. It's going to be a challenge to top "Compliance Jeopardy" and revving up your passion for planning, but we'll give it a go.

See you there!

denise A clifford

Stage 2 Disinfectants and Disinfection Byproducts Rule

The U.S. Environmental Protection Agency (EPA) approved our request for a two-year extension of the deadline to adopt the Stage 2 Disinfectants and Disinfection Byproducts Rule. We now have until January 10, 2010 to adopt the rule, which sets new monitoring requirements for total trihalomethanes and haloacetic acids. We will pursue the additional resources we need to implement the rule through our business planning efforts. EPA will enforce Stage 2 rule requirements until we adopt them into our drinking water rules.

For more information

Call Theresa Phillips, lead rules coordinator, at (360) 236-3147, e-mail theresa.phillips@doh.wa.gov or visit us online at <http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm>

See **Transition from Stage 1 to Stage 2 Disinfection Byproducts Rule Monitoring** (331-377) online at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>

How to Set Rates in Small Water Utilities

By Skip Rand

Editor's note: Skip Rand works for the Rural Community Assistance Corporation, a non-profit organization providing technical services to small communities. He often reviews budgets and helps systems establish rates. In this article, he describes how to get an accurate portrayal of your financial needs and ways to integrate utility policy into rates.

Establish a viable budget, then achieve the necessary revenues from rates. The definition of "viability" I like is *"Capable of success or continuing effectiveness."* According to the Office of Drinking Water (ODW), revenues minus expenses should equal at least zero. But I have seen expenses exceeding revenues while the utility didn't realize it! Often the system "didn't see it coming" because it did not project at least five years ahead, as required by the Small Water System Management Program.

The Budget

The two biggest problems I see in budgets I review are failure to provide adequate reserve funding and failure to compensate for inflation.

Inadequate Reserve Funding

In my opinion, the number one reason for budgetary shortfalls is the failure to adequately fund reserves. There are five general reserve categories that should be "seen" in the budget, as line accounts, or in a separate schedule that explains the overall allocation to the reserve fund.

1. Equipment Replacement (just what the name implies, but often called depreciation).
2. Emergency (money to tackle what you "fear" the most).
3. Operating Reserve (for revenue fluctuation and un-forecast non-emergency costs such as extra overtime, increased fuel costs and so on).
4. Debt Service Reserves (generally only required for a loan from USDA Rural Development)
5. New Construction (often call Capital Improvements).

It's up to you to figure the appropriate amounts necessary in each category, but ODW offers guidance in the document listed at the end of this article. There should never be unallocated money in reserves! Being able to describe your reserve requirements is a good public relations tool when you're discussing rate increases.

Inflation

People forget inflation is *cumulative*. This year's inflation carries over to next year and so on. I often see budgets with steadily declining revenues and the most common reason is because the system has not increased rates for the last 3-5 years. For example:

If last year's $40,000 budget was subject to 2.5 percent inflation, the added cost to this year's budget is $1,000. So, for next year's budget, we have that $1,000 plus another 2.5 percent for this year's inflation; that's an **additional** cost of $1,025.

In two years, the system would pay just over $2,000 more for inflation alone. Over five years the cost would be $15,511. The system must meet this cost with rate increases, expense decreases, new revenues or payment from reserves.

The Rate Structure

After you establish a budget, you will come up with a dollar amount needed from rates. Now ask yourself, "How do I want to do this?" Utility rate policy is almost never written anywhere but most people have a "feel" for what they want. Common policy goals are:

- Supporting low-income customers.
- Establishing rates to ensure larger water users pay a "fair share" of costs.
- Ensuring customers don't waste water because of low cost.
- Reducing water use because of physical limitations in the system, or to extend the date for system improvement costs.
- Meeting the requirements of the new Water Use Efficiency Rule.

To present an accurate picture of your utility's water use, you have to determine *who* is using *what*. That requires putting usage data from billing records into a separate spreadsheet. Once you accomplish that, you can "play" with various rate scenarios and identify the impact to your customers.

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Water Use Efficiency Updates... *(Continued from Page 1)*

To help get the word out about this upcoming change, we notified the Washington Water Utility Council, the Water Supply Advisory Committee, the Partnership for Water Conservation and those who attended WUE training this past fall. We will help utilities that did not do a customer-based goal get into compliance with the revised rule

Submitting WUE Programs and Goals to DOH

We have heard from many water systems wondering how and when to submit their WUE goals and programs to the Office of Drinking Water.

The deadline for systems with 1,000 or more connections to have their WUE goals and programs in place was January 22, 2008. The deadline for systems with fewer than 1,000 connections is January 22, 2009.

You must include WUE goals in your Annual Performance Report. It is due:

- July 1, 2008, for water systems with 1,000 or more connections.
- July 1, 2009, for smaller water systems with fewer than 1,000 connections.

Document your established goal and the progress you've made toward achieving the goal. There is an example in Appendix E of ***Getting Started-Water Use Efficiency Guidebook*** (331-375). You will not have to resubmit your goal if you do a customer-based goal.

You must include WUE programs in your next water system plan update (every six years) or small water system management program. Remember, your newly established goal may change your WUE program. Revise and update your WUE program to meet the new requirements and support your established goal, if necessary.

It is your responsibility to meet the WUE program requirements and make them available to us, upon request. We will review your WUE program when you submit your next plan for approval, unless we ask to see it sooner.

A new look for the WUE Web site

We re-organized the Web site to help you find everything you need to know and see "what's new" with WUE. Some highlights of the new Web page are:

- Direct links to WUE publications
- Educational resources
- A link you can use to post your WUE goal-setting public forum (see below).

The Web address changed, so be sure to update your bookmarks. Take a look at <http://www.doh.wa.gov/ehp/dw/programs/wue.htm>

Post your public forum on our Web site

You can post your water system's goal-setting public forum online. It's free, and it meets the requirement for public notice. Just go to our WUE Web page and click on the link.

The WUE Public Forum Schedule includes other public forums that are taking place statewide. It may take us a couple of days to post your public forum, so make sure you allow enough time to meet the two-week public notice requirement.

For more information

Call Mike Dexel at (360) 236-3154 or e-mail michael.dexel@doh.wa.gov.

Call Theresa Phillips, lead rules coordinator, at (360) 236-3147 or e-mail theresa.phillips@doh.wa.gov

Visit our rule-making Web page at <http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm>

2008 Operator Certification Exam Schedule

Exact dates, times and locations are subject to change due to site availability. Applicants will receive a letter four to six weeks before the exam date.

Exam Locations	Exam Dates	Application Deadlines	Retake Application Deadlines
Bellingham Mount Vernon Olympia Pasco Port Angeles Seattle Spokane Vancouver Wenatchee Yakima	June 3, 4 or 5, 2008	March 5, 2008	April 4, 2008
	October 7, 8 or 9, 2008	July 9, 2008	August 8, 2008
	February 3, 4, or 5, 2009	November 12, 2008	December 12, 2008

If you have questions about the examination process, or to order an application packet, call Larry Granish at (800) 525-2536, ext. 1, or e-mail larry.granish@doh.wa.gov You can also order an application packet online at <http://www.doh.wa.gov/ehp/dw/our_main_pages/opcertification.htm>

Lab Corner: Getting Credit for Your Water Samples

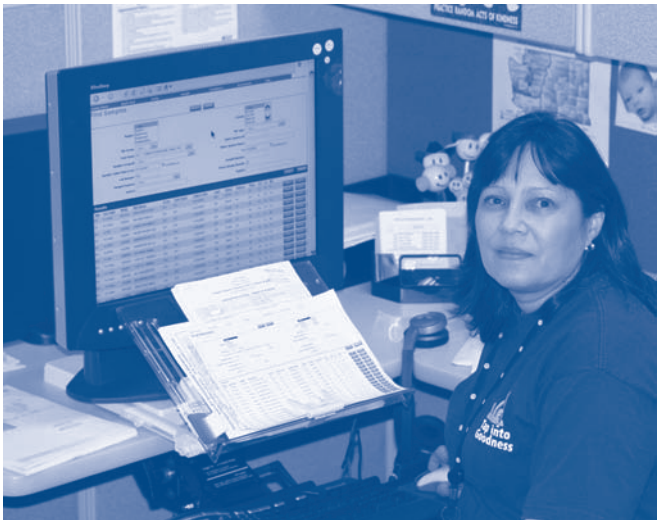
One way the Office of Drinking Water (ODW) ensures water is safe to drink is by monitoring samples that water systems collect. Certified labs test these samples and forward the results to us. We enter all the data (about 120,000 samples a year) into the computer system (Sentry) so ODW staff can view reports about monitoring compliance and sample exceedances.

The data entry team works hard to be as error-free as possible while getting this information into Sentry. However there are times when problems on lab slips prevent the data from going in correctly. This causes data entry staff to do out-of-the-ordinary tasks to get the right information or, in some cases, to return the whole lab slip to the lab for corrections. While this is going on, the water system is not receiving credit for taking the mandatory sample.

Water systems and laboratories can minimize these problems dramatically by checking their lab slips a little more closely before submitting them to ODW. That, in turn, will make our data entry staff more effective and reduce the amount of time our compliance programs spend chasing down "missing" laboratory reports.

A recent four-week survey highlights some common problems we see on lab slips. The three most common are:

- **Incomplete or Missing Data:** Certain information, such as source numbers, is required for sample data to be complete in Sentry. When this information is not available, we must set the sample report aside for further investigation.
- **Duplicate Report:** Sentry uses the Lab ID number, the sample number, and the date to uniquely mark samples. If data entry receives another report slip with the same information, all information they enter from the second report is lost when they push the "submit" button. The Sentry validation check notifies the data entry operator about the duplication.
- **Wrong Data Reported:** Data is incorrect. This may occur if the primary lab reports a sample as "pre-treatment," but the contracted lab reports it as "unknown."



Marian Ibanez, lead program coordinator for the Coliform, Chemical and Radionuclide Data Entry Team.

	Sample Report Problems						
Weeks	Incomplete/ Missing Data	Duplicate Reports	Wrong Data Reported	Cannot Read Data	Data in Wrong Place	Duplicate Lab #	Incomplete Test Panel
3-4 NOV	522	319	198	20	62	10	2
1-2 DEC	592	367	390	69	12	46	0
Totals	**1114**	**686**	**588**	**89**	**74**	**56**	**2**

Flood... *(Continued from Page 1)*

the storm-stricken areas to offer advice and help with issuing health advisories, disinfecting contaminated wells and handling other technical issues.

We documented water outages or boil-water advisories for 32 community water systems. Some systems face more than $1 million in repair costs.

Within a couple of days, we started generating daily maps that located damaged water systems. The maps showed which systems had no water, were operating under boil-water advisories, and had restored water service without the need for an advisory (see sample below).

The damage and water-system status reports helped the state secure federal disaster relief assistance. ODW staff also helped disabled systems find generators and other equipment, and get advice about temporary repairs and other technical assistance.

Although damage was severe in Grays Harbor and Mason counties, the toll was heaviest in Lewis County. Floodwater and mud damaged both of the Boistfort Valley Water System's treatment plants. The system's Adna treatment plant nearly slid into the river, and its primary intake lines washed away, along with wiring and pumps. The system placed its customers on a long-term boil-water advisory.

We are working with the system and Washington's Congressional delegation to secure grants and loans to pay for repairing and restoring the system.

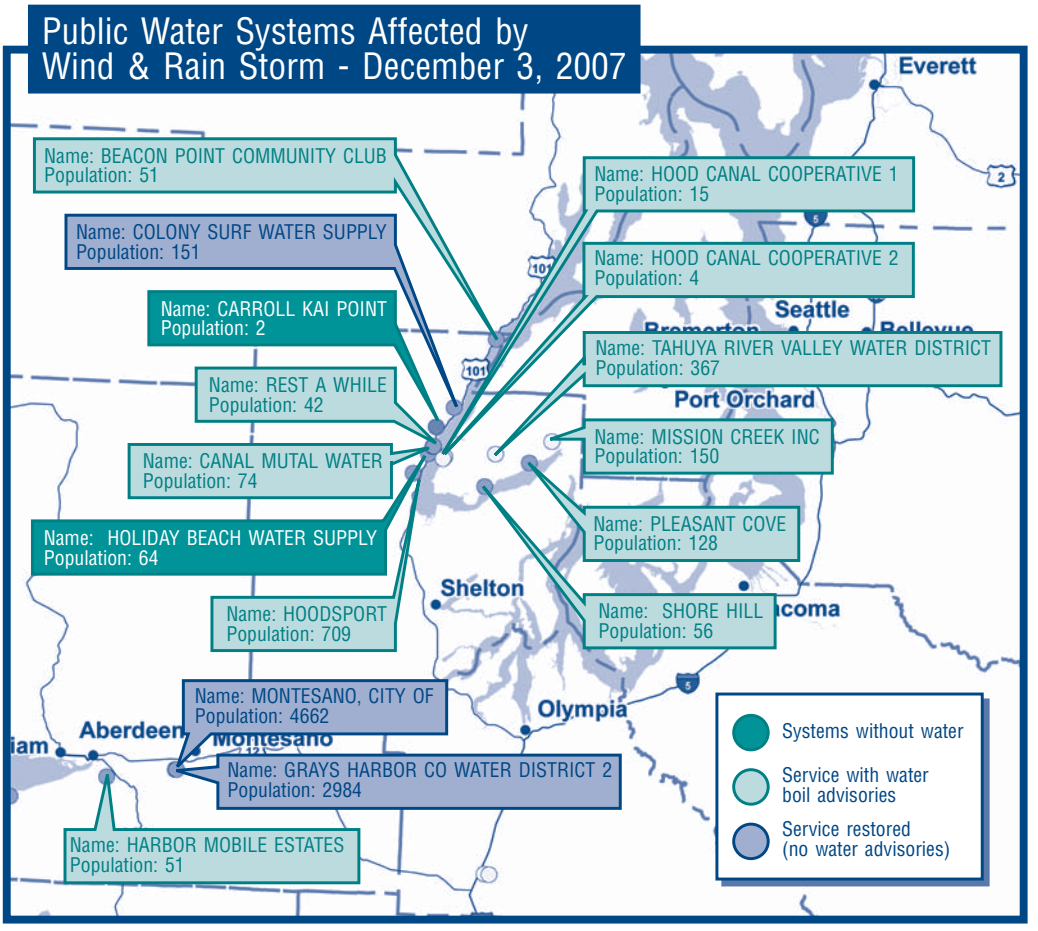
At one point, the floods completely isolated the Town of Pe Ell. A bridge carrying the town's primary transmission line was damaged, and emergency backup source and treatment processes weren't operating.

Flood victims were pouring into town, and the local store was running out of supplies. Water system staff quickly hatched a plan to pump water from a spring-fed creek to prepare their backup plant for operation. The Department of Ecology expeditiously approved use of this temporary source.

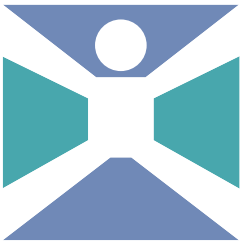
Although many of the damaged water systems bounced back from the storm, it will take months, perhaps years, before some systems recover.

"The Department of Health played a much larger role in the December storm response efforts than it has in past disasters," said Gregg Grunenfelder, assistant secretary for the Division of Environmental Health. "We'll continue to do all we can to help water systems with their recovery effort.

"One of the lessons learned from this storm is that water systems need to act now to evaluate infrastructure and equipment needs – particularly generators – and not wait until the next disaster strikes."



Heroes help residents recover from storm



Countless drinking water heroes worked around the clock to restore safe and reliable drinking water to the people of Southwest Washington during the December storm and flood aftermath.

Although we will never know about many of those heroes, here are a few stories that illustrate the dedication of our drinking water partners:

- Reg Hearn and his team at Northwest Water Systems threw themselves into helping storm-damaged utilities, including Pleasant Cove Water System in Mason County, where landslides took a big toll on water systems. Northwest Water Systems, which manages systems in several Western Washington counties, immediately issued a precautionary boil-water advisory to Pleasant Cove customers. On December 5, Hearn and his team discovered raw creek water entering the distribution pipeline so they issued a "Do Not Drink" notice to customers. With help from Jessfield Construction Co., they completed temporary repairs within a day. Last summer, Hearn encouraged Pleasant Cove to install rip-rap upstream of the wellhead. That advice likely saved the well, well house and disinfection system. He credits his relationships with local pump and drilling contractors, and others for the quick repairs they were able to do under difficult field conditions.
- Sue Kennedy, drinking water program coordinator at the Lewis County Health Department, worked at the county's Emergency Operations Center (EOC), answering questions and coordinating aid. Her efforts brought water trucks from 10 fire districts, filled reservoirs for systems with water-source failures, and set up water stations for people with contaminated or destroyed wells. She also wrote or helped write most of the water-related news releases issued through the EOC and helped keep our regional staff apprised of developments. In addition, Kennedy applied for and received an Imminent Threat Grant from the Department of Community, Trade and Economic Development. The grant may pay for more than $300,000 worth of emergency expenditures and temporary repair costs for the Boistfort Valley Water Corp.
- The City of Montesano's public works staff quickly patched the city's main reservoir, which was damaged by falling trees during the storm. The crews completed permanent repairs within two weeks.
- Water system staff and consultants for the Town of Pe Ell were able to maintain a safe and reliable water supply to most of their customers even though the system was damaged almost as badly as Boistfort Valley's.

Business planning at the Office of Drinking Water

We are developing a business plan to guide our financial future. Our efforts involve looking at how state activities are funded. The plan will consider whether we should continue to provide the current level of service and ask for increased funding, or scale back what we do.

Working under rules established by the U.S. Environmental Protection Agency and the state Board of Health, we regulate public water systems to ensure:

- New water systems and expansions are designed to protect people's health.
- Water works operators are certified and adequately trained.
- Water systems receive periodic inspections and follow-up with necessary repairs.
- Systems protect their water sources, meet drinking water quality standards and conduct required testing for more than 200 different contaminants each year.
- Drinking water infrastructure is secure, and water systems have plans in place to deal with emergencies.

Over time, federal funding is level and state funding is declining. In the meantime, the state's population grew by 14.5 percent during the last 10 years, and the demand for drinking water services has grown proportionately. Development and new federal and state mandates constantly increase our workload. As a result, we anticipate the cost of providing essential services, such as those listed will exceed our budget.

Recognizing that over time this situation could undermine our ability to protect public health, our agency, our advisory committee and other stakeholders are developing recommendations to address our projected financial shortfall.

No decisions have been made. Utility representatives are helping us develop the plan, and our advisory committee will review it before it becomes final. The plan will include various options we will propose to our agency's senior management team. They will decide later this summer how we will proceed.

Training and Education Calendar: March - August 2008

Date	Topics	Location	Contact	Phone #	Cost/CEU
March 10-14	BAT Certification Course	Auburn	WETRC	1-800-562-0858	$655/3.7
March 10-19	BAT Refresher Course	Vancouver	WETRC	1-800-562-0858	$330/1.5
March 13-14	Process Control & Instrumentation	Auburn	WETRC	1-800-562-0858	$245/1.4
March 14	Confined Space Entry	Spokane Valley	WETRC	1-800-562-0858	$149/0.7
March 17	Advanced Field Operations Seminar	Auburn	WETRC	1-800-562-0858	$135/0.7
March 18-20	BAT Refresher Course	Spokane	WETRC	1-800-562-0858	$330/2.1
March 18-20	BAT Refresher Course	Auburn	WETRC	1-800-562-0858	$330/2.1
March 20	Confined Space Entry	Bellingham	ERWOW	1-800-272-5981	$85/$105/0.7
March 24-27	WOW, Water/Wastewater Operations Workshop	Yakima	WETRC	1-800-562-0858	$150/2.0
March 25-26	Advanced BAT, Troubleshooting & Repair	Auburn	WETRC	1-800-562-0858	$295/1.4
Mar 31-Apr 1	Adv CCC: Risk Assessment & Hazard Analysis	Spokane Valley	WETRC	1-800-562-0858	$185/1.4
April 1	Asbestos/Cement Pipe Work Practice Procedures	Auburn	WETRC	1-800-562-0858	$160/0.7
April 1-17	BAT Certification Course	Vancouver	WETRC	1-800-562-0858	$645/1.5
April 2	Advanced Field Operations Seminar	Mt. Vernon	WETRC	1-800-562-0858	$135/0.7
April 2	Coliform	Yakima	ODW	509-456-2788	Free/0.4
April 2-4	Cross Conn Control Basics and Exam Review	Spokane Valley	WETRC	1-800-562-0858	$295/2.1
April 7-9	Water Works Basics	Yakima	WETRC	1-800-562-0858	$295/2.1
April 7-11	BAT Certification Course	Auburn	WETRC	1-800-562-0858	$655/3.7
April 7-11	BAT Certification Course	Spokane Valley	WETRC	1-800-562-0858	$655/3.7
April 8-10	Introductory Level: Qualified Sanitary Surveyor	Ellensburg	Sander Enterprises	509-928-0848	Free/2.0
April 9-11	Water & Wastewater Disinfection	Auburn	WETRC	1-800-562-0858	$285/2.1
April 15-17	BAT Refresher Course	Spokane Valley	WETRC	1-800-562-0858	$330/2.1
April 15-17	BAT Refresher Course	Auburn	WETRC	1-800-562-0858	$330/2.1
April 18	Coliform	Moses Lake	ODW	509-456-2788	Free/0.4
April 22	Coliform	Okanogan	ODW	509-456-2788	Free/0.4
April 22, 24, 29	Water & Wastewtr Disf Refresher (Evening 6-8:45 PM)	Vancouver	WETRC	1-800-562-0858	$150/1.0
April 23-24	Advanced BAT, Troubleshooting & Repair	Spokane	WETRC	1-800-562-0858	$295/1.4
April 28-30	Water Works Basics	Auburn	WETRC	1-800-562-0858	$295/2.1
May 5-7	Water Distribution Certification Exam Review	Auburn	WETRC	1-800-562-0858	$295/2.1
May 5-9	BAT Certification Course	Auburn	WETRC	1-800-562-0858	$655/3.7
May 5-14	BAT Refresher Course	Vancouver	WETRC	1-800-562-0858	$330/2.1
May 6-8	Basic Electrical	Spokane Valley	WETRC	1-800-562-0858	$295/2.1
May 8	Water Quality Cmplnts: Response, Investig & Recv	Auburn	WETRC	1-800-562-0858	$125/0.8
May 12-13	Fire Hydrants: Installation, Testing, Op & Repair	Auburn	WETRC	1-800-562-0858	$245/1.4
May 13	Water Distribution Specialist Cert Exam Review	Auburn	WETRC	1-800-562-0858	$125/0.7
May 13-15	BAT Refresher Course	Spokane Valley	WETRC	1-800-562-0858	$330/2.1
May 13-15	BAT Refresher Course	Auburn	WETRC	1-800-562-0858	$330/2.1
May 14	Water Distribution Certification Exam Review	Everett	WETRC	1-800-562-0858	$295/2.1
May 20-21	Advanced BAT Troubleshooting & Repair	Auburn	WETRC	1-800-562-0858	$295/1.4
May 20-22	Water Distribution Certification Exam Review	Spokane Valley	WETRC	1-800-562-0858	$295/2.1
May 21-23	Cross Connection Control Basics and Exam Review	Everett	WETRC	1-800-562-0858	$295/2.1
May 27	Asbestos/Cement Pipe Work Practice Procedures	Richland	WETRC	1-800-562-0858	$160/0.7
May 27-29	Pumps & Pumping in Water and Wastewater Fac	Spokane Valley	WETRC	1-800-562-0858	$295/2.1
May 28	BTO/WTPO OIT & Level 1 Cert Exam Review	Yakima	WETRC	1-800-562-0858	$110/0.7
May 28-29	Fire Hydrants: Installation, Testing, Op & Repair	Richland	WETRC	1-800-562-0858	$255/1.4
May 29	Looking Inside Control Valves	Liberty Lake	ERWOW	1-800-272-5981	$50/0.7
June 3-5	Intermediate Level: Qualified Sanitary Surveyor	Yakima	Sander Enterprises	509-928-0848	Free/2.0
June 4-8	BAT Certification Course	Spokane Valley	WETRC	1-800-562-0858	$655/3.7

Training and Education Calendar: March - August 2008

Date	Topics	Location	Contact	Phone #	Cost/CEU
June 9-13	BAT Certification Course	Auburn	WETRC	1-800-562-0858	$655/3.7
June 9-18	BAT Refresher Course	Vancouver	WETRC	1-800-562-0858	$330/2.1
June 10	Confined Space Entry	Kenmore	ERWOW	1-800-272-5981	$85/$105/0.7
June 11	Confined Space Entry	Richland	WETRC	1-800-562-0858	$149/0.7
June 12-13	Competent Person for Cave-In Protection	Richland	WETRC	1-800-562-0858	$239/1.4
June 17-19	BAT Refresher Course	Spokane Valley	WETRC	1-800-562-0858	$340/2.1
June 17-19	BAT Refresher Course	Auburn	WETRC	1-800-562-0858	$340/2.1
June 26	Confined Space Entry	Yakima	ERWOW	1-800-272-5981	$85/$105/0.7
Aug. 28	Confined Space Entry	Wenatchee	ERWOW	1-800-272-5981	$85/$105/0.7

Our training calendar is updated quarterly; please visit the additional training links for current information.

For information about distance learning activities, call WETRC at (800) 562-0858

Additional Training Links:

AWWA King County Subsection Web site <**http://www.kcawwa.org/**>

ERWOW Web site <**http://www.erwow.org/**>

WETRC Web site <**http://www.wetrc.org/**>

AWWA Pacific Northwest Section Web site <**http://www.pnws-awwa.org/**>

EPA Electronic Workshops Web site <**http://www.epa.gov/safewater/dwa/electronic.html**> (No CEU assigned to these courses.)

Partnership for Water Conservation <**http://www.partners4water.org**>

For the complete Training Calendar, visit the Drinking Water Homepage and click on Training - <http://www.doh.wa.gov/ehp/dw>

NOTE: Links to external resources are provided as a public service, and do not imply endorsement by the Washington State Department of Health.

Get the most out of your training dollars

Every reporting period, water works operators must meet a professional growth requirement of three continuing education units (CEU) to retain their certification. A reporting period is three years long, and three CEU are equivalent to 30 hours of relevant classroom training.

Certified operators can meet this requirement by:

- Attending classes that meet Washington's relevancy criteria and have approved CEU or college credit.
- Advancing by exam to a level 2, 3, or 4.
- Achieving certification by exam in an approved classification other than their current one.

If you don't meet your professional growth requirement, you lose your water works operator certification and your system could be out of compliance.

For many years, small water systems paid only small fees for classes subsidized by the Office of Drinking Water. Now that our federal training grant is over, operators must pay full price for training. We hope your decision makers are building training costs into their budgets.

One way to spread your training dollars is by attending conferences. A typical three-day conference can offer up to 1.9 CEU. For about $185, you meet almost two-thirds of your CEU requirement. A one-day class will earn 0.6-0.7 CEU and cost from $50 to around $250.

As you read in the Director's Column on page 2, we now offer our Drinking Water Seminars every other year. They give you an opportunity to hear directly from us about upcoming rule changes, program policy direction, current hot topics and so on. Our next seminars will be in 2009, but we also present at other statewide drinking water conferences.

For example, we speak at conferences sponsored by:

- Washington Environmental Training Center – Every spring
- American Water Works Association – Annually
- Evergreen Rural Water of Washington – Twice a year in the spring and fall

Please use our training calendar to help plan the training you want to attend. The calendar includes contact information for each trainer. This information is also on our Web site at <http://www.doh.wa.gov/ehp/dw/our_main_pages/training.htm>

Revisiting the Group B Program

The Office of Drinking Water is beginning to develop revisions to the Group B Public Water Systems rule, chapter 246-291 WAC. Group B water systems are the smallest public water systems. They serve fewer than 15 connections or fewer than 25 people and are not subject to the requirements of the federal Safe Drinking Water Act.

The State Board of Health adopted the existing Group B rule in 1994. There have been no updates since then. The Board gave us permission to propose revisions we believe will better protect public health.

We anticipate that a revised Group B program will include better-focused public health requirements, and increased public education and outreach efforts for single-family well owners, Group B water system owners and users.

We will work with stakeholders who have an interest in the Group B program to develop an approach that is understandable and reasonable. Our vision is to do the best possible job of protecting public health given available resources. We plan to have a revised Group B Program by next spring or summer. Ultimately, it will be up to the State Board of Health to decide whether to adopt the changes.

For more information, call Theresa Phillips, lead rules coordinator, at (360) 236-3147 or Dave Christensen, policy unit supervisor, at (360) 236-3153 or visit the Web page at <http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm>

Use WaterSense to educate customers

The Water Use Efficiency Rule requires systems to educate customers about efficient water-use practices. Simple messages about the value of using water efficiently can help to change the way people use water in your community.

You can get a toolkit that will help you meet the minimum educational requirement of the rule by joining WaterSense. The toolkit contains ideas for communication strategies, promotional activities, materials for utilities, WaterSense logos and labeling, and fact sheets.

WaterSense is free to water systems, manufacturers or businesses that promote water efficiency. The U.S. Environmental Protection Agency (EPA) created WaterSense to help consumers choose products that use less water and perform as well, or better, than conventional products.

We are joining EPA in promoting WaterSense because we are committed to protecting the future of our water supplies through water-efficient practices, products and services.

You can learn more about the WaterSense Program by joining a web-cast conference on March 12, May 14 or July 2. To join WaterSense or learn more about the web-cast, visit the Web site at <http://www.epa.gov/watersense/partners/join/index.htm>

Consumer Confidence Report due by July 1, 2008

It's time to prepare your 2007 Consumer Confidence Report (CCR). Drinking water rules require all Group A community water systems to provide a CCR to their customers and the Office of Drinking Water (ODW) by July 1 each year.

Your water system's 2008 CCR must include only results from samples collected between January 1 and December 31 of 2007. The certification form verifies to ODW that you have prepared and distributed your annual Consumer Confidence Report. The 2007 CCR and certification form are due by July 1, 2008.

If you sell water to a Group A Community water system, you must give that system the source information and sample results it needs to include in its CCR. The due date for water sellers to supply this information is April 1, 2008.

If you buy your water from another system, you need to get their source information and 2007 sampling results in time to prepare your CCR. Make sure you get the information in time to distribute and submit your CCR by July 1, 2008.

For more information

If you have questions or need help preparing your CCR, visit ODW online at <http://www.doh.wa.gov/ehp/dw/our_main_pages/consumer.htm> or call your ODW regional office:

Eastern Region – (509) 456-3115

Northwest Region – (253) 395-6750

Southwest Region – (360) 236-3030

New & Revised Publications

Hydropneumatic Tanks (331-380) - New! 2-page illustrated Tech Tip shows what a hydropneumatic tank is, what it does and how to maintain it.

Norma de Eficiencia del Uso del Agua: Resumen de la Norma de Eficiencia del Uso del Agua (331-381) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule: Summary of the Water Use Efficiency Rule (331-302).

Preguntas y Respuestas: Norma de Eficiencia del Uso del Agua (331-382) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule - Questions and Answers (331-361).

Norma de Eficiencia del Uso del Agua: Requisitos de Planificación (331-383) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule: Planning Requirements (331-303).

Norma de Eficiencia del Uso del Agua: Sistema de Distribución de Fugas Estándar (331-384) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule: Distribution Leakage Standard (331-304).

Norma de Eficiencia del Uso del Agua: Estableciendo Objetivos y Requisitos para el Informe de Rendimiento (331-385) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule: Goal Setting and Performance Requirements (331-305).

Norma de Eficiencia del Uso del Agua: Requisitos para los Medidores de Agua (331-386) - New! Spanish translation of a 2-page fact sheet titled Water Use Efficiency Rule: Metering Requirements (331-306).

Preparing for the Groundwater Rule (331-390) – New! 2-page fact sheet explains how to prepare for the Groundwater Rule before its December 1, 2009 compliance date.

Collecting Water System Data Electronically (331-391) – New! 2-page question-and-answer sheet explains how to manage GIS mapping and other electronic data.

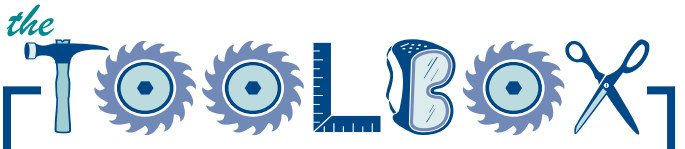
Water System Security and Emergency Response Planning (331-199) – Revised. 4 pages on vulnerability assessment and emergency response planning requirements. Includes 10 ways to prepare for an emergency.

Coliform Sampling Procedure (331-225) – Revised. 2-page brochure explains the correct way to collect water samples for coliform laboratory testing. Includes information on containers, timing, sampling points and methods, forms and procedures.

Sanitary Protection of Reservoirs - Vents (331-250) Revised. 1-page illustrated Tech Tip shows how to prevent contamination from entering the water supply through vents or overflow drain pipes.

For copies of Office of Drinking Water publications, call (800) 521-0323 or visit the Web site at <https://fortress.wa.gov/doh/eh/dw/publications/>

Use our Listserv to get e-mail copies of new and revised publications. Sign up at <http://listserv.wa.gov/cgi-bin/wa?SUBED1=wa-drinkingwaterpub&A=1>



Convert - Convert is a free and easy-to-use unit conversion program that will convert the most popular units of distance, temperature, volume, time, speed, mass, power, density, pressure, energy and many others. It includes the ability to create custom conversions! Check it out at <http://joshmadison.com/software/convert/> (Thank you, Rogena Johnson, City of Goldendale!)

Setting Rates... *(Continued from Page 3)*

Next steps

You should ALWAYS present this information to your customers in an open forum. I am convinced that with adequate public relations and a visual presentation of your system's needs, you can "win" a vote to increase rates every time. You will never please all the customers of course, but you will be able to sleep soundly knowing you have done your community a great service.

Watch for your June ***Water Tap*** when Skip Rand will describe various rate structures and the effect several have on the costs to low and high water users.

Resources

Financial Viability Manual for New and Expanding Small Water Systems (331-104) contains information on budget, operating cash reserves, emergency reserves and affordability of water rates. You can order it from the ODW Web site at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>

Agency to honor drinking water heroes

The Department of Health will honor three water systems, one operator and a "friend of drinking water" during national Drinking Water Week, May 4-10.

The awards recognize the recipients' commitment to providing safe and reliable drinking water for their communities. The recognition program is part of a national observance sponsored by the American Water Works Association. It is an opportunity for water utilities across North America and their communities to celebrate our most precious natural resource.

"Safe drinking water sustains life and plays a critical role in the economic well being of communities," said Denise Clifford, director of the state Office of Drinking Water. "It creates jobs, attracts industry and investment, and provides for the health and welfare of citizens in ways ranging from disease prevention to fire suppression."

The award categories are:

- Grace Under Pressure
- Friend of Drinking Water
- Above and Beyond
- Most Improved
- Lifetime Achievement

We will notify the 2008 winners in March and hold award ceremonies during Drinking Water Week in May.

Additional Drinking Water Week information is available online at <http://www.doh.wa.gov/ehp/dw/drinking_water_nomin.htm>

In This Issue

The following people contributed to the production of this issue of *the Water Tap*: Marsha Carlton, Carolyn Cox, Mike Dexel, Larry Granish, Rogena Johnson, Steve Leibenguth, Bill Liechty, Donna Lynch, Ethan Moseng, Dick Pedlar, Theresa Phillips, Skip Rand, Paula Smith, Amy Swecker, Kitty Weisman.

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