



# WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER

## 2009 DWSRF Loan Cycle Postponed Distributing Economic Recovery Funding Takes Priority

We postponed the Drinking Water State Revolving Fund Loan Program application deadline until fall so we can focus on distributing the federal economic recovery funds we received for drinking water construction projects.

As this issue of **Water Tap** went to press, we were in the process of receiving applications for about \$36 million in recovery funds. Projects that will receive these funds have to begin construction within a year. We will post the draft "ranked funding list" online at [http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/dwsrf.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/dwsrf.htm).

There won't be enough money to pay for every eligible project. As we evaluate the applications, we will give weight to projects that address high-priority public health issues and projects in disadvantaged communities where economic hits have been the hardest and jobs are sorely needed.

Projects that are ready to begin construction can get the economic boost they need now instead of waiting for the Drinking Water State Revolving Fund cycle.

We can also use 20 percent of the money to fund "green" infrastructure, such as water use efficiency projects.

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## Making Great Strides: A New Tomorrow for Waterworks Certification

On June 1, 2009, waterworks certification testing will take a giant step into the 21st century. On that day, we will drop our pencil-and-paper exam and begin using a computer-administered exam. The exam format and passing score will not change.

Applied Measurement Professionals (AMP) will provide the testing sites for the Association of Boards of Certification (ABC) computerized exams.

**The change will benefit operators.** It will:

- Present more testing dates.
- Eliminate the application deadline.
- Supply immediate exam results.
- Facilitate certification for out-of-state operators.
- Eliminate the retake application and fee.
- Help to keep program fees down.



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### Our Spokane Office moved to a temporary office

at 23403 E. Mission Ave., Suite 114, Liberty Lake, WA 99019. Phone and fax numbers did not change. Later this spring they will move to a permanent location at the Riverview Corporate Center in Spokane Valley. We will make new contact information available before the final move.

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# THE DIRECTOR'S COLUMN

BY DENISE ADDOTTA CLIFFORD



As I write this, the Legislature is beginning to wrestle with the state budget for 2009-11. State funds make up about a quarter of the funding for the Office of Drinking Water; the rest comes from federal funding (about

60 percent) and public water system fees (about 15 percent).

Just as these tough economic times are forcing most of you to examine your water system and personal budgets, they are forcing state government to take a harder look at the bottom line. The governor's budget reflects that reality and, the sad truth is, some programs and services we value may be going away.

For example, a potential cut with significant consequences would eliminate funding that helps local health jurisdictions monitor Group B water systems.

Because we don't yet know the outcome of the legislative session, we will work with the State Board of Health to hold off on developing new rules for Group B water systems. We're also alerting our partners in local health that this funding may not be available and coordinating with them so they can plan what they'll do if that occurs.

The budget forced us to make other changes, too. For example, it is likely to disappoint some of you, but we made the difficult decision to cancel the 2009 Drinking Water Seminars.

After analyzing the cost of holding five all-day seminars across the state—given the high program costs and the rather small percentage of operators who attend—I simply couldn't justify offering the seminars during tight budget times.

Instead, we intend to work with our training partners to ensure that relevant training opportunities are available to our valued operators. Our partners

include Evergreen Rural Water of Washington, Washington Environmental Training Center, the Pacific Northwest Section of the American Water Works Association, the Rural Community Assistance Center, and others.

In these difficult times, my staff is more determined than ever to meet the mission of ensuring safe and reliable drinking water for the people of Washington. We will continue to emphasize the following areas:

- Engineers must design water systems to standards that protect the public's health.
- Waterworks operators must be certified and properly trained.
- Water systems must have periodic inspections and make necessary repairs.
- Water systems must protect their water sources, meet drinking water quality standards, and conduct required testing on a regular basis.
- Drinking water infrastructure must be secure, and water systems need to have plans in place to deal with emergencies.

The bottom line? No matter what, we intend to do our part to ensure that Washington has a successful drinking water program. Despite shrinking revenues, we remain committed to helping you maintain safe and reliable drinking water for your customers.

*Denise A. Clifford*

## Your 2009 WQMR is on the way!

Some systems will need additional monitoring to remain eligible for waivers. Be sure to carefully read the information attached to this year's WQMR.



# My Experience with Performance-Based Training

By Jim Davis, Water System Manager at Blakely Island Maintenance Commission

Performance based training (PBT) is a multi-session training series for rapid-rate-filtration water treatment plant operators. PBT combines classroom sessions, hands-on training, and homework assignments to help water treatment plant operators conduct treatment optimization studies on their own plants.

The Department of Health Office of Drinking Water (DOH) completed a second PBT training series in January 2009. This training series was in San Juan County. Operators from six water treatment plants participated.

In this article, one participant, Jim Davis, WTP II and WDM I at Blakely Island Maintenance Commission, shares his perception of the training.

My wife and I manage a small system with 123 connections in the San Juan Islands. Water is only part of our overall responsibility. We also run the fire department; recycling, waste, and TV systems; deliver the mail and UPS; and maintain the roads and airport. I'm even a Sheriff's deputy. We often joke that whatever is wrong, it's probably our fault!

One of the more interesting and challenging aspects of our job is surface water treatment, so I was pleased when our DOH Regional Engineer, Steve Deem, called last year to see if we'd be interested in specialized training right here in San Juan County. Deem said the training was free and would include three-plus continuing education units (CEU). Who could turn that down?

The Washington Environmental Training Center and Evergreen Rural Water of Washington offer great training opportunities, and we always come away from their classes with new information. However, DOH tailors PBT training specifically to your individual system, operators, and even your budget. PBT starts out by assessing your plant's current performance, establishing new performance goals, and charting the best course to achieve them. The schedule involves five one-day sessions held at various water plants in the area. This gives participants an opportunity to learn about different technologies and methods.

The focus of PBT is *optimizing* the coagulation and filtration process. For many, this involves taking finished

turbidity goals to a new, lower level of 0.10 NTU. However, this training doesn't simply establish new criteria and then leave you on your own to figure out how to achieve them. It is a team effort, and what a team we have!

Our system's small budget usually precludes hiring consultants. The PBT sessions put two dozen operators and nine highly trained DOH professionals at our disposal. Working closely with the other operators in our area has also been a great resource.

Now, the hard part: With PBT you can't just show up for class, get your CEUs and go home. There are homework assignments and special studies! Each session challenges participants to think about a particular part of their process. Why do we do things a particular way? How can we test this process to see if it is optimized? Fortunately, the DOH team helps you through the homework assignment and special study for each session.

If you attend PBT training and you're a little rusty on jar tests, you're going to get back up to speed during the classes and later back at your plant. If you haven't calibrated your chemical injection pumps recently, you're going to calibrate them.



Jim Davis, Water System Manager at Blakely Island Maintenance Commission, demonstrates jar testing made easy.

You're also going to evaluate the duration of your backwash. Through a well-formulated special study, we found out we were backwashing too long. Yes, you can get your media too clean, leaving little if any seed floc to help ripen the filter. By reducing our backwash by 25 percent, we saved thousands of gallons of backwash water. By leaving an adequate amount of seed floc, we shortened our filter performance recovery time by 55 percent. The faster recovery shortens filter-to-waste periods and equates to more water produced between backwashes. This is a win-win situation!

The DOH team also provides software for tracking results and conducting jar tests. This software takes you to the next level in jar testing by allowing for floc-basin mixing velocities, water temperature, and even the C value and head loss of your pipe. The spreadsheets also calculate all of the mixing and dosage amounts, taking the place of those long formulas that I could never remember. I'll stop short of using the word "fun," but by removing all of the guesswork and the involved calculations, jar tests are much less intimidating and take only a fraction of the time they did in the past.

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## More testing opportunities

Before we offered the written exam only three times a year on certain dates. Now, after we approve your application, you decide when you want to take the exam. You can schedule your computer-administered exam at 9 a.m. or 1:30 p.m. Monday through Friday, or once a month on Saturday (at a designated exam location).

### The testing locations are:

- Bellevue
- Spokane
- Portland, Oregon
- Yakima
- Tacoma
- Other AMP locations, nationwide

If you give AMP your e-mail address, they will include driving instructions and parking information in your confirmation e-mail. You can also get directions and parking information from AMP's Web site at <http://www.goamp.com/>

You may reschedule your exam once without penalty if you contact AMP at least two business days before your scheduled exam date.

## No application deadline

With computerized exams there are no application filing deadlines. Applicants must complete a newly revised application for 2009 and submit it to us. The Waterworks Operator Certification Program has up to 45 days to review and approve the application. After we approve your application, we send your information to AMP.

Within 48 hours, AMP sends you an e-mail or a postcard to let you know that we approved your exam application. After you get your approval, you can schedule your exam appointment at <http://www.goamp.com/> or by calling AMP's Candidate Support Center toll-free at (800) 519-9901.

## Immediate exam results

You receive your score and diagnostic profile as soon as you finish your exam. AMP e-mails the results to us. After we get the results, we send your certificate to you. Your certification is effective beginning the last day of the month in which you take your exam.

If you don't pass the exam, follow the instructions on the score report you receive after you take the exam. AMP requires you to wait 14 days before you retake the exam. You do not have to submit a retake application to DOH or pay a retake-application fee. But you will have to pay

for the ABC exam and AMP's testing service fee.

## Out-of-state operators

The computerized exam makes it possible for operators in other states to take the Washington certification exam. In the past, they had to come to Washington for the test. Now they can take the exam at an AMP testing site in their own state.

## What to expect the day of your exam

Plan to arrive early to allow for traffic or unforeseen problems. AMP will not allow you to take the exam if you are more than 15 minutes late.

You must bring two forms of identification (one must be a current government-issued ID with photo and signature). AMP will provide the ABC formula sheet, pencils and scratch paper. You may bring a non-programmable calculator. If you wear special glasses when you work at a computer, be sure to bring them. You may not bring any writing instruments or personal belongings into the testing site.

You will have two to four hours to complete your exam. The time allowed depends on the number of questions per exam. AMP will give you this information when you schedule your exam.

Before you start the exam, you may complete a short exercise to become familiar with the computer, the layout of the questions, and the features of the computerized exam. An exam proctor will answer your questions about testing procedures.

AMP can accommodate applicants with disabilities. Be sure to request your special accommodations **before** you schedule your exam. The ADA form is online at <http://www.goamp.com/> (Click "candidates," print the form, fill it out, and mail it to AMP.)

## Cost of the computerized exams

The cost will vary from \$119 to \$206, depending on the exam. These costs include the DOH application fee, ABC testing fee, and AMP computerized testing service fee. For most people, the total cost will increase by \$33. Some will pay \$50 or \$84 more.

For information about the Waterworks Operator Certification Program, call (800) 525-2536.

For information on AMP and its testing service, visit the Web site at <http://www.abccert.org/pdf/abcampinfo.pdf>

## Reminder

# Consumer Confidence Report due by July 1, 2009

It's time to prepare your 2008 Consumer Confidence Report (CCR). Starting this year, we will not send CCR reminder letters to water systems with the current certification forms. You will have to get the form online at <[http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/consumer.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/consumer.htm)> or call (800) 521-0323 to order copies.

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.

It is important to remember that your water system's 2008 CCR must include results from samples collected between January 1 and December 31, 2008. The CCR must also include sampling data from previous monitoring periods for specific contaminants that did not need to be monitored during 2008. A certification form, also due to ODW, verifies that you prepared and distributed your annual Consumer Confidence Report.

If you sell water to a Group A community water system, you must give the 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, 2009.

If you buy your water from another system, you need to get their source information and 2008 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, 2009.

### For help preparing your CCR

Call the U.S. Environmental Protection Agency at (800) 426-4791 or visit the Web site at <<http://www.epa.gov/safewater/ccr/index.html>> Click on "Tools for systems," where you'll find CCRiWriter, a software application to help water system owners and operators quickly create their consumer confidence reports.

### For more information

Visit ODW online at <[http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/consumer.htm](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

## Judge upholds suspension for beef plant water operator

In December, a health law judge upheld the Department of Health's decision to suspend the license of the water system operator at a beef-processing plant in Toppenish.

We based our action on charges the operator did not adequately warn employees about *E. coli* contamination in the plant's drinking water system.

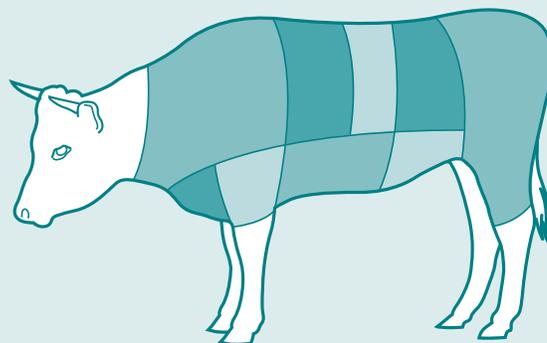
Sherry Byers-Eddy served as the certified waterworks operator at Washington Beef LLC in June 2007 when *E. coli* was detected in the plant's drinking water system. We later charged her with jeopardizing the health of nearly 800 employees and federal food safety inspectors by waiting several days to post state-required warnings where employees and others could easily see them.

In the final order upholding the suspension, the health law judge concluded that Byers-Eddy "...committed acts of gross negligence..." by failing to meet the state notification requirements. The judge also found that she altered the mandatory language in the warnings she ultimately posted.

Washington Beef shut down for several days and recalled more than 82,000 pounds of beef because of the water contamination incident.

The six-month suspension took effect December 12, 2008. Byers-Eddy is appealing the suspension in Yakima County Superior Court.

"We place a great deal of trust in water system operators as the first line of defense in protecting public health," said Office of Drinking Water Director Denise Clifford. "On the rare occasions when it appears that trust has been violated, we investigate thoroughly and take action when warranted."



## Disinfectant residuals

# New requirements for public water systems that purchase water

Community or non-transient non-community water systems that purchase all or part of their water may have new monitoring requirements.

The U.S. Environmental Protection Agency's (EPA) Stage 2 Disinfectants and Disinfection Byproducts Rule (Stage 2 Rule) requires systems that purchase and deliver water treated using chlorination or chloramination to begin monitoring for disinfectant residuals by April 1, 2009.

This requirement applies to all systems serving chlorinated or chloraminated water, even if only the wholesaler provides treatment. You must take disinfectant residual measurements at the same time and location as your coliform samples.

At present, EPA implements the rule in Washington. The Department of Health hasn't adopted the Stage 2 Rule yet and we do not have a procedure for consecutive systems to report disinfectant residuals.

We plan to adopt the Stage 2 Rule within the next year. Until then, EPA does not intend to enforce the reporting requirement. Near the end of 2009, we expect to send specific instructions to systems for reporting residuals.

If you have any questions, please call EPA at (206) 553-1890 or the Office of Drinking Water:

Eastern Region (509) 456-2774

Northwest Region (253) 395-6762

Southwest Region (360) 236-3035

# Sign up now for the Rulemaking Listserv

We are changing the way we notify you about rulemaking. Starting July 1, instead of mailing notices, we will send them to you by e-mail.

The Office of Drinking Water typically sends at least three notices about rulemaking:

1. The first notice announces that we are considering rulemaking.
2. The second announces a proposed rule and public hearing.
3. The third announces that we have adopted a rule.

We will use a Listserv to send notices by e-mail. We expect to save at least \$77,000 over the next two years by doing away with mailed paper notices. We will redirect the cost savings to activities that more directly help to ensure safe and reliable drinking water.

You can sign up for our Rulemaking Listserv at <http://listserv.wa.gov/cgi-bin/wa?SUBED1=WA-DRINKINGWATERRULES&A=1>

We will still post rulemaking notices and supporting information to our Rules Web site on a regular basis at [http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/regula.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm)



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## Loan Cycle Postponed... (Continued from Page 1)

Applicants that don't get economic stimulus funds can ask us to consider them for low-interest loans from the Drinking Water State Revolving Fund later this year. We expect there to be about \$40 million available then.

Because we postponed the regular 2009 Drinking Water State Revolving Fund (DWSRF) loan cycle, we're evaluating whether we'll be able to offer application workshops this year.

"Until President Obama signed the bill, we didn't know how much money we'd end up with or what conditions might be attached to it," said Kitty Weisman, infrastructure finance lead for the Office of Drinking Water. "We understand this may have confused and frustrated some water system managers. We appreciate everybody's patience as we navigate this process."

For more information about the 2009 Economic Recovery Funding or the DWSRF loan program, please call Weisman at (360) 236-3116.

# Revised Water Use Efficiency Guidebook

In January, we released the revised *Water Use Efficiency Guidebook* (331-375) that incorporates several changes. Remember, many of the water use efficiency requirements (WUE) currently don't apply to privately owned water systems because of a June 11, 2008, Superior Court Ruling (see December 2008 **Water Tap**).

## The revised guidebook:

- Clarifies water efficiency planning requirements and recommendations for privately owned water systems.
- Creates a more user-friendly annual WUE report.
- Adds a new appendix on water conservation tips and examples of WUE goals established by other water systems in the state.
- Provides additional guidance on how to set water efficiency goals.

Please use the revised guidebook when implementing your WUE program. You can download a copy of the revised WUE guidebook online at <<http://www.doh.wa.gov/ehp/dw/Programs/wue.htm>>

If you are unable to download it from your computer, you may request a CD from our publications database at <<https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>> or by calling (800) 521-0323.

## WUE Report due July 1, 2009

You must use a new annual WUE reporting form for 2009, and you must submit it to us by e-mail. This new fill-in-the-blank electronic PDF form will be easier to complete and will help us better manage the annual water efficiency data we receive. Our future goal is to provide this information on a publicly accessible database that will allow anyone to view WUE reports and query WUE data at any time.

You can find the new reporting form online at <<http://www.doh.wa.gov/ehp/dw/Publications/331-376-F.pdf>>

## Looking for a Good Deal on Service Meters?

Even though privately owned water systems are not currently required to install service meters, many still want to get a good handle on customer water consumption and a more complete picture of water loss. If you're one of them, you might consider buying used meters.

Many water utilities are replacing older meters with new automatic meter-reading technology. The older technology meters are often still in very good condition and cost a fraction of the price. Before you purchase used meters, verify the utility tested a representative sample to ensure they are in good working order. It's a good idea to look for meters that are above 95 percent accurate.

Smaller water systems can look for a good deal on used meters by:

- Asking local major water providers if they are upgrading.
- Visiting Evergreen Rural Water of Washington's "Equipment for Sale" Web page at <<http://www.erwow.org/equipmentforsale.htm>>
- Checking the Partnership for Water Conservation "News and Events" page at <<http://www.partners4water.org/newsandevents.html>>

If you have any questions about WUE, call Mike Dexel at (360) 236-3154, e-mail [michael.dexel@doh.wa.gov](mailto:michael.dexel@doh.wa.gov) or visit us online at <<http://www.doh.wa.gov/ehp/dw/programs/wue.htm>>

# Training and Education Calendar: March - July 2009

<u>Date</u>	<u>Topics</u>	<u>Location</u>	<u>Contact</u>	<u>Phone #</u>	<u>Cost/CEU</u>
March 2	Interpreting Utility Maps and Drawings	Issaquah	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 3	BAT 1-day Professional Growth Exam Review	Yakima	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 4-6	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
March 5	Competent Person for Cave-In Protection	Pt. Angeles	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 6	Basic Water Chemistry	Everett	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 9-13	Backflow Assembly Tester Certification Course	Auburn	WETRC	1-800-562-0858	\$665/3.7
March 11	Basic Operations and Maintenance of Pumps	Liberty Lake	ERWOW	1-800-272-5981	\$60/\$85/0.4
March 11-12	Process Control & Instrumentation	Spokane Valley	WETRC	1-800-562-0858	\$255/1.4
March 12	Basic Operations and Maintenance of Pumps	Tri-cities	ERWOW	1-800-272-5981	\$60/\$85/0.4
March 13	Basic Electrical	Shelton	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 13	Incident Command System & NIMS Training	Richland	WETRC	1-800-562-0858	\$140/0.8
March 17	Introduction to Water Rights	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 17-19	Backflow Assembly Tester Refresher	Spokane Valley	WETRC	1-800-562-0858	\$350/2.1
March 17-19	Pumps & Pumping in Water & Wastewater Facilities	Longview	WETRC	1-800-562-0858	\$325/2.1
March 18	Asbestos Cement Pipe Work Practice Procedures	Auburn	WETRC	1-800-562-0858	\$160/0.7
March 18	Refreshing Your Emergency Response Plan	Walla Walla	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 19-20	Fire Hydrants: Installation, Testing, Op & Repair	Lacey	WETRC	1-800-562-0858	\$255/1.4
March 20	Water Distribution Specialist Exam Review 1 day	Yakima	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 23-26	31st Annual WA Water/Wastewater OP Workshop	Ocean Shores	WETRC	1-800-562-0858	\$175/2.0
March 24	Cross-Connection Control and Backflow Basics	Moses Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 25	Asbestos Cement Pipe Work Practice Procedures	Auburn	WETRC	1-800-562-0858	\$160/0.7
March 25	Managing and Owning a Public Water System	Lacey	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 25-26	Competent Person for Cave-In Protection	Spokane Valley	WETRC	1-800-562-0858	\$249/1.4
March 26	Introduction to Water Rights	Vancouver	ERWOW	1-800-272-5981	\$105/\$130/0.7
March 27	Confined Space Entry	Spokane Valley	WETRC	1-800-562-0858	\$149/0.7
March 30-31	BAT 2 Day Professional Growth Exam Review	Shelton	ERWOW	1-800-272-5981	\$210/\$235/1.4
March 31-4/2	Qualified Sanitary Surveyor Introductory Training	Ellensburg	Sander Enterprises	1-509-928-0848	Free/2.0
April 1-3	Water Works Basics	Auburn	WETRC	1-800-562-0858	\$295/2.1
April 3	Water Quality Complaints: Resp, Invest & Recov	Spokane Valley	WETRC	1-800-562-0858	\$140/0.8
April 6	Managing Wastewater	Liberty Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 6-8	CCC Basics and Exam Review	Spokane Valley	WETRC	1-800-562-0858	\$295/2.1
April 6-10	Backflow Assembly Tester Certification Course	Auburn	WETRC	1-800-562-0858	\$665/3.7
April 7	Confined Space Entry Training	Shelton	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 7	Water Rights & Groundwater Exemption	Mt. Vernon	ERWOW	1-800-272-5981	\$90/\$110/0.6
April 8	Managing Wastewater	Moses Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 8-10	Water & Wastewater Disinfection	Auburn	WETRC	1-800-562-0858	\$315/2.1
April 9	Interpreting Utility Maps and Drawings	Tri-Cities	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 9-10	Advanced CCC: Risk Assess & Hazard Analysis	Spokane Valley	WETRC	1-800-562-0858	\$195/1.4
April 10	Managing Wastewater	Wenatchee	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 13-17	Backflow Assembly Tester Certification Course	Spokane Valley	WETRC	1-800-562-0858	\$665/3.7
April 14	Confined Space Entry Training	Bremerton	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 14-16	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
April 16	Competent Person for Cave-In Protection	Lacey	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 17	Water Distribution Specialist 1 day Exam Review	Vancouver	ERWOW	1-800-272-5981	\$105/\$130/0.7
April 20	Hach Water & Wastewater Analysis	Ellensburg	ERWOW	1-800-272-5981	\$90/\$115/0.6
April 21-23	Water Works Basics	Spokane Valley	WETRC	1-800-562-0858	\$295/2.1
April 23	Preparing for a sanitary survey	Auburn	WETRC	(800) 562-0858	\$169/0.7
April 22	Hach Water & Wastewater Analysis	Yakima	ERWOW	1-800-272-5981	\$90/\$115/0.6
April 24	Hach Water & Wastewater Analysis	Liberty Lake	ERWOW	1-800-272-5981	\$90/\$115/0.6
April 28-30	Water Distribution Manager Exam Review	Moses Lake	ERWOW	1-800-272-5981	\$225/\$275/2.2

# Training and Education Calendar: March - July 2009

April 29-30	Competent Person for Cave-In Protection	Spokane Valley	WETRC	1-800-562-0858	\$249/1.4
May 1	Confined Space Entry	Spokane Valley	WETRC	1-800-562-0858	\$149/0.7
May 1	Reviewing the WAC	Moses Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 4-8	Backflow Assembly Tester Certification Course	Auburn	WETRC	1-800-562-0858	\$665/3.7
May 5	Water Meter Technology	Mt. Vernon	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 5-7	Electricity Basics for Water & Wastewater Personnel	Spokane Valley	WETRC	1-800-562-0858	\$305/2.1
May 5-7	Cross-Connection Control Basics and Exam Review	Mt. Vernon	WETRC	1-800-562-0858	\$295/2.1
May 7	Water Meter Technology	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 8	BTO/WTPO OIT and Level 1 Cert Exam Review	Auburn	WETRC	1-800-562-0858	\$120/0.7
May 8	Water Quality Complaints: Resp, Invest & Recov	Mt. Vernon	WETRC	1-800-562-0858	\$140/0.8
May 11	Water Use Efficiency Rule Review	Everett	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 12	Preventative Wastewater Maintenance & Rehab	Liberty Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 12-14	Water Treatment Plant Operator Exam Review	Olympia	ERWOW	1-800-272-5981	\$225/\$275/2.1
May 12-14	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
May 12-14	Backflow Assembly Tester Refresher	Spokane Valley	WETRC	1-800-562-0858	\$350/2.1
May 13	Water Distribution Specialist Cert Exam Review	Leavenworth	ERWOW	1-800-562-0858	\$130/0.7
May 14	Preventative Wastewater Maintenance & Rehab	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 14	Water Distribution Specialist Cert Exam Review	Auburn	ERWOW	1-800-562-0858	\$130/0.7
May 15	Basic Electrical	Pt. Angeles	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 15	Water Treatment Plant Op Exam Review Level 3	Mt. Vernon	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 18	BAT 1-day Professional Growth Exam Review	Shelton	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 18	Water Distribution Specialist Exam Review 1 day	Kenmore	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 18-19	Wastewater Treatment Plant Op Exam Review	Moses Lake	ERWOW	1-800-272-5981	\$200/\$250/1.4
May 19	Advanced Math for WTPO	Olympia	ERWOW	1-800-272-5981	\$60/\$85/0.4
May 19	Basic Control Valves	Bellingham	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 19	BTO/WTPO OIT and Level 1 Cert Exam Review	Spokane Valley	WETRC	1-800-562-0858	\$120/0.7
May 19-21	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
May 20	Asbestos Cement Pipe Work Practice Procedures	Richland	WETRC	1-800-562-0858	\$160/0.7
May 21	Reviewing the WAC	Moses Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 21-22	Fire Hydrants Installation, Testing, Op & Repair	Richland	WETRC	1-800-562-0858	\$255/1.4
May 21-22	Wastewater Treatment Plant Operator Exam Review	Olympia	ERWOW	1-800-272-5981	\$200/\$250/1.4
May 22	Advanced Math for WTPO	Moses Lake	ERWOW	1-800-272-5981	\$60/\$85/0.4
May 26	BAT 1-day Professional Growth Exam Review	Liberty Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 26	Reviewing the WAC	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
May 27-29	Cross-Connection Specialist Exam Review	Olympia	ERWOW	1-800-272-5981	\$225/\$275/2.1
May 27-29	Water Distribution Manger Exam Review	Liberty Lake	ERWOW	1-800-272-5981	\$225/\$275/2.2
May 28-29	Adv Backflow Assembly Test, Troubleshooting & Repair	Auburn	WETRC	1-800-562-0858	\$295/1.4
June 1	Water Audit and Rates	Port Angeles	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 2	Chemical Feed Basics	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 2	Water Distribution Specialist 1 day Exam Review	Moses Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 3	Water & Wastewater Disinfection	Richland	WETRC	1-800-562-0858	\$315/2.1
June 3-5	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
June 4	Basic Water Chemistry	Liberty Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 5	Confined Space Entry	Lacey	WETRC	1-800-562-0858	\$149/0.7
June 5	Interpreting Utility Maps and Drawings	Vancouver	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 8-12	Backflow Assembly Tester Certification Course	Auburn	WETRC	1-800-562-0858	\$665/3.7
June 8-12	Backflow Assembly Tester Certification Course	Spokane Valley	WETRC	1-800-562-0858	\$665/3.7
June 9	Implementing a Software Structured Compliance Plan	Kennewick	ERWOW	1-800-272-5981	\$205/\$230/0.7
June 9	Refreshing Your Emergency Response Plan	Mt. Vernon	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 10	Confined Space Entry Training	Aberdeen	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 10	Implementing a Software Structured Compliance Plan	Wenatchee	ERWOW	1-800-272-5981	\$205/\$230/0.7

# Training and Education Calendar: March - July 2009

June 11	Managing and Owning a Public Water System	Spanaway	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 15	Water Use Efficiency Rule Review	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 16-17	Advanced Backflow & Cross-Connection Control	Lakewood	ERWOW	1-800-272-5981	\$210/\$235/1.4
June 16-18	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
June 16-18	Pumps and Pumping in Water and Wastewater Facilities	Yakima	WETRC	1-800-562-0858	\$325/2.1
June 17	Asbestos Cement Pipe Handling & Respiratory Appl	Liberty Lake	ERWOW	1-800-272-5981	\$75/\$100/0.5
June 17	Preparing for a sanitary survey	Lacey	WETRC	(800) 562-0858	\$169/0.7
June 18	Backflow Assembly Troubleshooting & Repair	Shelton	ERWOW	1-800-272-5981	\$105/\$130/0.7
June 18-19	Competent Person For Cave-In Protection	Lacey	WETRC	1-800-562-0858	\$249/1.4
June 22-26	Entry Level Water System Basics	Shelton	ERWOW	1-800-272-5981	TBA/0.7
June 23-25	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$350/2.1
July 8	Interpreting Utility Maps & Drawings	Liberty Lake	ERWOW	1-800-272-5981	\$105/\$130/0.7
July 8	Water Distribution Specialist 1 day Exam Review	Shelton	ERWOW	1-800-272-5981	\$105/\$130/0.7
July 10	Interpreting Utility Maps & Drawings	Olympia	ERWOW	1-800-272-5981	\$105/\$130/0.7

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

For information about distance learning activities, call Certification Services, Green River Community College at (800) 562-0858, Ext 3.

## 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.

## New & Revised Publications

**Flood advice for drinking water systems (331-300)** – Revised. 2-page fact sheet contains tips to help water systems protect public health during floods. Explains how floods threaten water systems, what to do when a flood is predicted, and how to respond if a well or water distribution system floods.

**Emergency Funding for Water Systems (331-420)** – New! 4 pages describe emergency funding available from state and federal agencies and explain how to position yourself favorably to apply for funding.

**Progress Report to the Legislature: Small Public Drinking Water Systems (331-417)** – New! 26-page report to the Legislature about the Department of Health's progress on its statewide review of small public drinking water systems.



**Report to the Legislature: Water System Acquisition and Rehabilitation Program (331-419)** New! 55 pages discuss a study of the current program and recommendations that will strengthen the program and increase the financial assistance it provides.

**Water Use Efficiency Guidebook (331-375)** Revised. 158 pages of basic information for any water system developing a water use efficiency program.

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/publications.cfm>>

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>>

# Qualified sanitary surveyor training available

## *Introductory Training – March 30, April 1 and 2, Ellensburg*

This three-day workshop covers the fundamentals of conducting sanitary surveys for small public water systems. The training will discuss the various parts of a small public water system with a groundwater or purchased water source, and will identify common deficiencies that may lead to water quality or reliability problems. In addition, the trainer will offer information on desirable levels of management, operation, and maintenance to help the surveyor evaluate the capacity of a public system to provide safe and reliable water to its customers.

## *Intermediate Training – May 19-21, Spanaway*

As a follow-up to the introductory training, this three-day course serves as a practical application of the concepts presented in the first class. Students will have an opportunity to assess and refine the skills they developed during the introductory class and in subsequent surveys. The first day is in the classroom. The class will divide into teams to work on a variety of assignments that will address a number of problems and discussion topics that could arise during a typical survey. The second day is in the field. We will assign one water system to each team for an actual survey. The third day is back in the classroom. Each team will write a sanitary survey report and present their observations and report to the class.

## *More information*

For questions about the training sessions, please e-mail Dan Sander, Sander Enterprises, at dsander138@aol.com or call (509) 879-0268. Sander will mail additional information about 60 days before to the classes.

For questions about the Qualified Sanitary Survey Program, please call Denise (Grant) Miles, Southwest Regional Office, at (360) 236-3028 or e-mail denise.miles@doh.wa.gov



### 2009 Operator Certification Exam Schedule

Beginning June 1, 2009, we are converting to computerized ABC exams. You can take your exam any time the testing facility is open. See related article on page 1.

If you have questions about the examination process or wish 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 a packet online at [http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/opcertification.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/opcertification.htm).

### 2009 Backflow Assembly Tester Exam Schedule

BAT Certification Examinations			BAT Professional Growth Examinations		
Auburn	Spokane	Vancouver	Auburn	Spokane	Vancouver
April 20 May 18 June 15	April 20 June 15	April 20	April 17 April 27 May 15 May 22 June 19 June 22 June 26 June 29	May 15 June 29	June 19

Dates and locations may be added based on demand. For the most up-to-date exam schedule and information about applying for an exam, visit Washington Certification Services online at <http://www.wacertservices.org>

# Start-up Tips for Seasonal Water Systems

If you operate a seasonal water system, this article is for you! A seasonal water system is one that closes down all or part of the water system for a portion of the year.

If your operating season is the summer, then it's time to think about starting up your water system as winter draws to a close. The start of your season will be trouble-free if you take steps to ensure there is no coliform bacteria in the water system when you begin serving water to the public.

We hope you saved yourself some headaches and expenses this spring by performing a few of the simple shut-down tasks we put in our article on system shut down in the September 2008 **Water Tap**. If you did, you will likely be rewarded with fewer repairs and needed maintenance work prior to re-opening.

As you start up for the season, use the Office of Drinking Water's (ODW) *Small Water System Start-up Shut-Down Self-Inspection Checklist* (DOH Pub. 331-312) as a guide to do the following:

**Inspect the system.** Inspect all components of your water system, including your distribution lines. If you identify any deficiencies, make all necessary repairs.

**Activate the source(s).** Turn on the power to your source pump(s). Record the source meter reading. If you don't have a source meter, arrange to have one installed as soon as possible. Disinfect the level probe then measure and record the static water level in your well(s). If you don't have a level probe, contact your local health jurisdiction to see if you can borrow one.

**Activate the treatment system, if applicable.** Turn on the power to any treatment equipment. For a chlorinated system, purchase fresh chlorine, mix fresh feed solution, replace or clean all lines and parts, and verify the feed rate of the feed pump. For other treatment, refer

to the manufacturer, your operating procedures, or consult with your DOH regional engineer.

**"Open" the system.** Run water through the entire water system by opening up hydrants, blow-offs, and faucets. Make sure all pressure tanks are pressurized.

**Disinfect and flush.** Disinfect and flush all sources, pressure tanks, storage tanks, and distribution lines. Tips are in *Emergency Disinfection of Small Systems* (DOH Pub. 331-242). If anyone has access to the water during your disinfection process, chlorinate using a dose of two parts per million (ppm). If no one has access to the water, chlorinate at five ppm.

Leave chlorinated water in the system components and distribution lines for at least 24 hours. After a minimum of 24 hours, flush all components and the distribution lines beginning with the taps closest to the source(s). If you have a storage tank, watch the water level in it to ensure that you maintain 30 pounds per square inch (psi) of pressure in the lines. De-chlorinate flushed water if it is not possible to keep it away from all surface water bodies such as lakes, streams, and ponds.

**Collect coliform samples.** At least two weeks before you open your system to the public, collect several coliform samples at different locations in your distribution system to ensure that all areas are free of coliform bacteria. We recommend you collect these samples when:

- There is zero free chlorine residual measured throughout the system in a system that is not continuously chlorinated.
- The free chlorine residual is at whatever level is 'normal' or required for the system, in a system that is continuously chlorinated.

Follow the instructions in the *Coliform Sampling Procedure* brochure (DOH Pub. 331-225) when you collect the samples. Check the "Sample Collected for Information Only" or the "Other" box under "Type of Sample" on your lab slip. These samples will not count for compliance.

**Respond to unsatisfactory coliform samples.** Re-evaluate the water system. There are tips in the fact sheet *Troubleshooting Checklist for Coliform Contamination* (DOH Pub. 331-180.) Call your DOH regional engineer or coliform program manager for assistance.



## More “Things to Do” as you prepare to open for your operating season:

- Review your Water Facilities Inventory (WFI) form to make sure the contact person, population figures, and other information are correct. If any changes are needed, note the changes and send a copy to DOH.
- Review the coliform sampling schedule in Box 33 of the WFI. Write a monthly reminder on your calendar on the day you intend to collect your coliform sample. We recommend you collect samples in the first week or two of each month. Be sure to know where to drop off or mail your sample and your lab’s schedule for accepting samples for analysis.
- Collect other water quality tests as needed, such as your annual nitrate sample from each source.
- Test all backflow prevention devices using a certified backflow assembly tester. Have repairs made if needed.
- Open and shut each valve in your system to ensure that all are operable.
- For your treatment system:
  - Refine treatment operations. Understand water flow rate, chemical feed rates, pressure differentials, and so on. Make sure the treatment system is removing, or adding, what it was designed for by measuring it.
  - Calibrate all instruments.

- Inventory supplies and order what you need for the entire season.
- Check the area where backwash discharges (if applicable) to ensure there is no blockage and water can drain freely. Make sure backwash water can’t re-enter the water supply.

## Training

Our engineering and coliform program staff developed training for camps, parks, and schools when we started seeing more coliform contamination problems at seasonal water systems. The class teaches operators of seasonal systems how to properly start up and shut down their water system.

We held the first classes for seasonal systems at locations around the state in 2000. Since then, the increasing trend of coliform contamination problems has dropped off significantly.

If you would like to attend a class for seasonal systems, please contact the coliform program at your ODW regional office. If there is enough interest, we will schedule classes for this year.

Eastern Region (509) 456-2788

Southwest Region (360) 236-3044

Northwest Region (253) 395-6775

You can download or order copies of ODW publications online at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm> or by calling (800) 521-0323.

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## Performance Based Training... (Continued from Page 3)

As a result, for the first time, we’re doing jar tests that actually mimic our plant process. This tool alone makes the whole series worthwhile.

If you’re perfectly happy with your current plant performance and not into tweaking things, PBT may not be for you. However, consider this: Filtration turbidity standards have changed at least four times in the last 20 or so years. Remember the 5 NTU max limit? Just since 1993, it dropped from 1.0 to 0.5 to 0.3. I can’t help but wonder if PBT and optimization might be the tool that puts me ahead of the curve when the next regulation change arrives.

This may sound like hype, but I’m just a regular guy that appreciates a good deal. Like all of you, I have plenty on my plate. I have a tight budget and my time is very limited. PBT was time well spent.

### OUR SYSTEM HAS ALREADY BENEFITED:

Lowered filter effluent turbidity = Better water quality to our members.

Reduced backwash water and filter recovery = Significant water savings.

Water saved = Lower chemical and electrical costs.

Getting 30-plus hours of continuing education free = Great deal.

Having all the DOH expertise available = Even better deal.

Being able to actually use everything we learned = Priceless.

Please see previous **Water Tap** articles (June 2006, page 18, March 2007, page 8, and September 2007, page 14) for more information. Depending on the degree of interest and available funding, we may offer future PBT classes.

# Chemical Security and Water Systems

A toxic chemical leak at a water system could endanger nearby communities. To protect the millions of Americans who live close to water systems, congressional leaders and the new Obama Administration may no longer exempt water systems from the Chemical Facility Anti-Terrorism Standards (CFATS).

When Congress created the CFATS Program in 2006, they made the Department of Homeland Security (DHS) responsible for the security of high-risk chemical facilities. That means DHS oversees any facility that manufactures, uses, stores, or distributes certain chemicals at or above a specified quantity. At that time, they did not create permanent regulations and they specifically excluded water systems.

## New Presidential Priorities

The Obama administration favors making the temporary chemical facility security standards permanent. The Administration supports an amendment to the Department of Homeland Security's chemical security program to bring water and wastewater utilities into the CFATS program for the first time. Although there is no legislation pending, water systems should expect some change to the federal expectations about how water systems deal with hazardous chemicals.

Chemical security and water system improvements are not new issues for President Obama. In 2006, Obama, then a senator, helped sponsor legislation requiring chemical facilities to use safer and more secure alternatives to their hazardous chemicals. He also introduced legislation to provide \$37.5 million to upgrade the monitoring and security efforts of drinking water systems.

## Inherently Safer Technologies

The CFATS regulation emphasizes physical security enhancements. Many facilities could remove themselves from the requirements of the CFATS program by choosing safer alternatives to the identified hazardous chemicals. For example, water systems could use liquid bleach, ozone, or ultraviolet light in their treatment processes instead of chlorine gas.

Water systems concerned about switching from chlorine gas to another disinfectant process can choose to generate chlorine gas on-site. That would reduce risk from on-site storage and the risk inherent in transporting millions of tons of chlorine gas on the nation's highways and railroad networks.

## Chemicals of Interest

The CFATS regulation contains a list of nearly 300 "chemicals of interest." The regulation will not consider a water system a high-risk chemical facility unless it has a minimum amount of the listed hazardous chemicals. Water systems are most likely to have three chemicals of interest on site. DHS identified the threats associated with each of these chemicals as theft and release:

	Minimum Theft Hazard	Minimum Release Hazard
<b>Anhydrous Ammonia</b>	Not published	10,000 pounds
<b>Chlorine Gas</b>	500 pounds	2,500 pounds
<b>Propane</b>	Not published	60,000 pounds
<b>Sulfur Dioxide</b>	500 pounds	5,000 pounds

DHS will require water systems that have at least the minimum amounts of these hazardous chemicals to complete an online survey, called the "Top Screen" questionnaire, to assess their overall risk. This survey is part of the Chemical Security Assessment Tool.

If the survey determines a facility is high-risk, DHS will require it to prepare and submit a Security Vulnerability Assessment. In addition, the facility must prepare, submit, and implement a Site Security Plan.

The CFATS regulation makes it illegal for a water system considered a “high-risk chemical facility” to operate without an approved Security Vulnerability Assessment and Site Security Plan. This is similar to the Bio-terrorism Act of 2002, which required water systems to assess their vulnerabilities and implement emergency response plans to address those risks.

## Employee Training

DHS offers free online security training for employees at high-risk chemical facilities. The training will help employees be more aware of their surroundings and the signs that may indicate a security threat. Portions of the training are scenario based and emphasize what to do in the event of a security breach. You can access the training at <<https://chemicalsecuritytraining.com/>>

## More Information:

For more information about the CFATS regulations, visit the Department of Homeland Security online at <[http://www.dhs.gov/xprevprot/laws/gc\\_1166796969417.shtm](http://www.dhs.gov/xprevprot/laws/gc_1166796969417.shtm)>

The Center for American Progress published a report on the concept of minimizing risk by switching to safer alternatives. *Chemical Security 101: What you don't have can't leak, or be blown up by terrorists* is online at <[http://www.americanprogress.org/issues/2008/11/chemical\\_security.html](http://www.americanprogress.org/issues/2008/11/chemical_security.html)>

# Professional Growth Requirement: 12/31/09 Deadline Approaching

All waterworks operators and backflow assembly testers (BAT) certified before January 1, 2007, must meet the professional growth requirement by December 31, 2009, to be eligible for 2010 certification renewal. Operators and BATs certified between January 1, 2007, and December 31, 2009, have until December 31, 2012, to meet the professional growth requirement the first time.

## Professional Growth Information Available Online

Washington Certification Services has a wealth of information about the professional growth requirement for waterworks operators and BATs online at <<http://www.wacertservices.org/>>

### Waterworks operators can:

- Review options for meeting the requirement.
- Check their professional growth transcript and status.
- Find the list of distance education courses the Department of Health approved, instructions, and submittal forms.

### Backflow assembly testers can:

- Access the most current exam schedules and deadlines.

- Print application forms.
- Review information on exam criteria, test procedures, and references.

## Questions?

If you have questions about your professional growth requirement, contact Certification Services staff at Green River Community College.

### Waterworks Operators

Peggy Barton, Director  
Pamela Basquez, Certification Services Support  
(800) 562-0858 or (253) 288-3369, Ext. 3

### Backflow Assembly Testers

*Professional Growth Status*  
David Kingsley, BAT Certification Program Manager  
(800) 562-0858 or (253) 288-3369, Ext. 2  
*Exam Schedules and Applications*  
Pamela Basquez, Certification Services Support  
(800) 562-0858 or (253) 288-3369, Ext. 2

# 1-877-481-4901

## Drinking Water After-Hours Emergency Hotline

Office of Drinking Water (ODW) staff is available to help you if an emergency occurs outside normal office hours, including weekends. Water system operators, lab personnel, local health officials and others who need immediate technical advice from drinking water experts may call our toll-free hotline during an emergency.

Calls to the hotline go to a call center. If the call center decides the incident is an emergency, it contacts an ODW staff person immediately. Our goal is to return your call within 30 minutes. The hotline has been in place for almost 10 years. We've helped with dozens of emergencies. We regularly assist with *E. coli*-positive routine samples, water outages, and treatment failures.

The ODW staff person who works with your water system during the emergency will give you an alternative phone number. Use that phone number throughout the event. Don't call the hotline if you are already working on a health advisory with a staff person because that may lead to a duplication of effort.

Direct emergency calls during normal working hours to the regional offices:

- Eastern Region (509) 456-3115
- Northwest Region (253) 395-6750
- Southwest Region (360) 236-3030



## In This Issue

The following people contributed to the production of this issue of *Water Tap*: John Aden, Michelle Austin, Peggy Barton, Cheryl Bergener, Denise A. Clifford, Carolyn Cox, Jim Davis, Mike Dixel, Leslie Gates, Larry Granish, Jim Harksen, Ethan Moseng, Theresa Phillips, Jennifer Prodzinski, Dan Sander, Carol Stuckey, Amy Swecker, Linda Waring, and Michael Wilson.

The Department of Health Office of Drinking Water publishes *Water Tap* quarterly to provide information to water system owners, water works operators and others interested in drinking water.

Mary Selecky, Secretary of Health

Gregg Grunenfelder, Assistant Secretary of Health  
Environmental Health Division

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Comments, questions, story ideas, articles and photographs submitted for publication are welcome. Please address correspondence to Linda Waring, *Water Tap*, Office of Drinking Water, P.O. Box 47822, Olympia, WA 98504-7822, or e-mail [linda.waring@doh.wa.gov](mailto:linda.waring@doh.wa.gov). Past issues are available by contacting the editor or visiting the Web site at [http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/watertap.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/watertap.htm)

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Visit the Office of Drinking Water online at  
<<http://www.doh.wa.gov/ehp/dw/default.htm>>



May 3-9  
**Celebrate**  
Drinking Water Week

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Olympia, WA 98504-7822  
(800) 521-0323

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