

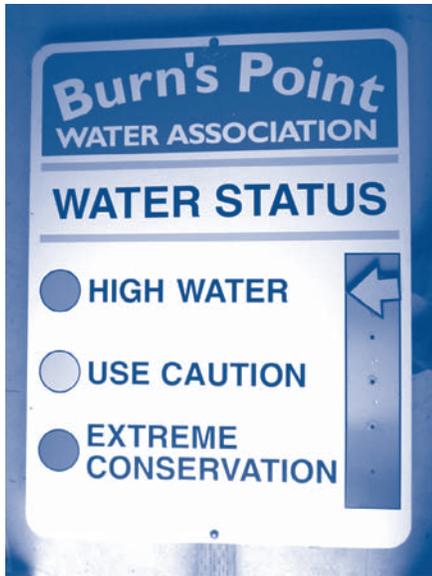


WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER

Small system solves peak weekend use and service meter funding issues

By Lynn Coleman, board member,
Burn's Point Water Association



A "Water Status" sign at the entrance to the neighborhood keeps residents informed. The caution level can be adjusted and is colored coded for specific water use efficiency actions

Burns Point Water Association is a small not-for-profit drinking water system in rural Thurston County. The system provides groundwater from three wells to 67 homes. The state Department of Health approved the system for 72 connections.

Peak Weekend Use

In the 1990s and early 2000s, before we started working on water use efficiency, the system occasionally had problems with high peak use during major weekends, such as Labor Day and Memorial Day. We pumped one well dry a couple of times. We knew if that continued, we could have problems such as damage to submersible pumps and potential saltwater intrusion.

We had plenty of water during the winter and much of the summer, so those peak weekends were our largest concern. Over time, here are the actions we took to solve this issue.

Gather Information

We read our source meters more often during the summer months (twice a month). Winter readings continue as a normal monthly reading. We installed static water level devices and we take measurements every time we read the source meters (twice a month during our high use summer months).

These numbers give us information on the total amount of water we use and tell us when we're stressing the aquifer. When use is high and/or well levels begin to drop significantly, we ask our customers to use less water.

Take Action

We worked on managing overall demand and timing water use.

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Drinking Water Week 2011

Six honored in
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THE DIRECTOR'S COLUMN

BY DENISE ADDOTTA CLIFFORD



Governor signs new operating permit fee bill

I'm pleased to report that the Legislature approved a new operating permit fee schedule for public water systems. Governor Gregoire signed the legislation in April. Now it must go

through the public rulemaking process. We expect to adopt a rule and put the fee schedule in place by January 2012.

Under the new fee structure, all Group A water systems would pay a \$100 base fee plus a per-connection charge ranging from \$1 to \$1.50 per connection, phased in over three years. The schedule would set a \$100,000 cap for systems with 100,000 or more connections.

The new fee schedule will result in higher fees for some of you, but I think you'll find it more equitable than the one that's been in place since 1991. To help reduce the impact, we've eliminated water-quality monitoring waiver fees.

The new revenue will allow us to continue to provide the services you rely on and put a special emphasis on helping small systems with financial, technical, and managerial capacity.

Currently, operating permit and waiver fees generate \$1.4 million a year. We expect the new fees to generate \$1.5 million the first year (after state general funding is reduced), \$2.1 million the second year and \$2.3 million the third year.

I thank those of you who supported the legislation and helped get the bill through the legislative process. We'll work closely with water utilities and other partners during the rulemaking process.

My goal all along has been to find ways to better serve our water systems in a time of shrinking budgets. I think this new revenue source will go a long way toward doing just that.

Lessons from Japan

We all learned valuable lessons from the nuclear tragedy in Japan. Two that stand out for me are the importance of communicating complex information in a simple way that reassures a worried public and the need to be sure we're prepared for all hazards.

Washington residents and water systems were never in danger from the radiation that leaked from the damaged Fukushima nuclear plants, but it took a while for that message to penetrate because fear levels ran high. The science of risk communication tells us that when people are experiencing a heightened level of fear, they aren't able to take in a lot of information.

The hazards water systems more commonly face from bacterial and chemical contaminants, floods, earthquakes, and aging infrastructure pose far more of a health risk than a damaged nuclear plant 5,000 miles away. When the next emergency happens, it's important to provide your customers with short, simple messages about what happened, what you're doing to resolve it, and any actions they need to take to protect their health.

Denise A. Clifford

Substitute Senate Bill 5364

The new law allows the Office of Drinking Water to charge an operating permit fee of up to \$1.50 per service connection, with a cap of \$100,000 for the largest systems. We would phase in the fees over a three-year period, beginning in 2012.

Water systems would pay a \$100 base fee, plus a per-connection fee ranging from \$1.15 to \$1.45. Satellite management agencies would pay the per-connection fees but only one \$100 base fee no matter how many systems they own.

The new revenue will allow us to continue existing services, place more emphasis on helping small systems, improve sanitary surveys and technical assistance, and enhance our ability to track water system performance with improved data system tools.

Failing water system gets new court-appointed owner

A receivership arrangement approved in Superior Court named Cowlitz County temporary owner of the troubled Columbia Crest Estates water system.

Customers of the 22-connection residential water system had endured frequent outages, lengthy health advisories, and unreliable service for a number of years.

In a statement to the court, Chuck Tadlock, spokesperson for the Columbia Crest Estates Homeowners Association, said, "The most important message we would like to convey is that because of the ongoing mismanagement of this water system, the water consumers have *never* been able to trust that the water is safe for human consumption."

This was the second receivership case the state Department of Health initiated during the past year. On October 29, 2010, a Lewis County Superior Court judge signed off on a receivership agreement that handed over the City of Vader's aging water system to Lewis County.

Unlike the Columbia Crest case, this was a voluntary agreement the state brokered between the two entities. Vader's aging water system needs significant rehabilitation, but the community did not have the resources to make the needed repairs or the ability to get a loan. Lewis County agreed to step in to help get the water system repaired.

"These two cases are far from being a trend," said Clark Halvorson, the Office of Drinking Water's deputy director for field operations. "Receivership is a last resort, the tool we use when all else fails. We hope that these agreements will result in good outcomes for both water systems."

The Columbia Crest Estates case had been brewing for years. It involved compliance issues with arsenic standards, lack of a certified operator, unsafe operating conditions, and other public health issues. When residents received notice that power to their water system's well pumps would be shut off because the owner had not paid his electric bill, the state sought an emergency receivership order.

Customers had not been able to drink water from their taps since June 2, 2010. The advisory wasn't rescinded until February 19, after the court issued an emergency receivership order. Cowlitz County Public Works has contracted with the Kelso-based Beacon Hill Water and Sewer District to operate the Columbia Crest water system.

Receivership is not the endpoint for these communities. Both receivership arrangements will be revisited in the next year so that permanent ownership can be determined.

"Our goal from the start has been to ensure that these customers have safe and reliable water," Halvorson said. "This is not something we enter into lightly, and we could not do this alone. The success is tied directly to our great partners who stepped up to serve as receivers for these water systems."

September 30: Lead and copper sampling deadline

Don't Forget! All public water systems with annual or tri-yearly lead and copper samples due this year must complete their sampling by September 30!

To see an article about our proposed rule language for the federal Lead and Copper Rule Short-Term Revisions, see "Rulemaking" on Page 13.

The Drinking Water State Revolving Fund Program is *Changing!*

Are you thinking of applying for a Drinking Water State Revolving Fund (DWSRF) loan in 2012? If so, contact your regional planner for a pre-plan meeting right away, because we've made some changes to the program.

If you apply for a DWSRF loan in 2012:

- You must have an approved Water System Plan (WSP), Small Water System Management Program (SWSMP), or WSP Plan Amendment before you apply.
- Your plan must contain your DWSRF project.
- Your regional engineer must approve your project before you submit your application.
- You must include a copy of your WSP or SWSMP approval letter and a copy of your project approval letter with your application.
- We will accept applications from January 1, 2012, until March 1, 2012.

These changes are in response to EPA's new Sustainability Policy for DWSRF.

This fall, the 2012 applications and guidebooks will be on our DWSRF Web page at http://www.doh.wa.gov/ehp/dw/our_main_pages/dwsrf.htm

For more information about the water system planning requirement, please contact our regional office:

Eastern Regional Office

16201 E. Indiana Ave.
Suite 1500
Spokane Valley, WA 99216
(509) 329-2100

Northwest Regional Office

20435 72nd Ave. S.
Suite 200
Kent, WA 98032
(253) 395-6750

Southwest Regional Office

243 Israel Road SE
Tumwater, WA 98501
(360) 236-3030

For additional information on the DWSRF Program, please e-mail Karen Klocke, infrastructure finance lead, at karen.klocke@doh.wa.gov or call (360) 236-3116.

Tech Tip Challenge: How do you get a round well vent into a non-round well cap access hole?



An assembled inverted well vent.

Is the access hole of your well cap round? If not, you may discover that you cannot screw a purchased well vent into the hole. The best solution is to redrill the hole so you can screw in a vent. If you can't do that, there is a simple solution to the problem.

Simple solution:

At left is a photograph of an inverted well vent you can build for an access hole that isn't round.

You will need:

- Two short pieces of ½-inch PVC pipe.
- A short length of semi-rigid vinyl tubing (size the vinyl tubing for the size of the well cap hole).
- A plastic barb with a female end.
- A slip with male adaptor.
- Two 90-slip X-slip elbows.
- A hose clamp.
- A piece of 24-mesh noncorrodible screen.
- Silicon caulking.

Look at the picture to determine the order of the parts. Don't cut the vinyl tubing too short because the tubing will help keep the vent upright.

To install the vent, push the vinyl tubing end through the non-round hole of the well cap until it is firmly in place. Make sure the vinyl tubing, once pushed in, remains open for airflow. Position the vent and then use the silicone caulk to make a good air- and water-tight seal.

Why all the questions? Here are some answers...

Good information is critical for making good decisions. That's why the Office of Drinking Water (ODW) wants your support – to help us, and you, make the best decisions to help Washington's water systems succeed.

We are initiating three efforts this year to gather additional water system information:

1. Water System Capacity Assessment
2. Capacity Assessment through the Sanitary Survey Process
3. 2011 Drinking Water Needs Assessment

These efforts vary in purpose, who's involved and how information is collected. To help you keep it all straight, here's the skinny:

Effort:	1. Water System Capacity Assessment	2. Capacity Assessment Through the Sanitary Survey Process	3. 2011 Drinking Water Needs Assessment
What:	We'll be asking you 15 managerial and financial questions about your water system. By taking the survey, you'll get a customized report with suggestions and resources.	We're conducting a pilot project in the Sanitary Survey Program. We're asking 12 managerial and financial questions along with the usual sanitary survey questions.	This assessment documents the 20-year capital investment needs of public water systems that are eligible to receive Drinking Water State Revolving Fund (DWSRF) money.
Why:	We want to understand small systems' comprehensive capacity needs better, so we can provide the most effective, coordinated assistance.	We are exploring how our programs can collect technical, managerial, and financial information, so we can better understand water systems' ongoing needs.	The federal government uses the information to establish Washington's share of DWSRF money. We loan these funds to water systems for improvements that increase public health protection.
Who:	More than 500 Group A community water systems with 100 to 1,000 connections. Smaller Group A community systems may also take the assessment.	More than 500 systems that meet all the following: <ul style="list-style-type: none"> • Due for a sanitary survey in 2011. • Community water system. • Serve <1,000 connections. 	About 60 water systems: <ul style="list-style-type: none"> • All large systems (serving 100,000 or more people). • A sample of medium-sized systems (serving 3,300 to 100,000 people).
When:	We hope to have the assessment ready by fall — stay tuned.	Throughout the 2011 calendar year.	Throughout the 2011 calendar year.
How:	You'll get an e-mail invitation or instructions in the next edition of Water Tap . You may only take the assessment online.	You will receive a form either with your initial sanitary survey letter or in a separate mailing.	We will work directly with water systems to gather information and compile the survey.
More Info:	Loralei Walker, <i>Capacity Development Coordinator</i> (360) 236-3097 loralei.walker@doh.wa.gov http://www.doh.wa.gov/ehp/dw/Programs/capacity.htm	<i>Regional Office Sanitary Survey Program Manager:</i> Eastern Region (509) 329-2136 Northwest Region (253) 395-6778 Southwest Region (360) 236-3028 http://www.doh.wa.gov/ehp/dw/Staff_Lists/dwnames.htm	Bill Liechty, <i>Needs Survey Coordinator</i> (360) 236-3158 (work) (360) 789-5978 (cell) http://water.epa.gov/infrastructure/drinkingwater/dwns/index.cfm http://www.doh.wa.gov/ehp/dw/DWSRF/needs.pdf

SMALLWATERSUPPLY.ORG

One-stop shop for small water system information!

What if you could go to one website to find free information about drinking water operations from hundreds of organizations and agencies? Searching the Internet for useful information can be frustrating and time consuming, especially if links don't work or websites are outdated. SmallWaterSupply.org manages that problem by continually updating resources and events, providing relevant information directly to you.

What will I find at SmallWaterSupply.org?

- A database of information from nearly 800 organizations that support water and wastewater operators, including nearly 10,000 document summaries.
- Easy-to-find resources you can filter by topic, type, state, and sponsoring organization.
- Searches based on keywords, categories, and other criteria linked to each resource to help you find the best information quickly.
- Direct links to state operator associations, technical assistance providers, and state and federal agencies that have provided each resource.
- An events calendar, including almost 20,000 training events. Don't forget to check with Washington Certification Services or the online approved course list before you attend any training on this Web page. See bottom of Page 14 for more information.

- An operator forum for sharing ideas, questions, and expertise.
- A section dedicated to reporting to customers and resources to help you communicate well.
- A weekly newsletter with popular, informative articles and blog posts.
- In development: Training and workforce development networking opportunities for those interested in learning more about a career as a water or wastewater operator.

How do I get started?

Go to www.smallwatersupply.org and click on the tabs at the top to find:

- **Documents:** Search and filter the database of fact sheets, guidance, reports, tools, and more.
- **Calendar:** Find a training event in your area or submit your event for others to see.
- **Reporting to Customers:** Review EPA requirements and learn from best practices.
- **Newsletter:** Read archived newsletters and sign up for the newsletter mailing list.

Capable staff are available to assist you by phone or e-mail, to get you to the right expert, resource, or organization.

SmallWaterSupply.org
Phone: (866) 522-2681
E-mail: info@smallwatersupply.org

Climate-ready utilities: Understanding risks to your resources

Every public water system has resources and assets it must maintain and manage to keep safe water flowing to customers. Regardless of water system size, owners and operators will benefit greatly by understanding risks to their assets as they plan for the future. This is an important step to becoming a climate-ready utility.

Climate-ready utilities:

- *Consider the risks* climate change poses for their water systems.
- *Identify the vulnerable components* of their systems.
- *Develop strategies* to avoid, reduce, and mitigate risks.
- *Develop contingency plans* for the threats they can't avoid or reduce.

Introducing CREAT, a tool to help you get there

CREAT stands for "climate resilience evaluation and awareness tool." A software tool, CREAT will help water utility owners and operators understand how potential climate changes could threaten utilities.

The U.S. Environmental Protection Agency (EPA) and volunteer utilities across the county designed CREAT to:

- Help drinking water and wastewater utilities conduct a climate risk self-assessment.
- Assist system operators not only in identifying likely risks, but also in evaluating and developing cost-effective alternatives and mitigation strategies.
- Target medium-sized utilities, so many utilities can use it!
- Be used on most computers.

Best of all, it's free!

For more information

To find out more, and to download CREAT, visit EPA online at <http://water.epa.gov/infrastructure/watersecurity/climate/creat.cfm>

You can read EPA's *Climate Resilience Evaluation and Awareness Tool* (817-F-10-017) fact sheet at http://water.epa.gov/infrastructure/watersecurity/climate/upload/CREAT_Fact_Sheet_FINAL_December-2010.pdf

EPA's *Climate Ready Water Utilities* Web page has links to resources and training opportunities designed to help drinking water and wastewater utilities meet the climate-ready utility challenge at <http://water.epa.gov/infrastructure/watersecurity/climate/index.cfm>

Mediation: A low-cost way to resolve conflicts

Water systems often need to work through various types of conflict, such as disagreements over easement locations, conflicts over water availability, customers who don't pay their water bills, challenges with payments for assessments, and so on.

Some small systems, such as homeowners associations, frequently have difficulties with internal conflicts among neighbors and board members. These conflicts can interfere with the members' ability to run their water system effectively. Sometimes, internal conflicts escalate to the point that they destroy relationships between neighbors and affect the entire community. These situations usually end up in lawsuits, which is one of the more costly ways to resolve conflict.

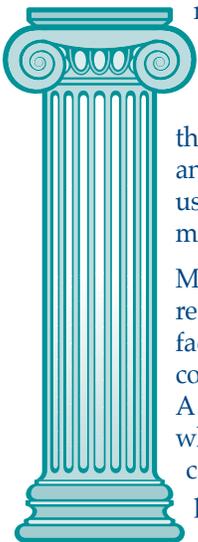
Mediation is an often-overlooked conflict resolution approach. A mediator is a neutral facilitator who helps the parties discuss the conflict and try to create a workable solution. A voluntary process, it reaches settlement only when all parties agree. At its best, mediation can cut the duration of the conflict, thus preventing escalation and preserving peace in the community. It can repair, restore

and strengthen relationships, and create long-lasting agreements that each party can live with and support.

Many counties in Washington State have community mediation centers in place to help with conflicts. These "Dispute Resolution Centers" have volunteers trained to serve as mediators for civil, family, and multi-party disputes. Because the mediators are volunteers, the disputing parties pay a greatly reduced cost.

For information about community mediation, or help finding a mediator in Washington State, visit:

- **Resolution Washington:** A statewide association of dispute resolution centers, at <http://www.resolutionwa.org/>
- **Washington Mediation Association:** A nonprofit organization of mediators and people interested in promoting mediation as a dispute resolution process, at <http://www.washingtonmediation.org/index.html>
- **HOAleader.com:** A website designed to provide homeowner association leaders with information that will help them make wise choices for their communities at <http://www.hoaleader.com/public/151.cfm>
- **Mediate.com:** A website that provides a worldwide professional mediator directory. You can search for local mediators, read articles, and review blogs from members at <http://www.mediate.com/index.cfm>



Six honored for contributions to safe drinking water

The state Department of Health celebrated National Drinking Water Week by honoring six drinking water professionals and organizations for their contributions to delivering safe, reliable water.



May 1-7, 2011 Drinking Water Week 2011

Some of the 2011 award winners stood out for valiant efforts in an emergency; others stood out for steadfast leadership.

“Each of this year’s winners made major contributions to the communities they serve,” said Denise Clifford, director of the agency’s Office of Drinking Water. “Washington State has some of the best drinking water in the nation, and it’s dedicated individuals like these who keep it that way.”

Lewis County – “Friend of Drinking Water”



Lewis County Commissioner Ron Averill, far right, shares a moment during the celebration with (from left) Shirley Kook, Lewis County Public Works; Merilee Kenyon, office manager; John Strom, City of Vader water system operator; Lewis County Commissioner Bill Schulte; and Lewis County Commissioner Lee Grose.

Lewis County stepped up to manage and operate the City of Vader’s troubled water system. The community could not pay for replacement parts, pipes and chemicals, and was ineligible for loans. By taking over the water system, Lewis County was able to secure about \$1.3 million in grants and low-interest loans to pay for the repairs. The county also has helped water systems in their effort to recover from flood damage and other problems.

Kim Gubbe, Thurston County Public Utility District 1 – “Operator of the Year”



Operator of the Year Kim Gubbe, center, celebrates her accomplishment with (from left) PUD General Manager John Weidenfeller; Office of Drinking Water Deputy Director for Field Operations Clark Halvorson; Commissioner Paul Pickett PUD District 1; and Commissioner Chris Stearns PUD District 3.

The nomination for Kim Gubbe, operations manager for Thurston County Public Utility District 1 (PUD) says it all: “Kim is committed to ensuring that all of the PUD’s customers have safe and reliable drinking water, and selflessly gives of her own time and resources to support this goal.” Gubbe is the certified operator for more than 100 water systems. “She is proactive in relying on prevention as the first line of defense to avoid potentially health-threatening and costly problems,” the nomination said.

Town of Endicott, Whitman County “Most Improved”



Office of Drinking Water Director Denise Clifford, center, recognizes the Town of Endicott for improvements to its water system. From left are David Bilow, councilman; Verne Strader, mayor; Clifford; Mike Isaacs, waterworks operator; and Sue Bafus, clerk.

The Town of Endicott, population 289, was recognized for completing major improvements to its drinking water system. A new well ensures safe, reliable drinking water for residents. It replaces a well that had nitrate contamination. The town increased water

(Continued on Page 9)

Drinking Water Week... (Continued from Page 8)

storage for fire-fighting and fire flow capacity and cut its leakage rate by more than half, from 13.2 percent to 6 percent.

Cas Hancock, Skagit County “Lifetime Achievement”



Cas Hancock, center, received her Lifetime Achievement Award at a Skagit County Board of County Commissioners meeting. Among those congratulating Hancock from the Office of Drinking Water were (from left) Derek Pell, assistant regional office manager; Bob James, regional manager; Nancy Feagin, regional engineer; and Jennifer Kropack, regional planner.

Kathleen “Cas” Hancock of Concrete, who operates a number of water systems in Skagit and Snohomish counties, was recognized for her many contributions to the drinking water industry. She is often described as a plain-spoken, big-hearted dynamo with a penchant for bringing people together to solve problems. “Is there a small system in Skagit County she hasn’t helped?” the colleagues who nominated Hancock quipped. She has served in a number of leadership capacities, including the state’s former Water Supply Advisory Committee.

Office of Drinking Water Director Denise Clifford, lower left, congratulates Mason County PUD 1 employees for grace under pressure. Accepting the award are, from left, (front) Jocelyne Gray, director of operations - water; Brandy Milroy, engineering technician; (back) Roy Munch, lead water system operator; TJ Goos, water system technician; and Barney Bruff, water system technician.



City of Walla Walla “Going Above and Beyond”



Ki Bealey, Public Works director, left, accepted the Drinking Water Week award at a Walla Walla City Council meeting from Denise Clifford, Office of Drinking Water director, right, and Maryanne Guichard, assistant secretary of health for the Environmental Health Division.

The City of Walla Walla’s Public Works Department has a vision to leave a legacy of sustainable infrastructure for the future. The staff assembled an extensive plan for water and sewer system replacement and street repairs. They produced informational documents, promoted the plan, and held public meetings to make citizens aware of the magnitude of the problems with the city’s aging water infrastructure. Construction began in 2010 and is expected to wrap up in 2015.

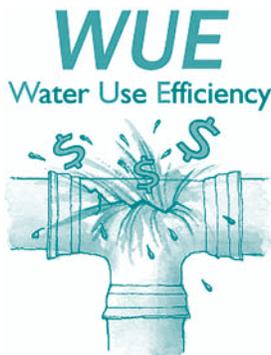
“Grace under Pressure” Mason County Public Utility District 1

In October 2010, *E. coli* was detected in the wells of Canal Mutual Water System and the Minerva Terrace Water System. The contamination resulted from heavy rainfall – 200 percent higher than normal. Mason County Public Utility District 1 (PUD) operates both systems. The PUD staff quickly alerted customers with hand-delivered notices, handed out bottled water, and worked with the state and county health departments as well as consultants. They worked long hours for weeks on end to resolve the contamination problems.

Submit your WUE Report online by July 1

The deadline for submitting your annual Water Use Efficiency (WUE) Report to DOH and your customers is almost here!

Before you fill out the WUE Report online, consider printing off a WUE Annual Reporting Worksheet from our website. This new worksheet asks you all of the same questions that the online reporting system will ask you. By filling out the worksheet beforehand, you will be ready to quickly and easily submit your report online. You can even cut and paste information from the worksheet into the reporting database.



But don't send the worksheet to us. Remember, when reporting to us, you must submit your WUE information through our online reporting database. **We will not accept mail, e-mail, or faxed reports.**

Follow these steps to submit your report to us:

1. Go to <http://www.doh.wa.gov/ehp/dw/programs/wue.htm>
2. OPTIONAL: Print a WUE Annual Reporting Worksheet
3. On the right side of the page, click on "Submit Your Annual WUE Report Now."
4. Click on the link, "Submit WUE Report Now."
5. Enter your water system ID number.
6. Complete the form.
7. Review the information for accuracy before you submit.
8. Hit the submit button. YOU'RE DONE!

After you successfully submit your annual report, you will receive a confirmation e-mail. Then your report, along with every other WUE Report, will be available online to the public.

Don't forget to send your WUE Report to your customers. The best way to do this is to summarize the WUE information in your Consumer Confidence Report, bill stuffer or newsletter. Sending your customers the same report you submit to DOH might confuse them.

Share the wealth!

Now you can view any submitted WUE Report by clicking on "View Historical WUE Reports" from the main WUE Web page. Take this opportunity to see what neighboring water systems are doing to use water efficiently. See how your WUE goals compare to others in the state. You may even find some water-saving ideas for your own water system. Then, consider forming partnerships with your neighbors to save money and develop a more effective community outreach program.

Water Use Efficiency Data Collection Tool

Are you looking for a place to store all the data you're collecting to meet the Water Use Efficiency (WUE) reporting requirements? Have you ever wanted to compare your water use from year to year? If so, we have the tool for you!

We just completed a WUE Data Collection Tool to help you collect monthly water use information. The tool allows you to track:

- Water purchased or pumped from your source.
- Water used by each type of customer.
- Estimates of water for other authorized uses.

After you enter your data, you'll really see the benefits of the tool:

- It automatically calculates your monthly totals of water pumped, consumed and lost in the system, then calculates totals for the year.
- It uses yearly data to automatically generate a year-to-year chart that compares water pumped, consumed, and lost in the system.
- You can enter monthly data for a 13-year period (2007-2020) so you can measure the progress you've made!

The tool also eliminates data calculation errors so you have information that is more accurate. To make your annual reporting easier, we've even pointed out the numbers that you'll need to use in your annual report.

We're excited to share this new tool and hope that it meets your data collection needs for complying with the WUE Rule.

To access the tool, simply visit our WUE website at <http://www.doh.wa.gov/ehp/dw/programs/wue.htm>

Click the "WUE Data Collection Tool" link, and then download it to your computer.

Peak use and funding issues... (Continued from Page 1)

We asked customers to:

- Complete large water use jobs between October 1 and May 31.
- Space out heavy water uses over a couple of days after major holiday weekends.
- Consider letting lawns go dormant.
- Observe odd/even watering days for any outdoors watering during the summer.

Communicate, communicate, communicate!

1. Board members initially visited each home to get the word out.
2. The Board started a phone tree to share information including peak demand suggestions (allows RAPID notice to customers).
3. The Board installed a "Water Status" sign at the entrance to the neighborhood (allows RAPID notice to customers). The caution level on the sign can be adjusted and is colored-coded for specific water use efficiency actions. Each customer received a list of the actions that correspond to the different colors or levels.
4. We distribute an annual water conservation letter every spring.
5. We include conservation as a topic during our annual meeting, if needed.
6. The Board continues to refine conservation actions and communication!

We have not pumped any well dry since we got the wake-up call. We now see more dormant lawns, can calculate use per household per day, and can track when the aquifer levels return to normal in the fall. Most importantly, we have historical information about our water supply characteristics and its trends.

Funding Service Meters

The community also tackled a second issue, funding the service meters required by the Municipal Water Law. The system currently has no service meters and we charge customers a flat quarterly rate for water.

To understand the cost of excavation and installation of new service meters, the Board spoke with two companies that sell water meters. We decided to use an estimate of \$600 per connection for funding purposes (2005 dollars). This closely matches the Department of Health estimate of \$570.

The Board provided this estimate to customers during an annual meeting and asked how the community preferred to pay for it. After a good discussion of the pros and cons of a single assessment versus monthly payments, customers asked the Board to set up a payment schedule of \$10 per month per customer for 5 years. This will minimize the financial burden on customers, but still allow us to install the meters by the 2017 deadline. The Board approved the payment schedule and started a separate meter account to track our total revenue for service meters.

We're more than half way to collecting the total amount needed and will be able to meet our legal obligation well before the 2017 deadline. The Board plans to install meters, collect a year of data, and then establish a new rate structure.

Summary

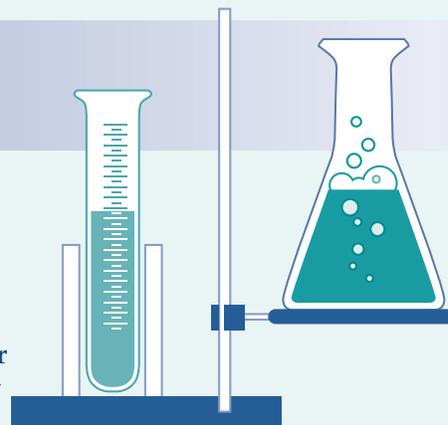
Running a small drinking water system is not always easy. But with some common sense, advance planning, and honest communication between customers and the governing Board, we've been able to solve a couple of issues that the system faced. We'll use the same approach when we face new issues in the future.

Update your emergency response plan

Mississippi River flooding and a tornado that ripped through Missouri just before press time remind us to prepare for the unexpected. Emergencies may result from natural disasters, equipment failure, human error, or intentional acts such as vandalism or terrorism. All public water systems should have an emergency response plan to guide them through such emergencies. How would you react if a catastrophic event shut down the water supply indefinitely? How would you notify customers? What would you tell them? What alternative means for delivering water might be available?

Water System Security and Emergency Response Planning (331-199) is online at <http://www.doh.wa.gov/ehp/dw/Publications/331-199.pdf>. The four-page publication describes vulnerability assessment and emergency response planning requirements and includes the top 10 ways to prepare for an emergency.

LAB CORNER



Is your subcontracting lab certified?

We recently learned that some laboratories are sending samples to subcontracting labs not certified in Washington State. This is a problem for water systems because we require all labs that analyze drinking water compliance data to have certification through the Department of Ecology (Ecology) Laboratory Accreditation Program.

Often, water systems ask labs to perform a variety of tests on a water sample. If a lab isn't certified to perform all the required tests, it may subcontract part of its work to another lab. This allows the lab to provide seamless one-stop customer service to its customers. However, if the subcontracting lab isn't properly certified, we won't accept the data.

Ask the right questions

Before your lab subcontracts with another lab, make sure it has the certification required to run the tests you need.

- **Do you have Department of Ecology accreditation?**

Some labs receive accreditation through the National Environmental Laboratory Accreditation Conference (NELAC). Ecology usually accepts this accreditation by way of reciprocity, but it is not automatic. We will not recognize data from a lab unless it applies for accreditation and receives approval through Ecology.

- **Are you approved to test for this analyte in drinking water?**

Ecology certifies labs to test for analytes in drinking water, nonpotable water, and soils. We will not be able to use the data unless Ecology approves the certified lab to test for that particular analyte in drinking water. So, make sure you tell the lab you need drinking water tested.

The best place to look is the Ecology website. There you will find all the laboratories accredited by Ecology. For each analyte, the website will list a "D" for drinking water, an "N" for nonpotable water, or an "S" for soils. The Web address is <http://www.ecy.wa.gov/apps/eap/acclabs/labquery.asp>

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Consumer Confidence Reports due July 1, 2011

Reminder: It is time to prepare your 2010 Consumer Confidence Report (CCR)!

The drinking water rule requires all Group A community water systems to provide a CCR to their customers and the Office of Drinking Water by July 1 each year. If you would like to use EPA's **CCRiWriter** to prepare your water system's CCR, visit EPA online at <http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/index.cfm> and click on "Tools for Systems."



Lead and Copper Rule Short-Term Revisions

We developed proposed rule language for the federal Lead and Copper Rule Short-Term Revisions as required by EPA. This rule provides more effective public health protection by reducing exposure to lead in drinking water. The changes to chapter 246-290 Washington Administrative Code (WAC) will apply to about 2,590 community and noncommunity Group A public water systems.

The rule revision will ensure meaningful, timely, and useful information to help consumers limit their exposure to lead. Under the proposed changes, affected water systems will:

- Provide testing results to the households where they collect samples.
- Provide educational information on what the results mean.
- Use new health effects language in their yearly consumer confidence reports.

The revisions also will enhance implementation of the federal 1991 Lead and Copper Rule (LCR) in the areas of:

- Monitoring
- Treatment processes
- Lead service line replacement

We previously adopted the federal LCR requirements by reference. That means we include a reference to the Code of Federal Regulations instead of incorporating the language into the Group A Rule. We will continue to adopt most of the Lead and Copper Rule Short-Term Revisions by reference.

Details about the timeline, public hearing, how you can comment on the proposed rule, and supporting documents will be on our website in June at http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm

Current rules under revision

For information about the following rulemaking activities, visit our Rules Web page at http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm

- Group B Public Water Supplies, chapter 246-291 WAC
- Water Works Operator Certification, chapter 246-292 WAC
- Drinking Water State Revolving Fund Loan Program, chapter 246-296 WAC

Other information on our Rules Web page:

- Rule publications
- Basic information about the rulemaking process
- Rulemaking moratorium
- Links to the Department of Health Division of Environmental Health rulemaking websites

Get automatic up-to-date rulemaking information

We use a special e-mail list to send rulemaking notices. To subscribe, go to our main Web page at <http://www.doh.wa.gov/ehp/dw/> See "Join our E-mail Lists" at the bottom of the page and click on "Drinking Water Rules."

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

New & Revised Publications

Owning and Managing a Drinking Water System (331-084). Revised April 2011.

Four pages outline how to get started, regulations, obligations, and helpful tips and responsibilities. Online only.

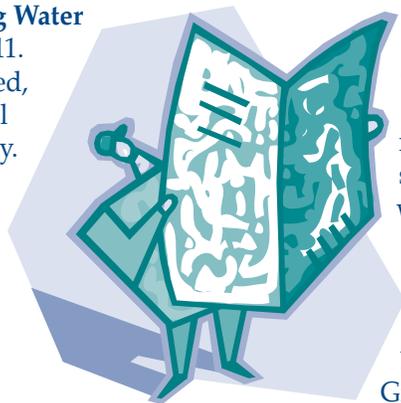
Backflow prevention assemblies approved for installation in Washington State (2011) (331-137). Revised April 2011.

This CD identifies the makes and models of Department of Health-approved backflow assemblies.

Drinking Water State Revolving Fund Loan Program: Chapter 246-296 WAC (331-236). Revised March 2011.

17-page emergency rule document sets requirements for public water systems seeking funding assistance for infrastructure improvements. This emergency rule addresses the 2010 federal appropriations bill under the Safe Drinking Water Act. Online only.

Tips for preparing user-friendly consumer confidence reports (331-296). Revised April 2011. 63-pages explain how to prepare a consumer confidence report (CCR) and meet state and federal regulations. Includes a sample CCR, certification form and contaminant tables.



Preventive Maintenance Program: Guide for small public water systems using groundwater (331-351). Revised April 2011.

48-pages provide a schedule of routine operation and maintenance tasks for small drinking water systems using groundwater supply. This guide will help you complete your Small Water System Management Program.

Cross-connection control rules and definitions (331-355). Revised March 2011.

14-pages contain extracts from WAC 246-290, Group A Public Water Supplies. Online only.

Hydropneumatic tank control systems (331-380).

Revised April 2011. Two-page illustrated tech tip explains what a hydropneumatic tank is, what it does and how to maintain it. Also available in Spanish: **Sistemas de Control de Tanque Hidroneumáticos (331-380s).** New April 2011.

For copies of our publications, visit us online at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm> or call (800) 521-0323.

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

NEW!

Online list of approved classroom training



Washington Certification Services at Green River Community College now offers an online list of classroom training activities approved for waterworks professional growth in Washington.

Training sponsors submit an average of 130 new courses each year for evaluation and assignment of continuing education units (CEU).

The CEU assignment for a course is valid for three years. The sponsor may offer some courses on this list more than once during that three-year period. Others, such as conferences, may occur only once.

There are about 400 approved courses on the list.

Certification Services updates the list when it approves new courses and inactivates expired courses.

The following information is online for each approved training activity:

- Course identification number issued to the sponsor
- Course title
- Amount of CEU assigned
- Sponsor's name and phone number

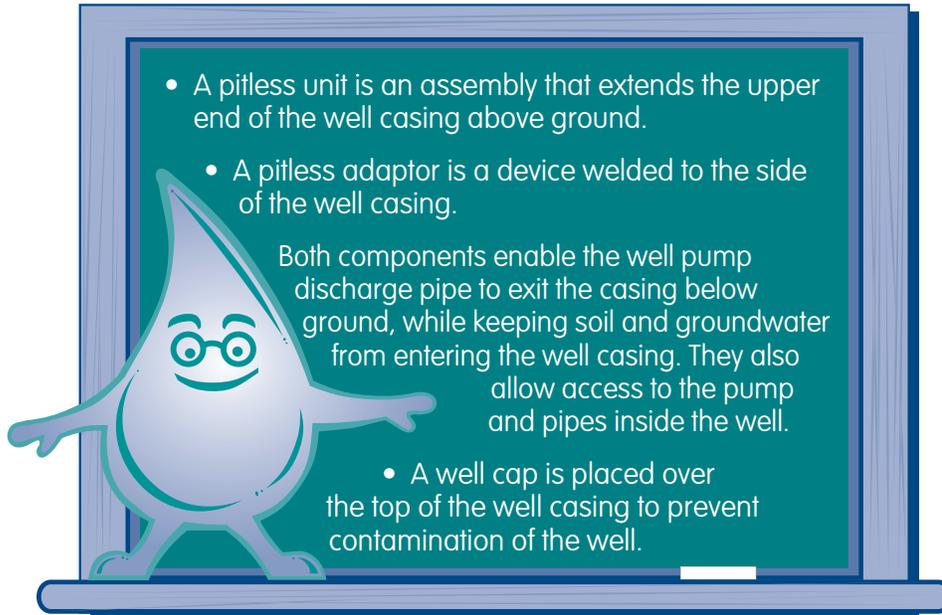
Operators should contact the sponsor directly if they have questions or need additional information about a specific course on the list.

You can find the approved course list on the Washington Certification Services Web page at <http://www.wacertservices.org>

Use the quick link, "View Approved Classroom Training," on the home page. You can view the entire alphabetical list of all approved courses, or search the list by sponsor and course title.

New policy on well components

We recently updated our policy on pitless units, pitless adaptors, and sanitary well caps. The industry standard for these well components changed, and our updated policy now reflects the current industry standard.



- A pitless unit is an assembly that extends the upper end of the well casing above ground.
- A pitless adaptor is a device welded to the side of the well casing.

Both components enable the well pump discharge pipe to exit the casing below ground, while keeping soil and groundwater from entering the well casing. They also allow access to the pump and pipes inside the well.

- A well cap is placed over the top of the well casing to prevent contamination of the well.

We expect well drillers, engineers, designers, and others involved in the design or construction of new wells, or modification of existing wells, to select pitless units, adaptors, and well caps that comply with the standards referenced in our revised Policy M.01. You can view this policy online at <http://www.doh.wa.gov/ehp/dw/Policies/P-M01.pdf>

Design submittals that include a pitless unit or adaptor, or a well cap, must comply with the product, material, installation and testing standards established by the Water Systems Council for PAS-97(04).

NSF International's New Public Drinking Water Equipment Performance Certification Program



NSF International, an independent organization committed to protecting public health and the environment, recently launched a new Public Drinking Water Equipment Performance Certification Program. Products certified by this

program are tested and verified to ensure they effectively remove *Cryptosporidium*, bacteria and viruses known to cause gastrointestinal illness.

NSF International's certification program applies to equipment used to treat or produce drinking water. NSF based the certification program on the U.S. Environmental Protection Agency's (EPA) Long Term 2 Enhanced Surface Water Treatment Rule (LT2).

EPA designed the LT2 Rule to protect the public from illness due to *Cryptosporidium* and other contaminants



in drinking water. The rule requires utilities to use treatment technologies to reduce exposures to microorganisms that are resistant to common disinfection practices. LT2 regulations also require membrane filtration products to undergo

laboratory testing to verify the filters perform as specified.

In addition to meeting the LT2 Rule, NSF's new certification program requires products to meet NSF/EPA Environmental Technology Verification (ETV) program requirements, and NSF/ANSI **Standard 61: Drinking Water System Components - Health Effects**. NSF/ANSI Standard 61 is the nationally recognized health effects standard for all devices, components, and materials that come in contact with drinking water.



For more details about the program, call (734) 913-5785, e-mail pdwep@nsf.org or visit the website at http://www.nsf.org/business/water_distribution/performance.asp

To Do List!

- ✓ July 1, consumer confidence reports due. See Page 6
- ✓ July 1, WUE Report deadline. See Page 10
- ✓ September 30, Lead and copper sampling deadline. See Page 3

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



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Operators achieve 97 percent renewal rate!

Congratulations, operators! The 2011 waterworks operator renewal cycle ended with a 97 percent renewal rate. We sent about 4,000 renewal notices in November 2010. And, we inactivated only 135 operators because they failed to renew.

We thank operators for much of this success because they notified us when they moved. We had to inactivate fewer than 10 operators because they moved, and left no change of address.

It is an operator's responsibility to notify us when he or she has a change of address or employer. **You must report these changes in writing.**

Three ways to report a change to us:

1. Update your address online at <http://www.doh.wa.gov/ehp/dw/opcert/>
2. E-mail Larry Granish to report a new address or a new employer at larry.granish@doh.wa.gov
3. Mail notice about a new employer or change of address to Department of Health, Operator Certification, PO Box 47822, Olympia, WA 98504-47822.

Please remember to include your certification number on your e-mails and letters.

In This Issue

The following people contributed to this issue of **Water Tap**:

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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.

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