WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER

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

Volume 23, #5 - December 2008

Municipal Water Law ruling prompts changes

The state is appealing a court ruling that struck parts of the Municipal Water Law. Because it may take a year or more to resolve the appeal, the Office of Drinking Water wants water systems to know how we'll do business in the interim.

King County Superior Court Judge Jim Rogers' ruling, issued in June 2008, affects water rights and the definitions of "municipal water supplier" and "municipal water supply purposes." Under the ruling, privately owned water systems are no longer considered municipal water suppliers.

These private systems don't have to follow Water Use Efficiency Rule requirements, which include installing customer service meters and publicly establishing water efficiency goals. However, private systems still must have an efficiency element in their water system planning documents.

If the appellate court agrees with the state's position, private water systems could once again be subject to Water Efficiency Rule requirements. So we recommend that privately owned systems voluntarily comply with the efficiency rule.

The court's order may also affect the way we review water system plans submitted after the court ruling. Decisions made on water system plans before the ruling will stand.

We are working closely with the state Department of Ecology, the agency that oversees water rights, on changes that we'll need to make to comply with the ruling. We will keep water systems informed of any changes.

The Municipal Water Law was enacted in 2003. It added new planning and water efficiency requirements while creating more certainty about water rights for municipal water suppliers.

"We understand that this may be confusing," says Denise Clifford, director of the Office of Drinking Water. "We will work with water suppliers to provide clear guidance."

Web page tracks appeal updates

We created a new Web page to help water systems and others track developments in the Municipal Water Law court case. You can get updates as the appeal progresses at <http://www.doh.wa.gov/ehp/dw/mwl-legal.htm>

See related stories on pages 6 and 7

Inside This Issue

The Director's Column

by Denise Addotta Clifford

Relevancy: What an operator doesn't know could hurt someone

People often ask me why we're so strict about reviewing training for relevancy. Times are tough. Training costs a lot of money. So why won't we let that flagging course a certified operator took to satisfy another agency's requirement count toward the professional growth requirement?

In a nutshell: We want to make sure our water system operators have the knowledge they need to deliver safe and reliable drinking water. Someone's life could depend on it.

We rely on the operators making day-to-day decisions about running water systems to know what they're doing. Taking relevant training courses helps ensure they are properly trained.

As new technologies and trends emerge, we continually review and evaluate training courses with an eye toward expanding the list of allowable topics.

We're approaching the final year of the 2007-09 professional growth cycle. That means most certified waterworks operators have until December 31, 2009, to complete 30 hours of relevant training.

Most of us will admit to procrastinating now and then, but I strongly encourage you to review the status of your training today, and enroll now for the courses you need. Those who wait until the last minute, could find the classes they need are filled. *(See reminder below.)*

I'm sure you're aware that if you don't meet your professional growth requirement, you have to retake tests for every area in which you're certified. That's a costly lesson none of us wants any operator to have to learn.

Great to hear from you

In my last column, I invited you to share your thoughts about why some small systems succeed while others fail. Thanks to those of you who responded. Here's what some of you said:

"The more regulated we get, the lower our profit and the less incentive for us to keep things going. We don't have enough in reserves to meet the metering requirements coming up; so although we paid about $100,000 for the system over a decade ago, we're not sure now that we have anything here that's any longer economically viable. It's likely we can't sell it to more knowledgeable operators and move on."

"With limited resources the distinction between 'a reasonable objective' and 'a regulatory obligation' is important."

"We are definitely an organization that intends to be on the 'spectacular success' end of the spectrum. As a board member I am, however, very aware of our limited resources."

I'm always glad to hear from our readers and constituents. Drop me a line at denise.clifford@doh.wa.gov

Denise A. Clifford

Professional growth reminder

Waterworks operators and backflow assembly testers (BATs) certified before January 1, 2007, must meet their professional growth requirement by December 31, 2009. Visit Washington Certification Services online at <http://www.wacertservices.org> for:

- Information about the professional growth requirement
- Your waterworks professional growth report
- BAT examination schedules and applications

Red flag rule

A new Federal Trade Commission (FTC) rule includes water utilities among financial entities that must develop and implement written identity theft prevention plans by May 1, 2009. The plans must describe how the utility will identify and respond to "red flags" that indicate identity theft involving customer accounts.

According to the FTC, 8.3 million Americans were victims of identity theft in 2005, and the total value of identity fraud in 2006 was $15.6 billion. The Justice Department defines identity theft as all types of crime in which someone wrongfully obtains and uses another person's personal data in some way that involves fraud or deception, typically for economic gain.

The red flag rule requires any entity that extends credit to have a written plan that identifies and responds to these indicators of identity theft. This new federal regulation applies to water systems that maintain billing information about their customers.

The Fair and Accurate Credit Transactions Act of 2003 requires "financial institutions" and "creditors" to create theft prevention programs for their "covered accounts." This new regulation covers any entity that extends credit through multiple payments. This definition specifically includes utilities, such as water systems, as creditors.

A utility's written Identity Theft Prevention Program must include:

- How the organization will look for and respond to signs of identity theft.
- Policies to verify the identity of a person opening a new account, as required by the U.S. Patriot Act.
- Measures designed to protect existing accounts by identifying and responding to potential identity theft. Identifying "red flags" is the first step in protecting existing accounts. This portion of the program defines potential identity theft situations, and outlines procedures for dealing with them.

You may already be familiar with some ways to stop identity theft. For example, after a change of address, many financial institutions send confirmation letters to the new and old address. This mailing ensures the change of address is valid, and not an attempt to steal someone's identity.

Taking it a step further, what would your utility do if mail sent to the customer is returned repeatedly as undeliverable although transactions continue for the customer's account? The regulation cites this situation as an example of a "red flag." A possible response to this situation is to cancel service.

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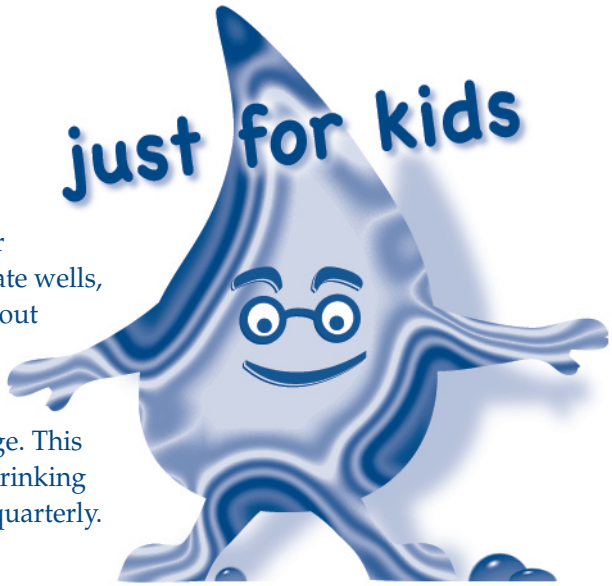
Washington State's
Drinking water for kids!

We've developed a new kid's Web site to help children learn more about drinking water and our state's drinking water system.

The site highlights interesting facts about Washington state's water systems, an animated water cycle, trivia quiz, information on private wells, tips on saving water, and an easy way to ask Dr. Drip questions about drinking water.

If you e-mail your kid-friendly water system information to judy.j.sides@doh.wa.gov we'll feature your system on our Web page. This is an opportunity to tell children in your community where their drinking water comes from. We plan to change the featured water systems quarterly.

Visit the kid's Web page at <http://www4.doh.wa.gov/kids/>



How to shore up our dwindling workforce

In Journal AWWA's August 2008 edition, Editor Marcia Lacey interviews Teresa M. Boepple-Swider, professional certification chief for the New York State Department of Health. Their discussion about how today's workforce issues affect water and wastewater plant operators is relevant to Washington State. Here are excerpts from the interview.

LACEY: There is a lot of talk about a shortage of water and wastewater operators in the next five to ten years. Do you believe this shortage will become a reality?

BOEPPLE-SWIDER: I believe it is a reality now. Last year, the New York State Department of Health's Bureau of Water Supply Protection conducted an unofficial survey of New York State's small water system operators (those serving a population of 3,300 or fewer). The results showed the average age of operators responding was 50.9 years and that 43 percent of the respondents expected to retire within 10 years. These findings are similar to the results published in the 2005 AWWA Research Foundation study, "Succession Planning for a Vital Workforce in the Information Age." This study concluded that 50 percent of today's water and wastewater operators will retire in the next five to seven years.

In fact, just last month a chief operator called to tell me that he has been trying to hire an operator for several months and cannot find anyone who wants to work at his system. This operator stated, "I thought we had five to ten years before we faced an operator shortage; I didn't think we would be facing this shortage today!" I then inquired about the system's succession plan as well as their recruitment and retention plans. All I heard was silence. Stories like this are becoming more and more frequent.

I feel this shortage is the direct result of an aging workforce and the lack of recruitment, retention and succession planning. We need to dedicate resources to these areas now so we can be more prepared to address the workforce crisis. Simply stated, without qualified staff we can't get our job done. If we can't get our job done, public health protection is at risk. A qualified workforce is not a commodity that is easily replaced. It needs to be valued, nurtured and supported.

LACEY: What do you feel is the biggest challenge operators face today?

BOEPPLE-SWIDER: Lack of recognition and support for the role they play in protecting public health. Also, operators have indicated that they lack the support they need to address aging infrastructure, succession planning, rate increases and similar issues. Although there are two sides to every story, the industry is hearing this message and responding with tools such as board member training, information on succession plans, and asset management tools.

Overcoming these challenges can be done through standardization and education. We are achieving standardization using the U.S. Environmental Protection Agency's guidelines for implementing operator certification programs throughout the country. One challenge that remains is to educate decision-makers and the general public about the importance of this profession and the important role operators play in protecting public health.

LACEY: Do you feel there is or will be a problem recruiting and retaining operators now or in the future? If yes, what is the primary reason for this problem?

BOEPPLE-SWIDER: Yes, but I'm optimistic that this will improve in the future. One reason we are facing this problem is that some systems lack the managerial capacity to operate efficiently. Without managerial capacity, systems are not operated like a business and do not have recruitment, retention, or succession plans. It is a challenge to recruit operators into the profession without recruitment plans.

By educating decision-makers, the managerial capacity of a water system can be improved, but systems need attention and resources now. In New York, the Water and Wastewater Education and Outreach Committee developed a state-specific operator career brochure and provided it to high schools, vocational schools, science colleges, and unemployment offices. In addition, the committee developed a brochure template that stakeholders nationwide can use to increase the number of certified operators in their state. Anyone who would like a copy of the brochure template can contact me at tmb03@health.state.ny.us.

LACEY: Do you have any advice on how to capture an operator's institutional knowledge before he or she walks out the door?

(Continued on next page)

BOEPPLE-SWIDER: Document, document, document. I learned this one the hard way. When I first started in the operator certification program, I didn't understand the importance of standard operating procedures and documenting the knowledge that individuals have. I did my best to learn from others but did not have the opportunity to take part in any formal knowledge-transfer process. Then one day I found myself in a position I never want to find myself in again. The most important person I consulted to get information about the operator certification program passed away suddenly. I was deeply saddened and shocked. I soon realized that the invaluable knowledge that this individual had was lost forever. At that point, I truly understood the value of knowledge transfer.

It is inevitable that knowledge will be lost if it is not captured. This capture can be done in many ways. Methods that I widely use are written policies, written procedures, and cross-training staff.

LACEY: What, if anything, would you change about this industry?

BOEPPLE-SWIDER: I would change the attitudes and thoughts our stakeholders have regarding public water supplies. Can you imagine the day when stakeholders understand the value of water and what it takes to deliver it? Can you imagine having the support to implement full-cost pricing?

We can make this dream a reality. Education and outreach coupled with strong alliances and partnerships are essential to achieving this goal. No single person, group, department or association has the means or the voice to be heard on this subject. If our stakeholders are to hear our message, we need to speak with a unified voice!

Are you ready to be heard?

LAB CORNER

What role will electronic data reporting play in the future?

The electronic age of the 21st century is clearly upon us. We continually look for ways to apply available technologies to our data management systems so we can be more effective and efficient. For example, instead of filling out paper reports, water systems could send us their water quality compliance reports electronically.

As the state Health Department increases its focus on electronic information transfer and storage, so will the drinking water program. Fortunately, the ability to move from paper to electronic reporting may not be as difficult as many of us may think. There is an increasing availability of easy-to-use software packages that provide an easier transition. When the time comes, we will share these capabilities with our local health labs and the commercial labs.

Our vision for the future is a drinking water program that handles data exclusively electronically. Paper reports and manual data entry will become something of the past. We will keep labs and water systems informed of our progress as we move closer to the day when electronic data entry is the norm and not the exception.

1-minute boil does the trick

The Office of Drinking Water recommends a shorter time for boiling water during health advisories. We now advise water users to heat water to a rolling boil for 1 minute. That is sufficient to kill organisms that can cause disease, and conserves fuel, which can be in short supply in emergencies.

The previous guidance called for boiling water for 3 to 5 minutes. Most national health authorities, including the U.S. Environmental Protection Agency and the Centers for Disease Control and Prevention now recommend a one-minute rolling boil.

First Year Reporting Results

Tracking water use efficiency progress

All municipal water suppliers with 1,000 or more connections were required to send in their first water use efficiency (WUE) annual performance reports by July 2008. Since this was the first reporting year, we are glad that most water systems are planning their WUE programs and meeting the deadlines.

During the next few years, we want to help all water systems comply with the WUE requirements. To do this, we review the WUE performance reports and provide technical assistance.

We sent letters to all systems that did not submit a WUE report or set a goal that met the WUE requirements. We received positive responses to these letters. They led to a better understanding of the WUE rule, and continue to increase awareness about the importance of using water efficiently. One of the most common responses was, "now that I understand what is expected, the WUE requirements are not as difficult as I thought."

How we fared in 2008

- 90 percent of large systems submitted WUE performance reports.
- The average leakage for the state is 9.6 percent. That's less than the 10 percent leakage standard!
- The median leakage for the state is 8.5 percent. That means half the systems are below and half are above 8.5 percent leakage.

How water systems approach the goal-setting requirements

- Most water systems set at least two goals:
  1. To help their customers use water efficiently (mandatory).
  2. To reduce leakage for their water system (optional).
- Goals are more aggressive on the supply side. That means most water systems with leakage rates above the 10 percent standard are focusing heavily on reducing leakage.

Things to remember

- By July 1 each year, you must submit your WUE performance report to us (use our form) and to your customers (most systems use their Consumer Confidence Report).
- You can use our Web site to post your goal-setting meeting. We recommend you also send a meeting notice to your customers.
- We have examples of WUE performance reports on our Web site. Use them as a guideline when you fill yours out.

For more information, call Mike Dexel at (360) 236-3154 or visit us online at <http://www.doh.wa.gov/ehp/dw/Programs/wue.htm>

City of Aberdeen

Metering identifies water loss and cuts water usage

Imagine saving 2.6 million gallons of water per day by installing meters. The City of Aberdeen is! Before installing meters on 6,300 homes, Aberdeen's water usage was higher than the national average of 5.3 million gallons per day. Today it's 2.7 million.

The City of Aberdeen installed meters with remote radio readers. The average cost of these meters, with installation, was $397 per unit. Mike Randich, Aberdeen's water system manager, says one employee can read all 6,300 meters in one 12-hour day.

Installing meters is an excellent way to identify distribution system leakage. Randich said that, during meter installation, they found many leaks between the source and service meters. "We have been very aggressive in water main replacement," he said. "We've replaced 9 miles of 2-inch steel pipes, which has resulted in further savings."

Worldwide, the largest volume of leaks is found on customer service piping. One home in Aberdeen had a 20-gallon-per-minute leak, which created a stream of drinking water running from the home to the

(Continued on next page)

Water Use Efficiency Success Story

Pasadena Park makes amazing improvements

After conducting a water audit, managers at Pasadena Park Irrigation District discovered their 1940s-era water main was leaking in 240 places. The leaks posed a health risk because they can allow contaminants into the system. They also caused a large portion of the system's more than one-million-gallon daily water loss (45 percent leakage).

Discovering this huge water loss was a big wake-up call for Pasadena Park. The utility knew it must do a better job of managing infrastructure, and charge rates that cover the cost of service and water efficiency goals.

Pasadena Park applied for and received a Drinking Water State Revolving Fund loan in 2003. The project replaced 5,000 feet of aging and failing water main. It was the initial step for their water use efficiency program. They also started a metering program, began automatic meter reading, and conducted a water-loss audit.

Before the main was replaced, the utility was losing about $75,000 a year in revenue, paying higher electricity costs, and facing unknown costs in wear and tear.

After the loan project and related water-use efficiency efforts, Pasadena Park reduced water loss to 12 percent and recaptured 810,720 gallons of water per day. Utility managers estimate the value of recaptured water is $175,000 a year, and the risk of contamination caused by leaking pipes is significantly lowered. Savings are applied toward paying back the loan and contributing to the water system's reserve accounts.

Lessons learned:

- Water audits can detect early warning signs of problems such as leaking pipes.
- Leak detection and repair pays for itself.
- Cost to capture water loss is offset by increased revenue.
- Payback of the initial capital expenditures for a water use efficiency program begins soon after infrastructure improvements (within 12 months for Pasadena Park).
- A commitment by the water system board and staff to the program's goals and water efficiency plans maximizes success.

Before – 45% water loss

After – 12% water loss

Savings of 810,720 gallons per day

Estimated value of recaptured water $175,000 per year

Aberdeen... *(Continued from Page 6)*

storm drain. Randich said meters show homeowners how much water they are using and help them become more accountable.

Aberdeen also changed its rate structure from a flat rate to a consumption-based rate. This rate structure provides an incentive for customers to reduce water use by fixing leaks in their homes, such as a leaky toilet or faucet. Aberdeen uses monthly bills to educate customers about their water usage. The bills show customers how much water they used during the last month and the previous year. They also let customers know if there is an unexplained jump in their water usage.

Benefits of metering

- Meters are the most accurate way to determine a water system's distribution system leakage.
- Meters help identify trends and variations in water usage.
- Meters show how much water customers use.
- Meters are a tool to educate customers about their water use.

New & Revised Publications

On-line Turbidity Meters (331-411) – New! Two-page fact sheet explains how you use a turbidity meter to measure the clarity of drinking water and judge the effectiveness of your treatment process.

Pump House Piping (331-406) – New! Two-page illustrated tech tip provides guidance on the layout of valves, pipes and other components in a pump house.

Waterworks Certification Program Guideline (331-109) – Revised. 87-page guidance document explains the responsibilities and requirements water systems, waterworks operators, and backflow assembly testers must meet.

Color, taste, and odor problems in drinking water (331-286) – Revised. Two-page fact sheet outlines common causes of color, taste, or odor problems in drinking water.

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>

the TOOLBOX

Basics Course: For small public drinking water systems (331-407).

Order this free nine-hour CD training from the Office of Drinking Water. The course teaches operators of systems serving fewer than 3,300 customers how to operate a small public water system. It is approved for 0.9 continuing education units. Check it out at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>

Drinking Water Treatability Database

You can use this online database to identify effective drinking water treatment processes, plan for future treatment plant upgrades, or provide information to first responders during spills or emergencies. It allows drinking water utilities, treatment process designers, research organizations, regulators, and others to access referenced information from thousands of sources. You'll find it on the U.S. Environmental Protection Agency's Web site at <http://iaspub.epa.gov/tdb/pages/general/about.do>

Red flag rule... *(Continued from Page 3)*

The water system's board of directors must approve the initial Identity Theft Prevention Program. The board must also ensure the program is properly developed and implemented, and staff get appropriate training. If the water system is part of a larger municipality, the city council or county commission is responsible for overseeing the program.

Billions of dollars are lost each year to identity theft and fraud. This new rule helps assure your customers that you are serious about protecting their personal information. More information is on AWWA's Web site at <http://www.awwa.org/> Search for "red flag rule."

Training and Education Calendar: December 2008 - March 2009

Date	Topics	Location	Contact	Phone #	Cost/CEU
Dec. 1-2	Advanced CCC: Risk Assessment & Hazard Analysis	Everett	WETRC	1-800-562-0858	$185/1.4
Dec. 2	Confined Space Entry	Vancouver	ERWOW	1-800-272-5981	$85/$105/0.7
Dec. 2	Refreshing Your Emergency Response Plan	Tri-Cities	ERWOW	1-800-272-5981	$75/$100/0.5
Dec. 2-4	Pumps and Pumping in Water and Wastewater Facilities	Auburn	WETRC	1-800-562-0858	$295/2.1
Dec. 3-5	Water Works Basics	Mt. Vernon	WETRC	1-800-562-0858	$295/2.1
Dec. 8-10	Basic Electrical	Mt. Vernon	WETRC	1-800-562-0858	$305/2.1
Dec. 8-12	BAT Certification Course	Spokane Valley	WETRC	1-800-562-0858	$655/3.7
Dec. 8-12	Water Works Basics	Auburn	WETRC	1-800-562-0858	$295/2.1
Dec. 8-12	BAT Certification Course	Auburn	WETRC	1-800-562-0858	$655/3.7
Dec. 9	Advanced Control Valve Training	Issaquah	ERWOW	1-800-272-5981	$50/0.7
Dec. 9	Refreshing Your Emergency Response Plan	Port Angeles	ERWOW	1-800-272-5981	$75/$100/0.5
Dec. 16	Refreshing Your Emergency Response Plan	Yelm	ERWOW	1-800-272-5981	$75/$100/0.5
Dec. 17	Refreshing Your Emergency Response Plan	Port Angeles	ERWOW	1-800-272-5981	$75/$100/0.5
Dec. 18	Incident Command System & NIMS Training	Auburn	WETRC	1-800-562-0858	$140/0.8
Jan. 6-8	Water Distribution Certification Exam Review	Everett	WETRC	1-800-562-0858	$305/2.1
Jan. 13	Water Quality Complaints: Response, Invest. & Recovery	Auburn	WETRC	1-800-562-0858	$140/0.8
Jan. 14	Water Distribution Specialist Certification Exam Review	Richland	WETRC	1-800-562-0858	$130/0.7
Jan. 14-16	Cross Connection Control Basics and Exam Review	Auburn	WETRC	1-800-562-0858	$295-2.1
Jan. 15	Water Distribution Specialist Certification Exam Review	Auburn	WETRC	1-800-562-0858	$130/0.7
Jan. 19-21	BTO/WTPO OIT and Level 1 Certification Exam Review	Vancouver	WETRC	1-800-562-0858	$120/0.7
Jan. 20-22	Water Distribution Certification Exam Review	Lacey	WETRC	1-800-562-0858	$305/2.1
Jan. 21-23	Water & Wastewater Disinfection	Vancouver	WETRC	1-800-562-0858	$315/2.1
Jan. 23	Incident Command System & NIMS Training	Bellingham	WETRC	1-800-562-0858	$140/0.8
Feb. 4-6	Basic Electrical	Lacey	WETRC	1-800-562-0858	$305/2.1
Feb. 17	Asbestos/Cement Pipe Work Practice Procedures	Everett	WETRC	1-800-562-0858	$160/0.7
Feb. 18-19	Fire Hydrants: Installation, Testing, Operation & Repair	Everett	WETRC	1-800-562-0858	$255/1.4
Feb. 26-27	Advanced CCC: Risk Assessment & Hazard Analysis	Lacey	WETRC	1-800-562-0858	$195/1.4
March 10-12	Pumps and Pumping in Water and Wastewater Facilities	Longview	WETRC	1-800-562-0858	$325/2.1
March 11-12	Process Control & Instrumentation	Spokane Valley	WETRC	1-800-562-0858	$255/1.4
March 13	Incident Command System & NIMS Training	Richland	WETRC	1-800-562-0858	$140/0.8
March 23-26	Wash. Water/Wastewater Operations Workshop	Ocean Shores	WETRC	1-800-562-0858	$175/2.0
March 25	Asbestos/Cement Pipe Work Practice Procedures	Auburn	WETRC	1-800-562-0858	$160/0.7
March 25-26	Competent Person for Cave-in Protection	Spokane Valley	WETRC	1-800-562-0858	$249/1.4
March 27	Confined Space Entry	Spokane Valley	WETRC	1-800-562-0858	$149/0.7

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

For information about approved distance education, call Certification Services 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 home page 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.

Rulemaking

For up-to-date information on rulemaking, visit our Web site at <http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm>

- Information on current rulemaking activities:
  - > Federal Rule: Disinfectants and Disinfection Byproducts Rule (Stage 2)
  - > Federal Rule: Groundwater
  - > Drinking Water Laboratory Data Reporting Rule
  - > Group B Public Water Supplies
- Rule publications
- Link to the Code Reviser's Web site
- Link to the Department of Health's Rules Web site
- Link to the EPA's Web site

For more information about our rulemaking activities, please call Theresa Phillips, lead rules coordinator, at (360) 236-3147, or Michelle Austin, policy and regulation coordinator, at (360) 236-3156.

2009 Operator Certification Exam Schedule

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

Exam Locations	Exam Date	Application Deadlines	Retake Application Deadlines
Bellingham, Olympia, Port Angeles, Seattle, Spokane, Vancouver	February 3, 2009	November 12, 2008	December 12, 2008
	June 2, 2009	March 11, 2009	April 10, 2009
	October 6, 2009	July 10, 2009	August 7, 2009
Pasco	February 5, 2009	November 12, 2008	December 12, 2008
	June 4, 2009	March 11, 2009	April 10, 2009
	October 8, 2009	July 10, 2009	August 7, 2009
Mount Vernon, Olympia, Seattle, Wenatchee, Yakima	February 4, 2009	November 12, 2008	December 12, 2008
	June 3, 2009	March 11, 2009	April 10, 2009
	October 7, 2009	July 10, 2009	August 7, 2009

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 an application packet online at <http://www.doh.wa.gov/ehp/dw/our_main_pages/opcertification.htm>

We are considering a change to computerized exams. The schedule for the June and October exams may change if we decide to switch to these exams.

2009 Backflow Assembly Tester Exam Schedule

BAT Certification Examinations		BAT Professional Growth Examinations	
3rd Monday of each month, *except holidays*		3rd Friday of each month, *except holidays*	
Auburn and Spokane		Auburn and Spokane	
January 12	February 9	January 16	February 20
March 16		March 20	
Vancouver		Vancouver	
January 26		March 20	

For more information on applying for a BAT certification or professional growth exams, visit Washington Certification Services online at <http://www.wacertservices.org>

2009 Drinking Water Week Awards Nomination Form

In celebration of Drinking Water Week, May 3-9, 2009, the Department of Health's Office of Drinking Water (ODW) will recognize water systems and operators for their commitment to provide safe and reliable drinking water.

Do you know of a water system or waterworks operator that deserves recognition? Tell us about it. Complete this form and attach it to a one-page written summary. The summary needs to include convincing information about why the system or operator you are nominating should be selected for recognition. You may also include additional information, such as newspaper clippings and other supporting documents. All nominations must be in writing.

An Office of Drinking Water committee will review nominations. Our director's management team will make final selections. Award winners will be honored during Drinking Water Week. If you have questions, please contact Donna Lynch at the address below.

Category (please check one):

- ☐ **Most Improved**—This award is typically presented to water systems that have overcome a bad situation and are now providing excellent service to their customers.
- ☐ **Grace Under Pressure**—Recognition for handling a crisis well.
- ☐ **Going Above and Beyond**—Recognition for providing assistance to neighboring water systems, the community, the state Department of Health, and others.
- ☐ **Operator of the Year**—This award is to recognize an individual water system operator for his or her part in providing safe and reliable drinking water.
- ☐ **Lifetime Achievement**—This award is to recognize an individual water system operator for dedication and commitment during his or her career.

Information about Nominee

Name of System/Individual: _____

_____

City/County: _____

Type of System: ☐ Community ☐ TNC ☐ NTNC ☐ _____

Number of Service Connections: _____

Form Completed by: _____

Name: _____

Title: _____

Representing: _____

City: _____ Phone: _____

Email: _____

Nominations must be received by January 30, 2009.

Send nominations to:
Donna Lynch, Office of Drinking Water
PO Box 47822, Olympia, WA 98504-7822
FAX: (360) 236-2252 • E-mail: donna.lynch@doh.wa.gov

Don't forget to attach supporting information!

Did you receive your renewal notice?

Waterworks operator renewals were mailed in mid-November. Did you receive yours? If you moved, did you report your new address? Call Larry Granish at (800) 525-2536, Ext. 1, for a replacement renewal form. Address changes must be in writing.

You can update your address online at <http://www.doh.wa.gov/ehp/dw/operatorcertification/op_form.htm> or by sending an e-mail to larry.granish@doh.wa.gov

If your renewal is not postmarked by January 20, 2009, you will be charged a late fee.

Operating Permits – New Look Coming

This month we will start issuing computer-generated operating permits. The change from preprinted forms will save money and allow more flexibility. Although the permits will no longer have a blue background, the displayed information will look the same as before.

By the end of next year, we will be using the new process to print all permits.

In This Issue

The following people contributed to the production of this issue of *Water Tap*: John Aden, Peggy Barton, Denise Clifford, Carolyn Cox, Mike Dexel, Leslie Gates, Larry Granish, Jim Harksen, Jim Hudson, Donna Lynch, Dick Pedlar, Theresa Phillips, Judy Sides, Amy Swecker, Linda Waring, Jimmy Weber, Kitty Weisman.

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

Mary Selecky, Secretary of Health

Gregg Grunenfelder, Assistant Secretary of Health
Environmental Health Division

Denise A. Clifford, Director
Office of Drinking Water

Comments, questions, story ideas, articles and photographs submitted for publication are welcome. Please address correspondence to Linda Waring, Editor, Water Tap, Office of Drinking Water, P.O. Box 47822, Olympia, WA 98504-7822, or e-mail linda.waring@doh.wa.gov. Past issues are online at http://www.doh.wa.gov/ehp/dw/our_main_pages/watertap.htm

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