



WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER



Volume 25, #2 - June 2010

Water supply outlook

Snow: "No-show or just late to the party"

Mention drought and thoughts of hot weather, deserts, parched fields, and brown lawns come to mind. January, February, and early March recorded some of the warmest winter temperatures in the last 40 years.

We had snow high in the mountains but by mid-March, there was virtually no snow below 5,000 feet. Total snowpack in most basins was 50 to 70 percent of normal. The only exceptions were the Olympic Mountains and a few pockets in the north central Columbia Basin. The governor, state water managers, and legislators were talking about the possibility of a drought emergency.

March has always been a transition month for Washington, and this year was no exception. The end of March, the month of April, and the first weeks of May brought typical Northwest winter weather: storms with snow in the mountains and cool temperatures. Skiers loved the new snow, just in time for spring break. Water reservoir managers and farmers sighed with relief as the high-elevation snowpack increased. Surely, with snow in the mountains, the 2010 drought would be a "non" event, certainly not an emergency.

The late season snow did help. However, it brought little snow to lower elevations. Early spring stream-flows were down, keeping drought concerns alive. Operators of surface water systems made smart reservoir management choices and took advantage of spring rains and late snows.

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Are you at risk?



It is not too late to prepare for the 2010 drought! With or without a formal drought declaration, the signs and risks of drought are real.

In the centerfold of this *Water Tap* you will find articles and links to resources that discuss drought planning, water shortages, and water use efficiency. These are issues a well-run water system must consider to be successful.

Are you prepared? Are you at risk? How would you know? See our Special Report on pages 9-12.

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THE DIRECTOR'S COLUMN

BY DENISE ADDOTTA CLIFFORD



What are you doing to prepare for emergencies?

It never fails. You get set to declare a drought emergency, and Mother Nature dumps torrents

of rain and snow on you. It's not enough precipitation to make a big difference, but the timing is awkward, especially when you add the concept of climate change into the conversation.

"Climate change" has edged out "global warming" as the favored term to describe the weather phenomena we're witnessing. I actually like the term coined by Tom Friedman, columnist for *The New York Times* and author of the book *Hot, Flat and Crowded*. He calls it "global weirding."

"That is what actually happens as global temperatures rise and the climate changes," he wrote in a recent column. "The weather gets weird. The hots are expected to get hotter, the wets wetter, the dries drier and the most violent storms more numerous."

So let's not talk about drought or no drought. Let's talk about how well prepared you are for whatever "global weirding" befalls us—droughts, floods, blizzards, windstorms...

If we do experience predicted water shortages later this summer and early fall, how ready will you be? Will you have talked with your customers well in advance about conserving water so you can better manage your supply? Are you using your available water as efficiently as possible? Do you have an emergency backup supply?

And, regardless of the answer to those questions, what could you be doing better?

We all need to be prepared to deal with emergencies. We may not have a reliably accurate crystal ball that will tell us what kind of "global weirding" to expect, but we have a pretty good idea of what we need to do to weather it.

Are you ready?

Life after WSAC

Have you heard that the Legislature abolished our Water Supply Advisory Committee (WSAC), along with other boards and commissions? The Legislature acted at the suggestion of the governor in the interest of governmental efficiency and saving money.

We're fully committed to seeking advice and input from our stakeholders on important drinking water issues. The transparency of having different interests engaged in conversation with us at the same time is important to me. We are working on ways to keep our stakeholders engaged.

If you have ideas about ways we can keep communications flowing on important drinking water issues, please e-mail them to me at denise.clifford@doh.wa.gov. I'd love to hear from you.

In the meantime, I thank those who served on WSAC for their incredible service.

Denise A. Clifford

Drinking Water Week

Delivering safe, reliable drinking water can be a daunting challenge, particularly when the problems are big and resources are limited. This year, during National Drinking Water Week, May 2-8, we recognized six individuals and organizations for their efforts.

“Many of this year’s award recipients overcame adversity to some extent, particularly the smaller water systems,” said Office of Drinking Water Director Denise Clifford. “We think it’s important to take the time to recognize these outstanding individuals and organizations. They’ve all done a great job of keeping water safe to drink and responding quickly to emergencies.”

Most Improved

Sunrise Beach Association Board of Directors



Rita Larom, board president, received the ‘Most Improved’ water system award from ODW Director Denise Clifford, far right. Sharing in the celebration are, from left, Steve Cade, operator; Wendy McClure, board member; John Hart, project engineer; Larom; and Lorrin Smith-Bates, board member.

A few years ago, the Sunrise Beach water system on Lopez Island was struggling with frequent water outages, bacterial contamination, arsenic levels that exceeded safe drinking water standards, and a continuous boil-water advisory. Today, the completely rebuilt small water system includes arsenic removal treatment and a community storage tank that replaced failing individual tanks. Customers now have access to safe, reliable drinking water. “I believe the Sunrise Beach water system and its board of directors deserve special recognition for overcoming more than the usual amount of challenges with less than the normal amount of resources,” wrote Steve Cade of Utility Management Group Ltd. in his nomination for the association.

Going Above and Beyond

Paula Brock, Pine Terrace Water Association

Paula Brock, president of the Pine Terrace Water Association on Whidbey Island, refused to give up her quest to upgrade the community’s under-sized, inadequate water system. She went “above and beyond” by navigating past several setbacks, including engineers who dropped the project, a major



Paula Brock earned recognition for ‘Going Above and Beyond’ for the Pine Terrace Water Association. She received the award from Jerrrod Davis, deputy director for the Office of Drinking Water.

recession, funding shortages, and more. The upgrades are now complete. An added benefit to upgrading the system is that Habitat for Humanity can now build new homes in the Pine Terrace service area, further helping the economically depressed community.

Grace under Pressure

Kennewick Water Treatment Plant

The City of Kennewick faced a perfect storm last July. The Kennewick Irrigation District had a major canal leak that would take two weeks to repair, meaning the city would be without irrigation water service during that time. Daily high temperatures topped 100 degrees, and the city knew it would have to generate enough water to meet irrigation demands in its service area. What’s more, water storage levels



Mayor Steve Young accepts the ‘Grace Under Pressure’ award from Director Denise Clifford.

were declining and the city’s water treatment plant was experiencing electrical problems with its high service pumps. Chief Operator Paul Briggs and the treatment plant staff worked around the clock to keep the pumps working, despite some failures, and got the city through the crisis.

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Community Development Block Grant Planning-Only Grants

By Cathi Read, Small Communities Initiative, Department of Commerce

Community Development Block Grant (CDBG) Planning-Only Grants assist small cities, towns, and counties in Washington State with planning efforts that principally benefit low- and moderate-income communities.

Washington State Department of Commerce manages the CDBG Program for 'non-entitlement' jurisdictions. Cities are eligible if they have a population less than 50,000, and counties are eligible if they have a population less than 200,000. Please check the Web site at <http://www.commerce.wa.gov/cdbg> to determine whether your jurisdiction is eligible to apply for CDBG funding.

While water districts and water associations are not eligible to apply directly to the CDBG Program for funding, they can be partners in projects and sub-recipients of funding through their respective counties.



In 2008, the cities of Bridgeport, George, and South Bend used CDBG planning-

only grant funds to update their respective Water System Plans.

In 2009 Chelan, Franklin, and Stevens counties used CDBG Planning-Only Grant funds to enable water systems to update their Water System Plans or Small Water System Management Programs. The cities of Sprague, Springdale, and Wilson Creek also used CDBG Planning-Only Grant funds for water system planning.

"Typically, I have noticed that communities that have conducted planning processes are more ready to proceed when applying for construction funding and complete their projects on time," stated Kaaren Roe, CDBG Program manager.

About \$400,000 will be available for Planning-Only Grants in 2010. Planning-Only Grants are limited to \$24,000 for a single applicant or \$40,000 for a joint application involving two or more eligible jurisdictions with a common planning need. Applications must meet one of the following program priorities:

- Addresses a public health and safety issue.
- Assists communities with planning for projects that benefit people in low- and moderate-income communities.
- Completes a necessary and specific step in a broader community development strategy.

Applicants that meet all the criteria below may receive up to \$35,000 for a single jurisdiction or \$50,000 for two or more eligible jurisdictions with a common planning need.

- A regulatory agency requires the planning project (for example, the departments of Health or Ecology).
- Community is facing financial hardship in addressing an issue.
- Other funding sources have been considered.

Local governments may submit only one CDBG Planning-Only Grant application each program year. Applications will be accepted through October 2010 or until all funds are awarded.

For more information on the CDBG Program for non-entitlement jurisdictions, call Kaaren Roe, CDBG Program manager, at (360) 725-3018 or e-mail kaaren.roe@commerce.wa.gov

Big victory for a small community

The Rumbolz Sunset Water System in rural King County is humming along nicely today. But it wasn't always that way.

Until last year, the water system was known as Troxel Echo Glen, and it was plagued with a series of long-term boil-water advisories, water outages, and other problems. Customers were unhappy. The Office of Drinking Water (ODW) staff wasn't thrilled either because we saw a growing number of technical, financial, and managerial problems with this 36-connection system.

Customers took matters into their own hands. In February 2009, they organized and formed the Rumbolz Sunset Water



Greg Melton, a Washington Water Service Company worker, designs and installs an approved 12" chlorine contact chamber at the Rumbolz Sunset Water System.

Association. They arranged to buy the investor-owned system from Mountain View Water Works.

Residents David Schwartz, Ron Meyers, and Heidi Lindgren-Boyce stepped up to form the association and serve as board members. Sheri Miller, ODW engineer for King County and the ODW Northwest Operations Compliance Team, worked with the residents and sought help from the King County rural ombudsman. The ombudsman provided free mediation services to facilitate the transfer of ownership.

The next step was to hire a certified operator to run the system, so they contracted with Washington Water Service Company. They also installed disinfection improvements to ensure that their drinking water is safe and reliable.

On March 8, 2010, the Rumbolz Sunset Community celebrated the lifting of a year-long boil-water advisory.

"There's much more to this story than fixing a water system and ending a health advisory," said Derek Pell, assistant manager of ODW's Northwest Regional Office. "This is a shining example of what can happen when a small but determined group of people get together to solve problems for the common good."

RULEMAKING

Informal draft rule review

Waterworks Operator Certification, chapter 246-292 WAC

We invite you to review and provide comments on the informal draft language. The draft rule reflects changes to the law under chapter 70.119 RCW and includes program changes.

In late summer or early fall, we will offer workshops in Eastern and Western Washington to help you learn, ask questions, and provide comments on the draft changes. If you cannot attend one of the workshops, you can provide comments by mail, e-mail, or fax.

For a detailed list of changes, draft rule language, workshop information, and how to comment, visit our Web site in August at <http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm>

If you have questions about the Waterworks Operator Certification Program and rule changes, contact:

Richard Sarver (360) 236-3093
richard.sarver@doh.wa.gov

Judy Carter (360) 236-3139
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If you have questions about the rulemaking process, contact:

Theresa Phillips (360) 236-3147
theresa.phillips@doh.wa.gov

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To stay informed about this and other rulemaking activities, sign up for our e-mail list at <http://www.doh.wa.gov/ehp/dw/default.htm#Join_>

Friend of Drinking Water

Drew Noble, H2O Management Services



Drew Noble holds the 'Friend of Drinking Water' award he received from Director Denise Clifford (second from left). Sharing the moment are, from left, Jim Brannen, Clifford, John Krenik, Noble, Marie Lindeen, Marianne Miller, Rick Thoreson, Dennis Thoreson, and Rhonda McCunn.

Drew Noble's three-person company, based in the Mason County community of Grapeview, operates small water systems in Thurston, Mason, and Grays Harbor counties. Noble has helped a number of struggling water systems through thorny technical and managerial problems with creative solutions. He has represented small, investor-owned water utilities on the Washington Water Supply Advisory Committee for many years. In nominating Noble, Office of Drinking Water staff noted that he has "a passion for providing safe and reliable drinking water to the people of Washington State and tries to do so at a reasonable price."



Carl McCrary (left) is our 'Operator of the Year.' In this photo, he listens as Jerrod Davis presents his award.

Operator of the Year

Carl McCrary, City of Kalama

The nomination of Carl McCrary says it all: "One person's attitude can make a big difference in the success of the utility."

McCrary, public

works director for the City of Kalama, has faced a number of challenges in recent years, including flooding, major maintenance issues, a significant water outage, and a steep learning curve on an

alternative filtration technology. "Carl responds very quickly to any emergency, always praises his staff, and ...considers himself a true partner with us in the business of providing safe drinking water for his town," the nomination said.

Lifetime Achievement

Monte Brachmann, City of Camas

Monte Brachmann, who recently retired as public works director for the City of Camas, received recognition for his contributions to the drinking water industry. He started his career with the city in 1972 as a water maintenance employee and worked his way



Monte Brachmann earned the 'Lifetime Achievement' award for his contributions to the drinking water industry.

up. He helped found the Lower Columbia Subsection of the American Water Works Association. He also chaired, and continues to serve on the Washington Waterworks Operator Certification Advisory

Committee and other state advisory boards. "Over the past 37 years, Monte has left an indelible mark on Southwest Washington's water systems," the neighboring City of Washougal said in a letter supporting Brachmann's nomination.

Washington's drinking water program: 30 years of changes, challenges, and constants

Editor's note: In January, five staff members with 30 or more years of service at the Office of Drinking Water reflected on topics, laws, and rules that shaped the early days of the program. At least one staff member was on board in 1970. Back then, there were only 2,500 regulated water systems in Washington State. Today, there are 17,000.

This is Part 2 of their story. Part 1 appeared in the January 2010 edition of WaterTap.

In thinking about how things have changed, and the challenges we faced over 30 years, five elements of our drinking water program stand out: operator certification, water system planning, data management, water system design criteria, and consumers' right-to-know.

Operator certification

Prior to 2001, only water systems serving more than 100 connections were required to have a certified operator. Today, all Group A community systems, nontransient noncommunity systems, and some transient noncommunity systems must have operators. Another major change occurred in 2009, when we shifted from state-administered operator certification exams offered three times a year to computer-based testing offered five days a week and one Saturday a month. Washington's computer-based exams are also available, upon request, in every state.

Water system planning

For almost 40 years, Washington has been recognized as a national leader in water system planning. As far back as 1971, we required systems serving 1,000 or more connections to prepare a Water System Plan.

We expanded this requirement in the 1990s to include all systems increasing their capacity to serve consumers. Those not expanding must develop a simplified version, called a Small Water System Management Program. These changes brought all systems into the planning arena to sort out prospects for their futures.

In 2007, water use efficiency rules became part of the regulatory requirements for all community systems. This change further refined our planning criteria and recognized the bridge between water resources and system growth.



30-year colleagues pose with old and new program guidelines. From left: Simon Tung, cross-connection control; Jim Hudson, water system design; Cheryl Bergener, operator certification; John Aden, compliance; and Peggy Johnson, policy.

Data management

The computer age has forever changed our way of doing business. Our data management system has undergone several reviews and adjustments over the past 30 years, particularly since the early 1990s. It continues to evolve as technology allows and our needs become more clearly defined.

We now have easy online access to thousands of records relating to water system facilities, monitoring requirements, and water quality results for the water systems we regulate. We've automated decision-making processes and we use new tools, such as geographic information systems.

Water systems, for the most part, have also embraced the computer age and use technology to handle vast amounts of information relating to water system management.

Water system design criteria

We revamped the 1973 water system design standards in 1983, and overhauled them again in 1999. System analyses became more complex. We needed an approach for determining a system's physical capacity consistent with a new way of establishing system capacity, based on equivalent residential units. Last year, we revised the design standards again to address new efficiency requirements in the 2008 Group A water system rules.

Consumers' right-to-know

The consumers' right-to-know has influenced many changes in the drinking water program. The original Safe Drinking Water Act (SDWA) required public water

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Submit your WUE Report online by July 1

The deadline for submitting your annual Water Use Efficiency (WUE) Report to the state Department of Health (DOH) and your customers is almost here.

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.**

Sending your customers the same report you submit to DOH may confuse them. Instead, summarize the WUE information in your Consumer Confidence Report or newsletter.

Follow these steps to submit your report to DOH:

1. Go to <<http://www.doh.wa.gov/ehp/dw/programs/wue.htm>>
2. On the right hand side of the page click on "Submit Your Annual WUE Report Now."
3. Click on the link "Submit WUE Report Now."
4. Enter your water system ID number.
5. Complete the form.
6. Review the information for accuracy before you submit.
7. 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 to the public online.



Share the info, 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.

Drinking water history... (Continued from Page 7)

systems to notify their customers when they failed to monitor or they had an unsatisfactory water sample. In 1996, amendments to the SDWA included the annual Consumer Confidence Report requirement.

We work closely with water systems to issue health advisories and boil-water notices to ensure consumers know when they need to take precautions. We've seen an explosion of information now readily available on the Internet. We've taken advantage of this tool to provide easy public access to our many informative publications.

A look to the future

Yes, there have been many changes and challenges over the years, but still there are some "constants."

Our future will include new regulations. Public water systems are starting to meet the requirements of the Groundwater Rule, one of the last rules approved in the 1996 SDWA reauthorization.

EPA is revising the Total Coliform Rule, and Congress is talking about regulating new contaminants (MTBE, perchlorate, pharmaceuticals, and homecare products) and increasing source water protection.

We have a state Legislature that will continue to introduce new laws for us to implement. And, we can always look forward to continued involvement with new initiatives.

Above all, we continue to work with water systems and all our partners to ensure water systems understand their requirements, and consumers receive safe and reliable drinking water.

Change will always occur. We can expect even more changes in the next decade. At the same time, there will always be a constant: Protecting our public's health will always be our top priority. That's a constant that drives our program and the actions of water systems.



WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER



Planning and preparation are the keys to maintaining supply

As a water system professional, how would you react if you suddenly had a water shortage that could disrupt your supply indefinitely? Whether a shortage is due to drought, flooding, temporary loss of a water source, declining water tables, or the impacts of climate change, are you ready?

All public water systems, from the smallest to the largest, should have a Water Shortage Response Plan complete with conservation goals and actions. What can you do ahead of time to avoid a shortage? What do you tell customers? Do you have alternative water supplies? This is the time of year to think "drought preparedness"!

Planning for a drought now may make the difference between having water or running out.

The difference between water use efficiency and water conservation

Over the past few years, we have talked a lot about water use efficiency (WUE) and water conservation. With the potential for water shortages in parts of the state later this summer, these terms take on a new significance and urgency.

You can see the difference between a WUE program and water conservation when water supplies are stressed and there's a need to reduce water use even further.

WUE program

A complete WUE program includes both supply side (water system) and demand side (customer) strategies for efficient water use. A utility should demonstrate its efficient water use and help customers use water efficiently, too.

Water use efficiency is the water system's efforts to minimize supply side and demand side inefficiencies by eliminating wasteful water

practices and promoting long-term water-saving goals. Use only the water you need—eliminate waste!



Water conservation

Even with a successful WUE program, there are times when your efficiency efforts just aren't enough. When water supplies are stressed, you may find that a more aggressive approach to reducing water use is necessary.

Water conservation reflects your efforts to reduce the amount of water you and your customers would normally use.

Think of this as a tool to cope with reduced water supplies, such as developing a Drought Plan or a Water Shortage Response Plan. These plans allow you to meet priority needs by reducing consumer demand.

Whether you ask them to be more efficient by eliminating waste, or you ask them to conserve by reducing their use, it all starts with the customer. The less they use, the less you have to pump, treat, store and distribute. This will save money and water for you and your customers!

Don't apologize for the disaster that didn't happen

When you avoid a crisis by doing everything a good water system should do, it's time to have another essential conversation with your customers. They need to know what you did to avoid the crisis, so don't be bashful about telling that part of the story—and proudly.



Your customers should know it took foresight, good planning, and good communication on your part to get them through the challenge and that without those efforts, there might well have been a crisis. Yes, it may feel like bragging, but tell them anyway.

Talking with your customers before, during, and after a threat builds trust and confidence in your water system. They'll understand that you're planning ahead and looking out for their interests so their water will be there when they need it. They'll also be more likely to cooperate the next time you need to ask them to conserve.

Point out that emergency preparedness is essential to a utility's success. You can share the credit—congratulate your customers for being smart and preparing for the worst, then celebrate the disaster that didn't happen.

10 ways to prepare for a drought-related water shortage

- 1. Develop a Water Shortage Response Plan.** Drought is another type of drinking water emergency. Include detailed actions for water conservation and, in extreme situations, water curtailment.
- 2. Identify who your key contacts for drought will be.** Designate a water shortage or emergency response lead to ensure effective preparation, communication, and technical procedures are in place.
- 3. Engage your customers in drought preparation.** Identify conservation goals and activities for your water system and your customers. **Hint:** Build on the water use efficiency work you already did.
- 4. Check water levels in your wells or other water sources monthly.** As drought develops, check weekly. Look for changes that occur over time. Learn how to measure water levels.
- 5. Watch for other indicators.** Changes in water quality (including sediments or air in the water), changes in customer water use, pumping rates, even wellhead electrical use can be subtle warning signals of a shortage.
- 6. Identify an alternative water supply.** Will you use a water tanker truck, bottled water, intertie to another system, or something else? Make sure you have a "Plan B," and maybe even a "Plan C."
- 7. Know how to use emergency sources safely.** Contact your regional engineer to learn what's required to bring an emergency source on line. Also see *Emergency Drinking Water Sources* (331-317) (See page 12).
- 8. Find leaks and repair them.** Leaky water pipes can waste large amounts of water at either the water system level or household level (customers).
- 9. Technical assistance.** Information is available to help water systems in a supply emergency. Call our regional office when problems arise (see page 12). Check online for resources, prevention, and planning tips.
- 10. Be prepared to issue a health advisory.** A service interruption caused by a water shortage affects water quantity and creates a potential health risk that requires emergency notification to customers.



How well do you know your water supply?

Does your water source consistently provide enough water to meet your needs? How does it hold up during drought? These are questions all water utilities should consider, especially when establishing water use efficiency programs and water-saving goals.

Understanding where your water comes from is more complex than identifying it as groundwater or surface water. It's recognizing that others rely on the same water source you use every day. It's being aware that while the quality and quantity of your water supply may be adequate now, it may not always be that way.

"Water supply characteristics" are factors that may affect the availability and suitability of your water source to provide for short-term and long-term needs. Factors include source location, production capacity, the source's natural variability, and legally available water rights.

As you think about your water supply characteristics, consider who or what relies on the water downstream from you, especially neighboring water systems. Farmers, industry, and agriculture rely on water to do business and provide jobs for local residents. Yearly and seasonal variations in water supplies can put tremendous stress on aquifers, stream flow, and reservoirs, especially during a drought.

In addition, depleting reservoirs and groundwater puts water supplies, human health, and the environment at serious risk. When water levels drop, concentrations of natural or human pollutants can rise.

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Stressed water supplies are a great reason to focus on WUE efforts

When competition for water increases and factors, such as drought, place a strain on water supplies, it's time to revisit your water use efficiency (WUE) program and goals. During times like these, elected board members and customers are likely to support a more aggressive approach to saving water.

When we adopted the Water Use Efficiency Rule in 2007, many water systems looked at their existing WUE programs and decided to keep doing what they've always done. If yours was one of those systems, ask yourself this:

- Did we establish a meaningful WUE goal or was our response more of an exercise to meet the state's goal-setting requirements and deadlines?
- Is there more we could do to save water?
- What could we do to encourage customers to do more?

Take this opportunity to evaluate your existing WUE program and consider setting short-term goals that could help your system get through a drought or shortage. And how about setting a more aggressive water-saving goal for the long-term?

Achieving goals that are more aggressive will take more than sending annual conservation tips to your customers. Consider implementing efficiency measures that really save water, such as setting up a rebate program to help customers replace old, inefficient showerheads and toilets with WaterSense-labeled ones. The WaterSense logo identifies products that meet EPA water efficiency criteria.

DID YOU KNOW?

- The average person unknowingly wastes up to 30 gallons of water every day.
- About 4 percent of the nation's electricity is used to move or treat water and wastewater.

Know your water supply... (Continued from Page 11)

Test your water supply knowledge

Here are questions to help you identify your water supply characteristics. You should use the answers to establish a water use efficiency program and goals:

Natural conditions

- Has drought ever significantly affected your system?
- Is your supply limited by seasonal variations?
- How have water levels changed in your well (summer to winter, year to year)?
- Can all your sources produce enough water to meet high demand?

Sharing the resource, sharing the risk

- How is your neighborhood or community changing? Could new development, such as an increase in paved surfaces and exempt wells, affect an aquifer or stream?
- Does customer demand change seasonally or year to year?
- How do static water levels change in your well?
- Have you ever had to deepen or rehabilitate your well to meet demand?
- Are you required to mitigate for instream flows as a condition of using your water? Can senior water rights, instream flows, or tribal rights interrupt your water use?

- How would an increase in well drilling and reliance on groundwater in your area affect your ability to meet current and future demand?

Options for the future and sustainability

- Do you have an emergency intertie with a neighboring utility? Might they ask you for one?
- Can you meet projected demand for the next 6, 20, and 50 years?
- Do you have additional water rights?
- If you need more water rights, can you buy more? How long will it take to get them?

If you know the answers to these questions, how do you use the information to manage your water system? How can you use your answers to establish a water use efficiency program and goals?

Many of these questions don't have simple or easy answers. So, it's important to start asking the questions now and plan accordingly.

For help, e-mail Mike Dixel, water resources policy lead, at michael.dixel@doh.wa.gov or call (360) 236-3154.

Water shortage resources

We have information, expertise, and resources to help you prepare for—or manage—a water shortage. To tap these resources:

Call us at the nearest regional office:

- | | |
|-------------------|----------------------------------|
| Eastern Region: | Spokane Valley
(509) 329-2100 |
| Northwest Region: | Kent (253) 395-6750 |
| Southwest Region: | Tumwater (360) 236-3030 |

Check out the following publications online at < <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm> >

Preparing Water Shortage Response Plans (331-301)

Emergency drinking water sources (331-317)

Water Shortage Response Plans for small public drinking water systems (331-316)

Department of Health's role during a drought emergency (331-297)

Emergency Funding for Water Systems (331-420)

Tips to reduce outdoor water use this summer



The Irrigation Association established July as “Smart Irrigation Month.” You can prepare for the

highest peak summer months of outdoor water use by asking your customers to evaluate just how much water their lawns and gardens really need, and irrigate efficiently.

Here are some tips to share with customers, or use on your own residential or water system property. These tips will help keep money in your wallet instead of sending it down the drain.



Re-evaluate watering schedules and devices for each zone in your irrigation system. “Scheduling” accounts for the type of sprinkler, sun, or shade exposure and the soil type for the specific area. The same watering schedule should almost never apply to all zones in the system.

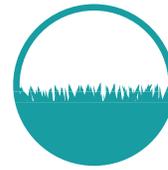
You may be able to replace some of your old sprinklers with micro or drip irrigation components. The water savings from switching may be substantial. Micro irrigation includes drip (also known as trickle), micro spray jets, micro-sprinklers, or bubbler irrigation to irrigate slowly and minimize evaporation, runoff, and overspray. Micro irrigation works well in gardens and around trees and shrubs and minimizes water loss from evaporation or runoff.



Inspect your system monthly. Leaks waste a lot of water. Check for leaks, broken or clogged heads, and clean micro-irrigation filters.

Get a professional system audit. A certified irrigation professional can design, install, maintain, or audit your system to ensure optimal

efficiency using the proper amount of water to maintain a healthy landscape. Find out whether your irrigation contractor is a WaterSense partner, which means he or she is certified through a program that focuses on water efficiency.



Install a soil moisture sensor or rain shutoff switch. They turn the system off in rainy weather and can be retrofitted to almost any system. When the rain stops, the system picks up right where it should. These long metal probes measure soil moisture content at the root zone. Basic sensors turn off the system when water is adequate; “smart” models turn on the system to maintain correct moisture levels.

Consider “smart” technology. Climate- or soil moisture sensor-based controllers evaluate weather or soil moisture conditions and then calculate and automatically adjust the irrigation schedule to meet the specific needs of your landscape.



Smart systems keep your grass green by watering only as much as needed. Using weather or site data to automatically determine when and how long to water, your sprinklers apply just enough water at exactly the right time in each zone of your yard.

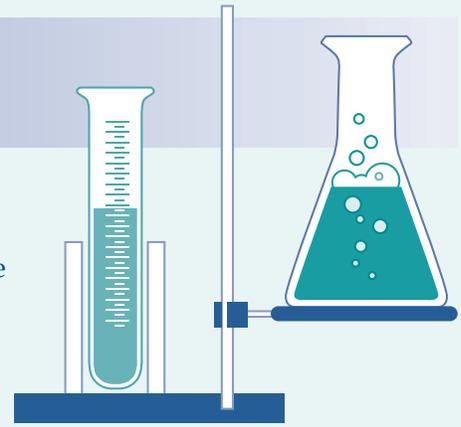
Water at the optimum time. To reduce evaporation, water between the evening and early morning—when the sun is low or down, winds are calm, and temperatures are cool. You can lose up to 30 percent of water to evaporation by watering mid-day.



Learn how to operate your sprinkler system at peak efficiency throughout the year at <http://www.smartirrigationmonth.org/>



LAB CORNER



Laboratory Reporting Rule

We had two rounds of talks with water systems, laboratories, and Office of Drinking Water (ODW) management on the Laboratory Reporting Rule. Now that we have your comments, we are ready to present the final draft rule for review prior to meeting with the State Board of Health.

We are planning to conduct two workshops this summer to go over the draft rule. For information about these workshops, visit our Web site in August at http://www.doh.wa.gov/ehp/dw/our_main_pages/regula.htm

What's a FIP?

“FIP” stands for Fluoride Injection Point, and it’s something you should be looking for when your lab receives fluoride split samples.

Recently, we consolidated the fluoride program to run from headquarters in Tumwater, rather than the three regional offices. To assist in reviewing the required monthly reports and split sample results, we created a database. To eliminate confusion and ensure water systems are sampling the right sources, we worked with the water systems to develop new FIP numbers.

Most FIP numbers are the same as the source numbers. In other cases, where a number of wells are in a well field all treated by just one fluoride injection point, we may have created a new number.

Please report to ODW your results associated with the FIP number and the water system’s field results.

Water supply outlook... *(Continued from Page 1)*

But drought emergencies are not limited to people, drinking water, or agriculture. Unseasonably low river flows can have disastrous effects on salmon. Adult salmon need water to move upstream to spawn and juveniles need it to get downstream. This spring, low water levels in basins, such as the Walla Walla, had state fishery and water managers looking for ways to keep water and salmon moving in critical reaches of the river.

A water deficit? But it snowed!

Most drinking water supplies did not experience shortages this spring. However, the risk of drought is still real for water systems depending on wells and groundwater. Summer is always a time of low rain and dropping groundwater levels. That is normal. But the warm winter and lack of low-elevation snow left us with a groundwater deficit in many areas.

Melting snow recharges the aquifers each year. When we lose that snow too quickly—or don’t get enough—the water doesn’t have a chance to percolate into the deep aquifers. So, we end up with a water deficit.

The symptoms of a water deficit can be rapid drops in water levels or groundwater levels that don’t return to normal in the spring. Less water going into the ground means less water when it’s needed in late summer and fall. In fact, for many water systems in Washington, the greatest risk of drought is in late summer and early fall when aquifer levels are at their lowest.

Climate scientists believe the winter and spring we just experienced may become the new “normal.” If that proves to be true, we will have to adapt to new and more efficient ways of harvesting, storing, using and re-using water.

New & Revised Publications

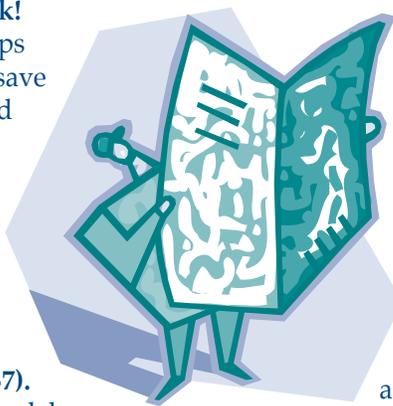
Stop Water Waste - It's easier than you think! (331-450). New! Two-page brochure full of tips designed not only to save water, but also to save you money on your water, energy or gas, and wastewater bills.

Drinking Water After-Hours Emergency Hotline (331-133). Revised. A one-page flyer describing the Office of Drinking Water's toll-free after-hours hotline.

Backflow prevention assemblies approved for installation in Washington State (331-137). Revised. This CD identifies the makes and models of DOH-approved backflow assemblies. We based it on the Approved Backflow Assemblies List published by the University of Southern California (USC) Foundation for Cross-Connection Control and Hydraulic Research.

Drinking Water State Revolving Fund Loan Program - 2010 Guidelines (331-196). Revised. 28-page booklet explains the requirements and process for water systems that want to apply for financial assistance from the Drinking Water State Revolving Fund Loan Program.

Drinking Water State Revolving Fund (331-233). Revised. A 4-page fact sheet on the Drinking Water State Revolving Fund Program, loan requirements, and systems that received loans.



Drinking Water State Revolving Fund Loan Program: Chapter 246-296 WAC (331-236). Revised. A 23-page document containing the state rules related to the Drinking Water State Revolving Fund Loan Program.

Private wells: Information for owners (331-349). Revised. Four pages explain private well owners' responsibility to test their water to ensure it is safe to drink; when to test; and rules associated with using a private well. This publication is also available in Spanish

Pozos Privados: Información para los dueños (331-349s). New!

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

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

Reminder: Consumer Confidence Report due by July 1, 2010

The drinking water rule requires all Group A community water systems to provide a 2009 Consumer Confidence Report (CCR) to their customers and the Office of Drinking Water (ODW) by July 1, 2010.

It is important to remember that your water system's 2009 CCR must include results from samples collected between January 1 and December 31, 2009. The CCR must also include sampling data from previous monitoring periods for specific contaminants that did not need to be monitored during 2009. A certification form, also due to ODW, verifies that you prepared and distributed your annual Consumer Confidence Report.

You can download a current certification form at <<http://www.doh.wa.gov/ehp/dw/forms/331-203-F.pdf>> or call (800) 521-0323 to order copies.

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.

If you buy your water from another system, you need to get their source information and 2009 sampling results in time to prepare your CCR.

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> or call our ODW regional office:

Eastern Region (509) 329-2100
Northwest Region (253) 395-6750
Southwest Region (360) 236-3030

Training and education calendar: June - September 2010

<u>Date</u>	<u>Topics</u>	<u>Location</u>	<u>Contact</u>	<u>Phone #</u>	<u>Cost/CEU</u>
June 14	BTO/WTPO OIT & Level 1 Certification Exam Review	Auburn	WETRC	1-800-562-0858	\$130/0.7
June 14	Water Use Efficiency Basics	Shelton	ERWOW	1-800-272-5981	\$45/\$70/0.3
June 14	WUE Supply Characteristics & Reporting	Shelton	ERWOW	1-800-272-5981	\$45/\$70/0.3
June 14-18	Backflow Assembly Tester Certification	Auburn	WETRC	1-800-562-0858	\$675/3.7
June 15-17	Cross-Connection Control Basics & Exam Review	Mt. Vernon	WETRC	1-800-562-0858	\$305/2.1
June 16	Ensuring your Emergency Response Plan Really Works	Yakima	ERWOW	1-800-272-5981	\$110/\$135/0.7
June 17	SEMS-Water/Wastewater Ops & Compliance Reporting Made Easy	Yakima	ERWOW	1-800-272-5981	Free/0.4
June 21-22	Process Control and Instrumentation	Mt. Vernon	WETRC	1-800-562-0858	\$265/1.4
June 22	Tank Inspection & Cleaning Using a Remote Op Vehicle (ROV)	Moses Lake	ERWOW	1-800-272-5981	\$90/\$115/0.6
June 23	Introduction to Pumps	Longview	WETRC	1-800-562-0858	\$150/0.7
June 25	Anatomy of a Public Drinking Water System	Spokane Valley	WETRC	1-800-562-0858	\$179/0.7
July 12-16	Backflow Assembly Tester Certification	Auburn	WETRC	1-800-562-0858	\$675/3.7
July 13	New Technology and Applications in Leak Detection	Kennewick	ERWOW	1-800-272-5981	\$110/\$135/0.7
July 13-15	Water Distribution Certification Exam Review	Lacey	WETRC	1-800-562-0858	\$315/2.1
July 14	New Technology and Applications in Leak Detection	Moses Lake	ERWOW	1-800-272-5981	\$110/\$135/0.7
July 16	Basic Electrical for Water and Wastewater Utilities	Moses Lake	ERWOW	1-800-272-5981	\$110/\$135/0.8
July 16	SEMS-Water/Wastewater Ops & Compliance Reporting Made Easy	Longview	ERWOW	1-800-272-5981	Free/0.4
July 20-22	Cross-Connection Control Specialist Certification Exam Review	Shelton	WETRC	1-800-562-0858	\$225/\$275/2.1
July 21	Anatomy of a Public Drinking Water System	Mt. Vernon	WETRC	1-800-562-0858	\$179/0.7
July 23	Anatomy of SCADA-Controlled Pump Station	Auburn	WETRC	1-800-562-0858	\$179/0.7
July 27	Arithmetic for Operators of Water & Wastewater Systems	Auburn	WETRC	1-800-562-0858	\$259/1.4
July 28-30	Water Works Basics	Spokane Valley	WETRC	1-800-562-0858	\$305/2.1
July 30	Water and Wastewater Utility Confined Space Entry	Lacey	WETRC	1-800-562-0858	\$159/0.7
Aug. 3	Tank Inspection & Cleaning Using a Remote Op Vehicle (ROV)	Shelton	ERWOW	1-800-272-5981	\$90/\$115/0.6
Aug. 4-6	Water Distribution Certification Exam Review	Spokane Valley	WETRC	1-800-562-0858	\$315/2.1
Aug. 5	Tank Inspection & Cleaning Using a Remote Op Vehicle (ROV)	Longview	ERWOW	1-800-272-5981	\$90/\$115/0.6
Aug. 5	Water and Wastewater Utility Confined Space Entry	Spokane	WETRC	1-800-562-0858	\$159/0.7
Aug. 5-6	Competent Person for Cave-In Protection	Lacey	WETRC	1-800-562-0858	\$259/1.4
Aug. 9-13	Backflow Assembly Tester Certification	Auburn	WETRC	1-800-562-0858	\$675/3.7
Aug. 9-13	Backflow Assembly Tester Certification	Spokane Valley	WETRC	1-800-562-0858	\$675/3.7
Aug. 10-11	Components of a Small Public Water System	Bremerton	ERWOW	1-800-272-5981	TBA
Aug. 16	BTO/WTPO OIT & Level 1 Certification Exam Review	Richland	WETRC	1-800-562-0858	\$130/0.7
Aug. 16	SEMS-Water/Wastewater Ops & Compl Reporting Made Easy	Wenatchee	ERWOW	1-800-272-5981	Free/0.4
Aug. 17-19	Backflow Assembly Tester Refresher	Auburn	WETRC	1-800-562-0858	\$360/2.1
Aug. 23-25	Basic Electrical	Lacey	WETRC	1-800-562-0858	\$315/2.1
Aug. 24	Bacteriological Sampling Basics for Small Systems	Colville	ERWOW	1-800-272-5981	Free/0.4
Aug. 25	CCC Specialist Certification Exam Review	Shelton	ERWOW	1-800-272-5981	\$110/\$135/0.7
Aug. 25-27	Cross-Connection Control Basics and Exam Review	Spokane Valley	WETRC	1-800-562-0858	\$335/2.1
Aug. 25-26	Advanced Backflow Assembly Test/Troubleshoot/Repair	Auburn	WETRC	1-800-562-0858	\$305/1.4
Aug. 26	Bacteriological Sampling Basics for Small Systems	Pullman	ERWOW	1-800-272-5981	Free/0.4
Aug. 26	Interpreting Utility Maps and Drawings	Omak	ERWOW	1-800-272-5981	\$80/\$105/0.5
Aug. 27	Basic Electrical for Water and Wastewater Utilities	Longview	ERWOW	1-800-272-5981	\$110/\$135/0.8
Aug. 30	Excavation Safety/Competent Person Certification (pre conf)	Vancouver	ERWOW	1-800-272-5981	\$110/\$135/0.7
Aug. 31-Sept. 2	ERWOW Fall Conference and Equipment Expo	Vancouver	ERWOW	1-800-272-5981	TBA
Sept. 7-9	Water Distribution Manager Certification Exam Review	Olympia	ERWOW	1-800-272-5981	\$225/\$275/2.2
Sept. 7	Intro to Water Rights/Watershed Planning & In-Stream Flows	Friday Harbor	ERWOW	1-800-272-5981	\$110/\$135/0.7
Sept. 8	Confined Space Entry for Water & Wastewater/Utility Workers	Wenatchee	ERWOW	1-800-272-5981	\$110/\$135/0.7
Sept. 9	Bacteriological Sampling Basics for Small Systems	Moses Lake	ERWOW	1-800-272-5981	Free/0.4
Sept. 10	WAC Review	Olympia	ERWOW	1-800-272-5981	\$110/\$135/0.7
Sept. 10	IC & NIMS Training	Auburn	WETRC	1-800-562-0858	179/0.7

Training and education calendar: June - September 2010

<u>Date</u>	<u>Topics</u>	<u>Location</u>	<u>Contact</u>	<u>Phone #</u>	<u>Cost/CEU</u>
Sept. 13	IC & NIMS Training	Spokane Valley	WETRC	1-800-562-0858	179/0.7
Sept. 13-14	Advanced Cross-Connection Control	Mt Vernon	WETRC	1-800-562-0858	\$259/1.4
Sept. 13-17	Backflow Assembly Tester Certification Course	Auburn	WETRC	1-800-562-0858	675/3.7
Sept. 15	Excavation Safety/ Competent Person Certification	Kennewick	ERWOW	1-800-272-5981	\$110/\$135/0.7
Sept. 16	Water Distribution Specialist Cert Exam Review	Auburn	WETRC	1-800-562-0858	179/0.7
Sept. 21-22	Components of a Small Public Water System	Longview	ERWOW	1-800-272-5981	\$210/\$235/1.4
Sept. 22	Cross-Connection Control Specialist Certification	Spokane	ERWOW	1-800-272-5981	\$110/\$135/0.7
Sept. 22	Advanced Math for Water Treatment Plant Operators	Issaquah	ERWOW	1-800-272-5981	\$60/\$85/0.4
Sept. 22-23	Arithmetic For Operators of Water and Waste Water Systems	Longview	WETRC	1-800-562-0858	\$259/1.4
Sept. 23	SEMS-Water/Wastewater Ops & Compl Reporting Made Easy	Bonney Lake	ERWOW	1-800-272-5981	Free/0.4
Sept. 23-24	Competent Person for Cave-In Protection	Spokane Valley	WETRC	1-800-562-0858	\$259/1.4
Sept. 24	Anatomy of a Public Drinking Water System	Moses Lake	WETRC	1-800-562-0858	\$179/0.7
Sept. 29-30	Managing Water and Wastewater Systems Series	Auburn	WETRC	1-800-562-0858	249/1.4

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

For information about distance learning activities, call Certification Services, Green River Community College at (877) 780-2444, 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.

Certificate programs for water and wastewater operators

By Leslie Moore, Executive Director of WETRC

Washington Environmental Training Center (WETRC), located at Green River Community College in Auburn, is expanding to include certificate programs for water and wastewater operators in Washington State.

Beginning this fall, WETRC will offer certificate programs in Water Distribution, Water Treatment, and Wastewater Treatment. These programs replace the two-year water/wastewater degree program suspended last year at the college because of budget cuts.

Each certificate is about 320 hours of instruction, including 200 hours in eight core classes common to all three certificates. WETRC will offer many online and classroom courses several times throughout the year at various locations. The new online options will allow students to enter the program any quarter and complete one or more certificates within a year.

The cost for one certificate program will be about \$5,000 plus books and materials. Additional certificates will cost about \$1,800. Certified waterworks operators may also be able to apply most of the new certificate classes toward their professional growth requirement.

WETRC offers a wide variety of continuing education classes for professional growth requirements. We offer classroom training in Auburn, Spokane, Tri-Cities, Mount Vernon, Lacey, Moses Lake and Longview.

For more information

Visit WETRC online at <<http://www.wetrc.org/>> where you can view classes, register, or obtain additional information.

Order a detailed brochure by calling (800) 562-0858 (in state only) or (253) 288-3369.



ASK BUCK...

Dear Buck,

I'm stuck between a rock and a hard place. My water system needs more money to make ends meet, but my customers threaten mutiny if I raise their rates. What should I do?

Signed, Freaking Out in Ferndale

Dear Freaking,

You are in a tough spot to be sure, but don't fret! You've come to the right place. First, figure out how much you need to "make ends meet" for the coming year. Then add 3 to 5 percent to cover inflation and start a cash reserve. Divide that amount by the number of customers, and then divide again by 12 months. This is how much you will eventually need to raise your rates.

You can do this gradually to soften the blow—say \$5 a year per customer for the next five years. For help with this calculation process and some great online budgeting tools, read *Financial Viability for Small Water Systems* (331-405). It is online at <<https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>>

Next, invite your board or council and all customers to a meeting to discuss the proposed rate increase. You might consider inviting Evergreen Rural Water of Washington (phone (800) 272-5981) or Rural Community Assistance Corporation (phone (509) 927-6748) to the meeting to help explain why a rate increase is a good idea.

The key to success is clearly explaining the need for the rate increase and the ways it will benefit the water system and its customers. To get an idea what other water systems are charging for rates, look at the Association of Washington Cities' user fee study online at <<http://www.awcnet.org>> Click on Library and then Subject.

If you follow these steps, you will stop freaking out and start figuring it out!

Cash for appliances

The state Department of Commerce is administering \$5.6 million in American Recovery and Reinvestment Act rebate funds for the Washington State Cash for Appliances Program. Rebates will be paid to Washington residential consumers who buy eligible ENERGY STAR® refrigerators and clothes washers and recycle their resource-wasting appliance. Rebates were available beginning March 15, 2010 and are offered for qualified products on a first-come, first-served basis until funds run out! Rebates may be combined with existing utility, retailer or manufacturer rebates.

The program is expected to replace 15,000 refrigerators and 45,000 clothes washers with new efficient models. This will save Washington residents about \$1 million in energy costs, 355 million gallons of water, and prevent 8,042 tons of carbon dioxide emissions annually. Utilities are critical to the success of this program. For more information, please visit <<http://www.cashforapplianceswa.com/utilities.html>>

Appropriate level of planning

Have you heard of the term, ALOP? It stands for “appropriate level of planning.” It’s about encouraging public water systems to do the appropriate amount of planning for their system’s individual needs and circumstances. Planning activities are essential for all water systems—whether they are community or noncommunity and whether or not they are growing.

Active planning for your system’s present and future is critical to maintaining a safe, successful, and sustainable water system.

The Office of Drinking Water is reworking our Planning Program to better meet the varying needs of public water systems.

Water system planning rules did not change

Community water systems must submit their planning document to us for approval if they are:

- New
- Expanding
- Serve 1,000 or more connections
- Planning under the Public Water System Coordination Act
- Applying for a Drinking Water State Revolving Fund Loan
- Experiencing technical, managerial, or financial problems

All other community and noncommunity systems must develop and implement a Small Water System Management Program to meet state drinking water requirements.

So, what did change?

The preplan meeting is even more important. Water system decision-makers, consultants, and system operators should all be at the table when we discuss the content of a planning document. We will ask you about key aspects of your system, including your customer base, future growth plans, and capital improvement plans. If you are doing a plan update, be prepared to talk about what changed since we approved your last plan.

Benefits of the preplan meeting. The preplan meeting is a chance for us to help you develop an effective, practical plan for your water system. We

want to make the best use of your resources and ours. There is no additional charge for this meeting. We will document the outcome so that each of us understands the other’s expectations. We will also work with you to establish the most appropriate submittal due date.

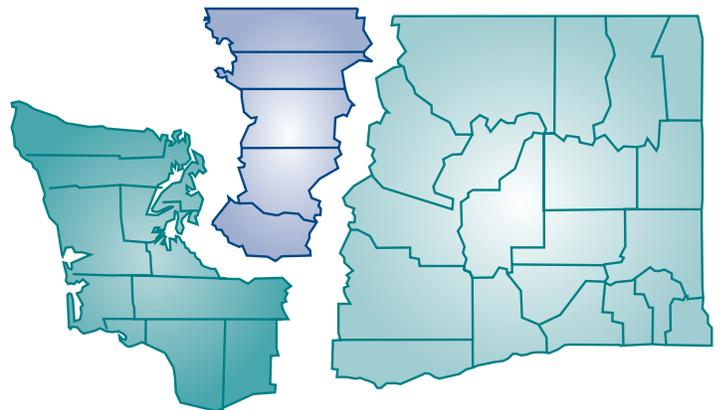
Roles of the water system and the professional engineer. We encourage you to take an active role in developing your plan. This is not a task to turn over entirely to a consultant. We will discuss the role of the professional engineer during the preplan meeting.

Here is what we require for professional engineer certification:

- **Initial Water System Plans:** Professional engineer must certify.
- **Water System Plan updates and amendments:** May include elements a professional engineer must certify.
- **Small Water System Management Programs:** Professional engineer does not need to certify.

What is the bottom line?

- We have planning staff that want to assist you.
- We will be developing new training events for financial viability.
- We have tools to help you with technical, managerial, and financial viability.



For more information

Call your regional planner to find out more about water system planning or to learn what we can do for you and the future of your water system.

Southwest Region: Darin Klein, (360) 236-3038

Northwest Region: Jennifer Kropack, (253) 395-6769
Richard Rodriguez, (253) 395-6771

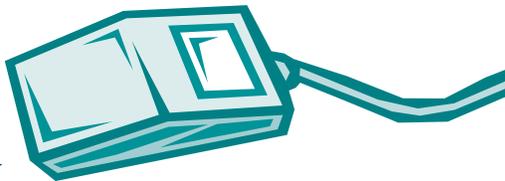
Eastern Region: Heather Cannon, (509) 329-2121
Christine Collins, (509) 329-2122

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

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Backflow Assembly Tester Certification Program

Washington Certification Services at Green River Community College administers Washington State's Backflow Assembly Tester (BAT) Certification Program.



Visit Washington Certification Services online at <http://www.wacertservices.org> for:

- Information about the BAT certification exam.
- Information about the BAT professional growth requirement.
- Exam schedules and application deadlines.
- Exam applications.
- Exam application fees.
- Directions and maps to exam facilities.
- Online verification of BAT certification status.
- A list of BATs who provide testing services to the public.

Questions? Call (877) 780-2444 or (253) 288-3357.

In This Issue

The following people contributed to the production of 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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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. 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