



Spring 2005

Service Connection

THE DRINKING WATER PROGRAM NEWSLETTER
"Working together for Safe Drinking Water."



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Sanitary Surveys

By Greg DuMonthier, North-Central Field Services

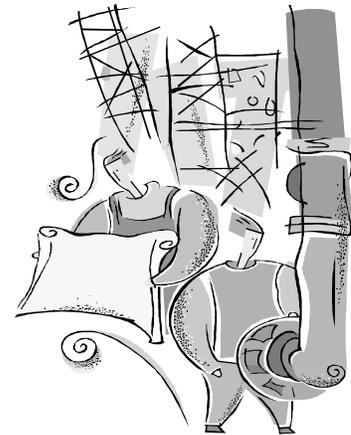
A sanitary survey is an inspection of the entire water system, including the water source, system facilities, treatment, equipment, operation / maintenance, and record keeping. The ultimate goal of the sanitary survey is to insure that the public has safe drinking water to consume as defined by the Federal Safe Drinking Water Act and the Maine Drinking Water Program (DWP).

Sanitary surveys help to:

- reduce the risk of waterborne disease
- provide the opportunity for owners and operators to improve their knowledge of the system
- identify existing and potential problems to water quality
- document compliance and technical deficiencies of the system

Generally, sanitary surveys are completed on a three or five-year cycle dependent on the type of system being inspected, but more frequent inspections may occur if events warrant. The goal of the DWP is to inspect all community and surface water systems every three years. Non-Transient Non-Community (NTNC) and Transient ground water systems are inspected on a five-year cycle.

The Maine DWP has divided the state into four districts, each served by one or more field representatives. In most cases, the task of completing sanitary surveys is the responsibility of these field representatives. To determine the district your water system is located and the field person serving your facility, visit the DWP web site at: www.medwp.com.



A typical sanitary survey for a small water system generally takes less than two hours to complete. Smaller systems include schools, restaurants, campgrounds, hospitals, mobile home parks, motels and other lodging facilities. At the other end of the scale, a municipal system serving a large population could take a day or more to inspect. For the Sanitary Survey to be positive and meaningful, the system operator or system representative must be present. During the inspection, the inspector must have access to all buildings and structures associated with the water system and water records be available for review.

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Service Connection

New Staff at the DWP

George Tzikas, Receptionist:

George was born and raised in the Augusta area and graduated from Gardiner Area High School. He has worked many years as an owner/operator of a standard bred racing stable and farm manager. He joined State Service with the Augusta Mental Health Institution in 2001. He currently lives in West Gardiner and has one daughter, age 11, who plays basketball among many sports. George enjoys camping and biking.

Capacity Development Grant Program Suspended

By Bill Johnson, Capacity Development Coordinator

Because we are unable to match our federal SRF grants, the Drinking Water Program (DWP) has suspended the Capacity Development Grant Program (CDP) until further notice.



Capacity development grants have been available through the DWP for the preparation of various plans or studies that enhance or help maintain the technical,

financial or managerial capacity of eligible public water systems (PWSs). Examples include master or comprehensive plans, engineering, hydrological, or management studies

See **Capacity**, page 3

Fluoride Rules

By Roger Crouse, Assistant Director

The Drinking Water Program will begin making revisions to the Fluoride Rules this summer. The rules, as currently written, are cumbersome to administer and to comply with. The DWP hopes to simplify the Rules while maintaining an acceptable level of public health protection and benefit from fluoridation.

Sections of the rules that are being considered for revisions include but are not limited to the following areas:

Approved Chemicals- Should the list include other chemicals?

Feed Equipment – Is there too much detail here?

Automated Continuous Monitoring- Is there too much detail here?

Safety- Should the DWP enforce Haz-Com, chemical and equipment safety regulations?

Theoretical Calculations – Are theoretical calculations necessary for the protection of public health?

Reports – Can reporting be made simpler for the PWS and the DWP?

Enforcement- Does this section adequately ensure that PWS maintain compliance with these rules?

If you would like to participate in a workgroup to revise the fluoride rules, please contact Roger Crouse at 287-5684 or roger.crouse@maine.gov.

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THE DRINKING WATER PROGRAM NEWSLETTER

The Department of Health and Human Services (DHHS) does not discriminate on the basis of disability, race, color, creed, gender, age, or national origin, in admission to, access to, or operations of its programs, services, or activities, or its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and in accordance with the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972 and the Maine Human Rights Act. Questions, concerns, complaints or requests for additional information regarding the ADA may be forwarded to DHS' ADA Compliance/EEO Coordinator, State House Station #11, Augusta, Maine 04333, 207-287-3488 (V), 207-287-4479 (TTY). Individuals who need auxiliary aids for effective communication in program and services of DHS are invited to make their needs and preferences known to the ADA Compliance/EEO Coordinator. This notice is available in alternate formats, upon request.

Published by the Drinking Water Program to provide technical and regulatory information on drinking water issues. Articles can be reprinted without restriction if credit is given to their source. To inquire about contributing to future issues or to be added to the mailing list, contact:

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Correction: In the Volume 12, Issue 4 edition of the Service Connection, Richard Moffitt should have been identified as the Very Small Water System and Lowell Martin as the Class II representatives to the Board of Licensure of Water System Operators.



Survey, continued from page 1

During the inspection, the DWP will look at:

1. The water source;
2. Possible contamination sources within 300 feet of the well;
3. Water supply equipment, (pumps, etc.);
4. Distribution system;
5. Storage facilities including pressure tanks;
6. Treatment equipment, if applicable;
7. Monitoring, reporting records;
8. Water system management and operation;
9. Facility's compliance with state requirements; and
10. State database information.

The DWP inspector will take pictures and make sketches of the entire water system for future reference and documentation. They will ask numerous questions related to the water system, such as water sample location, operating period, abandoned well location, leach field location or number of people utilizing the water source. During the inspection, they might review techniques for sample collection and determine suitable locations to collect water samples. In addition, they will pass along suggestions for ways to improve the water system to reduce the possibility of water contamination, thereby protecting public health.

Following the inspection, the DWP field inspector will review his or her findings with the operator. Should any trouble spots be identified, corrective actions will be reviewed, along with a time frame for completion.

There's no fee for a DWP field person to visit your facility and conduct an inspection.

Be proactive with sanitary surveys, not reactive. It just might prevent small issues from becoming **BIG** problems.

If you have questions about sanitary surveys, call the Maine Drinking Water Program at 287-2070.

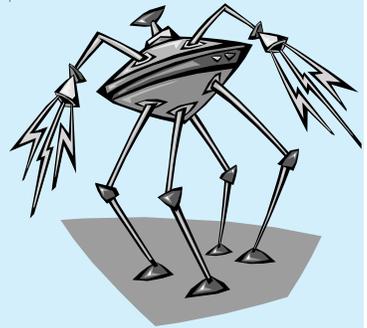


HOW TO ESCAPE THE DARK SIDE

By Tera Tower, Enforcement Coordinator

In the epic battle for safe drinking water, the DWP needs your help in assuring that your customers are protected from the evil pathogens and contaminants that threaten the water you serve.

“Use the Force, Luke” By promptly collecting samples and assuring that the appropriate certified lab is reporting the results on time, you are forging an excellent beginning. Consistently contact the DWP when you receive correspondence or experience any sampling or treatment problems. Any violations that accrue and remain unaddressed lead to the foreboding possibility of administrative enforcement actions. Should you receive one, not only are you subject to the requirements you missed, but those that are added, which may include posting the violation(s) to the public, additional testing, or paying expensive fines or legal fees. These additional costly steps only increase demands on your schedule and wallet.



“Obi-wan, you're my only hope” Always remember that the DWP is here to help you in fighting the good fight and serving your customers the cleanest water possible. If you have any questions about a Notice of Noncompliance, Administrative Consent Order, Administrative Compliance Order or Penalty Assessment, please call us. This is no Jedi Mind trick... federal and state laws were promulgated to help keep you and your customers safe, and we are here to make sure that you “Live long and prosper”... (Sorry, different saga).

Capacity, continued from page 2

vulnerability assessments or similar documents. Up to \$10,000 has been available on a reimbursable, matching basis for PWSs to access the money and hire a consulting firm for the preparation of such work.

All projects currently underway may continue, but future applicants will be held until further notice. The DWP hopes to reactivate the CDP once funding for the DWP is fully restored.



EPA's Source Protection Strategy and Measurements

What they mean for Maine PWS's and the Drinking Water Program

By Andy Tolman, Manager, Source Protection

Water system protection is related to goal-tending. As long as it works, no one notices. When it breaks down, red lights flash and everyone makes a lot of noise. The Office of Management and Budget has required EPA to develop measures of progress for all its programs. One of the most difficult areas to measure has been public water system source protection. Under the 1996 amendments to the Safe Drinking Water Act, EPA allowed the states flexibility in how they developed and implemented their assessments of risks to public drinking water system. This has led to a diversity of approaches and measures of risk in the assessments, and a variety of strategies for risk reduction.

Many source protection measures require the help and cooperation of local government and private landowners, who are not part of the Public Water System (PWS) community (except as consumers!). The simplest measure would be to track the number of cases of waterborne illness related to drinking water (red lights flashing). We all expect this to be at or near zero, which makes it a finicky measurement. It also depends on a number of factors, including treatment, distribution, and general public health. Similarly, MCL violations (another proposed measure), are influenced by treatment and distribution as well as source water quality.

At the same time, we all understand that source protection is a necessary and highly cost-effective tool in protecting public health. We all need a push to do the right thing, and EPA's measures give us a reason to put source protection higher on our already-overflowing list of things to do.

The EPA objective we're trying to help meet is noble: *Protect Public Health* by providing *Water Safe to Drink*. The actual language is:

"By 2008, 95% of the population served by community water systems will receive drinking water that meets all applicable health-based drinking water standards through effective treatment and source water protection." The key source water protection strategic target under this sub-objective is that "by 2008, 50% of source water areas for community water systems will achieve minimized risk to public health (minimized risk is achieved by substantial implementation, as determined by the State, of source water protection actions in a source water protection strategy)." (EPA draft final guidance document, 11/04)

So, what is "substantial implementation" of the results of our assessments? How do we measure and report it? The guidance runs about 55 pages, much of it working on establishment of measures that will help answer that question. There has been a lot of heated discussion during the process, as states and PWS's worked to keep from being

required to do things that they have no authority to accomplish, like implement land use regulations in areas they don't own. Influencing third party activities, where we have no legal authority, is a tough practice to conceive and implement. It is also difficult to measure progress in protection that is being made by towns.



Despite these complications, we all realize that protecting public water systems is important and extremely cost-effective. We're working with EPA and Public Water Systems to identify and implement strategies that will reduce the risk of contamination of public water systems. Our current measurement surrogate is that the PWS have "institutional controls" over their source protection area. These can take a number of forms including ownership, easements, and ordinances governing the type and management of activities in the source protection area. We also measure whether risks identified in the assessments are being managed or eliminated. As EPA refines its goals and measures, we work with PWS's to help them make progress in both the real and measured world.

See **Strategy**, page 5



Lead/Copper Action Level Exceedances in 2004

By Amilyn Stillings, Lead/Copper Rule Coordinator

There are currently 768 public water systems in the State of Maine that are required to monitor their distribution systems for lead and copper. The sampling schedule for each system varies; some are on a 6-month cycle, others are on an annual or 3-year cycle. Each water system is required to ensure that their analytical results get sent to the Drinking Water Program (DWP) within 10 days of the end of their sampling compliance cycle. The DWP reviews the results and determines which systems have had an action level exceedance for the Lead/Copper (Pb/Cu) Rule. The action level exceedance for Pb is 15 ppb (0.015 ppm) and the action level exceedance for Cu is 1.3 ppm.

In 2004, 40 systems had exceedances of the Pb action level of 15 ppb and 17 systems had exceedances of the Cu action level of 1.3 ppm. When an action level is exceeded, the DWP sends a letter to the system, explaining the exceedance and providing an outline/description of the next steps to help optimize their system and bring it back into compliance. Each step has a deadline associated with it and it is important that a system takes immediate action when there is a lead/copper exceedance within their system.

In addition to receiving letters when there is an action level exceedance, systems also receive a letter if they fail to monitor during their compliance cycle. In 2004, forty-five systems received letters for failing to monitor during their required time period. To date, seven of these systems have been returned to compliance and several more have sent in information or appropriate public notice documentation.

The Pb/Cu Rule is a complex rule with a lot of requirements associated with it. Public water systems are encouraged to contact Amilyn Stillings, the Lead & Copper Rule Manager at the DWP, whenever they have questions in regards to their system and the Pb/Cu Rule. She can be reached by phone at (207) 287-6472 or by e-mail at amilyn.stillings@maine.gov.



Strategy, continued from page 4

Depending on how you measure it, we are either making pretty good progress, or we have a long way to go. Both are true. In terms of population served, more than 70% of our community public water systems have strong management plans. In terms of the total number of community systems, strategies are in place for only 73 out of more than 400 systems, or about 18% (if we count source water protection areas, it goes up to nearly 24%, since larger systems tend to have more sources). The larger systems, with more technical and financial resources, have done excellent work in protection. This is particularly true of the twelve systems which hold waivers from filtration under the Surface Water Treatment rule.

Our current task is to work with several hundred smaller community systems so they can implement source protection strategies. This effort will represent a stretch for many of the systems, as they face limited staff resources and ever-increasing challenges in operation. We identified future development as the largest single risk to water quality of public water systems and want to make progress in managing development in source water protection areas in order to diminish threats to public water systems.

Several tools protect systems from future unwanted development. The most secure option is to own the source protection area. When that choice is not possible, easements or other binding landowner agreements can reduce the risk of adverse development. A third, and more commonly used, option is the development of a wellhead or watershed protective ordinance.

Stay tuned for our thoughts on how we will be measuring substantial implementation.



Water Operator Update

By Terry Trott, Operator Licensing Officer

EXAMS

Exam Date

April 5 & 7, 2005

June 21, 2005

June 23, 2005

October 25, 2005

October 27, 2005

No results available at time of press

Bangor

Portland

Augusta

Presque Isle

Application Deadline

May 14, 2005

May 14, 2005

September 17, 2005

September 17, 2005

Study materials are available from DWP Lending Library. Also, check out www.abccertonline.org for exam information, study references and formula tables. **Pre-examination Training courses** (5 week preparatory course) will be starting the week of May 10th; Tuesdays in Brunswick, Wednesdays in Old Town and Thursdays in Farmington.

EXPENSE REIMBURSEMENT GRANT – Funding for Continuing Operator Education



Recently \$62,500 was awarded for operator continuing education training. Topics, the training firms awarded the grant and some planned dates are listed below. This quality training is offered to operators for \$20 or less per session.

Water Chemistry and Treatment Chemicals- Maine Rural Water Association (MRWA), November and December

Bacteria, Viruses and Parasites- MRWA - Classes are 6/8 Gorham, Greenville, Machias and Presque Isle; 6/15 Augusta, Bethel, Orono and Searsport

Leak Detection and Water Audits-MRWA, 8/17 Bangor, 8/18 Presque Isle, 9/13 Portland, 9/14 Augusta

Chemical Handling Safety- MRWA, 9/17 Scarborough, 9/28 Augusta and Presque Isle, 9/29 Bangor

Drinking Water Sampling Procedures -New England Water Works Association (NEWWA), Classes are 5/25 Caribou, 5/26 Bangor; more in October

Water System Hydraulics - MRWA, October and November 2005 in York, Franklin and Kennebec Counties

Developing Written Safety Plans- Wright-Pierce, Dates TBD

Electrical Conservation and Electrical Safety in Water Systems- Wright-Pierce, Dates To Be Determined

RESPONSIBILITIES:

The DWP has received many questions and concerns about lines of responsibilities between operators and owners/managers.

- System owners are required to place the system under the direct supervision of a licensed operator. Please keep Designated Operator Forms updated.
- Designated operators are responsible for the quality and quantity of the water. Public health measure as such proper sampling and recordkeeping are both integral to safe operations. These responsibilities may extend from the water source to the consumers tap and cause environmental impacts. In addition, operators must be available during all times of operation. Operators should inform the DWP when they are no longer responsible for a PWS.
- All operating personnel making system integrity decisions about the water quality or quantity must hold a license. Persons may operate under the supervision of the licensed operator, which requires a clear understanding from both parties regarding the scope of work to be accomplished.

See **Operator**, page 7



Operator, continued from page 6

DIRECT ENTRY EXAMS

Examinees with applicable education and experience may now take exams that allow entry directly into the upper classifications. Now is a great time to expand your qualifications. Remember, small system operators benefit from three free exams.

EXPIRED LICENSES –

There are a number of un-renewed licenses from past years. For licenses with a renewal date of 12/31/2000, you must retest to become licensed again. Persons with expiration dates of 2002, 2003 and 2004 who have not renewed their licenses received an “inactive” status and cannot be designated as an operator in responsible charge. Call Terry at 287-7485 to find out how many Training Contact Hours you need to reactivate your license.

Drinking Water State Revolving Loan Fund

Where is our State Match?

By Roger Crouse, Assistant Director

Due to the almost daily changes to the status of our State Match, by the time you are reading this article the situation is sure to have changed. In order for the Drinking Water Program (DWP) to secure the annual federal grant (approximately \$8.3 million) the State of Maine must secure a 20 percent State Match. At this time, the DWP falls short of the State Match necessary to secure the 2005 grant.

The results of this financial situation are: a significant reduction in the number of projects funded in 2005; the loss of principal forgiveness (grants); no new set-asides to fund activities through the Maine Rural Water Association and Maine Water Utilities Association; no new set-asides to finance land acquisition loans or wellhead protection grants; and no new set-asides to fund 17 DWP staff positions (Existing funds will carry these positions through June 2006).

The DWP is working with the Governor’s Office and the Legislature to secure the necessary State Match. Stay tuned for updates.

Security:

Chemical Delivery Concerns

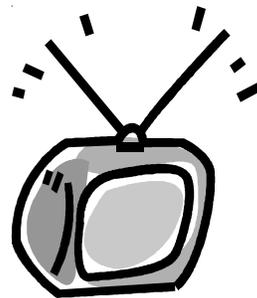
By Bill Johnson, Capacity Development Coordinator

Recently, a water utility receiving a bulk load of a water treatment chemical refused delivery of the chemical load. The utility has a policy and procedure for testing the chemical and physical properties of a chemical product before accepting it.



In this case, the product in question was radically different in appearance than it should have been. The chemical product should have been milky white in appearance but was a purplish color instead. The other chemical properties of the product tested within the specification limits. The utility wisely refused delivery of the product and notified the supplier of its concern about the product and its decision to refuse delivery. The supplier took the product back.

This incident points to the importance of establishing a policy and procedure for testing chemical products before accepting them. It is advisable to be sure that what is being delivered is what was ordered and to establish procedures for identifying the driver and delivery vehicle before accepting deliveries. This may mean establishing joint procedures with suppliers so that the water system personnel knows in advance who the driver will be and what the delivery vehicle or license plate number will be. Being prepared ahead of time will limit problems later.



Stay tuned for exciting new changes to the Drinking Water Program Website, www.medwp.com



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