



AQUA TALK



Colorado Department
of Public Health
and Environment

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Spring 2010

A newsletter from the Safe Drinking Water Program of the Water Quality Control Division

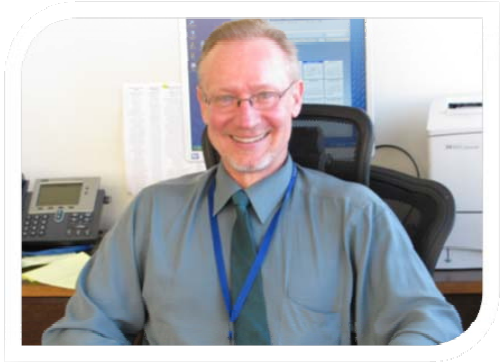
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Interview with Steve Gunderson, Director of the Water Quality Control Division

by Sharon Williams

This interview with Steve Gunderson, director of the Water Quality Control Division at the Colorado Department of Public Health and Environment was conducted by Sharon Williams. As division director, Steve manages 165 full-time employees responsible for environmental and drinking water quality oversight, statewide.



Steve Gunderson, director of the Water Quality Control Division

You joined the department in 1989, and you have been the director of Colorado's Water Quality Control Division since 2005. Can you tell us a little bit more about yourself?

My academic background is in geology, and actually I worked for a very short time in the oil business. I came to the department in 1989 in the Hazardous Materials and Waste Management Division as a geologist working on Superfund sites. My first management job at the department was head of the department's Emergency Management Program, dealing with things like chemical spills and nuclear waste shipments.

In the late 90s, I went back to the Hazardous Materials and Waste Management Division to direct the state's oversight of the cleanup of Rocky Flats. The cleanup was completed in the fall of 2005. That experience was good training to be a division director, because it required managing a highly political and contentious issue. They were spending \$2 million a day, so it was a high-profile cleanup and there was a lot of media coverage. In fact, it is still, to-date, the largest successful cleanup in the history of the Superfund legislation. It was a great experience, and I think it helped prepare me for my current role.

As a headwaters state, how are we doing protecting the quality of our water supplies?

I think we are very fortunate to be a headwaters state. Think of New Orleans at the mouth of the Mississippi. How many other people have used that water? I think Colorado benefits greatly from the fact that we, in many cases, have the first opportunity to use the water. The fact that we are a headwaters state makes us unique.

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Interview with Steve Gunderson, Director of the Water Quality Control Division

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Our Water Quality Control Commission, which is our rulemaking body for both drinking water and clean water in our state has designated many of our headwaters as “Outstanding Waters.” This designation means there is no allowance for any degradation of the water. So it’s very important for us. “Outstanding Waters” may still have native Greenback Cutthroat Trout, for example, which are highly sensitive to water quality. I think generally we have done a very good job protecting our headwaters.

We do, however, have some historical problems. We have problems in our mountain areas and further downstream with abandoned mines and acid mine drainage. We also have problems on our Eastern Plains and Western Slope with elevated selenium in the water. So, we do have our challenges.

One of the comments you made was about “Outstanding Waters.” It sounds like, based on your response, there is a sense of stewardship that you feel and that the commission feels, in terms of being protective of those waters.

Absolutely. Our commission administrator, Paul Frohardt, will often say that water is what makes us unique. It’s the thing that we need to protect the most. So I do think it’s something we consider ourselves responsible for as stewards.

What do you find most rewarding about working in the water industry?

The day that it was announced by the Executive Director’s Office that I was going to be named division director, another division employee shared that what’s amazing about the jobs here, is that you can make a big impact in a short amount of time. That’s been my experience, here too.

You can have a very positive, dramatic impact, whether you’re trying to deal with a facility that’s having a problem with its discharge, or responding to a spill or an acute drinking water system failure, or working to improve a group of people’s drinking water quality. I think that’s really rewarding.

It’s also rewarding to know that so many of our staff are completely committed to what they do. They believe in their work. They think it’s important, and they’re passionate about it. When I first came to the division, I delegated some of my signatory responsibilities such as signing permits and enforcement actions to different people in the

organization. It’s easy to delegate responsibility when you have responsible people working with you.

Failing infrastructure has gained media attention in recent years. How is Colorado’s water infrastructure doing? Did the recent federal government’s economic stimulus help?

The division, in the five years I’ve been here, has gone before the Legislature’s Water Resources Committee as well as the Joint Agriculture Committee to talk about the challenges associated our infrastructure. Some of our legislators were certainly aware of it. Nationwide, the concern about infrastructure has become much more focused since the Interstate 35 bridge collapse in the Twin Cities area in Minnesota.

Every year here in Colorado, we survey water and wastewater facilities, to ask them what their infrastructure needs are. Every year we see increasing need. Between water and wastewater, the state’s infrastructure needs include about 1,000 projects, totaling \$4.5 billion. With the American Recovery and Reinvestment Act, Colorado received almost \$62 million in funds with about half of it going to drinking water projects, and half to wastewater projects. Needless to say, we couldn’t fund everything. Some of the projects we funded have been problems for years. Because of the stimulus money, we’ll see tangible and positive results.

Part of the reason that we had the American Reinvestment and Recovery Act come from the federal government is because of the current state of our economy. The recent recession has taken its toll on Colorado’s economy. It’s well covered in the media. How do you think the state of the economy has affected water quality interests in Colorado?

Well, certainly, municipalities, which comprise so much of our regulated community, have had their budgets impacted. Industries have also been adversely impacted. The oil and gas industry, which was really booming, has seen the price of gas, particularly natural gas, drop to less than a third of what it was in 2007. The amount of drilling has fallen off pretty dramatically. Construction and development have also fallen off. In some cases that might mean that we have fewer permitted activities going on. In other cases it might mean that a developer in severe financial straits may decrease their environmental compliance.

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Message from the Safe Drinking Water Program Manager

Perspectives on a New Decade

As we close out the 2000s and head into the 2010s, I wanted to offer some perspective on where the Safe Drinking Water Program in Colorado was in 2000, where we stand today, and what the future portends. I believe that the last decade solidified the value and viability of the Safe Drinking Water Program in a number of ways. However, as we enter 2010 we are still trying to address some long-standing challenges and improve our ability to implement an effective program into the future.

In 2000, Colorado was far behind in adopting and implementing new drinking water rules following congressional re-authorization of the Safe Drinking Water Act in 1996. Specifically, Colorado did not adopt any of the new rules on time, and received extensions from EPA. In some cases, the extensions almost expired before we adopted the rule.

This situation created a great deal of concern for EPA, the state, and public water systems. The concerns centered around whether Colorado would or could maintain program primacy and the impacts of losing primacy including loss of flexibility, loss of field presence, and loss, of the now \$24 million annual capitalization grant under the drinking water state revolving fund. Additionally, there was a great deal of uncertainty on the part of public water systems regarding how these new rules would be implemented in Colorado.

Fortunately, the Safe Drinking Water Program gained support and financial resources from all of our funding partners. Specifically, additional funding was provided by:

- federal funding in the form of set asides from the capitalization grants
- support from the Colorado Water Resources and Power Development authority
- general fund increases from the state Legislature
- fees from public water systems



Ron Falco, P.E.,
Safe Drinking Water Program manager

During the last decade everyone stepped up to the plate and helped ensure that this program would continue to benefit the citizens and visitors of Colorado. By 2005, Colorado had caught up with adopting required regulations, and we have since continued to adopt new regulations in accordance with EPA deadlines. Although today the Safe Drinking Water Program does not have resources to adequately implement the new regulations into the 2010s, the dire situation of 2000 has improved substantially. Furthermore, as we have added resources to the program, I believe that we have struck a balance by adding engineers, compliance officers, enforcement staff and personnel specifically devoted to helping public water systems strengthen their technical, managerial and financial capacity.

The 2000s brought unexpected events as well, including the terrorist attacks of September 11, 2001, and the Alamosa Salmonella outbreak in March 2008. In response to our threatened national security, federal, state and local agencies enhanced their crisis response readiness, and public water systems assessed their security vulnerability. Working with stakeholders from around the state, the Colorado Water/Wastewater Agency Response Network (CO-WARN) was established in 2007 so that utilities could effectively assist each other in time of need. CO-WARN was put to good use during the Alamosa outbreak. The overall outbreak response, subsequent investigation and efforts going forward in the aftermath are enormous. We all became more aware of the potential for and consequences of waterborne disease. As a result, the Safe Drinking Water Program has intensified efforts and developed new strategies to reduce the likelihood of disease outbreaks in Colorado that are associated with public water systems.

So in early 2010 I wonder what the next decade will bring. Will we be able to effectively implement the regulations adopted in the late 2000s? What new regulations will be promulgated by EPA before 2020?

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Message from the Safe Drinking Water Program Manager

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What progress will be made in understanding and dealing with pharmaceuticals, personal care products, and other unregulated contaminants in drinking water?

What additional precautions will water utilities need to take as part of our nation's efforts to protect the homeland? What about climate change impacts? Will we be able to address the need for billions of dollars of investment in infrastructure? Surely, unexpected challenges will arise as well.

One thing is certain. Water utilities and the Safe Drinking Water Program will continue to struggle with resource issues related to personnel (aside from staffing levels, consider the percentage of our workforce nearing retirement), financial sustainability, and/or aging infrastructure. As I say all the time, safe drinking water does not just happen. In fact, drinking water is not safe without the hard work and dedication of public water system personnel and the necessary financial support of their customers.

Continuously safe drinking water is absolutely the public's expectation. Whether safe drinking water is a right, or not, is a philosophical discussion for debate. More often than not, it is viewed as a basic right. In the face of such expectations and challenges, I believe that we must strive to educate the public so that our services are appropriately valued. Improving public awareness of the Safe Drinking Water Program and the efforts of public water system operators and managers is certainly one of my goals for the 2010s.

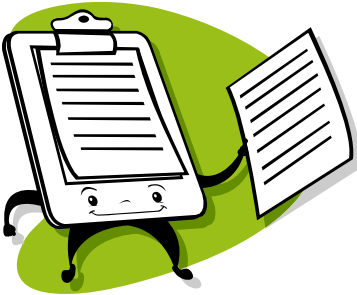
Only time will tell what I (or my successor) will write in this space in 2020 while reflecting on the 2010s. Let's all work together to ensure that the message will be a positive one!

Thank you.



Drinking Water Monitoring Plans Are Now Easier than Ever

by Emily Clark



The division is pleased to announce a new business process for the drinking water monitoring plan. We hope these changes will make it easier for water systems to comply with the requirement to maintain a monitoring plan as

described in Article 1.12 of the Colorado Primary Drinking Water Regulations.

What is a monitoring plan?

Every public drinking water system is required to develop and maintain a monitoring plan. The monitoring plan serves as a uniquely tailored road map for each specific system to demonstrate that the water quality self-monitoring performed by the system is representative of the water distributed to consumers and is consistent with regulatory requirements.

The monitoring plan as described in Article 1.12 contains two types of information: water system

inventory details (contact names and phone numbers, populations served, wells or intakes, treatment details, storage tanks, booster stations, consecutive connections, etc.); and individual rule sampling plans (a description of how the water system will conduct compliance sampling).

What is the new business process?

Going forward, water systems will use two new documents to fulfill the monitoring plan requirement. These two documents will be managed and updated independently:

- Drinking water system inventory
- Individual rule sampling plans

Inventory updates can now be submitted to the division in two ways: sanitary survey observations or directly from the water system on the new "drinking water system inventory" form.

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Drinking Water Monitoring Plans Are Now Easier than Ever

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The old “safe drinking water system inventory form” that you may be familiar with should not be used for inventory updates going forward. When the division receives an inventory update, we may notify the water system that its “Individual Rule Sampling Plans” also need to be updated.

New “individual rule sampling plans” templates are now available for all types of water systems. In other words, a small, transient non-community groundwater system now has a simplified template that contains only sampling plans for total coliform bacteria, chlorine residual, the groundwater rule, nitrate and nitrite. On the other end of the spectrum, a community surface water system now can use a robust template that contains sampling plans for all of the contaminants and rules.

Do I need to use the new templates?

If the system has an inventory update, please use the new “drinking water system inventory” form going forward.

This will help the division process the update efficiently and accurately.

Most systems already need to update their “individual rule sampling plans,” because of the new sampling requirements of Long Term 2 Enhanced Surface Water Treatment Rule, Stage 2 Disinfectants and Disinfection Byproducts Rule and Groundwater Rule.

While systems are allowed to develop their own format, we think systems will discover the new division templates make compliance much easier. The new templates have passed a thorough review process to ensure they are user friendly. Not only do the templates comply with the regulations, they also help water systems develop sound operational practices. We encourage all water systems to consider updating their existing monitoring plan with the new “individual rule sampling plans” template.

The new templates are available at <http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html>.

Emergency Sources and Connections

by Bret Icenogle and Rick Koplitz

Many public water systems maintain secondary sources or water service connections that only operate during a crisis or under emergency conditions, such as if a primary source fails unexpectedly. These secondary sources likely qualify as emergency sources/connections. The Colorado Primary Drinking Water Regulations define an emergency source/connection as, *“a water facility that is only used as the result of extreme circumstances, and is otherwise kept offline. These facilities may be either connected or disconnected from a treatment plant/distribution system.”*

While public water systems are required to submit inventory forms to the division that must include all emergency sources/connections, many do not understand the notification and monitoring process required to bring an emergency source/connection online. In order to bring an emergency source/connection online, the public water system must complete the four following items:

1. Notify the division within twenty-four hours of initiating the source.

2. Sample the raw source water for nitrate/nitrites within forty-eight hours of initiating the source.
3. Sample the raw source water for total coliform within twenty-four hours of initiating the source.
4. Provide the division with copies of all sampling results at the time the laboratory makes the results available.

Initial notifications and the transmittal of laboratory results should be directed to Erica Kannely, Drinking Water Technical Work Group Leader at the Water Quality Control Division. Erica can be contacted by telephone at (303) 692-3543, by facsimile at (303) 782-0390. Please contact Erica for any additional information regarding the content of this article.

American Recovery and Reinvestment Act Update

by Louanna Cruz and Lisa Pine

As of December 31, 2009, all 22 American Recovery and Reinvestment Act (ARRA) drinking water projects were under construction. Projects were required to provide a statement certifying 100 percent of their ARRA funding would be under contract by December 31. As a result of these certifications, we were able to ensure 100% of all ARRA Drinking Water funds would be under contract by the February 17, 2010, deadline. A provision of the ARRA Act states if the money was not under contract by the February 17 deadline, the federal government would rescind the funds not spent and reallocate the funds to those states that did meet the 100 percent distribution.

As one of the states having 100 percent of the ARRA funds allocated before February 17, 2010, Colorado submitted a certified list to EPA headquarters of projects that could utilize reallocated ARRA funds and be under contract by June 17, 2010. As of the February 17 deadline, only three states had not met the requirement, but the amount of funds available for reallocation is unknown. It is not expected there will be much in the way of additional funding, but Colorado has identified 17 drinking water projects ready to accept up to \$17.7 million if funds were to become available under a reallocation.



Inspections and audits are under way. The United States Government Accountability Office audited two drinking water projects in November and December of 2009. The entities audited for drinking water were the town of Manitou Springs and the town of Georgetown. Results of the audit had not been provided at the time of this writing. Division Engineering Section and Financial Solutions Unit staff began quarterly inspections of ARRA projects and has completed 10 drinking water inspections. Inspections will continue on a quarterly basis until construction completion at which time a final inspection will be conducted.

On February 17, 2010, a media event was held by EPA Region 8 on the status of ARRA at the City of Brighton Greensand Drinking Water Facility. Among those speaking at the event were EPA Acting Regional Administrator Carol Rushin; Colorado Department of Public Health and Environment Director Martha Rudolph; and city of Brighton Mayor Dick McLean. Invited guests to the event were congressional representatives, and representatives from other Colorado ARRA projects, as well as the media. The city of Brighton's project consists of a new state-of-the-art ultraviolet disinfection system and greensand filtration. These upgrades will provide 34,000 Brighton residents with improved protection from bacteria and other drinking water contaminants.

Interview with Steve Gunderson, Director of the Water Quality Control Division

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The recession also has the potential to take a toll on our division's resources. Every day or every week, you hear about the Legislature trying to figure out where to make additional budget cuts. About 15 percent of our budget comes from the General Fund. We're the only big environmental division to receive any General Fund dollars. So the department has had to go on record, to explain why General Fund the Water Quality Control Division warrants General Fund money.

One argument is that we regulate many local governments, it's not just industries. Some of these are very small communities with complex challenges. Another reason in support of our funding is that a lot of what we do, like responding to a drinking water emergency or a spill, doesn't lend itself to fees. So far we have been able to avoid additional cuts.

We'll see if we continue that success. I can't make any guarantees.

On the fee side, if we do take a General Fund cut, more than likely the Legislature will introduce a bill to increase our fees to offset that cut. Currently, when we generate fees, they're put in a fund, and we pay our costs. Our concern is that the Legislature may take money from our fund. That hasn't happened yet, but it has happened in other divisions. We've been able to weather the storm so far, and we'll see how well we continue to stay the course in the months to come.



The City of Florence South Water Treatment Plant

by Mike Bacon

I am one of the capacity building coaches with the Safe Drinking Water

Program. While visiting some water systems in Fremont County, I had the opportunity to stop at the City of Florence South Water Treatment Plant. I have seen a number of impressive water plants, but I for me, that this system really stood out.

The South Water Treatment Plant treats water for the city of Florence, as well as the correctional facility and four consecutive systems. Their plant is very well maintained, from equipment and housekeeping to a record keeping system to include plant data. In addition, it is evident that the South Water Treatment Plant is very concerned with safety.

I was most impressed with the plants' team effort. It is clear to me that there is a sense of achieving the shared goal of working together to provide the best water quality possible. I believe the team at the plant is not there just because it is a job. I believe they are there because it is their passion. They call themselves "The Water Dudes of the South Water Treatment Plant." You might say it is etched in bronze. That is because it really is!

The plant treats water from five different sources: Arkansas Minnequa Canal, Newlin Creek, Adobe Creek, Mineral Creek and Rockvale.

The following are key processes of their plant:

- Rapid mix/flocculation with alum
- Dissolved Air Flotation for clarification
- Conventional Dual Media Filtration (5 filters)
- Finished water pumping station
- Sludge drying pads with decant pumping station
- Wash water lagoons to settle the drying pad decant and filter backwash
- Recycle pumping station to route the settled water from the lagoons back to the raw water reservoirs
- Plant control system for monitoring, controlling, and trending all processes.

I have included a few pictures of the facility in this "Spotlight" report.

In conclusion, I would like to say thanks to the "Water Dudes of the South Water Treatment Plant" in Florence for their dedication to providing safe drinking water to the public!



(From left) Jim Robinson, Bill Beitler and Joe Mock, city of Florence South Water Treatment Plant.



Dual media filters



Dissolved air flotation system

Water Quality and the Distribution System

by Mary Messec Smith and Jeff Oxenford

Are you losing the battle with leaks, broken up by line breaks, and confounded by cross connections? Ever wondered how you can improve water quality – and maybe even your compliance record – through better distribution system operations and maintenance?

Then you need to attend our new Distribution System Training classes.

We've teamed up with Oxenford Consulting, Rural Water Assistance Corporation and Damon S. Williams to bring you the best hands-on distribution system training EVER! We're putting together a set of three new courses, scheduled every quarter in different areas of Colorado, to address the distribution system problems most often uncovered during sanitary surveys, hotline calls and compliance monitoring.

Here's what we're offering:

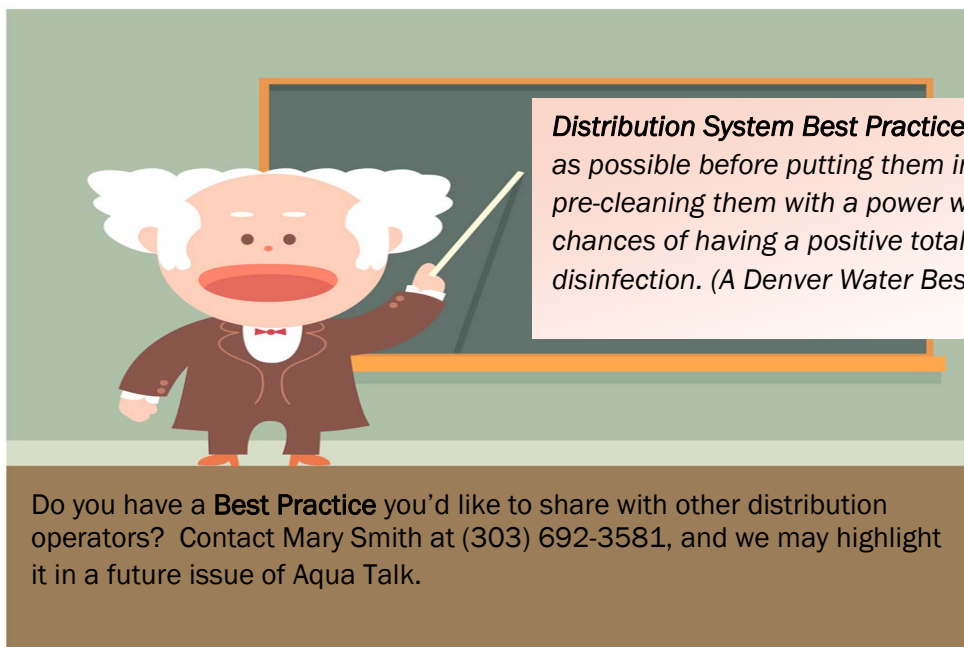
- **Water Quality and Distribution System Essentials** is a 2-day course that demonstrates how the different distribution system components can affect your water quality. Participants will develop an understanding of the interplay between distribution system infrastructure and water quality and will learn how to use that knowledge to improve water quality.
- **Water Quality and Storage Facilities** is a one-day course that teaches operators how to properly

inspect, disinfect, monitor and maintain storage facilities to improve water quality in the distribution system. Participants will learn how to properly manage their storage facilities to provide high-quality water to their consumers.

- **Best Practices for Maintaining Distribution System Water Quality** is a two-day course that focuses on water quality monitoring, backflow and cross connection prevention, leak and line break location and repair, pipe flushing and disinfection, and meter testing. Participants will develop preventative maintenance, troubleshooting and response techniques to improve distribution system water quality.

These classes will be developed using an exciting new approach to operator training that features focused course content, excellent instructional design and outstanding instruction. When possible, the courses will be held at local utilities and will include hands-on demonstrations and activities.

The first round of classes will be held this summer. The city of Boulder will host the first three, followed by Clifton Water District and Montezuma Water Company. Just contact Mary Smith with your information at (303) 692-3581, and she'll let you know when classes in your area are available for registration.



Distribution System Best Practice: Keeping your pipes as clean as possible before putting them in the ground – or even pre-cleaning them with a power washer – greatly reduces the chances of having a positive total coliform sample after disinfection. (A Denver Water Best Practice)

Do you have a **Best Practice** you'd like to share with other distribution operators? Contact Mary Smith at (303) 692-3581, and we may highlight it in a future issue of Aqua Talk.

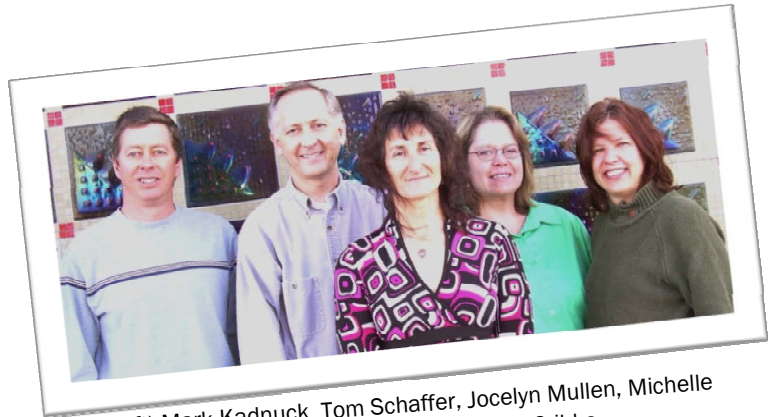
Meet the Northwest Field Office Staff

by Tom Schaffer

The Colorado Department of Public Health and Environment’s Northwest Field Office of the Water Quality Control Division is located in Grand Junction, Colorado. This office covers nine counties in the western part of the state: Rio Blanco, Garfield, Mesa, Pitkin, Gunnison, Delta, Montrose, San Miguel, Ouray and portions of three other counties: Hinsdale, Saguache and Eagle.

The office is supervised by Unit Manager Tom Schaffer. There are two district engineers (Mark Kadnuck and Jocelyn Mullen), one drinking water specialist (Christine Lukasik), one environmental protection specialist technician (Rob Cribbs), a sampler (vacant) and one administrative assistant (Michelle Thiebeaud). Between all of the staff there is in excess of 70 years of drinking water and wastewater experience!

This office reviews drinking water facility designs and wastewater facility sites and designs. Staff also inspects numerous drinking water, domestic wastewater and industrial wastewater facilities each year. In addition, the office responds to complaints, drinking water acute risk situations, spills and general questions.



(From left) Mark Kadnuck, Tom Schaffer, Jocelyn Mullen, Michelle Thiebeaud, Christine Lukasik. Not pictured: Rob Cribbs.

Drinking Water Planning and Design Review

by Eric Worker

Each year in January, the Water Quality Control Division and the Colorado Water Resources and Power Development Authority administer and award a total of 10, \$10,000 planning and design grants to eligible governmental entities. The intent of this grant program is to assist loan applicants with the costs associated with meeting requirements to acquire funding through the Drinking Water Revolving Fund.

On October 1, 2009, the Authority Board authorized \$150,000 for planning and/or design in the drinking water program, increasing the total number of available grants to 15. The funds are provided through administrative fee income from Drinking Water Revolving Fund loans. Grants are awarded on a first come, first served basis. As of February 8, the following grant applications have been processed by the Financial Solutions Unit and submitted to the authority for issuance:

Drinking Water Planning and Design Grants
Arabian Acres Metropolitan District
Cascade Metropolitan District #1
Divide MPC Metropolitan District #1
Elbert Water and Sanitation District
Town of Granby
Town of Grover
Town of La Jara
Town of Manassa
City of Manitou Springs
Town of Oak Creek
Pine Drive Water District
Town of Vilas
Town of Vona
City of Walsenburg

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Drinking Water Planning and Design Review

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To be eligible for a planning and/or design grant, a governmental entity must meet the following criteria:

- Project is identified on the current year Drinking Water Revolving Fund project eligibility list or is being added to the subsequent year's project eligibility list, and
- A population of 10,000 or less, and
- A median household income less than the statewide median household income (\$47,203), or
- Current or post-project monthly sewer or water rates are equal to or greater than the state average

(\$44.91) as calculated by the Department of Local Governments.

Grant funds may be used to support a variety of project development activities including: preliminary engineering reports; technical, managerial and financial reviews; environmental assessments; engineering design documents; and legal fees associated with the formation of a legal entity capable of receiving assistance.



NEW

Happy 2010! Hope this year is a good one for you! Welcome to the "Coach's Corner." In 2009, there were some positive changes in the Water Quality Control Division. One of them being the Coaching Program. The Coach's Corner provides helpful coaching suggestions on issues or concerns that we have found when we visit systems. The article will be developed from one or both of the coaches at the division.



Drawing by
Tiffany Jackson,
Water Quality
Control Division

Coaches Corner

by Mike Bacon

The purpose of the Capacity Building Unit is to provide training, technical assistance and management support services to public water systems so they can strengthen their ability to supply safe drinking water to the public. Our group also performs significant program and division-wide support activities

including budget and grant management as well as coordination of special studies with the state's universities.

Coaching topics include: treatment, disinfection concerns, Total *Coliform* Rule violations, ground water rule, monitoring plans, bacteriological plans, emergency plans, cross connection control plans, consumer confidence

reports, record keeping, as well as operation and maintenance plans. Coaching visits are currently focused on any significant or minor deficiencies found in sanitary surveys that are associated

with disinfection, monitoring programs or enforcement concerns.

Since May, the coaches have visited about 80 systems. Disinfection is a primary topic of concern. Without proper disinfection practices, total *Coliform* violations are more likely to occur. It simply starts from the beginning: with testing and testing equipment.

In order to achieve a representative result, proper testing techniques as well as having clean sample cells, and calibrated equipment are most important. We suggest cleaning test tubes frequently with a mild acid solution. Having cloudy or dirty glass/plastic, masks the result. Likewise, if you have a digital test kit, the glassware should be cleaned, and the kit should have "good" batteries. Just as important, the sample pillows should correspond to the sample volume being tested. For example, a 10 milliliter pillow should be used with a 10 milliliter sample cell.

Another concern with disinfection is the chlorine treatment process. If you use chlorine gas, the equipment needs to be maintained and monitored frequently.

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Coaches Corner

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Sometimes, we take equipment for granted, until it stops working. If you use gas chlorine equipment, we suggest that you have an extra injector kit, tubing and chlorinator on hand. If you use liquid chlorine, we suggest that you have "kop kits" for the pump, or an extra pump, and tubing on hand. These types of pumps require cleaning and maintenance about every six to nine months.

In conclusion, whether you are an operator, owner of a system, or a state employee, the bottom line is this: We are all responsible for doing what is right in order to achieve the same goal, and that is providing the best water possible to the public. Now, let us go out there as a team and continue to accomplish this goal!

Facility Operator Program News

Exam Information

The next cycle of treatment and small system certification exams will be in the fall of 2010 at several locations across the state. Dates, locations and application materials should be available on the Operator Certification Program Office website at www.ocpoweb.com on or around April 1, 2010. **The deadline for applying for these exams is June 1, 2010. Late applications will not be accepted!** Note: If you have already scheduled an examination and need to change the date, contact Teresa at the Operator Certification Program Office at (303) 394-8994.

Water and Wastewater Facility Operators Certification Board News

Coming soon: Next spring the Water and Wastewater Facility Operators Certification Board will make electronic testing available at the Operator Certification Program Office (OCPO). You must apply for exams by the ordinary deadlines, but then will be able to make an individual appointment to take the exam. Watch for details in the regular spring letter from the OCPO Office and on the OCPO Office and Water and Wastewater Facility Operators Certification Board websites.

The next two board meetings are scheduled for April 27 and June 29 at the Colorado Department of Public Health and Environment in the Sabin Room in Building A (unless otherwise noted). The meetings begin at 9 a.m. and are an excellent opportunity to hear and be heard. If you would like to provide any comments in addition to the published agenda, you should contact Heather Timms at (303) 692-3469.

Specific agenda information can be found at <http://www.cdphe.state.co.us/op/ocb/MeetingsandHearings/Agenda.html>. For all other inquiries you may visit www.cdphe.state.co.us/op/ocb (the official Water and Wastewater Facility Operators Certification Board website).

Renewals: Please check the renewal date on your certification! Renewal applications must be submitted, along with the appropriate number of training units, completed legal presence documents and the application fee, **by the expiration date**. If you think that you may not be able to complete your renewal by the expiration date, please call the Facility Operator Program (303) 692-3510 or extension 3503 in order to request a bridge letter. Remember, certificates expired for more than two years are automatically revoked!

Operator in Responsible Charge Changes: If you are the Operator in Responsible Charge (ORC) of a system and are leaving that system, please send written notice to the Facility Operator Program. The notice only needs to include your name, the name of the system and the effective date of separation. Contact Betsy Beaver (303) 692-3503 or Lori Billeison (303) 692-3510 regarding notifications. If you are the administrator of a system with a new ORC, please submit a new ORC form to the Facility Operator Program as soon as possible. ORC forms may be found at www.cdphe.state.co.us/op/ocb/Reporting-ORC/ocbImpInfo.html.

Continued on Page 12 >>>

Facility Operator Program News

<<< Continued from Page 11

Operator Certification Expense Grant Reimbursements Increased!

If you work as an operator (either water treatment or distribution) for a community or non-transient non-community public drinking water system that serves a population of 3,300 people or less, you may qualify for certification cost reimbursement through our expense reimbursement grant. **As of June 30, 2010, the application MUST be received by the department within six months of issue date on the operator certificate.**

The grant money allotted for certification exam reimbursement and renewals has just been increased to \$230 per application!

Application Forms: Contact: Lori Billeisen at the division at (303) 692-3510.

NEW: Facility Operator Program Compliance Assurance and Enforcement Guidance

The Facility Operator Program within the Water Quality Control Division has the primary responsibility to ensure that each public water system, each domestic wastewater system, and each industrial wastewater system in Colorado is operated under the supervision of an appropriately certified operator in responsible charge.

In order to fulfill this commitment, the Facility Operator Program has drafted a guidance document which outlines the steps to be taken by the division in order to assure compliance and, failing timely compliance, to initiate enforcement action. The material to be reviewed is found in three documents:

- Compliance Assurance and Enforcement Guidance: Facility Operator Program (Draft – December 2009),
- Flow Chart – Compliance Assurance and Enforcement Guidance: Facility Operator Program (Draft – December 2009),
- Administrative Penalty Guidance and Calculations: Facility-Operator Program (Draft – December 2009).

The link for the guidance documents is: www.cdphe.state.co.us/wq/FacilityOperatorBoard/index.html. If you know of a system that may be heading for enforcement, due to lack of compliance for not being under the direct supervision of an appropriately certified operator, this information will be important for

them to see. For questions please contact Betsy Beaver at (303) 692-3503.

Special Training Announcement

The Colorado Water Distribution and Wastewater Collection Certification Council is sponsoring an advanced distribution/collection training on Thursday, May 13 at the Crowne Plaza Hotel in Colorado.



Water Quality Control Facility Operator Program's Training Materials

Listed below are the Water Quality Control Division's Facility Operator Program CDs that are available to assist you and the system(s) you work for as a day-to-day reference, as well as for training and exam preparation.

- Operator Basics
- Water Quality Expedition
- Contamination Explorer
- Sanitary Survey Fundamentals Prep Course
- Microbial Risk Assessment Tool
- Small Utility Board Training
- EPA Interactive Sampling Guide
- 7 Categories Guidance Series
- Water Board Basics

Each CD is available at no cost to you; please call Lori Billeisen with the Facility Operator Program at (303) 692-3510 to request any or all of these excellent and informative CDs.

What Do You See?



Try to identify the incorrect issues with this picture. Answers are on page 15. If you see something we missed, let us know!

Send your comments to comments.wqcd@state.co.us. Enter "Safe Drinking Water Newsletter" as the subject.

Answer

Significant deficiencies:

1. Chemical storage container not NSF 61 certified and may result in the release of organic compounds into solution.
2. Potable water hose fill line into container considered a potential cross connection as no air gap provided into a chemical storage container.

Coming Down the Pipe... News Alerts for the Drinking Water Community

- ◆ The division will be sending draft versions of the 2010 Consumer Confidence Reports (for Calendar Year 2009) to all community water systems in late March. These drafts are provided to assist water systems' compliance with the Consumer Confidence Report (CCR) requirements of Section 9.1 of the Colorado Primary Drinking Water Regulations. Systems may either use this draft or they may write their own report. Final versions of the CCRs must be submitted back to the division no later than July 1, 2010, along with a Certificate of Delivery. If you have questions regarding your system's CCR please contact one of the division's compliance specialists.
 - * Systems using surface water should contact Melissa McClain at (303) 692-3540.
 - * Systems using groundwater should contact Michael Sherry at (303) 692-3325.
- ◆ The compliance assurance section has a new website for access to monitoring schedules and consumer confidence reports. The website is located at <ftp://wqcdcompliance.hosting4less.com>
 - * To access a monitoring schedule use the following information:
Login: wqcdcompliance-ms
Password: 2010ccr
 - * To access the consumer confidence reports use:
Login: wqcdcompliance-ccr
Password: 2010ccr

If you have any questions please contact Laurie Findlay at 303-692-3556.

Please visit our drinking water website at <http://www.cdphe.state.co.us/wq/drinkingwater/index.html> for links to the FTP site and other useful information.

Ask Aqua Man

Dear Aqua Man,

I am a new restaurant owner. Am I subject to drinking water requirements?

Sincerely, Ivanna B. Goode

Dear Ms. B. Goode,

Great question! If you receive your water from a water supplier (such as a municipality) then your water supplier is responsible for ensuring the delivery of safe water to your restaurant. If the restaurant receives water from its own water source (for example a well or spring for which you have water rights), you may be subject to State drinking water requirements designed to protect you, your business and your customers. Use the following steps to come up-to-speed with the requirements that apply to you:

Step 1: Contact the department compliance assurance section to determine whether your business is classified as a public water system. By definition, a public water system regularly serves an average of at least 25 individuals daily at least 60 days of the year. The compliance assurance section can help you make this determination. Contact Erica Kannely at (303) 6920-3543.

- If you are classified as a public water system, continue to Step 2.
- If you are not classified as a public water system you are not regulated by the State of Colorado. However, you should contact your local health department to determine if any local requirements apply to your business.

Step 2: As the owner of a public water system, you are responsible for retaining a certified water system operator, or becoming a certified water system operator yourself. The responsibilities of a water system operator include treating water to meeting standards that protective of human health; conducting or overseeing water sampling and monitoring; maintaining system records; and submitting required reports. The department operator certification program can help you through the process of retaining or becoming an operator.

Contact Betsy Beaver at (303) 692-3503.



Step 3: As the owner of a public water system, you must fulfill requirements related to the *design* of your treatment system. The department engineering section can help you identify and comply with the requirements that apply to you. A list of regional district engineers is available for download at: http://www.cdphe.state.co.us/wq/engineering/pdf/County_List.pdf.

When operating a restaurant involves managing a public water system, ensuring the delivery of safe drinking water to the restaurant staff and patrons can seem like a daunting task. The department is eager to support Colorado restaurants by offering one-on-one technical assistance and training to meet your needs. If you have questions on drinking water requirements, please call our coaching workgroup at (303) 692-3607.

Sincerely, Aqua Man

Dear Aqua Man,

I was told that my monthly operating report and other lab results are required to be submitted to the Water Quality Control Division's e-mail box cdphe.drinkingwater@state.co.us. Is this true or can I submit them through snail mail as I have always done in the past?

Sincerely, Living in the Past

Dear Living in the Past,

The department does **NOT** require your reports be submitted through the drinking water email box. We accept your reports through fax, snail mail, hand delivery or through our e-mail box. By sending your report via e-mail, you receive an automatic e-mail confirmation. But again, e-mailing reports is not required.

Sincerely, Aqua Man

If you have any questions for Aqua Man, please send them to comments.wqcd@state.co.us. Enter "Safe Drinking Water Newsletter" as the subject.

Visit Us on the Web

- Follow us on Twitter!
http://twitter.com/CO_SafeWater.
- Subscribe to the program's RSS feed
http://twitter.com/statuses/user_timeline/35859511.rss.
- The Drinking Water Program's home page Web address is
www.cdphe.state.co.us/wq/drinkingwater/index.html.
- For training opportunities, please visit the division's website at
www.cdphe.state.co.us/wq/drinkingwater/trainingevents.html.
- To access Aqua Talk online, go to
www.cdphe.state.co.us/wq/drinkingwater/QuickLinks.html.
- To access the district engineer county listing, go to
www.cdphe.state.co.us/wq/engineering/pdf/County_List.pdf.
- To access the contact list for drinking water rules, go to
www.cdphe.state.co.us/wq/drinkingwater/pdf/CAS_Contact_List.pdf.



Aqua Talk Newsletter Information

The following people contribute to the production of each issue of Aqua Talk:

Ron Falco, Sharon Williams, Gloria Duran, Louanna Cruz, Lori Billeisen, Bret Icenogle and Mike Bacon.

We welcome any comments, questions, story ideas, articles and photographs submitted for publication. Please address correspondence to Gloria Duran, Aqua Talk Newsletter, Water Quality Control Division, 4300 Cherry Creek Dr. S., B2, Denver, CO 80246-1530 or e-mail comments.wqcd@state.co.us. Enter "Safe Drinking Water Newsletter" as the subject. Past issues are available by contacting the editor or visiting the website at <http://www.cdphe.state.co.us/wq/drinkingwater/QuickLinks.html>.

SPRING RUNOFF HAS BEGUN!

*If you have a maximum turbidity exceedance
(an acute or a potentially acute situation),
then...*

Call Serenity Valdez

Surface Water Rule Manager

303-692-3519

or call the

24-hr Incident Report Line

1-877-518-5608

Do not just leave messages.

Make sure to speak to a live person!

Public Notice Templates can be found at

**[www.cdphe.state.co.us/wq/
drinkingwater/](http://www.cdphe.state.co.us/wq/drinkingwater/)**

[PublicWaterSystemReportingForms.html](http://www.cdphe.state.co.us/wq/drinkingwater/PublicWaterSystemReportingForms.html)



Colorado Department
of Public Health
and Environment

Safe Drinking Water Program

Water Quality Control Division
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Purpose - to communicate division drinking water-related issues to stakeholders in a fun and informative format
