



AQUA TALK



Colorado Department
of Public Health
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A newsletter from the Safe Drinking Water Program of the Water Quality Control Division

Spring 2011



Water and Wastewater Facility-Operator Certification Board Disciplinary Action Policy Guidance

By Lori Billeisen-Moore

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Certified Water Professionals are crucial to clean and safe drinking water and the protection of rivers, streams, lakes and groundwater sources. Certified operators have great responsibilities and with that responsibility there must be accountability. The actions, decisions and overall supervision of the drinking water and wastewater plants and their connected distribution and collection systems, are important to ensure that public health and the environment are protected.

It is important that operators understand the scope of their responsibilities and ethical standards by which they work under. The Disciplinary Action Policy's implementation will be for the betterment of the water and wastewater operator profession and the assurance that all water and wastewater systems across the state of Colorado are appropriately supervised and best management practices are in place and followed. Disciplinary action is a deterrent to misconduct and a tool utilized in addition to Regulation 100, the Safe Drinking Water Act and the Clean Water Act. An operator acting ethically and responsibly while operating each facility in a manner that complies with applicable regulatory requirements and ensuring that all needed supervision and procedures are in place and practiced each and every time they are on duty as a certified water professional will not find themselves facing disciplinary action.

In an effort to better ensure certified water professionals are meeting their professional responsibilities and exhibiting ethical behavior associated with the supervision of the drinking water and wastewater systems in the state of Colorado, the Water Quality Control Division and Water and Wastewater Facility Operator Certification Board are in the process of implementing a Disciplinary Action Policy.

The Water and Wastewater Facility Operator Certification Board (the "Board") is authorized to take disciplinary action against a certified operator as provided under the statute and under multiple sections of Regulation 100. This authority provides the Board with the discretion to suspend or revoke an operator's certification or, in cases where the operator's actions are deemed not so egregious in nature to warrant suspension or revocation, to issue a letter of reprimand.

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Message from the Safe Drinking Water Program Manager

No New State Drinking Water Regulations in 2011

by Ron Falco

The Safe Drinking Water Program is not proposing any new regulations in 2011, but we still will be plenty busy. However, if we need to make modifications to the regulations for primacy purposes to address changes made at the federal level, then we will do so. The same would be true if policy work combined with stakeholder input makes a change advantageous for implementation purposes.

For 2011 and into early 2012 some of our key activities along the lines of regulatory implementation will be:

- ◆ Transition from early implementation to compliance phases for the Long-Term2 Enhanced Surface Water Treatment Rule (LT2) and Stage 2 Disinfectants/Disinfection By-Products Rule (Stage 2)
- ◆ Continued implementation of the Groundwater Rule including the changes to groundwater disinfection requirements made in August 2010; and;
- ◆ Policy, guidance and training efforts to support recent regulatory changes.

So far, our collective efforts regarding LT2 and Stage 2 have been very impressive. The source water monitoring and bin classification work associated with LT2 is all but complete. Thanks to your efforts and those of our early implementation team, primarily Armando Herald and Julie Conroy, all 283 (100 percent) of the systems required to complete the source water monitoring have done so. The good news is that only four systems have source waters that put them in a higher bin classification than bin 1. So the vast majority of systems will not need to install additional treatment. Similarly for Stage 2, 790 of the 796 (99 percent) of systems required to complete Initial Distribution System

Evaluations have done so, and are now positioned to begin the transition to the compliance phase. This success yields benefits not only for regulatory compliance rates, but it also means that the public is better protected from acute and chronic risks associated with drinking water. We believe that our



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

partnership through the early implementation activities has been very effective, and constitutes a model for going forward with implementing new requirements in general. Specifically, we provided considerable compliance assistance via phone consultations, data evaluations and training sessions held around the state to help water systems understand and comply with the requirements.

We are taking a similar approach to implementing the groundwater disinfection requirement changes adopted by the Water Quality Control Commission in August 2010. We have conducted training sessions around the state for groundwater system

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No New State Drinking Water Regulations in 2011

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operators. They have been very well attended and generated great questions and discussions. The compliance dates for many of the new requirements are upcoming in 2011, so if these changes impact your public drinking water system, please pay close attention to the specific requirements that apply to your system.

As we developed and adopted many of the new regulations over the last few years including the federal Groundwater Rule, LT2, Stage 2, and the groundwater disinfection requirements, we kept the regulations as flexible as possible. Both stakeholders and the Division saw the benefits of this approach, but recognized the need for policies and guidance to help interpret and implement the regulations. In 2010 we completed Policy 4 regarding proper operations for surface water treatment plants, and intend to finish the associated guidance document in spring 2011. Our operations guidance document for systems with hand-pumped wells also will be published in spring 2011. We also will develop needed policies and guidance in 2011 to support the groundwater disinfection changes, and the approach used to determine whether groundwater sources are under the direct influence of surface water. I appreciate all the efforts of those of you who have helped us with this work so far, and if you haven't been a part of it yet, I encourage you to participate in our policy and guidance development process when opportunities for stakeholder input arise.

The success of our collective efforts to constantly enhance public health protection and the reliability of safe drinking water depends on our ability to work together in these challenging times.

Thank you.



Monitoring for Synthetic Organics by Melissa McClain

The year 2011 marks the beginning of a new three-year monitoring period. For those community and non-transient non-community systems serving more than 3,300 people on a three year schedule, this means you will be required to sample for synthetic organic chemicals ("SOCs") twice within the monitoring period. The Division would like to remind everyone that these two samples must be collected in the same calendar year but in different quarters. Your monitoring schedule will reflect the calendar year in which you are required to sample.

For the 2005-2007 monitoring period, approximately 40 percent of the systems required to monitor SOCs twice in this three-year period failed to collect both of their samples within the same calendar year. For the 2008-2010 monitoring period, only 5 percent of systems sampled incorrectly. This is a major accomplishment and the Division would like to thank all of those systems that complied with the SOC monitoring requirements! ♦

Facility-Operator Certification Board Disciplinary Action Policy Guidance

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The Water Quality Control Division (the “Division”) is tasked, under these same statutory and regulatory authorities, with investigating alleged instances of operator misconduct and with making recommendations to the Board regarding disciplinary action.

The Board and Division are aware that disciplinary action can have serious consequences for an operator, negatively affecting his or her standing in the work place and in the community. The Board and Division also recognize the importance of the operator acting fully in accordance with the requirements for operator conduct given that the operator is, quite literally, the last line of defense to protect public health and the environment.

Grounds for disciplinary action vary in type and severity. Grievances and reports of misconduct are carefully evaluated, investigated and documented to ensure that consideration is given to all parties involved (e.g. the person reporting the misconduct, the certified operator, and third party input). The following considerations must be evaluated by the Division when considering whether or not to recommend disciplinary action:

- ▶ The inherent gravity of the incident at issue, including the level of risk posed to the public health and/or environment by the incident;
- ▶ Factors beyond the operator’s control that may have affected her/his behavior, and the operator’s degree of control over the incident at issue; and
- ▶ The operator’s professional attitude during and after the incident, including the operator’s honesty and willingness to cooperate with the Division during its investigation.

The Disciplinary Action Policy includes a table that outlines the type of operator misconduct and the correlating action taken, whether formal reprimand, certification suspension or certification revocation. With that, the Division will provide specific definitions of what formal reprimand, suspension and revocation mean. The type of infraction, outcome and any other pertinent aspects or facts discovered during the Division’s investigation will determine the level and severity of the Division and/or Board’s action taken.

The table defines the categories of unacceptable and improper behaviors, along with Regulation 100 provisions, the specific examples of inappropriate behaviors, and the “baseline” Board disciplinary action, included with the many possible Board actions in light of aggravating or mitigating factors. At any given time, there may be other violations of operator responsibilities and ethical standards set forth in Regulation 100, not listed in the policy’s guidance table, which may merit review and/or action by the Board.

The Disciplinary Action Policy is being implemented per the Board’s direction at its April 26 meeting. Professional attitudes and ethical behavior are the cornerstone of the certified operator profession. This policy is a vital part of the Board’s efforts to ensure accountability within the profession. The Board’s and Division’s implementation of the Disciplinary Action Policy is an important and necessary step that will address instances of operator misconduct in a fair manner and make sure that water quality is protected for the communities and people who depend upon the facilities the operators oversee.

For questions about the Disciplinary Action Policy, which is posted on the Board’s web site at: www.cdph.state.co.us/op/ocb/index.html, please contact the Facility-Operator Program, Lori Billeisen-Moore at 303-692-3510. ♦



The Town of Hot Sulphur Springs Receives EPA's 2010 Drinking Water Revolving Fund Award for Sustainable Public Health Protection

by Lisa Pine

Each year the Environmental Protection Agency (EPA) hands out awards to drinking water projects that were funded through the Drinking Water State Revolving Fund (DWSRF). The 2010 DWSRF Awards for Sustainable Public Health Protection recognize the most innovative and effective DWSRF projects that further the goal of clean and safe water through exceptional planning, management and finance. We are pleased to announce the Town of Hot Sulphur Springs was selected as one of the recipients in EPA Region 8.

Failures at the 26-year old water treatment plant lead to a boil water order in 2008. The Town responded by making upgrades to meet immediate needs, but a more long-term solution was needed to ensure public health protection. The Town received \$3.3 million in ARRA funds, approximately two-thirds of which was provided as principle forgiveness, for the design and construction of a new water intake, pretreatment retrofit and new treatment system, as well as a new clear well and water storage tank.

The project is based on a total systems approach to the use of membrane filtration, which is the culmination of applying past experience in membrane operations to lay the foundation for a new, updated approach to membrane filtration treatment systems. The new approach better utilizes the capabilities of the membrane filter system with respect to raw water quality and results in improved operating efficiency, extended equipment service life and improved quality of the produced drinking water.

The new water intake area was reconfigured to create a narrower, deeper low-flow channel with a boulder-vane step upstream to focus river flows into a deep hole immediately upgradient from the water intake. The Town worked closely with the US Army Corps of Engineers and Colorado Division of Wildlife with funding by Great Outdoors Colorado to reshape the river intake area to blend with fishery and riparian improvements in Pioneer Park. In fact, the boulder cross vane that improves intake water quality extends up through the riparian zone to offer safe angler access from adjoining camping areas with minimal impact to wetlands. The project actually results in a net increase in wetlands.

Without ARRA funds, the Town would not have been able to afford these innovative upgrades to their existing treatment plant that will result in more optimum operating efficiency as well as improved drinking water quality for the residents of Hot Sulphur Springs. ♦



Requirements for Groundwater Systems with Hand-pumped Wells

by Julie Conroy

On November 30, 2010 revisions to the Colorado Primary Drinking Water Regulations became effective, among other requirements for groundwater systems, the revisions specify requirements for systems operating hand-pumped wells. Public water systems operating hand-pumped wells that are not continuously disinfected must comply with the following requirements:

- Operate according to department guidance* or department approved alternative guidance.
- For seasonal wells: Disinfect hand-pumped wells no earlier than 30 days prior to opening for the season.
- For year-round wells: Disinfect hand-pumped wells at least once per year during the busiest month of operation.
- Monitor for total coliform at least once a month.
- Take a hand-pumped well out of service when total coliform is confirmed present or whenever *E. coli* is present. The system must eliminate the contamination and disinfect the hand-pumped well before the well can be put back into service.
- Continuously post public notice within sight of the well whenever the hand-pumped well is available for public use. 💧

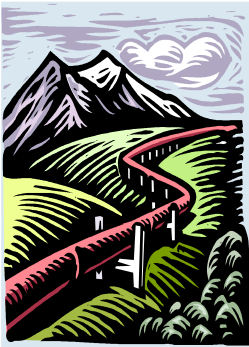
*'Monitoring and Operational Guidance Handbook for Colorado Public Drinking Water Systems Utilizing Hand-Pumped Wells Which Do Not Provide Continuous Disinfection'



Coming Soon to Monitoring Schedules – Water Quality Parameters

By Melissa McClain

In the near future, those systems that have been assigned water quality parameter ranges (i.e. pH and alkalinity) will soon see those compliance requirements on the monitoring schedule. Sampling frequency will appear under the Non-Distribution System Monitoring section and the values for those ranges will be listed under the Treatment Specific Requirements and Levels section. Please be sure to contact a compliance specialist if you have any questions about how these requirements are displayed on your schedule. 💧



Coming Down the Pipe...

News Alerts for the Drinking Water Community

New Groundwater Disinfection Rules

By Julie Conroy

The Water Quality Control Commission has amended the Colorado Primary Drinking Water Regulations (CPDWR) to establish new disinfection requirements for all public water systems that use groundwater. These amendments became effective November 30, 2010. In preparing these amendments, the Division held multiple stakeholder meetings to solicit input from the public. We believe the comments helped make these amendments both less burdensome and more protective of public health.

During the months leading up to the effective date of the new requirements, the Division spent countless hours preparing public water systems for the upcoming changes. As part of our outreach and assistance, all 1,600 groundwater systems in Colorado were individually notified by letter of their requirements. Naturally, this generated hundreds of emails and phone calls requesting guidance and clarification. The Division still is available to ensure that all public water systems are prepared and able to comply with the newest additions to the CPDWR.

Regular followers of Aqua Talk, the monthly Compliance Assurance Reminder Emails (CARE), or the Safe Drinking Water Program's Twitter feed have seen updates and guidance on the new requirements. In addition, several hundred drinking water professionals took advantage of free training conducted throughout the state. For those who were unable to attend these Groundwater Rule training sessions in 2010, the Division plans a second series of training sessions in spring 2011.

Here is a quick summary of the Groundwater disinfection requirements:

All groundwater systems must continuously chemically disinfect all sources, with the exception of hand-pumped wells or groundwater systems operating pursuant to a disinfection waiver, in which cases other requirements apply.

Distribution System Requirements (currently effective)

- ◆ Maintain a detectable residual disinfectant in the distribution system. This must be measured at the same time and place as total coliforms are sampled.
- ◆ Detectable is considered at or above the detection limit of the method.
- ◆ If a public water system fails to have a detectable residual disinfectant in more than 5 percent of samples per monitoring period, for two consecutive monitoring periods, a treatment technique violation occurs and will require tier two public notification.

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Drawing by
Tiffany Jackson,
Water Quality
Control Division

Coaches Corner

by Mike Bacon

Hi, Coach Mike here! It is that time of year again where we all like to start fresh and new! Spring is here!! This year, let's start fresh on the basic game plan of testing coliform. Yes, it is simple, yet, there are so many violations in this arena, that we need to look at ways to reduce the number of positive results, which ironically in this case, positive is not good. All operators are required to test for coliform no matter what type of public water system they operate. If you have a positive result from a

routine sample, you will have repeat samples to collect. If the repeats come back positive, it will be costly, could raise questions to the effectiveness of your operations and could make the news if you are required to have a boil order. The goal this year is not to have a positive result.

Here is the basic game plan. It is called a monitoring plan. This past year, the Capacity Building Unit coaches and interns assisted systems in developing their monitoring plan. Part of a monitoring plan contains the Total Coliform Plan. In this section, routine sites, upstream, and downstream sites are documented, along with a map of the system showing the location of these sites. These sites need to be "*representative*" of your distribution system. Routine sites should not include the well house or the last tap of your system. Routine sites should be "*rotated*" in the sample period noted on your sampling schedule. How many routines should you have? However many it takes to achieve "*representation*" of your system. I suggest breaking your system into quadrants /areas and take a routine sample in each one of these quadrants. Below are more coaching ideas:

- ▶ Run cold water at least four to five minutes before collecting a sample
- ▶ Do not collect samples from goose neck or swivel faucets
- ▶ Do not collect samples from outside spigots/ hydrants
- ▶ Collect samples from businesses or residents

- ▶ Collect your sample within the first part of the week, month, or quarter of your schedule
- ▶ Achieve a representative chlorine residual. Otherwise, make chlorine adjustments, and reschedule your sample
- ▶ Pre-label the bottle prior to sampling
- ▶ Record your chlorine residual on the bottle and on the chain of custody
- ▶ Get the sample to the lab as soon as possible. Keep it chilled
- ▶ If you question the lab results, change labs
- ▶ Fill the bottle slowly to the 100 milliliter mark
- ▶ Train operators in the proper technique for collecting samples. Remember, it is a sterile bottle!

Coaching suggestions in achieving a representative chlorine residual:

- ▶ Collect a "representative" sample by allowing the water to run at least four to five minutes before testing
- ▶ Test chlorine residuals at least once or twice a week to assure that your residual provides adequate disinfection to your system (suggest .20-.50 milligrams per liter)
- ▶ Your sample vial or tube should be clean (acid washed)
- ▶ Have the correct milliliter reagent packet for your sample vial (i.e.: 10 milliliter packet for ten milliliter sample)
- ▶ Check the expiration date on your reagent
- ▶ If you have a battery operated tester, make sure your batteries are fresh and the contacts are clean
- ▶ Use the required testing packet or reagent (Free or Total) for your system
- ▶ Make sure that your chlorine equipment is functioning properly
- ▶ Have a repair kit and tubing on hand for any metering pumps

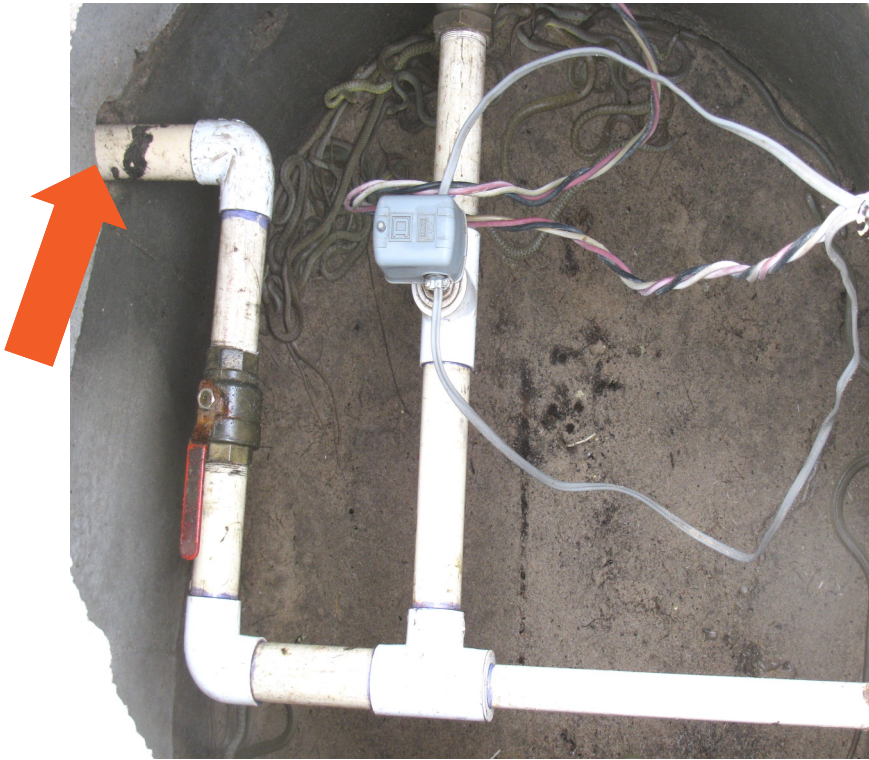
Now, that we have gone over the basics and the game plan for this year, let's go out there and achieve some negative results!!



What Do You See?

by Mike Bacon

How would you like to work in this pit?



Look closely at these photos. What preventative measures can be instituted? If you see something we missed, let us know? Send the issues you identify to comments.wgcd@state.co.us. Enter "Safe Drinking Water Newsletter" as the subject.



Steel wool and fiberglass insulation placed around openings and cracks will act as a deterrent to rodents and reptiles entering.

Taking On-line Certification Exams: A How To

by Lori Billeisen-Moore

Online testing now is available for water and wastewater operator certification. There are some excellent advantages to taking certification exams online. However, there are a few important changes to the process when registering for computerized exams.

First, register for exams by way of the standard paper exam process by submitting an application by the non-negotiable deadlines of **December 1 and June 1** for all levels of the treatment exams, the small water and small wastewater exams, and the "Transient Non-Community" exam, and **August 15 and February 15** for the wastewater collection and water distribution exams and again, the small water and small wastewater system exams.

Choose a location and date from that specific cycle's testing schedule. Appropriate levels of education and experience are required for the certification exam level for which you are applying.

Once notified of approval to take the exam via the standard verification letter explaining next steps and expectations when presenting for the test, choose to take the online exam. Call the Operator Certification Program Office to set up a time to take the exam at the OCPO office. Exams are offered Tuesday, Wednesday and Thursday and may be taken during a morning or afternoon block testing time. The examination room is comfortable and set up for about eight test takers total at any given time. The exams are still multiple choice and testers may go at their own a pace. Questions may be skipped or 'marked' allowing testers to further review and consider answers prior to providing a final answer.



There is an additional cost of \$35 dollars above the standard \$60 application fee (and the \$55 fee that is paid upon passing the exam and needed in order to finalize the certification process), however the additional cost comes with the advantages that were outlined in the Winter 2011 issue of Aqua Talk "Facility-Operator's Corner." To reiterate, advantages of computerize testing include immediately knowing scores, pass/fail status, same day certification finalization by way of paying the \$55 fee, notarization by way of OCPO staff verification, and being able to concentrate on the questions one at a time as that is how they are displayed on the screen.

Taking online exams is an excellent option for obtaining certification; because it is new and still technically in the inception phase, it is only available at the Operator Certification Program Office. Depending on growing demand, available resources, staff for proctoring and administrative processes, and space, online testing may at some point in the future become available to other parts of the state. Until then, please consider taking the online exam if able to commit the time and effort.

Please submit further questions about online testing to the Operator Certification Program Office (OCPO) at 303-394-8994. All applications and fees must be submitted to the OCPO office at 2170 South Park Road, Suite # 290, Denver, Colorado, 80231.

If you have any other questions regarding operator duties, supervising systems, Regulation 100 or any other certification concerns, please call Lori Billeisen-Moore of the Water Quality Control Division's Facility-Operator Program at 303-692-3510. ♦

Facility Operator Program News



Certified Water Professional Duties – IMPORTANT!

As certified water professionals, at any level of certification, you are responsible at the very minimum for ensuring that each water and wastewater facility in Colorado is under certified operator supervision, acting professionally and ethically, complying with applicable regulatory requirements, and taking actions in a manner that protects public health and the environment. So with that in mind, if supervision is no more than taking and mailing samples to the lab for monitoring, then simply put, you are not doing your job as a certified water professional. Supervising a system where appropriate, includes maintaining and keeping accurate logs and records, ensuring your system has a monitoring plan, sampling at representative points throughout the distribution system, ensuring proper chemical dosing, implementing and developing thorough and accurate standard operating procedures (SOPs) and operating and maintenance manuals (O&Ms), overseeing and complying with state laws and regulations, reporting as appropriate to facility owners and the Department, and following proper safety procedures, just to name some of a certified water professional's duties that may ensure proper and thorough supervision (Regulation 100, 100.16 – 100.16.2, page 21). Safe drinking water and healthy rivers, lakes and reservoirs are your responsibility; the public, aware or not, is dependent on you to provide your expertise, training, and knowledge for their protection and it is with this consideration that you must take your role in your community very seriously. To reiterate the bottom line, if you are doing the bare minimum for the system or systems that you supervise, then you are not doing right by them or your profession.

Please call if you have any questions about the responsibilities of a certified operator and system supervision; being unsure is okay at first but ambivalence is not. The Water Quality Control Division has staff that are very knowledgeable, committed, helpful and willing to assist you with technical and administrative information and support, so please ask

questions and communicate with us as often as you need. Colorado's certified water professionals are imperative to the wellness of our communities' drinking water and the environment, and we greatly appreciate the work that you do when done well!

Exam Information

The next cycle of treatment and small system certification exams will be in the summer of 2011 at several locations across the state. Dates, locations and application materials will be available on the OCPO website at www.ocpoweb.com on or around April 10. **The deadline for applying for these exams is June 1. Late applications will not be accepted!** The next cycle of distribution, collection, and small system certification exams will be in the fall of 2011 at several locations across the state. Dates, locations and application materials should be available on the OCPO website (see above) on or around June 10. **The deadline for applying for these exams will be August 15. And again, late applications will not be accepted!** Note: If you already have an examination and need to change the date, contact Teresa at OCPO at 303-394-8994.

WWFOCB news

The WWFOCB has made electronic testing available at the OCPO office. You must apply for exams by the ordinary deadlines, but then will be able to make an individual appointment to take the exam. Online testing is available for all levels. Advantages include *instantly* knowing your score, you may complete your Affidavit of Legal presence and purchase your certificate on site, and you have the flexibility in arranging a test time to fit your schedule. You **MUST** be approved for standard paper-and-pencil exam to enroll and you **MUST** enroll at least two weeks prior to the exam date you want. Additional cost for online testing is \$35. Details may be obtained from the regular Spring letter from the OCPO office and on the OCPO and WWFOCB websites. Go to the Operator Certification Program Office website at www.ocpoweb.com, click on the "Operators" tab, choose "Certification", then choose "Pre-Approved Enrollment." Read the information and follow instructions to enroll! (See article page age 10 this issue.)

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Ask Aqua Man



Dear Aqua Man,

Am I required to notify water users of lead and copper sample results from their home or building?

Thanks,

P.B. Cooper

Dear Mr. Cooper,

Yes! You must provide your customers with a "Consumer Notice of Result" from their lead and copper testing pursuant to the following guidelines:

Reporting requirement: All water systems must provide a notice of the individual tap results from lead tap water monitoring carried out under the requirements of section 8.2 (Monitoring Requirements for Lead and Copper in Tap Water) to the people served by the water system at the specific sample site from which the sample was taken (e.g., the occupants of the residence where the tap was tested).

Timing of notification: A water system must provide the consumer notice as soon as practical, but no later than 30 days after the system learns of the tap monitoring results. No later than three months following the end of the monitoring period, the system must mail a sample copy of the consumer notification of tap results

to the Division along with a certification that the notification has been distributed.

Content: The consumer notice must include the results of the lead tap water monitoring for the tap that was tested, an explanation of the health effects of lead, list steps consumers can take to reduce exposure to lead in drinking water and contact information for the water utility. The notice also must provide the maximum contaminant level goal and action level for lead and definitions for these two terms.

Delivery: The consumer notice must be provided to people served at the tap that was tested, either by mail or by another method approved by the Department.



Note: In the last issue of Aqua Talk, we discussed sampling requirements and the Standard Monitoring Framework. The lead and copper rule is the only rule that does not follow the Standard Monitoring Framework for those systems on a three year monitoring cycle. Sampling for lead and copper must be conducted at least every three years. For example, if you sampled in 2008, you must sample again no later than 2011. Please contact a compliance specialist for more information.

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.

New Groundwater Disinfection Rules

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Entry Point Requirements (effective July 1, 2011)

- ◆ Measure the entry point residual disinfectant at least once in every week that water is served from the groundwater source.
- ◆ Maintain at least 0.2 mg/L residual disinfectant at the entry point to the distribution system.
- ◆ If the entry point residual disinfectant falls below 0.2 mg/L, the system must sample the entry point residual disinfectant every 24 hours from the time of discovery until the residual has been restored.
- ◆ If the entry point residual disinfectant is not restored to at least 0.2 mg/L within 72 hours of discovery, a treatment technique violation occurs. The Division must be notified as soon as possible but no later than the next business day.

- ◆ When a treatment technique violation occurs the system must provide Tier 2 public notification, document the situation including the steps taken to correct the failure and steps taken to prevent future failures.

Systems that operate approved ultraviolet disinfection without chemical disinfection must install chemical disinfection and comply with the previously stated requirements no later than July 1, 2012.

Additional guidance on the above requirements and information for waiver systems is available on the Safe Drinking Water Program Website at <http://www.cdphe.state.co.us/wq/drinkingwater/RegulatoryGuidance.html>. ◆

National Pharmaceutical Take-Back Day

The Drug Enforcement Administration is sponsoring a second National Pharmaceutical Take-Back Day to be held on April 30, 2011. This event provides an opportunity for the public to surrender expired, unwanted or unused pharmaceutical controlled substances and other medications to law enforcement officers for destruction. Visit www.dea.gov for more information and a frequently updated list of participating agencies.



Facility Operator Program News

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The next two Board meetings are scheduled for March 29 and May 5 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. Please consider this a valuable opportunity to bring your ideas, concerns or questions about water and wastewater certification, testing, careers, management or any other relevant topic to the people who can help affect change. 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 and established dates for the meetings can be found at: <http://www.cdphe.state.co.us/op/ocb/Meetings/Meetings.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: THEY ARE YOUR RESPONSIBILITY TO MAINTAIN; 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) in order to request a bridge letter. Remember, certificates expired for more than two years are automatically revoked!

ORC 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. Either snail mail or e-mail notifications are acceptable. 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 <http://www.cdphe.state.co.us/op/ocb/opassist/orc/ORCreportForm.pdf>.

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. **The application MUST be received by CDPHE within six months of issue date on 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-Moore at the WQCD at 303-692-3510. ♠

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/techhom.html
- To access the contact list for drinking water rules, go to
www.cdphe.state.co.us/wq/drinkingwater/RegulatoryGuidance.html



Aqua Talk Newsletter Information



The following people contribute to the production of each issue of Aqua Talk: Ron Falco, Sharon Williams, Julie Conroy, Gloria Duran, Jacki Main, Louanna Cruz, Lori Billeisen-Moore, Lisa Pine, Melissa McClain and Mike Bacon.

We welcome any comments, questions, story ideas, articles and photographs submitted for publication. Please address correspondence to Jacki Main, 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>.



Colorado Department
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Safe Drinking Water Program
Water Quality Control Division
4300 Cherry Creek Drive South
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