Colorado Safe Drinking Water Program

Aqua Talk

Colorado Department of Public Health and Environment

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

Regulatory Changes Impact Operators and System Owners

by Jackie Whelan and Lori Moore, Facility Operator

Question: *Who* is responsible for compliance with Regulation 100?

Answer: Owners and their certified operators.

For over 40 years Colorado Revised Statutes have required owners of drinking water systems to ensure their water and wastewater treatment facilities are under the supervision of a properly certified operator. In 2000, HB 00-1431 expanded the requirements to include water distribution systems and wastewater collection systems.

Section 100.21 of *Regulation 100 Water and Wastewater Facility Operators certification Requirements* outlines the specific requirements of facility owners.

First and foremost, the owner must ensure the facility always operates under the direct supervision of an operator in responsible change (ORC) certified at a level equal to or higher than the classification of the facility. In other words, if you have a Class B water plant only a Class B or Class A water operator can be the operator in responsible charge. A Class C or D operator may work at your facility, but cannot be the operator in responsible charge. Similarly, if your distribution system is a Class 2 only Class 2, 3, or 4 operators may be the operator in responsible charge.

Of equal importance is the owner's responsibility to ensure only an operator certified equal to or higher than your facility classification makes all process control and system integrity decisions about water quality or quantity. For example, in a Class B plant, ONLY Class A or Class B operators may make process control and system integrity decisions! When the plant is operating, the owner must have a designated certified operator equal to or higher than your plant classification available for each operating shift. "Available" in this instance means the person is on-site or able to be contacted to make timely process decisions and to initiate necessary actions.

Some duties can be delegated to non-certified individuals if those activities are included in a written operating plan. Non-certified individuals are those that either have no certification or who are not certified equal to or higher than the facility classification. But all decisions about process control or

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Message from the Safe Drinking Water Program Manager

Boil/Bottled Water Order Frequently Asked Questions

by Ron Falco, Safe Drinking Water Program Manager

One of the activities undertaken in the Safe Drinking Water Program that I get a fair number of questions about is boiled or bottled water orders. Actually, the regulations require public drinking water systems to issue a Tier 1 public notice to their customers in accordance with Article 9 of the Colorado Primary Drinking Water Regulations, but colloquially these have been referred to as boil/bottle water orders for many years, so I will use that same language, even though it is imprecise.

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

Q: How many boil/bottle orders do we issue a month on average?

A: We track quite a bit of data regarding acute health risk events at public drinking water systems. Dealing with these events is the program's highest priority, and we have a small team of talented, experienced professional engineers and scientists who work these events. Since the salmonella outbreak struck Alamosa in March 2008 this "Acute Team" has convened about 170 times and issued about 115 boil or bottled water orders helping approximately 125,000 people reduce their risk from waterborne disease. This equates to roughly three boiled or bottled water orders per month.

Q: What causes these boil/bottle water orders?

A: Each situation is unique, however, the top three most common problems causing these events since 2008 are:

1. Drinking water distribution piping problems including cross-connections to non-potable water and loss of water pressure due to line breaks and breaches that can cause contamination and sickness.
2. Drinking water samples that show contamination with total coliform or E. coli bacteria that can make people sick.
3. Drinking water treatment process failures associated with filtration or disinfection that can lead to pathogens like *giardia* or viruses in the water people drinking causing illness.

In general, it can be stated that aging drinking water infrastructure and Colorado's climate and geography contribute to the frequency of these events.

Q: Where do the requirements come from?

A: Initial safe drinking water requirements promulgated by the Board of Health in 1955 have been updated and modernized into today's Colorado Primary Drinking Water Regulations that also fully encompass the federal Safe Drinking Water Act. However, there usually is not a specific violation associated with these acute risk events, such as a water main break. Quick action to protect public health is taken using the division's relatively broad authority in the regulations. We believe this to be in conformance with public expectations to be quickly notified when their family's health may be at risk from drinking water.

Q: Does the Health Department fine the operators?

A: Typically, the professionals involved with operating public drinking water systems work cooperatively with us, and enforcement/penalties are not warranted. However, in accord with public expectations, the division will take strong enforcement action potentially including penalties if necessary to protect public health.

Q: How difficult is it to come back into compliance?

A: The degree of difficulty depends on what caused the problem. For situations like a water main break, the pipe needs to be repaired, properly disinfected, flushed, and sampled to verify safety before the boiled or bottled water order is lifted. This may take a couple of days. For more complex situations like treatment

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Exciting Changes in the Water Quality Control Division's Engineering Section!

by Jennifer Miller, Engineering Section Manager

Effective Oct 1 the engineering section underwent significant changes that will help us to make improvements in the quality, consistency and timeliness of the work products and services we provide. The changes address 'who' and 'how' we do work and include an emphasis on improving the way we work and interact with the regulated and engineering communities in Colorado. In addition to posting a notification on the Engineering Section's web page, formal announcement of the changes was made via email to the Colorado Wastewater Utility Council (CWWUC), Colorado Water Utility Council (CWUC), Colorado Rural Water Association (CRWA), American Council of Engineering Companies (ACEC) of Colorado, Rocky Mountain Water Environment Association (RMWEA), Rocky Mountain Section American Water Works Association (RMSAWWA) and local health department contacts. The notification memo can be accessed at this link.

In summary, the changes include the following:

Starting on Oct 1, the work assigned and performed in the engineering section changed from a geographically -based approach to that of functional focus and specialization. All services are now categorized as either engineering review work or field-based engineering work.

Engineering Review Work: All site location application, wastewater and drinking water design review and other engineering review work (SRF/ STAG reviews for PERs, change orders, etc. as well as engineering-design related submittals and submittals related to enforcement orders and permit compliance schedules) are now performed in a single unit (engineering review unit that is managed by Bret Icenogle. Although the engineering review unit is based in Denver, three engineers are physically located in the section's remote offices are part of this Unit.

Field-Based Engineering Work: All compliance inspections, spill response and follow-up, drinking water acute engineering support and follow-up, sampling, and field-based engineering work (site visits, etc.) are now done in the three field engineering units and the two groundwater-focused sanitary survey workgroups based in Denver. Heather Drissel continues to be the unit manager (UM) for the southern field engineering init in Pueblo and Tom Schaffer continues to be the UM for the western field engineering unit in Grand Junction. Our UM position for the Denver field engineering unit is currently vacant and will hopefully be filled very soon. Cathy Heald continues to be the supervisor for the non-community groundwater-focused sanitary survey workgroup and John Payne, the section's inspection coordinator, is also the supervisor of the groundwater and sanitary survey follow-up workgroup.

To enable us to provide more timely and consistent engineering information and customer support, we have moved away from the traditional district engineer (DE) model to account for the new work approach; there are now two specialized contacts for each county - an engineering review contact and a field engineering contact.

An updated contact list for the engineering section and an interactive county contact map are available at the engineering section's web page.

We believe we are taking some very positive steps in making our group more effective overall and we appreciate your support in these efforts!

Bottled Water FAQs

(Continued from page 2)

failure it can be considerably more difficult and time consuming to fix the problem, and assure the public their drinking water is safe.

Q: Does the Health Department help facilities come back into compliance?

A: Impacted water systems can get assistance from our technical and compliance experts 24 hours a day, seven days a week. Once the problems are corrected at the water system, we will lift the boiled or bottled water order right away. For example, when a contractor cut a large water main in west Denver just before Memorial Day weekend in 2010 about 20,000 people were notified to drink bottled or boiled water. We worked very closely with Denver Water during that event and lifted the order prior to the holiday.

Q: Does the Health Department educate facilities on what they are required to do to comply?

A: The division offers extensive training to public drinking water systems regarding compliance, treatment, water distribution and storage using primarily federal funding. For example, we have worked with a growing number of large public drinking water systems to develop standard operating procedures for addressing water main breaks. However, our training services are being be curtailed as a result of federal funding cuts.

We stand proud of our efforts to protect public health by assuring safe drinking water in Colorado.

Thank you.

System Owners and Operators

(Continued from page 1)

facility integrity decisions are reserved for the operator in responsible charge or another operator certified at or above the classification of the facility.

When hiring your ORC, whether an employee or an independent contractor, make sure the contract gives the person supervisory responsibility and authority with respect to the operation of the water or wastewater facility and for the activities and functions of other facility operators. If your contract does not give the operator all duties outlined in section 100.17 with the necessary authority to carry out those responsibilities, it does not meet the requirements of Regulation 100.

Please contact Jackie Whelan at 303-692-3617 if you have any questions or concerns. ♦

2012 Annual Monitoring Schedule Reminder

Drinking Water Compliance Assurance
2012 Drinking Water Monitoring Schedules
This is a reminder that WQCD is no longer mailing hard copies of
Annual Monitoring Schedules.
Beginning January 1, 2012, you may download your 2012 Annual Monitoring Schedule online at:
http://wqcdcompliance.com/schedules
ou will need your PWSID#
If you have any problems accessing your Monitoring Schedule
or if you don't have computer access, please call 303-692-3541.

EPA Energy Management Pilot Project

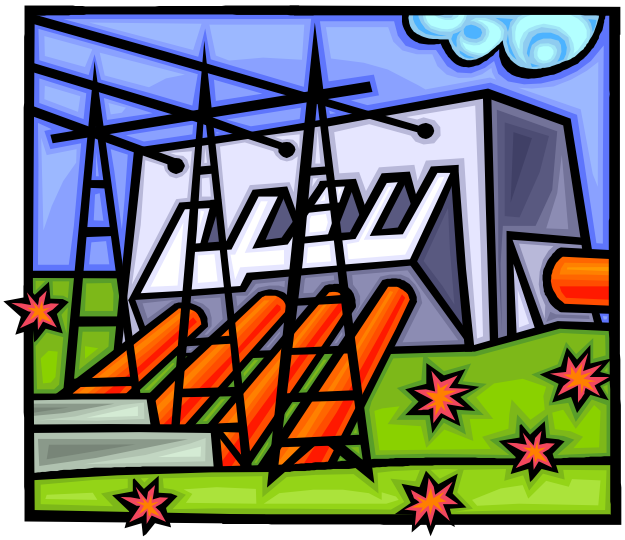
by Lisa Pine, Grants and Loans Unit

Last summer EPA Region 8 initiated an Energy Management Pilot project to help water and wastewater utilities establish and implement energy management plans. The goal of the pilot project was to help municipalities reduce utility energy costs at water and wastewater treatment plants. It is estimated the 30 to 40 percent of municipal energy use and associated operating budgets are spent conveying, treating and distributing water and wastewater services. Thus rising energy costs represent a major challenge for water and wastewater utilities that also are facing the challenges of increasing demands due to population growth, more stringent regulations, and aging infrastructure. Increasing energy efficiency is one of the most effective ways to reduce costs and improve environmental performance.

To encourage participation in this pilot, Elaine Lai, sustainable water Infrastructure Coordinator EPA Region 8 shared data from an energy management pilot program in New England that identified an average of 19 percent energy savings from efficiency alone at wastewater facilities (average savings of $311,371/ year) and 23.6 percent energy savings from efficiency alone at drinking water facilities (average savings of $30,566/year).

The Water Quality Control Division (WQCD), the Governor's Energy Office, the Division of Local Government, the Rural Community Assistance Corporation, and the US Department of Agriculture, Rural Development, partnered with EPA Region 8 to assist communities by providing technical assistance as well as resources to support part of the cost associated with the energy audits. The WQCD Grants and Loans Unit was able to utilize $10,000 Planning and Design Grants to assist with energy audits.

The EPA hosted three workshops with the pilot project participants to provide instruction, technical assistance, and networking opportunities while preparing a facility energy management plan using EPA's Energy Management Guidebook. Each workshop had a specific focus taking the participant through planning, implementation, and the final workshop on feedback and continued improvement. Each participant was provided pre-workshop assignments so the focus of the workshop could be taking the next step in the process and sharing results and information.



Although the workshops are complete, the implementation of these plans has only just begun. Mike Wageck, the district manager for the Winter Park Water and Sanitation District used this pilot to evaluate both its wastewater and drinking water facilities. According to Wageck, "usage is down significantly over last year due to implementing some of the recommendations in the energy audit. Developing a management plan through the workshops has helped us prioritize current plant upgrades and the importance of considering energy use in all future plant additions and expansions. The workshops were very helpful."

Overall, this was a successful pilot and all of the participants hope there will be additional opportunities to review energy usage and improve energy efficiency in the future. ♦

New Monitoring Schedules this Year!

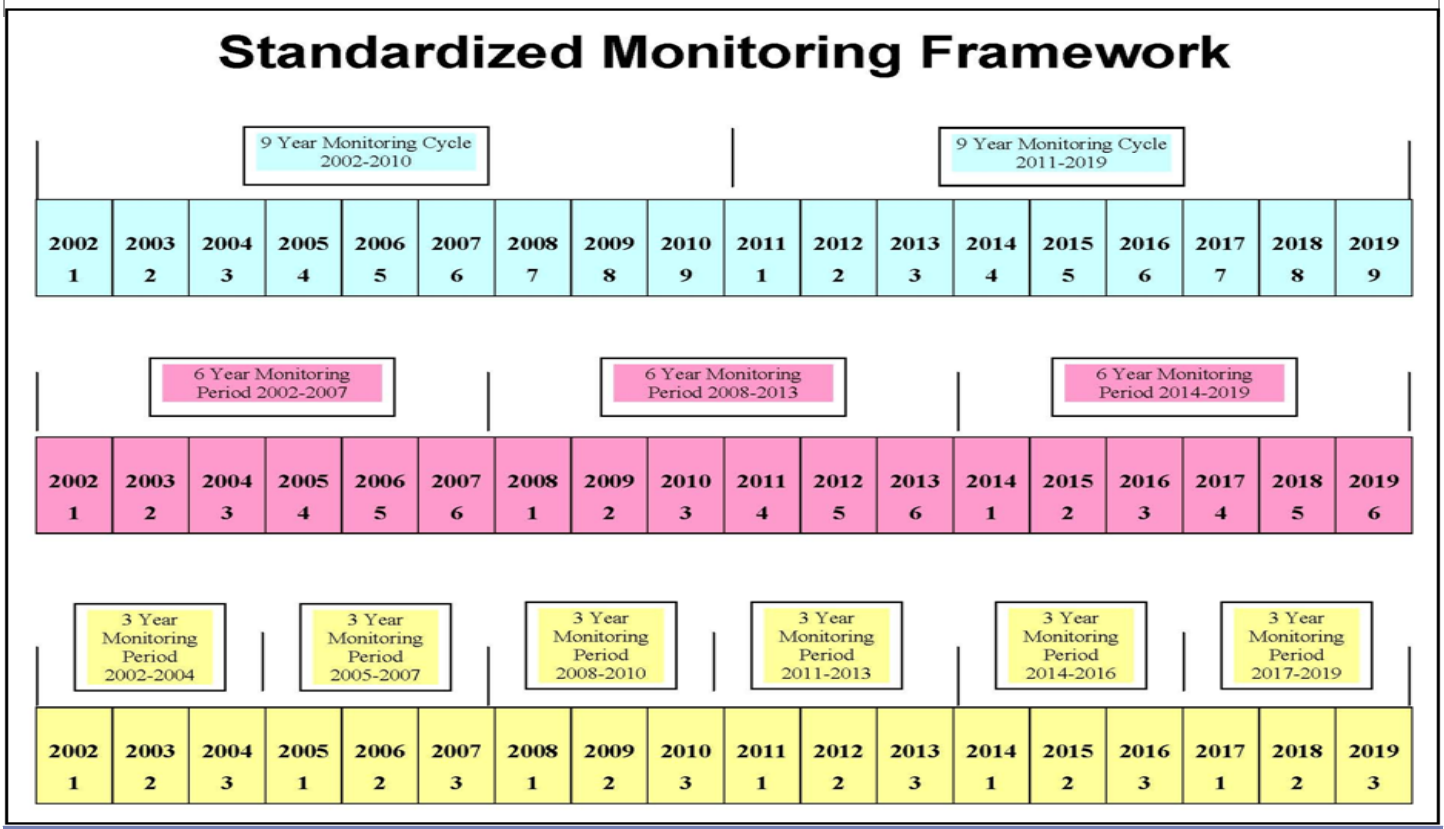
by Melissa McClain, Compliance Assurance Section

Last year you received a notice with your monitoring schedule indicating 2011 would be the last year you would receive a hard copy of your schedule. If you haven't already done so, you can now access your monitoring schedule without the hassle of passwords from our new website. The website for accessing your monitoring schedule is located at this link. Once there, click on the link for the current calendar year and you will be directed to a page with a list of schedules. The schedules are listed numerically by Public Water System ID number.

You have probably noticed your schedule has a new format this year. In the past, your schedule showed the monitoring requirements for the current calendar year. This year the schedules show all of your requirements. As the monitoring requirements are satisfied for a particular period, the schedule will indicate that the samples have been received.

Since it is the beginning of a new year, this would be a good time to review the Standard Monitoring Framework. For systems required to monitor less frequently than yearly for chemical contaminants, samples should be collected once during the specified monitoring period (e.g. 2011-2013). For systems that are required to sample for synthetic organic chemicals twice within a monitoring period, remember that each set must be collected in different quarters of the same calendar year. For systems that are on a reduced schedule for lead and copper, please note that these samples should be collected once every three years. If your last lead and copper tap samples were collected in 2009, your next samples should have been collected during the months of June – September of this year.

If you have any questions regarding the new format of the schedules or your monitoring requirements, please feel free to contact the appropriate compliance specialist.



Streamlined Non-Community Groundwater System Design Review Process

by Paul Kim and Tyson Ingels, Engineering Section

The Water Quality Control Division Engineering Section is proud to announce the pre-accepted application for construction approval of non-community groundwater systems. The application is intended to help facilitate the design submittal for non-community groundwater systems by assisting the systems with log inactivation calculations, process flow diagrams and providing pre-accepted treatment equipment.

If you are a non-community groundwater system that utilizes liquid chlorine for disinfection practices and has a maximum flow rate of 20 gallons per minute, the pre-accepted application will provide step by step instructions to submit a complete design submittal. The application covers basic information that is needed to process design submittals for a new or

modified water treatment facilities, select approved drinking water treatment equipment, and provide a design capable of meeting the minimum groundwater disinfection requirements of the *Colorado Primary Drinking Water Regulations*.

For example, the application provides a construction application form, inventory section of the monitoring plan, and vicinity maps to be submitted for all designs. In addition, the pre-accepted application provides the water systems with list of approved ANSI/NSF 61 certified components, where water systems can choose multiple combinations of treatment practices. Water system components range from flow meters, chemical feed pumps, chemical solution tanks, secondary containment and contact tanks. If the components on the application are correctly and completely filled out, the design will have the capability of providing 4-log inactivation of viruses, thus ensuring the proper treatment of groundwater.

The application also provides the water systems with multiple drinking water references and web links to educate the system owners or operators. The references range from American Water Work Association Standards and Publications, microbial log inactivation calculations spreadsheets and examples, and links to locate water rights and well information. The division strongly urges the owners and operators to review the information to understand the design process.

Please note, the application is meant to provide a means to receive a complete submittal and expedite the approval for a simple non-community groundwater system with the division design approval process, and is not meant to supersede the *State of Colorado's Design Criteria for Potable Water Systems* (Design Criteria) requirements. Therefore, if the submittal does not meet the requirements of the Design Criteria or the *Colorado Primary Drinking Water Regulations* then the division staff will notify the applicant in writing of any missing information and the application will need to be resubmitted.

For additional information concerning the pre-accepted application for non-community groundwater systems construction approval, please contact Tyson Ingels, P.E., Lead Drinking Water Engineer at 303-692-3002.

Drawing by Tiffany Jackson

Coach's Corner

by Mike Bacon, Capacity Development

LESSONS LEARNED

When we started this profession, very few of us knew anything about water treatment, rules and regulations, chemical reactions, cross connection, corrosion control, confined space, Total Coliform Rule, operating equipment, record keeping, operation and maintenance plans, budget, management and the many other components of the water industry. When I started in the water field, there were maybe 97 pages of the Drinking Water Primary Rules and Regulations. Today, there are over 350 pages. Why? Drinking Water Regulations have evolved over time to better protect public health.

- In Colorado, from 1965 -1979 there were **21** water borne disease outbreaks and 6,832 cases of illness occurred.
- From 1980 –1989, there were **49** water borne disease outbreaks and 5,461 cases of illness occurred.
- From 1990 -1999 there were **three** water borne disease outbreaks and 147 cases of illness occurred. (What year was the Safe Water Drinking Act implemented)?
- And from 2000 -2010 there were **four** water borne disease outbreaks and 1,416 cases of illness occurred.

What lessons have we learned?

It is through training and experience that we learn, and yes, sometimes we learn through mistakes. When the water quality is compromised, it affects the health and well being of the public. Is it enough to treat the best water possible? Is disinfection enough? What about the distribution system? What happens to your water after it leaves the treatment process? Is there adequate contact time in the system? Is there possible contamination in your distribution system or storage tanks?

In recent years, there have been a few water systems where the water quality was compromised and the public health was at risk. When this happens, there are consequences that can occur. Some of these consequences include; public notice, boil water advisories, enforcement orders and media coverage. In addition, there is a series of monitoring that follows. The enforcement order is lifted when the water quality and water system are considered safe.

Some of the lessons learned have included the necessity of proper disinfection, creating and following monitoring plans, cross connection control programs, operation and maintenance plans including: flushing programs, tank inspections and cleaning, and emergency response plan. The goal that we all have is to provide the public with the best water possible. What more can be done at your system in order to accomplish this goal? ♦

Coming Down the Pipe...

News Alerts for the Drinking Water Community

Stage 2 DBP Rule is Just Around the Corner

by Julie Kreyche, Compliance Assurance Section

It's finally here, the start to Stage 2 Disinfection Byproduct Rule (Rule) compliance sampling! Beginning in the second quarter of 2012 many systems will be required to comply with Stage 2 DBP sampling in place of Stage 1 sampling. By the fourth quarter of 2013 all systems required to comply with the Rule will have moved to Stage 2 sampling. The Water Quality Control Division is reaching out to systems to prepare them as their start date approaches. In summary, all systems subject to the rule must meet the following requirements:

- Systems must collect TTHM and HAA5 samples for compliance with the MCL based on a locational running annual average (LRAA) instead of a running annual average (RAA) required by the Stage 1 Disinfectants/Disinfection Byproducts Rule.
- Systems must collect all of their TTHM and HAA5 samples at the locations identified in the Stage 2 Disinfectants/Disinfection Byproducts Sampling Site Plan form. Any changes to the monitoring plan must be submitted to the division for prior approval.

Systems on annual monitoring schedules must monitor for TTHM and HAA5 during the month of highest disinfection byproduct (DBP) formation. Systems on quarterly monitoring schedules must also monitor for TTHM and HAA5 in the highest month of DBP formation and collect samples every 90 days.

Who has to comply with the Stage 2 D/DBP Rule (Stage 2)? *Community and non-transient, non-community (NTNC) systems that serve water treated with a chemical disinfectant.*

When do I have to comply with Stage 2? *Stage 2 has staggered start dates. The start date is based on the population served of the largest system within the combined distribution system of all buying and selling water systems. That means if one system meets an earlier start date, then all systems connected to that system in any way must comply by that date too.*

- *Those systems within a combined distribution system with a system serving ≥ 100,000 must begin Stage 2 monitoring on April 1, 2012.*
- *Systems serving between 50,000 - 99,999 begin on Oct 1, 2012.*
- *Systems serving < 50,000 begin on Oct 1, 2013.*

Why did my start date change? *Buying and selling relationships as well as populations have changed in the past several years. These changes have modified start dates for all systems within the combined distribution system.*

What are the major changes between Stage 1 and Stage 2? *There are several changes. The big change is that compliance is based on a locational running annual average (LRAA) instead of a system-wide average. Second, sampling is based on population and water type, instead of number of treatment plants. Third, Stage 2 requires sampling in the month with the highest DBP formation and any additional required monitoring every 90 days afterward.*

Under Stage 1 my system was on a quarterly schedule, now I have to sample every 90 days. How should I schedule my sample dates? *The division will require systems on quarterly monitoring to sample in the month with the highest DBP formation and every subsequent third month afterward. Samples must still be collected within each calendar quarter.*

Is there any change in how I submit my samples to the laboratory? *Since location is now very important, submitted samples must contain the state assigned ID **AND** a local identifier (e.g. DBP001: 101 Main St).*

How do I determine my historical peak DBP formation month? *If you were not required to submit an IDSE report which would have required a determination, review your system's historical DBP data and find the month with the highest sample result. If you're still unsure, the peak month is likely August.*

What if I can't sample at a Stage 2 DBP site? *If a site becomes unavailable (e.g. vacant site/fire), sample from the nearest available site that is representative of the previous site. After sampling, submit a Sample Site Change form to the division within 10 days.*

What Do You See?

by Paul Kim, Engineering Section

Deficiency: Design Criteria for Potable Water Systems (DCPWS) Section 1.0.6.b. The overflow of a ground-level structure should open downward, and the opening should be protected with number 24-mesh, non-corrodible screen at a location least susceptible to damage. Flap valves are an acceptable alternative.

In accordance with Part 1.0.6.b of Appendix I of the Design Criteria for DCPWS requires tank overflow outlets to be protected with 24-mesh non-corrodible screen or a flap valve. As depicted in the photograph, no screen or flapper valve was present on the tank overflow pipe outlet for the finished water storage tank. To prevent source contamination, the division recommends all tank overflow outlets be protected in accordance with the design criteria.

In addition, the overflow should be brought down to an elevation 12 to 24 inches above the ground surface and discharge over a drainage inlet structure or splash plate.

Mesh Screen Size?

by Mike Bacon, Capacity Coach

If you have had a sanitary survey lately, and have a suggestion that you should have 24-inch mesh screen on your tank overflow, water vault piping, or vents, this is for you. The main reason for the screen is to keep "critters" out of the public water supply. I am talking "critters" such as rodents, snakes, birds, mice, wasps and larger bugs. The reason you do not want these items in your water storage is simple. It is contamination to your public water supply. Even though you did a great job on the treatment end, the great water quality that you send to your storage tanks, or distribution lines can be a public threat if you allow contamination to occur.

What kind of mesh screen? Why 24-inch mesh? Can I get it at a local hardware store? Will door screen work just as good? Will the mesh screen restrict flow on my overflow, or it will blow off? These are typical questions that are asked about 24-mesh screen. The important thing to remember about 24-inch mesh screen is that it should be stainless steel or other non-corrodible material . Stainless lasts significantly longer than screen door screen which can tear apart or rust.

The best application for the 24-inch mesh screen is typically on water storage tanks, clear-wells or cistern vents. Vents can typically can be a home or nests for bugs, wasps, and be an invitation for rodents, birds or other bugs. Sometimes it is recommended for overflows or drain lines as well. Will it restrict your overflow discharge? Depends on how much you are overflowing. If you have concerns, I suggest that you try a flapper valve. Either way, it is important to restrict "critters" from entering your tanks or distribution system. The best way to install the screen so that it doesn't fall off is usually with radiator clamps or stainless steel wire. If you are interested in knowing how to purchase 24-inch mesh screen, please feel free to contact a capacity development coach at 303-692-3850 or 303-692-2605. ♦

Facility Operator Program News

Exam Information: The next cycle of water and wastewater treatment and small system certification exams will be in the fall/winter of 2012 at several locations across the state. Dates, locations and application materials are available on the Operator Certification Program Office (OCPO) website at www.ocpoweb.com. The deadline for applying for these exams was Dec 1. Late applications cannot be accepted! Please check the OCPO website for the next cycle of certification exams following the winter 2012 cycle, or you may contact OCPO directly at 303-394-8994 for information regarding test applications, schedules of locations and dates, or any other certification-related questions. Note: If you have already scheduled an examination and need to change the date or would like to schedule an online exam (see online examination explanation below), contact OCPO directly for any help with exam scheduling including changes to test locations.

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. Electronic testing is available for all levels. Advantages include instantly knowing your score, the ability to complete your Affidavit of Legal presence and purchase your certificate on site, and 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!

WWFOCB news: The Nov 29 rulemaking hearing regarding changes to Regulation No. 100, 5 CCR 1003-2, was held at the Colorado Department of Public Health and Environment in the Sabin/Cleere Room in Building A. The board promulgated changes to sections 100.9 and 100.10 to accommodate the change to sequential testing. Additional changes to Regulation No. 100 were proposed and the rulemaking hearing has been set for the next board meeting to be held during the Colorado Rural Water Association Annual Spring Conference in Colorado Springs at the Crowne Plaza Hotel on Tuesday 14, 2012 (unless otherwise noted).

Board meetings begin at 9 a.m. and are an excellent opportunity to hear and be heard. Please consider this an invaluable 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 Nancy Horan at 303-692-3463. Specific agenda information 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/index.html, 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. Renewal of your operator certification is an important aspect of your professional certification credential maintenance and this is a critical aspect of your responsibility as a certified water professional. If you have any questions about certification, training units required or applicable fees please contact the Operator Certification Program Office (OCPO) at 303-394-8994, www.ocpoweb.com. Remember, certificates expired for more than two years are automatically revoked! PLEASE GET YOUR CERTIFICATES RENEWED ON TIME. NON-RENEWAL IS A SERIOUS VIOLATION AND SYSTEM NON-COMPLIANCE!!

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. 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/OpAssist.html.

Operator Certification Expense Grant Reimbursements closing! 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 listed on the operator certificate, but no later than May 31, 2012. The grant money allotted for certification exam reimbursement is $230 per application. To obtain an application form, contact Lori Moore at the WQCD at 303-692-3510. ♦

Ask Aqua Man

Dear Aqua Man,

With the cold weather quickly approaching, does the Water Quality Control Division have a line break Standard Operating Procedure (SOP) that I can use at my system? I want to be prepared in case of an emergency.

Sincerely,

Piper L. Break

Dear Ms. Break,

You are wise to start thinking about line breaks now. One of the best ways to deal with line breaks is to be prepared before an emergency happens. SOPs contain valuable information, including contact information for key personnel, investigation and isolation procedures, public notification requirements and procedures, risk assessment, and repair and flushing procedures.

Over the last year, the division has worked with several large public drinking water systems to develop a standardized line break SOP program that allows systems to quickly address a line break and reduce the need for systems to call the division. To participate, systems submit their line break SOP to the division. If a system does not have a SOP, the division can provide example SOPs from other participating systems. The division then provides participating systems with an approved public notification template, in the form of a door hanger. The door hanger template meets all 10 of the required elements of the public notice requirements. If a participating system experiences a line break incident, the system only has to email the division a description of the incident, the number of people impacted and the anticipated repair timeframe.

Systems interested in participating in the program can contact Nicole Graziano at 303-692-3258 or Tyson Ingels at 303-692-3002 for more information.

Sincerely,

Aqua Man

Learn More About Your Drinking Water Reservoir

by Dan Beley, Water Quality Monitoring Project

The Colorado Water Quality Control Division is offering an opportunity to learn more about the current and future water quality condition of your drinking water reservoir or lake.

The Colorado Volunteer Water Quality Monitoring Project (CVWQMP) was organized to provide an opportunity for various organizations to collect water quality information from a lake or reservoir they have an interest in. These groups may include homeowner associations, watershed groups, governmental agencies such as state parks, public water systems or municipalities. The CVWQMP will provide the equipment necessary to collect vertical profiles, will pay for chemical analyses and will provide technical support throughout the process. Groups may collect only physical depth profiles or may collect these profiles along with water samples for chemical analyses at the state laboratory. We can discuss with you what the information collected tells us about the condition of your lake. The group will need to have access to a watercraft from which the profiles and water samples can be collected.

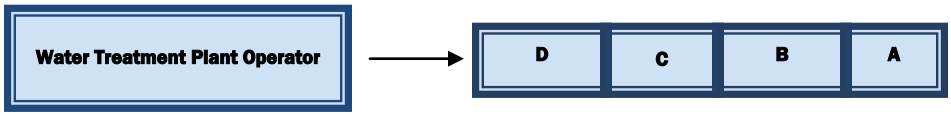
If you have an interest in collecting information to learn more about the condition of your lake or reservoir, we would be happy to talk to you about this opportunity in more detail. Please contact Daniel Beley by phone at 303-692-3606. ♦

Clickable Colorado Water Career Cluster Map Posted

by Melanie Fahrenbruch, Get Into Water! Project Manager

In October 2011, the Colorado Water Career Clusters Map was completed as part of the Get Into Water! project. The map is intended to provide an overview of key operations positions in the water and wastewater industry. It is a visual tool for employees, human resource professionals, students, parents, advisors, counselors and educators to learn about the jobs, skills, education requirements and certification processes for water careers.

Based upon the National Career Clusters™ Framework[1], the map was integrated with specific information about Colorado jobs and utilities. The map includes information on all levels of certification for water and wastewater operators including salary data, certification requirements, sample job descriptions and training opportunities. Check it out at: http://www.getintowaterco.org/explore-careers/.



RMSAWWA/RMWEA Supervisory Leadership Certificate Program Announced

The Rocky Mountain Section of the American Water Works Association (RMSAWWA) and the Rocky Mountain Water Environment Association (RMWEA) are pleased to announce a new program for incumbent and prospective operations supervisors in water and wastewater utilities. The Supervisory Leadership Certificate Program will be a six-month intensive training program with content focused on skill development in the areas of communication, leadership, training and coaching employees, team development and other topics. The program will kick off in August 2012. Applications will be required from all those interested in participating. More information will become available in Spring 2012. If you would like to receive future notices about the program, please send an email to Melanie Fahrenbruch at mel@mjfconsult.com.

[1]The U.S. Department of Labor organizes jobs into 16 Career Clusters as part of the National Career Clusters™ Framework, representing more than 79 Career Pathways. To see all the National Career Clusters go to: http://www.careertech.org/career-clusters/clusters-occupations.html.

The Get Into Water! Mission:

The Front Range water and wastewater industry will sufficiently recruit, train and retain personnel to ensure mission-critical positions are filled with qualified, trained & technically skilled employees. This project will address Outreach & Recruitment; Training; Knowledge Retention; and Human Resource and Operations Staff Collaboration.

Changes to the Operator in Responsible Charge for Systems and Facilities: Whose responsibility is it to notify the Water Quality Control Division?

by Lori Moore, Facility Operator Program

The responsibility of notifying the Water Quality Control Division of any change to its operator in responsible charge is the system's or facility's and notification must occur as soon as any changes to its operator in responsible charge happen. Just as it is the responsibility of the system or facility to hire an appropriately certified professional, it also the responsibility of the system or facility to update changes to its supervising certified operator. Notification must be made in writing either by requesting an official form from the division, or the designated person of authority may write a letter to the division explaining the change. Notification must include the new operator's certification information including contact phone numbers and an email if one is available, so that the division may follow up and verify that the level of operator certification is appropriate for the system's or facility's classification level.

This is an imperative part of any reporting requirements that each and every public water and wastewater system and facility is responsible for under Regulation 100, 5 CCR 1003-2, 100.21 "Responsibilities of Water and Wastewater Facility Owners", which states "*Each owner of a water or wastewater facility shall submit in writing to the Board or its designee, within sixty (60) days of January 30, 2001, and shall keep current with the Board or its designee the following information:*

- *Name, address, and phone number of the facility representative providing the information;*
- *Name, address, phone number and level of certification of all operator(s) in responsible charge employed by the owner;*
- *Identification of the facility or facilities for which each operator in responsible charge employed by the owner has responsibility;*
- *The Public Water System Identification number and permit number for all facilities listed."* (Regulation 100, 100.21.4, (a) through (d), "the Board's designee" is the division.)

While it is in the best interest of any operator to update their affiliations with any systems or facilities with which they have worked and been named as operator in responsible charge in writing either by email or written letters, it is still the responsibility of the system or facility to verify this information.

If you have any questions about this regulatory requirement, or would like to update your operator in responsible charge information to date, please contact the Lori Moore with the Facility-Operator Program at 303-692-3510. Please remember, incomplete or incorrect operator in responsible charge information can lead to violations and ultimately enforcement action if not appropriately reported. Every public water and wastewater system and facility in the state of Colorado is required to have an appropriately certified operator supervising and maintaining its operations. Colorado's certified water professionals are THE last line of defense when in comes to the protection of its drinking water and the appropriate treatment and release of wastewater to the state's rivers, streams, lakes and reservoirs, therefore it's critical for the Water Quality Control Division to have the correct and most current information regarding operators in responsible charge for adequate follow up and communication.

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- 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
  http://www.cdphe.state.co.us/wq/drinkingwater/RegulatoryGuidance.html
- Follow the Water Quality Control Division's Enforcement activities on Twitter

  http://twitter.com/WQCD_Enforce

Colorado Safe Drinking Water Program Aqua Talk

Aqua Talk Newsletter Information

The following people contribute to the production of each issue of Aqua Talk: Ron Falco, Jacki Main, Tyson Ingels, Paul Kim, Lori Moore, Jackie Whelan, Julie Kreyche, Lisa Pine, Dan Simpson, Melissa McClain, Dan Beley, Jennifer Miller and Mike Bacon.

We welcome 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 email 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
of Public Health
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