



FYI - Small Systems

Small Systems Committee
INDIANA SECTION AWWA

Volume 1, Issue 1

November 2002

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FYI

Welcome to the first edition of FYI-Small Systems!! This newsletter is directed toward operators of small and medium water systems (up to 10,000 customers) and the boards that oversee these systems.

The Indiana Section – AWWA, thru its Small Systems Committee, has undertaken this project as a means of reaching out to the water community. Our goal is to provide, on a quarterly basis, pertinent information in a concise format that will serve to inform our readers of their responsibilities, upcoming deadlines, educational opportunities, and much more!!

We have received great support from IDEM and wish to thank them for their commitment to contribute information in each of our upcoming publications – look for “What’s Up What’s New - IDEM!!” in each edition.

As you look through these pages, you will find a vast array of contact information – IDEM Drinking Water Branch; AWWA Small Systems Committee, Executive Board, and other Committees; **AND** (we are most proud of this!!) persons that have volunteered to serve as Mentors. All of these contacts are more than willing to assist with any issues or offer advice on

any challenges you may be facing.

We welcome your feedback on this first issue and your input on ideas for future newsletters!!

In future editions, we hope to offer a Question and Answer column. Please send your questions or comments to any of the Small Systems Committee members.

WHAT'S UP WHAT'S NEW - IDEM

In 2000 the revised Operator Certification Rules went into effect. Now all community systems and non-transient non-community are required to have a certified operator. The change to the rule was brought about by the requirements of the 1996 amendments to the Safe Drinking Water Act (SDWA). Another change requires that all tests be

validated by a qualified organization or validated by peer review. EPA defines a validated exam to be “an exam that is independently reviewed by subject matter experts to ensure that the exam is based on a job analysis and related to the classification of the system or facility.” Indiana chose to obtain its operator certification tests from the Associa-

tion of Boards of Certification (ABC) testing service. ABC is recognized by EPA as qualified experts. The tests are administered by the Drinking Water Branch (DWB), but graded by ABC. Unsuccessful test applicants will continue to be able to request review of their examinations.

Now in effect and being

(Continued on page 2)

FYI FROM THE SECTION CHAIR

Congratulations to Odetta Cadwell and the Small Systems Committee for developing "FYI – Small Systems". This inaugural edition marks an important step in AWWA's plan to reach out and help small systems in addressing the many challenges associated with providing safe drinking water.

There is a lot happening in the regulatory arena that will demand our full attention. New rules concerning operations and maintenance, quality standards, and vulnerability assessments will change the way we do

business. The capacity development rule calls for evaluation of technical, managerial and financial capability to responsibly provide service. Small systems often have limited resources to work with, so planning for all the new requirements will be essential. This newsletter will give you information you need to stay abreast of these regulatory issues and help ensure compliance.

Be sure to check out the calendar of events and plan to attend as many continuing education opportunities as you can. With limited staff, it's often

hard for small systems operators to shake loose for training. Remember, the information presented will give you knowledge you need to improve your system and make it stronger. This is important time well spent.

I hope you enjoy and find useful "FYI – Small Systems". It's a great addition to the services offered to members of the Indiana Section.

Jim Williams
Indiana Section Chair
AWWA

WHAT'S UP WHAT'S NEW - IDEM (continued)

(Continued from page 1)

implemented by DWB is the Interim Enhanced Surface Water Treatment Rule (IESWTR). The IESWTR was designed to improve control of microbial pathogens. The new rules seek to create a multi-barrier protection situation to prevent the migration of these pathogens into the potable water delivered to the consumers. This rule applies to public water systems that use surface water or ground water under the direct influence of surface water (GWUDI) and serve population of 10,000 or more. Over the next few years smaller systems will be included in similar rules. This rule also requires the state to change the frequency of sanitary surveys from five (5) years to three (3) years.

Another rule change required by the SDWA amendments and being implemented by the DWB is the Stage 1 Disinfectant and Disinfection Byproduct Rule (DBPR). This rule was designed to reduce the levels of disinfection byproducts in drinking water supplies. The DBPR established maximum residual disinfectant level goals (MRDLGs) for chlorine, chloramines, and chlorine dioxide; maximum contaminant level goals

(MCLGs) for four trihalomethanes and two haloacetic acids, bromate and chlorite. This rule applies to public water systems that are community water systems (CWS) and nontransient noncommunity water systems (NTNCWS) that treat water with a chemical disinfectant for either primary or residual treatment.

The Public Notice Rule has been revised and several changes have been made from the previous rule. The rule changes have developed a tier system. Tier One notice must be provided immediately or within 24 hours instead of 72 hours. Examples of Tier one violations are fecal coliform or total coliform positive test, nitrate, or nitrite MCLs. Tier 2 notice is required as soon as possible within 30 days instead of 14 days. Examples of Tier 2 violations are monitoring violations, treatment technique violation or failure to comply with variances. A Tier 3 violation is an annual notice instead of within 90 days. Examples of Tier 3 violations are; testing or monitoring based on the potential severity of the situation. This Tier 3 notice can be incorporated into the CCR.

Currently the DWB is developing operational rules. The purpose of this

rulemaking is to establish rules that will help ensure the proper operation and maintenance of water treatment and distribution system operations. It hopes these rules will prevent situations from becoming so critical they affect human health. It is hoped that consumer complaints will be better addressed for situations involving operation and maintenance situations. These rules are in keeping with the 1996 SDWA amendments philosophy of multi-barrier protection. We invite all operators and system representatives to join use in the writing of these new rules.

Taking Operator Certification Exam?

Please note the exam will begin promptly and at the scheduled time. Late arrivals will not be admitted.

Please be on time!!

IDEM

DRINKING WATER BRANCH - PWS COMPLIANCE SECTION

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Tonya Hollingsworth THOLLING 308-3282

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Sandra DeCastro SDECASTR 308-3295
Joe Stapinski JSTAPINS 308-3286

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David Forsee DFORSEE 308-3288

VOCs, SOCs, IOCs, WAIVER PKG, RADIONUCLIDES
Larey Conquergood LCONQUER 308-3285
David Forsee DFORSEE 308-3288
April Swift ASWIFT 308-3290

LEAD AND COPPER
Lilia Park LPARK 308-3297

IESWTR, DBPR, SWTR, TTHMs, CCR
Michael Amick MDAMICK 308-3292

CAPACITY DEVELOPMENT
Larey Conquergood LCONQUER 308-3285

SYS. INVENTORY & NEW SYS. NOTIFICATION
Sandra DeCastro SDECASTR 308-3295

DATE ENTRY
Janet Matthews JMATTHEW 308-3365
Judy Kennedy JKENNEDY 308-3298

FILE ROOM
Steve Vaughn SVAUGN 308-3278

DATABASE MAINT./NETWORK ADMIN./SDWIS
Wayne Wang WWANG 308-3296
Andrew McCammack AMCCAMMA 308-3293
April Swift ASWIFT 308-3290

OTHER NUMBERS
EPA Safe Drinking Water Hotline 800/426/4791
www.epa.gov/safewater

IDEM Environmental Helpline 800/451-6027

DNR 877/928-3755
DNR Water Well Record on line web site:
www.state.in.us/dnr/water/waterwell

All phone numbers are area code 317 unless otherwise indicated.

To e-mail employees at IDEM, just take their user ID (located between their name and phone number) followed by @dem.state.in.us

www.IN.gov/idem/water/dwb/index

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Christine Hightower, -- 317-232-8666
Operator Exam Applications

www.IN.gov/idem/water/compbr/index

AWWA MENTORS PROGRAM

The persons listed below have volunteered to be primary contacts as part of our "Mentors Program". Please contact any of them for advice and information. If these primary mentors are unable to assist you, they will direct you to others that can. Additionally, you may contact any of the Small Systems Committee members, AWWA Officers, or District Presidents. Mentors and others will speak to you as peers only. Please keep in mind that IDEM has final regulatory oversight.

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THE NEARLY NEW OPERATOR CERTIFICATION RULE:

When the new Operator Certification Rule came into affect almost two years ago, it not only clarified some issues regarding responsibilities of water system owners and governing bodies, but it also streamlined a classification system that was at times more confusing than some treatment processes. We at FYI-Small Systems hope to give you a straight forward look at the new rule with a highlighted version so that your time can be better spent on the golf course. For a more detailed look at the rule please visit the IDEM website at www.state.in.us/idem or call 318-308-3308 for a copy of the rule.

Responsibilities: 327-IAC-8-12-1.1

The owner or governing body of a water treatment plant or distribution system shall:

- (1) Place a certified operator in responsible charge of that system that has:
 - (A) Valid Certification for the classification of that system
 - (B) Is available to make process control decisions that effect public health
- (2) Designate one certified operator to have complete responsibility.
- (3) Assure a minimum of one certified operator for each shift.
- (4) Notify the commissioner of who the certified operator in charge is.
- (5) Submit written notice to the commissioner no later than 30 days after there is a change in the person serving as certified operator in responsible charge, or if conditions change in the system that also changes the classification of that system.

Classifications: 327-IAC-8-12-2 (the table below also refers to Certification Transitions: 327-IAC-8-12-3.8 and Continuing Education Credit: 327-IAC-8-12-7.1)

<i>Current Classification</i>	<i>Former Classification</i>	<i># of Contact Hours Required in a 3-year period</i>
DISTRIBUTION SYSTEM		
1. DSS (Distribution System Small)	New Class	10
2. DSM (Distribution System Medium)	DS	15
3. DSL (Distribution System Large)	DSL	15
WATER TREATMENT PLANT		
1. WT 1	New Class	10
2. WT 2	CT	15
3. WT 3	PF	25
4. WT 4	GF	30
5. WT 5	AT	30
6. WT 6	New or Innovative Technology	30

Reclassification: 327-IAC-8-12-2.5

A water treatment plant or distribution system may be reclassified by the commissioner if conditions or circumstances change from what the original classification was based on.

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Qualifications: 327-IAC-8-12-3

There are minimum qualifications for all persons applying to take the operator certification test. These skills must be demonstrated prior to applying for the test. Please review this section of the rule and use it as a guideline for applying for the test.

Certified Operator Grades: 327-IAC-8-12-3.5

The certified operator grades coincide with the distribution system and water treatment classifications except one, the Operator in Training Grade (O.I.T). A person can obtain an O.I.T. certification while working under the direct supervision of a certified operator in responsible charge. You may hold an O.I.T. in water treatment and distribution, but no more than one in each classification.

Grandparenting: 327-IAC-8-12-3.4

If you did not apply for grandparenting by 9-01-02 you will no longer be eligible. However, if you made the deadline for application the commissioner may issue a certification to an operator that has gained the necessary on the job work experience at a facility prior to the effective date of this rule. Please remember that grandparenting is operator and system specific. There are criteria to be met, so please take the time to read this section of the rule if you feel that it applies to your situation.

Certified Operators in Responsible Charge: 327-IAC-8-12-3.6

A certified operator may be in responsible charge of more than one water treatment or distribution system. The governing bodies or owners of the systems must be notified in writing by the operator of the name, location, and the number of hours they will spend at all facilities for which the operator is in responsible charge. A guideline for the minimum time to be spent at each facility is outlined in this section. Please take the time to read it so that you do not get spread too thin and create problems for yourself and the systems you operate.

Certification Transitions: 327-IAC-8-12-3.8

Those of you who held certifications prior to the effective date of this rule will be transitioned into the new grades in each classification. This may have already been accomplished with your renewal. You may not have received your new card yet depending on when you were due for renewal under the old certification. If you have received a new card reflecting the transition and you feel that it does not adequately cover your operations please send documentation of the systems components for review so IDEM may determine which certification is appropriate.

Certification Reciprocity and Provisional Certificate: 327-IAC-8-12-6

Reciprocity is still available with submittal of documents showing proof of current certification, grade of applicant, and submittal of required fee. To be eligible, persons from another state must:

- Submit proof that their previous state had requirements equivalent to Indiana's standards,
- Submit proof that their certification was received by testing,
- Possess the required number of contact hours, and
- Submit the proper application fees.

A provisional certification may be issued under extenuating circumstances; however, it is only valid for a short period of time. Please check the rule for a list of criteria for a provisional certification and the time limits associated with them.

Continuing Education Credit: 327-IAC-8-12-7.1

Although your certifications are good for a longer period of time, you still must accrue continuing education credits. In some instances the number of hours required for renewal has been increased due to the longer span of time between renewals. If you hold multiple certifications and they are due for renewal at the same time, contact hours can be shared as long as you complete the greatest number of hours required by the various certifications you hold. Please check this section of the rule out for more detail on the contact hours needed for each certification and types of credits needed.

This shortened version of the Operator Certification Rule was designed to hit the highlights and encourage everyone to take the time to read and understand the rule. Copies of **327-IAC-8-12** can be obtained online at www.state.in.us/idem. If you have problems with the website or need assistance, please call 317-308-3308.

SECURITY, RISK ASSESSMENT & CONTINGENCY PLANS

by Jeff Hoshaw, Peerless-Midwest, Inc.

It's difficult to understand why we are afraid of change. The reality of our daily lives shows us that whenever change is suggested we have the very human tendency to reject it. I know for myself that it takes time to get used to the idea that the reality of change is it will probably be for the best and even make my life better. The fact is, change can be good for our utilities and us. Our responsibilities have always been great due to the very nature of what we do. Our job is to provide safe drinking water to millions upon millions of people every minute of every day. Nothing less will do.

In the past, attention to the security of facilities was something which was addressed by larger utilities that had the resources to do so. Now we all have to pay attention to security on a bigger scale. I know that nothing was ever locked at the utility I worked at until the late 1970's when we became concerned about vandalism. I recall inspecting our water towers and finding that the locks were missing off of the access hatches. There are many stories out there about how we used to do things and how open and accessible our plants were. Those days are gone forever.

In today's world, security has to be moved to the front of our lists of things to address.

I travel to hundreds of utilities each year and I see many ways utilities have reacted to the security threat. In the recent past, almost all utilities have made some sort of change to safeguard their treatment plants. I'm sure everyone has realized that security goes beyond locking the front door. Security means developing action plans which safeguard the well being of the consumer by addressing every scenario that can develop. This means addressing the security of our systems in terms of the integrity of the treatment train and distribution system as well as terrorist action and vandalism.

Risk assessment and contingency plans are a big part of security. It means thinking about the "what ifs, and having a contingency plan in place in case the improbable happens. It means thinking about problems like accidental spills that may cause problems with the treatment plant operation, dealing with unforeseen problems associated with the integrity of the distribution system like cross connections and bacterial contamination, and the breach of security at remote facilities. It is important to realize that in times of crisis lives are saved by good decisions made by the responsible individuals that have thought through the crisis prior to it actually happening. It's difficult to make good decisions when the world seems to be falling apart all around you. I'm sure that correct and timely decisions most probably happen only a small percentage of the time. Most of the time we are caught off guard and react to a situation when we only have a small portion of the information necessary to make an informed decision. Having a contingency plan gives the wa-

ter utility professional a plan of action which saves time and potentially the reputation and careers of all those involved.

The recent bacterial contamination of Walkerton, Ontario and North Battleford, Saskatchewan, Canada remind us that we need to be vigilant to all possible sources of contamination. Many people died and thousands became ill in these small communities when deadly bacteria contaminated their systems. It really doesn't matter to those that were injured that a terrorist or vandal didn't cause the problem, it matters that the security of the system was compromised. These tragedies remind us that security has a broad definition. Security from intrusion by terrorists or vandals is as important as the security of our systems from contamination and system failures. Risk assessment and contingency plans help prevent these problems and limit the public's exposure to harm if one does occur. Risk Assessment and contingency plans need to be a part of your game plan.

As a result of the September 11th terrorism attacks, our utilities have been put on notice that we are responsible for the integrity of our systems on every level. Recently, resources have become available for us to confront these issues head on and make our systems secure. AWWA has addressed the security topic with a series of articles and books which address this topic and are accessible through AWWA's bookstore or on line at AWWA.Org. The EPA formed the Drinking Water Security Task Force and made funds available for larger utilities to perform vulnerability assessments.

AWWA has had and is continuing to have Risk Assessment seminars at several locations. These are 3-day seminars which address risk assessment and security needs.

The EPA's web site, (epa.gov/OGWDW), has several good resources that address security and risk assessment. The list of resources available from AWWA and EPA regarding security and risk assessment is beyond the scope of this article. What you need to know is that all this information is available through these web sites.

If you haven't made a change in the way you look at security on all levels, you need to do so in the near future. No matter what size utility you have or what resources you have available, it's a great idea to do a risk assessment and have contingency plans thought out and on paper as soon as you can. Coordination between all concerned administrative authorities and departments should be a part of any plan. We will include new information and resource contacts in this newsletter as they become available. If you are not "on line", or are having trouble finding sources to help you with risk assessment and contingency plans let anyone on the Small Systems Committee know and we'll find a way to help get the information you want.



AMERICAN WATER WORKS ASSOCIATION INDIVIDUAL MEMBERSHIP APPLICATION

FAX (303) 347-0804 Phone 1-800-926-7337/303-794-7711
6666 W. Quincy Avenue/Denver, CO 80235
www.awwa.org

For AWWA Use Only.

Have you ever been a member of AWWA? _____
 When? _____
 Member No. _____

Please furnish your preferred mailing address below (indicate whether business or home): Business Home

Mr. Mrs. Ms. Dr.

First Name _____ Middle Initial _____ Last Name _____ Suffix _____

Exact Street Address _____ (P.O. Box or Mail Stop) _____

City _____ State or Province _____ Zip or Postal Code _____

Title _____

Company Name _____ E-mail Address _____

Home Phone _____ Business Phone _____ Business Fax _____

Applicant's Signature _____ Date _____

Signature of AWWA Member Endorsing Application (Optional) _____ Endorsing Member Number _____

Is your company a current member of AWWA? _____ If not, please provide your company's main address if different from above:

Company Name _____ Main Business Address _____

City _____ State/Province _____ Zip or Postal Code _____

ANNUAL DUES:	\$99-Active Grade Code 02	\$50-Operations/Administrative Grade Code 06 <small>(For operator or administrative level personnel or employees of small utilities. Will not receive <i>Journal AWWA</i>.)</small>	\$32-Student Grade Code 14	\$145-International Grade Code 03
ANNUAL DUES	\$ _____			
Section Assessment*	_____			
Multi-Section Option†	_____			
TOTAL DUE	\$ _____			

PREPAYMENT OF ONE YEAR'S DUES REQUIRED
No action can be taken on this application until payment is received.
Dues amount guaranteed through December 31, 2002

Make check payable to AWWA (U.S. funds only).

MasterCard VISA Send Invoice
 American Express

Card No. _____ Exp. Date _____

*Section Assessment - AWWA has 43 local sections. Your section is determined by your address. However, some sections require additional annual fees to better serve their local members. Section assessments are mandatory for applicants with addresses as shown:

Please find your Section Assessment fee in the table at right and enter the total on the line reading "Section Assessment."

ADDRESS	ACTIVE (02)	OPERATIONS (06)	STUDENT (14)
Alabama, Mississippi	\$20	\$20	-
Alberta, Manitoba, N.W. Territories, Saskatchewan	\$10	\$10	-
California, Nevada	\$15	-	-
Connecticut, New Jersey	\$10	-	-
Florida, Minnesota, South Carolina, Texas	\$10	\$10	-
Georgia	\$28	\$28	\$5
Idaho (western), Oregon, Washington	\$10	-	-
Illinois	\$8	\$4	-
Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	\$50	\$20	-
Missouri	\$6	\$3	-
New York	\$15	\$8	-
Pennsylvania	\$15	\$5	-

ALL APPLICANTS SHOULD COMPLETE THIS SECTION:

Circle the descriptions below that best describe you. The information is used in audits of AWWA readership. Circle only ONE in each group.

BUSINESS AND INDUSTRY

- A. Public Water Supply Utility—Municipally Owned
- B. Public Water Supply Utility—Investor Owned
- C. Governmental—Federal, State, Local
- D. Consultant
- E. Contractor
- F. Private Industrial Systems or Water Wholesaler
- G. Manufacturer of Equipment & Supplies including Representatives
- H. Distributors of Equipment & Supplies including Representatives
- I. Educational Institutions, Faculty and Students, Libraries, and Other Related Organizations
- J. Fully Retired
- K. Research Labs
- L. Unreported

JOB TITLE

- A. Executive—Gen'l Mgr., Commissioner, Board Member, City Mgr., Mayor, President, Vice-President, Owner, Partner, Director, etc.
- B. Management—Division Head, Section Head, Mgr., Chief Engineer, Comptroller, etc.
- C. Engineering/non-managerial—Civil Engr., Mech. Engr. Envir. Engr., Planning Mgr., Field Engr., Systems Designer, etc.
- D. Scientific/non-managerial—Chemist, Biologist, Biophysicist, Researcher, Analyst, etc.
- E. Purchasing—Purchasing Agent, Procurement Specialist, Buyer, etc.
- F. Operations—Foreman, Operator, Maintenance, Crewman, Service Rep., etc.
- G. Marketing & Sales/non-managerial—Mkt. Analyst, Mkt. Rep., Salesman, Sales Rep., etc.
- H. Other (describe) _____
- I. Professorial - Teacher, Educator, etc.

CHECK FIELD(S) SERVED:

5 Water Supply Only 7 Wastewater Only
 9 Both 3 Other

Completion of this information is optional.

AWWA maintains profile data for use in developing additional programs and services to meet the diverse needs of our members.

Birth Date _____

Race/Ethnic Identification: (check one)

1 American Indian/Alaskan Native
 2 Asian/Pacific-Islander
 3 African American
 4 Hispanic
 5 White (Non-Hispanic)
 6 Other

Gender: (check one)

F Female M Male

† **MULTI-SECTION MEMBERSHIP OPTION** In addition to your own section membership, you may also join other AWWA section(s). This allows you to receive information on events and activities from other local sections. If this is of interest to you, call 1-800-926-7337 for multi-section information and fees.

The following information is for USPS Standard class mailing requirements ONLY: In some AWWA sections, a portion of the section allotment equal to 50 percent or more of the domestic subscription rate charged for the section periodical will be allocated toward a subscription of that periodical. Dues allocated for each publication members receive: *Journal* \$30 *MainStream* \$6 *Opflow* \$5

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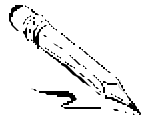
NON PROFIT
U.S. Postage
PAID
FORT WAYNE, IN
Permit No. 614

Return Service Requested

Indiana Section AWWA:
www.inawwa.org

**American Water
Works Association:**
www.awwa.org

**EPA Drinking
Water Hotline:**
www.epa.gov/OGWDW



MARK YOUR CALENDARS!!

November 7, 2002 -

Emerging Treatment Technologies - AWWA Satellite
Teleconference - Contact: 800-926-7337

November 18 - 20, 2002 -

Indiana Water Pollution Control Association - Annual
Conference - Adam's Mark Hotel at Indianapolis
International Airport. Contact: Gary Price; 317-685-0009

December 2, 2002 --

1:00 - 4:00 pm - IDEM Operational Rules Workshop - held in
conjunction with the Indiana Rural Water Association -
Water Institute - Holiday Inn; Columbus, Indiana.
Contact: Mary Hollingsworth, IDEM - 317-308-3318
(mhollin@dem.state.in.us) or Odetta Cadwell, IRWA
317-402-7349 or OdieIRWA@aol.com for more information.

December 2 - 4, 2002 -

Indiana Rural Water Association - Water Institute - Holiday
Inn; Columbus, Indiana. Contact: Odetta Cadwell;
317-402-7349 or OdieIRWA@aol.com for more information.

February 17 - 20, 2003 -

Indiana Section - American Water Works Association
Adam's Mark Hotel (Airport); Indianapolis, Indiana. Contact:
Pam Waggoner; 317-263-6469 for more information.

February 17 - 20, 2003 -

Urban Storm Water Conference - held at the Westin on Michigan
Ave., Chicago, IL. Contact: Bob Kirschner,
bkirschn@chicagobotanic.org.

March 24, 2003 -

Wastewater Operator Certification Exam applications must be
postmarked no later than this date. Contact: Debbie
Dubenetzky; 317-233-5747

April 3, 2003 -

Water Operator Certification Exam application deadline.
Contact: Operator Certification Assistance Line at
317-308-3307.

May 8, 2003 -

Wastewater Operator Certification Exam. Contact: Debbie
Dubenetzky; 317-233-5747.

May 16, 2003 -

Water Operator Certification Examination. Contact:
Operator Certification Assistance Line at 317-308-3307.

June 30, 2004 -

Deadline for Vulnerability Assessments and Emergency
Response Planning submittals for Water Systems of more
than 3,000 customers but less than 50,000 customers.

Please visit AWWA's website (www.awwa.org) for additional information regarding continuing education and professional development offerings. Materials and instruction are available through a variety of media, from traditional seminars to online courses, teleconferences, and webcasts.