

Subject:	Water System Survey Procedure	Date:	2/10/05
Unit:	Technical Services – KS/CL/TS	Revised:	3/28/2022
Purpose & Scope: This document establishes general procedures and process for County, Oregon Department of Agriculture, and State Drinking Water Staff for conducting and writing up water system surveys. Deficiency tracking procedure is addressed in a separate document.			
Procedure/Process:			

Water system surveys, called sanitary surveys by EPA, are defined in OAR 333-061-0020. Additional information related to surveys, significant deficiencies and requirements for corrective action are specified in OAR 333-061-0076. Significant Deficiencies and rules violations listed on the survey forms will be referred to as “deficiencies” in this document.

Required frequencies of water system surveys:

- a. Every 3 years for community water systems (CWS), regardless of source, unless determined to meet “Outstanding Performer” criteria;
- b. Every 5 years for non-community (NTNC and TNC), and “Outstanding Performer” community water systems.

1. The Drinking Water Program will maintain a current survey list available on data online.
2. Set up appointment for survey with operator and provide a copy of [Preparing For A Water System Survey](#) document to the water system.
3. Review previous surveys, system file, and monitoring history.
4. Review and familiarize yourself with the Water System Survey Manual found on the [Partner website](#).
5. Conduct an on-site review of the water system source, treatment, storage, and distribution facilities. Review the systems operation, management, and compliance with regulations. Review with the water operator, the chemical and bacteriological monitoring requirements, monitoring plans, and sample sites. Determine if any deficiencies exist that could result in unsafe drinking water.
6. Ensure the appropriate form is used for system type:
 - a. [C and NTNC groundwater](#) [Packet 1](#)

- b. [C and NTNC surface water](#) [Packet 2 \(DWS Staff\)](#)
- c. [TNC-OVS](#) [Packet 3](#)

7. Write up survey forms.

DWS Staff: A treatment plant rating form to determine required operator treatment certification level should be done as well.

- a. Complete all sections of the survey forms or annotate “N/A” where appropriate.
 - b. Ensure significant deficiency (marked with black circle) items are marked with “yes” “no” or “N/A” and match with deficiency summary and cover letter.
 - c. Ensure computer-drafted (i.e., MSWord or other drafting software) schematic is complete and uses symbols and guidance provided on the [Partners website](#).
 - d. Update the Water Quality Monitoring section according to water system type, and details from on-site review. Update the [Chemical Schedule Summary](#), [Chemical Schedule Detail](#), and Sampling Schedule for Coliform. The links listed on [Data Online](#) may provide assistance in completing the monitoring frequency and next due sections (note: include dates for the next due dates). Make sure all monitoring schedules are accurate.
8. Use [template language](#) to complete cover letter. Outlining deficiencies, rule violations, and corrective action requirements, including:
- a. More detail of the significant deficiencies and rule violations and how they are to be corrected as appropriate;
 - b. Recommendations and comments can also be described.
 - c. For surface water/GWUDI systems: If a significant deficiency or rule violation is identified during the survey, **the letter must indicate in bold** that the system must respond in writing to the regulating agency within exactly 7 weeks (45 days per OARs, 49 days to account for mailing time) from the date that the letter is written with their corrective action plan. The available template letter should be used.

- d. For groundwater systems: If a significant deficiency or rule violation is identified during the survey, **the letter must indicate in bold** that the system must consult with the regulating agency within 30 days of receiving the survey and must have corrected all significant deficiencies and rule violations or be in compliance with an agency-approved corrective action plan within exactly 18 weeks (120 days per OARs, 126 days to account for mailing time) from the date that the letter is written. The available template letter should be used.
 - e. For community water systems: If the system meets the “Outstanding Performer” criteria, document this in the letter, indicate that the survey frequency is every 5 years, and include a certificate with the survey.
9. Ensure that all necessary survey pages are included and complete, and that deficiencies listed in the cover letter match the deficiency summary forms and the black-dot marked questions on the individual survey pages.
 10. Proofread the report for errors, consistency, and readability. Frequently conduct internal reviews with co-workers and supervisors.
 11. If not exempt from Tech Staff review, submit completed surveys to DWS Tech Staff for review and feedback. Regulating agencies that have been determined to be proficient in the completion of surveys do not need to submit surveys for review.
 12. Send the survey report to the water system as soon as practical, with a target of 30 days, but no later than 45 days after the survey was conducted. The regulator then sends DMCE an email with the survey forms and cover letter attached as a pdf to the compliance inbox for data entry and electronic filing.