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# Advisories, the Web Form, and You

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October 17, 2017



PUBLIC HEALTH DIVISION  
Drinking Water Services

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# Overview of Presentation

1. Types of Boil Water / Do Not Drink Notices
2. Advisory WebForm Refresher
3. Regulator Responsibilities
4. Public Notices
5. Level 2 investigations and Lifting
6. Zero pressure boil Advisories
7. Localized Advisories
8. Questions and Answers?

## Types of Advisories – Boil Water



- *E. coli* MCL in distribution
- Loss of Positive Pressure
- *E. coli* confirmed in groundwater source without 4-log inactivation of viruses
  - Or loss of chlorination as above

# More extreme advisories



## Do not Drink:

- Nitrate or other Chemical contaminant  $>$  MCL
- Harmful algae bloom / Cyanotoxins
- Others?

## No Contact:

- Serious chemical contamination



# Reasons for Advisory WebForm

- Information is entered directly into database –no delay or double work
- Check status of advisories
- Historical record
- System's data on-line page indicates system is on a boil water notice with link for details at top
- Ensure notices are lifted
- Hopefully more WebForms coming soon(ish)!

# Boil Water Notice Advisory WebForm

Replaces contact reports for any advisory



Oregon Public Health  
Drinking Water Data Online

Oregon  
Health  
Authority

**WATER ADVISORY: BOIL WATER - Loss of Pressure - [See details](#)**

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Oregon  
Health  
Authority

# How to Enter a New Advisory

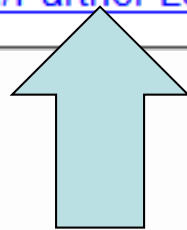
- DWS County Contracts May 5, 2017 email
- Log in required: <https://yourwater.oregon.gov/webforms/>
- Data Online home page – Staff/Partner Login at bottom

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[Inventory List](#) for all Oregon Drinking Water Systems in Excel or printable screen format

[Tools for Laboratories](#) :: [Staff/Partner Login](#)

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# Advisory WebForm Login

- User name: First letter of first name followed by last name – no spaces or symbols, all lowercase
- Temporary password: Same password for Partners website & related documents
- Change your password: Must do this – Passwords must be at least 8 characters long (not more than 16) and contain at least one uppercase letter, number, and symbol
- If you forgot your password – [DWS.Countycontracts@state.or.us](mailto:DWS.Countycontracts@state.or.us)

## Drinking Water Services Web Forms

Username:

Password:





# Advisory Tracking

## NEW ADVISORY / SEARCH

Choose a water system to enter a new advisory or find an existing advisory:

**PWS Number:** OR41

**or Search by PWS Name:**

*You can enter partial PWS names and return Sea Lion will be returned a*

## YOUR ADVISORIES

PWS	PWS Name	Begin Date	Date Lifted	Type	Reason
00524	LOCUST MOBILE VILLAGE	May 12, 2016	Open	Boil Water	E. coli, Cor Source Wit
05998	WESTRIDGE SUBDIVISION	Apr 29, 2016	Open	Boil Water	E. coli, Cor Source Wit
00784	PIONEER PARK CO-OP INC	Jan 20, 2016	Open	Boil Water	E. coli, Cor Source Wit

# Appears on Data On-Line: Contacts & Advisories WORD for WORD

## Lift Advisory

**BOIL WATER - E. coli, Confirmed in Distribution**

*Regulator:* BYRD, MICHELLE P (DWP)  
*Person Contacted:* David Ortega , 541-298-4496

**Begin Date:** 03/24/2017

**Area Affected:** System-wide

**Details - Begin:** Spoke with David about three E. coli positive repeat samples collected in the distribution system - Cramer Camp - on Thursday, March 23rd, following an E. coli positive routine collected on Tuesday, March 21st. A triggered sample collected at the well on the 23rd was coliform absent. We discussed the boil water notice, investigating the source of contamination, disinfection protocols and follow-up sampling. Emailed David the boil water notice template and disinfection instructions. He will contact the county health department on Monday to discuss steps to lift the boil water notice. Corrective action is needed, followed by sampling to verify absence of coliform in the distribution system. Consultation with county regulator.

**Updates:** 04/03/2017: David called. He shocked the system last week and collected a sample today.

**Date Advisory Lifted:**

**Advisory Lift Details:\***

\*Choose words carefully and check for typos. Full text will appear online when the "Submit Data" button is clicked.

**SUBMIT DATA**

*Cancel Changes*

# Simple tips for Live data

- Avoid or explain acronyms
- Write only what you would feel comfortable being quoted in a newspaper
- Stick to the facts of the matter
- Be clear but concise

**Details:** A ten inch water main broke and they were not a will distribution door-hangers and repair the line 1 morning of 6/8, with results expected 6/9. if all ne

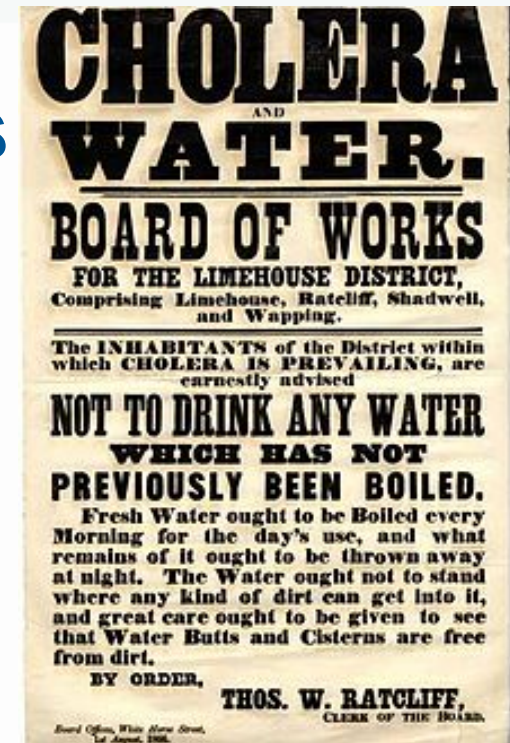
Lifted 06/09/2017: As of this morning the four sa Linn have come back negative and WS will be lif by the loss of pressure.

# Regulator Responsibilities

- Assess whether advisory is necessary
- Ensure system uses appropriate notification content
- Discuss plan / process / methods to notify all customers within 24 hours
- Review corrective action steps (shock, flush)
- Provide support as water system resolves situation and advisory is lifted
- Document in webform

# Tier 1 Public Notice Templates

- Direct operators to templates
  - Explain what happened,
  - What to do
  - Mandatory health effects language
  - Importance of notifying others
  - Water system contact information
- Ensure DWS ([compliance.dw@state.or.us](mailto:compliance.dw@state.or.us)) receives a copy of notice within 10 days of water system issuance
- Other resources: Shock chlorination procedures and calculation tools

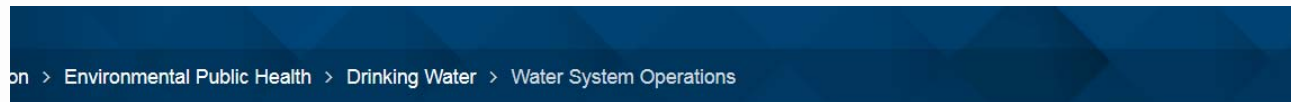


## Delivery Methods / Options

- All persons served must be notified within 24 hours
- One or more of the following forms of delivery must be used:
  - Broadcast media, such as radio or television;
  - Posting of notices throughout area served; or
  - Hand delivery; or
- Consider sensitive populations
- Addressed in ERP?

# Location of Templates Online

- Main Drinking Water Services Page ([www.healthoregon.org/dwp](http://www.healthoregon.org/dwp)) – Water System Operations – Public Notice Resources & Templates



## Resources for Oregon Water System Operators

Drinking Water Services

Water System Operations

Surface Water Treatment

Capacity Development

Public Notice Resources & Templates

Fact Sheets & Best Management Practices

Water System Surveys & Outstanding Performance

Circuit Rider Program

Pineline Newsletter

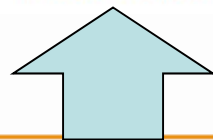
### Surface Water Treatment

Water systems that treat surface water sources have to deal with complex regulatory requirements, constantly changing raw water quality, and costly management of various assets. The [Surface Water Treatment](#) site provides information and tools needed to optimize water treatment processes and maximize public health protection without costly capital improvements.

### Capacity Development

Water system capacity is the technical, managerial and financial capability of a water system to achieve and maintain compliance with drinking water standards and consistently provide safe drinking water. The [Capacity Development](#) site provides information and resources for drinking water systems to help build their capacity.

### Public Notice Resources & Templates



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## Follow-up of Boil Advisory

- If source issue, verify adequate treatment
- If distribution issue and Ecoli MCL exceeded, Level 2 investigation needed
  - Do not lift advisory until investigation completed and defects corrected
  - OR if operator inspects, identifies a problem, fixes, other corrective measures, provides photo documentation, OK to lift first



## Lifting the notice

- Review sample number, location, and results
  - Chlorine residual returned to normal
  - Marked Special
- Water systems to notify all customers when notice is lifted explaining:
  - Need to flush internal plumbing to remove any bad water
  - OK to drink water without boiling
- Update WebForm with Lift info

# Note about Localized Zero Pressure Boil Advisories

- Best Management Practices
- Template language available
- Door hangers with simple language also acceptable



# Pressure loss and contamination

- Leaky pipes can allow contamination to enter pipes during pressure changes
- Study: Microbial contamination found in 56% of soil and water surrounding pipes

**Table 1.** Determination of the Intrusion Volume (in gallons)  
During a 30 Second Negative Pressure Event

Orifice Diameter (in.)	Power Loss		Main Break		Fire Flow	
	1 ft	10 ft	1 ft	10 ft	1 ft	10 ft
1/32	0.01	0.08	0.04	0.12	0.04	0.12
1/8	0.2	1.2	0.6	1.8	0.6	1.8
1/2	3	18	8	27	8	26
1	8	58	23	96	24	87
2	13	185	55	335	46	244

From Kirmeyer et al. 2001.

1ft and 10 ft refers to the height of the external water table above the pipe.



# Location of Service Outage BMP

- DWS home page – Water System Operations – Fact Sheets & BMPs - BMPs

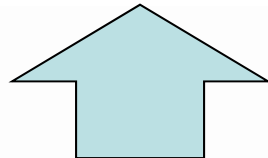
Home > Environmental Public Health > Drinking Water > Water System Operations > Fact Sheets & Best Management Practices

## Fact Sheets & Best Management Practices

### Best Management Practices (BMPs)

Developed and prepared by the [Drinking Water Advisory Committee \(DWAC\)](#), these BMPs are intended to help water utilities and water suppliers. Systems and suppliers are encouraged to incorporate these BMPs into their operations.

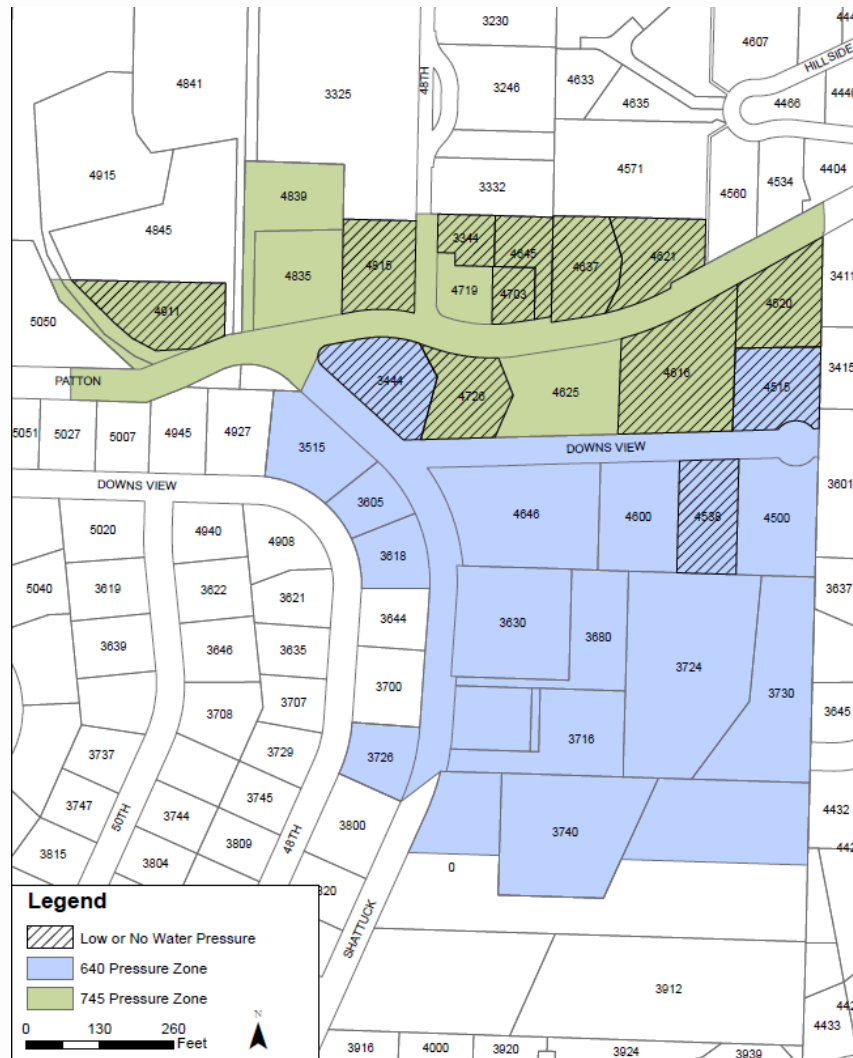
-  [Cutting Into or Repairing Existing Water Mains \(pdf\)](#)
-  [Service Outages Due to Reduced Pressure Events \(pdf\)](#)



# Localized versus System-Wide Boil Water Notices

- OAR 333-061-0042(1)(b) requires:
  - “Violation in a portion of the distribution system that is physically or hydraulically isolated from other parts of the distribution system”
- No possible way for water with *E. coli* to physically travel to section to be exempt from boil water notice for *E. coli*
- Need positive pressure readings or continuous water service in a section to be exempt
- Consider hydraulics of system: reservoir, pumps, pressure zones
- Master plan or other existing documentation required to limit the extent of a system wide boil water notice

# Documentation for Localized Boil Water Notice due to Loss in Positive Pressure





# Questions?



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**[www.healthoregon.org/dwp](http://www.healthoregon.org/dwp)**



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