Surveys Review

OHA Drinking Water Services
Silver Falls Conference
April 19, 2017

DRINKING WATER SERVICES
Public Health Division
Surveys Review

- Survey basics
- Preparing for survey
- On-site inspection
- Deficiency review
- Survey write-up tips
- Data Online updates
- Post survey follow-up
- Corrective action

Artesian emergency well
Survey basics – where to find forms

https://public.health.oregon.gov/HealthyEnvironments/DrinkingWater/Partners/Pages/index.aspx
Survey basics

• Survey Reference Manual
• Prior DWS conferences & trainings
Survey basics

• Modifying survey forms
  – Survey Template Instructions
  – 2016 Fall Training presentation
  – Turning on/off restricted editing, add/remove pages, adjusting formatting
Survey form templates & resources

- See “About Survey Template Packets” on which pages to use
- Forms are password protected

Survey Form Templates

- Packet 1: C-NTNC Groundwater Survey Template - revised 10/12/2016
- Packet 2: C-NTNC Surface Water Survey Template - revised 10/12/2016
- Packet 3: TNC-NP Survey Template - revised 10/12/2016

The following documents are password protected (they currently open best in Firefox):

Survey Page | Packet 1 C/NTNC Groundwater | Packet 2 C/NTNC Surface water | Packet 3 TNC/Non-EPA
--- | --- | --- | ---
Deficiency Summary | X | X | X
Inventory and Narrative | X | X | X
Water System Schematic | X | X | X
Source Information* | X | X | X
Well Information | X | X | X
Spring/Other Source | X | X | X
Conventional and Direct Treatment Plant Inspection | | X | |
Alternative Technology Treatment Plant Inspection | | | X
Disinfection | X | X | X
Treatment* | X | X | X
Storage & Pressure Tanks | X | X | X
Distribution System Information | X | X | X
Water Quality Monitoring | X | X | X
Management & Operations | X | X | X
Transient (TNC) & State Regulated (Non-EPA) | | | X

For Operators

Resources to assist operators with preparing for surveys and inspections are located on the main site Operations.
Survey elements

- Sources (wells, springs)
- Treatment (filtration, disinfection)
- Distribution systems
- Finished water storage
- Monitoring & reporting
- Management & operations
- Operator certification

Multi-barrier Approach
Survey forms

- Significant deficiencies & rule violations shown as *bulleted items*

- Sanitary seal & casing watertight
- If vented, properly screened
- Wellhead protected from flooding
- Well meets setbacks from hazards

See OAR 333-061-0076
Sanitary Surveys
Preparing for survey

- Review PWS data in Data Online
Preparing for survey

- Review WS file
- Schedule survey at least 2 weeks before site visit
- Provide materials to prepare operator
  - Survey prep handout
  - Deficiency checklist
  - Outstanding performance criteria
  - Other resources & templates
Preparing for survey

For Water System Operators: Preparing for a Water System Survey

A water system survey is an on-site review of sources, treatment facilities, and reservoirs, as well as office time to review the following records:

For all water systems:
1. Written coliform sampling plan.
2. A map of the distribution system.
5. Chemical dosage records if treatment is applied.
6. Proof of NSF Standard 60 certification for each chemical added to the drinking water.
7. Chlorine residual monitoring records if the system is chlorinated.
8. Results of any tracer study to verify disinfection contact time, if applicable.
9. Photos or other documents that provide enough detail to determine the current condition of storage reservoir features:
   a. Access hatch in open and closed/locked positions,
   b. Air vents that show all screening is secure with no gaps, and
   c. Any other openings into the tank interior such as telemetry ports and cathodic protection.

In addition, for Community water systems:
10. Cross-connection control program plan, records, latest Annual Summary Report, etc.
11. Written protocols for under-certified operators, if applicable.
On-site inspection

Verify inventory information with operator:
- Population & service connections
- Contact person’s information
- Operating period
  - seasonal vs. year-round
- Changes in sources/treatment
- Changes to WS classification
- Operator certification
On-site inspection

- Review sampling plans & procedures:
  - # of samples collected at appropriate sites
    - Chemical & coliform
    - Lead & copper tap sites
  - DBP sampling sites (chlorinated only)
    - Need physical address or site description
    - No DBP MAX 01
  - Represents WQ throughout service area
- Discuss data reporting issues with operator
  - Sample labeling
  - Sample timing

Disinfection Byproducts (DBP) Sample Sites - PWS ID:

See DBP (TTHM & HAA5) monitoring schedule

Stage 2 Waiver: Very Small System

<table>
<thead>
<tr>
<th>Sample Point ID</th>
<th>Location</th>
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<tbody>
<tr>
<td>2DBP-01</td>
<td>MUDDY STATION</td>
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</table>

Photo credit: Virginia Household Water Quality Program
http://www.wellwater.bse.vt.edu
On-site inspection

Review WQ monitoring schedules with operator:

• Discuss sampling frequency changes (arsenic, IOC, nitrite)
• Updated population may change sampling requirements
• Last sample results may change future sampling (radionuclides)
  – Check Data Online results

<table>
<thead>
<tr>
<th>Facility ID</th>
<th>Analyte or Group</th>
<th>Sampling Interval</th>
<th>Monitoring Period Start</th>
<th>Monitoring Period End</th>
<th>Days Until End</th>
<th>Samples Required</th>
<th>Samples Received</th>
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</table>
On-site inspection

- Discuss open or pending plan review projects
  - Relay information to your PR engineer
- Review O&M manual, emergency response plan
- Cross Connection Control program (CWS)
- Consumer confidence reports completed yearly (CWS)
- Review log books
  - Chlorine residual logs, customer complaints
## Review violations/system score

- Returning violations to compliance (RTC)
- Do violations require public notice?
  - Check Data Online WS public notice page

### Violation History

<table>
<thead>
<tr>
<th>Violation Number</th>
<th>Auto-RTC?</th>
<th>Monitoring Period</th>
<th>Facility ID</th>
<th>Violation Type - Analyte Count</th>
<th>Enforcement Action - Date</th>
<th>Points</th>
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<tr>
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<td>GWR</td>
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<td>TCR</td>
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<td>TCR</td>
<td>Public Notice Late/Nonreporting (Vio1 # 901619705) - 1</td>
<td>Returned To Compliance - Aug 14, 2014</td>
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### System Score Summary

- Unaddressed Points: 5
- Number of years the oldest violation has been unaddressed (n): 0
- System Score: 5
- Points under formal enforcement: 0
- Points RTC’d: 19
Deficiency review

- Surveys evaluate direct pathways for contaminants to enter DW
  - Multi-barrier concept to reduce human health risk
- Emphasis on significant deficiencies & rule violations
- List other issues as comments & recommendations
Deficiency review – wells

Significant deficiencies:

• **Sanitary seal & casing not watertight**
• No raw water sample tap
• No treated water sample tap (if applicable)
• **No screen on existing well vent**
  (if applicable)
• Well not protected from flooding
• Hazards within well’s setback distance

![Downturned screened vent](image)

![Broken sanitary seal](image)

![Broken collar](image)
### Deficiency review – wells

- Provide comment to clarify deficiency

![Photo 1. Wellhead](image)

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<thead>
<tr>
<th>Well Information</th>
<th>Yes</th>
<th>No</th>
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<tr>
<td>Well</td>
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<td>Well log available?*</td>
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<td>Well log ID (e.g., COLU123, L12345)</td>
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<td>Well active?</td>
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<td>Pitless adaptor?</td>
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<td>Sanitary seal &amp; casing watertight?</td>
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<td></td>
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<tr>
<td>Raw water sample tap?</td>
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<tr>
<td>Treated water sample tap?</td>
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<tr>
<td>If vented, properly screened?</td>
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<tr>
<td>Wellhead protected from flooding?</td>
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<tr>
<td>Concrete slab around casing?</td>
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<tr>
<td>Casing height ≥12-in. above slab/grade?</td>
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</table>

* Casing diameter in the comments section below.

**Comments:**
Hole in side of casing (see photo 1).
Deficiency review – springs

Significant deficiencies:
• **Springbox not impervious durable material**
• **Access hatch or entry not watertight**
• No raw water sample tap
• No treated water sample tap
• **No screen on overflow**
• Hazards within spring’s setback distance

---

*Surface water around springbox*

*Springbox inflow, outflow & overflow*
Deficiency review – disinfection

Chlorine residual significant deficiencies:
• No DPD or other EPA method used
• No NSF 60/61 certified product/equipment
• Distribution residuals not recorded at least 2x weekly

Non-NSF approved bleach
Deficiency review – disinfection

<table>
<thead>
<tr>
<th>Sample Date</th>
<th># Samples</th>
<th>Sample Type</th>
<th>Coliform Type</th>
<th>Results ID</th>
<th>Repeat of Sample</th>
<th>Sample Site</th>
<th>Facility</th>
<th>CI Residual</th>
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Review Data Online chlorine residuals measured with coliform samples
Deficiency review – disinfection

UV light significant deficiencies:
- **No intensity sensor alarm or shut-off**
- Not all water is in contact with UV light (by-pass)
- Lamp sleeve not cleaned
- Lamp not replaced per manufacturer

Chlorine contact Time significant deficiencies:
- CT not based on tracer study or acceptable alternative
  - See Disinfection Verification Form (4-log)
- No effluent flow meter on contact tank
- CT values not calculated correctly
- CT minimum not met at all times
- Entry point residuals not measured daily
### Deficiency review – disinfection (4-log)

- Data Online GWR (4-Log)

<table>
<thead>
<tr>
<th>State ID</th>
<th>Facility Name</th>
<th>Treatment Process</th>
<th>Treatment Objective</th>
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<tbody>
<tr>
<td>WTP-A</td>
<td>TP FOR SPRINGS (1, 2 &amp; 3)</td>
<td>RESID. MAINT. GAS CHLORINATION</td>
<td>OTHER</td>
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<td>WTP-A</td>
<td>TP FOR SPRINGS (1, 2 &amp; 3)</td>
<td>GWR 4-LOG VIRUS COMPLIANCE MON</td>
<td>DISINFECTION</td>
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</table>

#### GWR 4-Log Compliance Monitoring - PWS ID: 00510 ---- MAUPIN, CITY OF

WTP-A (TP FOR SPRINGS (1, 2 & 3)) - Minimum Chlorine Level: 0.30 mg/L

<table>
<thead>
<tr>
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<th>Received</th>
<th>Entry Point</th>
<th>Required Disinfection Met</th>
<th>Hours Below Minimum</th>
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<td>WTP-A</td>
<td>N 26.00</td>
<td>26.00</td>
</tr>
<tr>
<td>Dec 01, 2015</td>
<td>Jan 05, 2016</td>
<td>WTP-A</td>
<td>Y</td>
<td>0.00</td>
</tr>
</tbody>
</table>
Deficiency review – treatment

Significant deficiencies:

- Chemicals not NSF standard 60 certified or equivalent
- Corrosion control not operated within set parameters
Deficiency review – storage reservoirs

Significant deficiencies:
• Access hatch not secured
• Roof & access hatch not watertight
• Overflow not protected
  – Flap valve or screen
• No screened vent

Drilled hole in concrete tank

Storage tank overflow flap valve
Deficiency review – storage air vents

- Vent not protected from rain or windborne contaminants
- Vent not completely screened
- Mushroom-style screened vent
Deficiency review – distribution system

Distribution system significant deficiency:
• System pressure < 20 psi

Cross Connection Control significant deficiencies:
• No Annual Summary Report (CWS)
  – Online survey now available
• Devices not tested yearly
• No ordinance or enabling authority (CWS)
• No certified specialist on staff (CWS only if ≥ 300 connections)

Buried double-check valve assembly
Cross connection control – more info

Annual Summary Reports

The Cross Connection Annual Summary Report is a requirement for community water systems in Oregon. Community water systems may request information on their cross connection control programs on Oregon Health Authority on the forms provided below.

The Annual Summary Report is due each year by March 31

2016 Annual Summary Report
You can complete the 2016 ASR using Survey Monkey or by filling out if you complete your ASR using Survey Monkey you will be emailed a completed report within a few weeks.

2016 Survey Monkey
- 2016 Annual Summary Report - Fillable PDF

2015 Annual Summary Report
- 2015 Annual Summary Report - Fillable

2014 Annual Summary Report
- Annual summary report form for systems with 300 or more connections
- Annual summary report form for systems with fewer than 300 connections

Cross connection questions? Talk to Molly Keller (971) 673-0418
Survey write-up tips

- Check all boxes or indicate NA
- Label all facilities on schematic
- Label or describe photos showing deficiencies

Photo 8: Inside South Reservoir. Note areas above center column. Coating may be detaching from the floor.
Survey write-up tips

• Make sure deficiencies in survey match those in cover letter
• Ask someone to review survey & letter before sending to WS
  – spelling errors, readability
Data Online updates

- Sending WS changes to DMCE
  - Inventory, new sources/treatment, WQ schedules, etc.
  - Highlight items, add post-it notes, or attach a note
Post Survey follow-up

Groundwater systems have...

- **30 days** to respond to survey deficiencies
  - Ensure report was received & corrective action understood
  - Document WS communication in a contact report

- **18 weeks** from cover letter date to correct deficiencies or have approved Corrective Action Plan
  - If it falls on a holiday go to next business day
  - Date calculator [https://www.timeanddate.com/date/dateadd.html](https://www.timeanddate.com/date/dateadd.html)

- Refer to Deficiency Follow-up procedure on website
Post Survey follow-up

Subject: Procedure for Follow-up of Deficiencies identified in the Water System Survey
Date: 8/6/12

Unit: Technical services & DMCE (CM, TS, KS, CL)
Revised: 8/20/15

Purpose & Scope: The purpose of this procedure is to provide guidance on actions to be taken in the follow-up to deficiencies identified in the water system survey.

1. This procedure is preceded by the Water System Survey procedure, which includes details on how to conduct the survey and necessary information for the cover letter.

2. Significant Deficiencies and rules violations listed on the survey forms will be referred to as "deficiencies" in this document.

3. When the completed survey and cover letter are submitted to DWS, due dates for the correction of deficiencies or a corrective action plan will be entered, exactly 7 or 18 weeks from the date of the letter. This date needs to match the due date specified in the letter. If this date falls on a holiday go to the next business day. This schedule will be viewable on Data On-line under "Site Visits", or "Last Survey Date" hyperlink on PWS main page.

4. Groundwater systems are required to respond to the survey within 30 days of the date of the letter by contacting the regulating agency. The purpose of this requirement is to confirm that the PWS received the water system survey report, and understands their responsibility to correct the deficiencies identified in the report. This date is not tracked in SDWIS, so the regulator needs to track it themselves. In the event that the PWS fails to contact the regulating agency, the following actions should be taken:
   - Contact the PWS by telephone/email and document contact by writing and submitting a contact report.
   - The Agency should discuss the deficiencies cited in the survey report with the PWS, and remind the PWS of the 18 week deadline to either correct the rule deficiencies or have an approved corrective action plan in place.

5. The system should submit documentation that they corrected the deficiencies or submit their corrective action plan to the regulating agency. If the corrective action plan is acceptable, the regulating agency needs to submit documentation to DMCE by sending an email to Compliance.DW@osha.or.us that lists the following:
   - The water system name and ID# if applicable
   - Each deficiency ("all" if applicable), the status and following date:
     - For corrected deficiencies: the date you were notified by the system
     - For approved corrective action plan: the approved due date.

7. Deficiencies do not have a point value associated to them and are not listed on the violations page or in the system score.

8. A tier 2 public notice is required within 30 days of missing a deadline of correcting a deficiency, or not submitting a corrective action plan. Reminding a system of this can help encourage compliance, as the system may not want to issue the public notice. However, violations will not be issued in SDWIS for not issuing a public notice.

9. If a due date is overdue by 1 month, DMCE will send a reminder email to the regulating agency that this deadline has passed. The regulating agency needs to continue to work with the water system to either correct the deficiencies and if needed be on a corrective action plan. Use the template letter found at the end of this procedure to assist in follow up with the water system.

10. Formal enforcement by DWS will only be done for systems with priority deficiencies (see list in #11). Priority deficiencies will be presented in red on Data-On-line. DWCE staff will review systems with uncorrected priority deficiencies and determine if formal enforcement is warranted. Enforcement, including issuing violations in SDWIS, will proceed as workload allows. The regulating agency may advise DMCE if they feel certain situations are more serious and enforcement would result in compliance more so than technical assistance, or if the significant deficiency or violation priority should be increased or decreased based on the specific circumstance.

11. Priority deficiencies are as follows. These are generally categorized as a direct pathway for contamination or inability to determine treatment effectiveness:
   - Well: Sanitary seal or casing not watertight
   - Well: No screen on existing well vent
   - Spring: No screen on overflow
   - Spring: Spring box not impervious durable material
   - Spring: Access hatch / entry not watertight
   - Storage: No screened vent
   - Storage: Roof and access hatch not watertight
   - Storage: No flap valve, screen, or equivalent on overflow
   - Treatment (UV): No intensity sensor with alarm or shut-off
   - Treatment (SW): Incorrect location for compliance turbidity monitoring
   - Treatment (Conventional/Direct filtration): No alarm or plant shut off for high turbidity
   - Treatment (Cartridge filtration): No pressure gauges before and after cartridge filter
   - Treatment (Cartridge filtration): Filters not changed according to manufacturer’s recommended pressure differential
   - Treatment (Membrane filtration): Direct integrity testing not done at least daily
   - Treatment (DE filtration): Body feed not added with influent flow
Corrective action

Documenting corrected deficiencies:

- WS needs to document in writing each deficiency & when correction was completed
- Send information on corrected deficiencies to DMCE compliance.dw@state.or.us
- Data Online will display corrective action dates for deficiencies

<table>
<thead>
<tr>
<th>Survey Date: Nov 06, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification Date: Dec 19, 2014</td>
</tr>
<tr>
<td>Regulating Agency: DWS (REGION 1)</td>
</tr>
<tr>
<td>Survey Frequency: 3 YR - Visit the Water System Surveys page to see the list of surveys due each year.</td>
</tr>
<tr>
<td><strong>Deficiencies:</strong></td>
</tr>
<tr>
<td>Category</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>Finished Water Storage</td>
</tr>
<tr>
<td>Finished Water Storage</td>
</tr>
<tr>
<td>Finished Water Storage</td>
</tr>
<tr>
<td>Well Construction</td>
</tr>
</tbody>
</table>

*Corrective Action Plan has been submitted for this deficiency.*
Corrective action

Contact reports:
• Provide details on deficiency correction
• Fill in compliance schedule update section
• Be sure to include action completed or revised due date
• DMCE updates WS site visit page

Contact Report/Assistance Actions
OHA Drinking Water Services
Submit completed report to: Compliance Drinking Water

Water System Name: USFS
Contact and Phone: CG
Date: 3/8/2017
PWS ID: 4
County:

Who Responded:
Staff: [ ] State [ ] County
[ ] County [ ] Dept. of Ag
Contact Location: [ ] By Phone [ ] In Office
[ ] In Field

SUMMARY: Corrections from survey deficiencies.
Assistance Action Type
Water System Survey Follow-up (1F) Water System Survey Follow-up (1F) Alert ID: COLI 16340
Reason/Rule 1 Other
Reason/Rule 2 Optional *

Details:
The significant deficiencies and rule violations noted are as follows:

1. Plan review was not completed on chlorination system that was set up in 2006 OAR 333-061-0060. Please complete the plan review information (enclosed) and submit a copy to the State for review. Please contact Rebecca Templin about your plan review. She is your contact for plan review. Rebecca can be reached at 541-726-2587 ext. 29. Her email is rebecca.a.templin@state.or.us

Next Steps:
Plan review has been completed and submitted to Rebecca Templin. If approved no further actions are necessary. If there are corrections operator will need to make the corrections prior to plan review approval. Deficiency is in the process of being completed.

Compliance Schedule Update, if applicable:
Compliance schedule type: [ ] Significant Deficiency
[ ] Coliform Investigation
[ ] Formal Enforcement
Activity:

Date Action Completed: or Revised Date Due:
Corrective action

Corrective action plans:
- List deficiency & date to be corrected
- Document how deficiency will be corrected
- Importance of WS identifying correction due dates
  - Is it reasonable?
  - Enforcement
- Email, spreadsheet formats acceptable

Corrective action plans & timelines approved by WS regulator
## Corrective action

### Water System Survey Deficiency Action Plan

<table>
<thead>
<tr>
<th>2016 Water System Survey</th>
<th>Significant Deficiencies</th>
<th>Actions Being Taken to Correct Deficiencies</th>
<th>Complete</th>
<th>Work in Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Verify conditions on the top of the storage reservoir. Provide photos on top of the storage reservoir of the following:</td>
<td>a. Access hatch in both the open and closed/locked positions</td>
<td>Will rent crane middle of July to access storage reservoir this will address issues on A, B, and C</td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Verify all vents are completely screened to prevent animal/insect entry</td>
<td></td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Verify all other openings into the tank are protected from rain</td>
<td></td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td>2 Well #2 is not watertight.</td>
<td>The opening into the well to measure static water level is poorly screened and should be sealed to prevent contaminants from entering</td>
<td>Cascade pump will come and address this issue for the City.</td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td>3 Sanitary Hazards in Well 2 building.</td>
<td>Evidence of rodent activity was found inside the well building. Sealing and screening the building will help prevent rodent access</td>
<td>Staff investigated and did not find any rodent activity. Staff will continue to monitor this area.</td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td>4 Coliform Sampling Plan is incomplete.</td>
<td>The plan must have a brief narrative, triggered source sampling, and reference to E. coli MCL and triggers for coliform investigations that took effect April 1, 2016. Information describing the new requirements is enclosed.</td>
<td>Staff is researching and compiling information to create the needed narrative.</td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td>5 No operations and maintenance manual.</td>
<td>The city must maintain a current water system operations manual that outlines procedures on how to operate and maintain wells, storage, and distribution system components. Instructions should be provided to staff on how to use the manual for consistency in operations and maintenance.</td>
<td>The City Engineer will create an operations and maintenance manual on how to operate wells, storage and distribution system components. When this is complete we will submit a copy to OHA</td>
<td>WIP</td>
<td></td>
</tr>
<tr>
<td>6 Verify water main extension projects are approved by DWS.</td>
<td>I understand the water system has ongoing and planned water main extension projects. If the water system does not have an exemption to install water main extensions, plan review approval is required prior to use. It would be in the water system's benefit to apply for this exemption. Information about the plan review exemption is enclosed. If you have questions about plan review requirements, contact Carrie Gentry at 971-873-0191.</td>
<td>The City has an approved water master plan and staff qualified to effectively supervise projects therefore the city engineer will be requesting for a plan review exemption.</td>
<td>WIP</td>
<td></td>
</tr>
</tbody>
</table>
Corrective action

DMCE will email regulator 2 weeks before corrective action due date:

- Remind WS of due date & deficiencies to correct
- Emphasize need to eliminate direct pathways for contaminant entry
- Ask if additional resources are needed
  - handouts, templates, circuit rider assistance
- Document WS communication in contact report
- If corrective action is overdue by 1 month
  - DMCE will send email reminder to regulator
  - What happens next?
Corrective action

- Send follow-up letter to WS
  - Corrective action not completed by due date
  - Template letter on website
- Requires 30-day (Tier 2) public notice
  - Informs consumers of WS failure to correct deficiencies
- Enforcement may be needed
  - Priority deficiency focus
  - Issue violations
Top 10 deficiencies in 2016 surveys

1. No operations & maintenance manual
2. Emergency response plan not completed
3. No coliform sampling plan
4. Annual summary report not issues (CWS)
5. Monitoring not current
6. Annual CCR not submitted (CWS)
7. Chlorine not measured & reported as required
8. Cross connection testing records not current (CWS, NTNC, TNC)
9. Does not meet setback from hazards
10. No certified operator at required level
Summary

• Surveys evaluate any changes since the previous survey
• Pre-survey preparation is key to an effective survey
• Focus on significant deficiencies/rule violations - *bulleted items*
• Review survey forms before ending the on-site inspection
• Follow-up with WS soon after survey to discuss deficiencies & ensure corrective action is understood
• Send follow-up letter if corrective action due date is missed
• Document all WS communications in case further action is needed

Check with your DWS contact if you have questions!
Questions?

Michelle Byrd  
Drinking Water Services  
michelle.p.byrd@state.or.us  
(971) 673-0425

Drinking Water Services  
Phone Duty (971) 673-0405  
dwp.dmce@state.or.us