

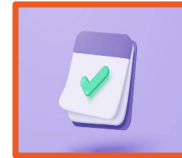


March 19, 2025

Strengthening PWS Support & Compliance via Monthly Reviews



Nicole Alfara
Drinking Water Services



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The Goal



Safeguard public health by ensuring all Oregonians have access to **safe, reliable drinking water** through the enforcement of water quality standards, promotion of regulatory **compliance**, delivery of technical **support & guidance**, and ongoing water quality monitoring.

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Core Services

- Enforce drinking water standards.
- Empower operators w/ guidance & technical support.
- Promote compliance via education & enforcement.
- Support source water protection & emergency planning.
- Promote system capacity development (technical/managerial/financial).
- Provide operator training & certification.
- Administer the DWSRF funding program.



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Our Key Roles as Drinking Water Professionals



- **Support** Successful System Operation
- Ensure Regulatory **Compliance**
- **Protect Public Health & Safety**



How can we strengthen PWS support & compliance?

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The HOW:

How can we strengthen PWS support & compliance?

- To solve the *HOW*, look *HOW* you're tackling the problem.
- Approach shapes outcome.
 - Thoughtful / Empathetic/ Supportive
 - Practical / Process-Oriented / Innovative
 - Hard / Direct
 - Collaborative / Community-Focused



"Knowing the goal is easy; mastering the path is the true challenge"-NA

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Poll: Prevention vs. Reaction: What's the Best Approach?

When it comes to water quality issues... where do you stand?



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Proactive vs. Reactive Approach to WQ Issues



	Proactive	Reactive
Cost	\$\$	\$\$\$\$
Stress Level	🔥🔥	🔥🔥🔥🔥🔥
Public Perception	<p>"Local Team Prevents Outbreak"</p> <p>Silence</p>	<p>😞 "Where were you?"</p> <p>"Why Didn't You Stop IT?" 🤖</p>
Hero Status	Prepared & Unbothered Silent Hero 🦸	Exhausted & Slightly Singed Hero 🧑
Your Mood	☕🐼 Calm, collected	💀☕ Frantic, caffeinated panic

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Upstream Approach

“Focuses on prevention, not just response”-NA

How can we take an upstream approach to strengthen PWS support & compliance?

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What is a Monthly Review?

- Structured process PWS regulators can use to routinely evaluates key parameters or metrics of PWS operation & compliance.
- **Purpose:** support PWSs in maintaining/regaining compliance & protect public health through early intervention & targeted support.
- **Benefits:**
 - Flag anomalies/mistakes.
 - ID and track patterns/trends.
 - Prioritize assistance.
 - Prevent future issues or minor issue escalation.
 - Allocates time to revisit overlooked issues.

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What to Review?

- Alerts
- Violations
- Compliance Status
 - System Score
 - C&E Deadlines
- Ongoing Issues (i.e., Open Advisories)



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Why Monthly?

- Strikes the Right Balance — Frequent enough to catch or detect issues early, but not so often it overwhelms staff.
- Matches Reporting Cycles — Aligns with common monthly or quarterly reporting schedules.
 - *Tip: Leverage the Inbox = let DWS's monthly violation emails be your review prompt.*



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Review Reminder

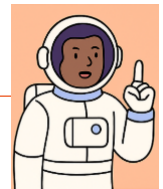
- This is a monthly reminder to check the status of systems you regulate in the following areas:
- All **violations** for January and Coliform for February have been validated. The violations included TT, MCL, and M&R violation types. These are viewable on the violations page at <http://yourwater.oregon.gov/violcounty.php>. If you have any questions or think a violation is in error contact me. Postcards for these violations will be mailed to water suppliers around the 18th (next week).
 - The Auto RTC process has also been run. **Please review your PNC list** at <http://yourwater.oregon.gov/sscore.php>. Review whether violations that do not auto-RTC meet the **Oregon RTC** criteria to RTC manually. If so, email a request to compliance.dw@ndhsoha.oregon.gov.
 - Check the due dates on all open **compliance schedules** at <https://yourwater.oregon.gov/compliance.php>. Check in with your systems and be sure any status updates are described in a contact report. If a system is no longer making progress and has missed deadlines, contact the enforcement coordinator.
 - Has a **contact report** been completed for each alert generated? Go to <https://yourwater.oregon.gov/alertscounty.php> to review all alerts.
 - Please review open **water advisories** to review and update their status. Go to <https://yourwater.oregon.gov/advisories.php> to review all advisories.

*****Note:** If you are not receiving monthly violation emails from Chuck—please contact him directly at CHARLES.E.MICHAEL@oha.oregon.gov.

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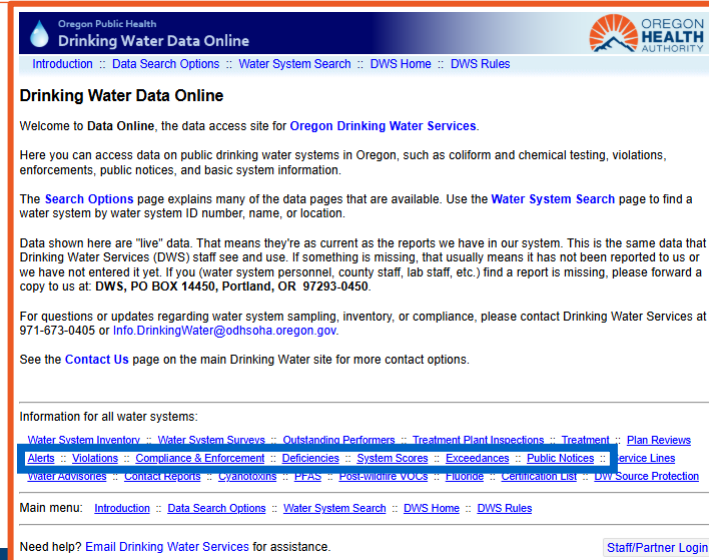
How do I do a Review?



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How do I do a Review?



Oregon Public Health
Drinking Water Data Online

Introduction :: Data Search Options :: Water System Search :: DWS Home :: DWS Rules

Drinking Water Data Online

Welcome to **Data Online**, the data access site for **Oregon Drinking Water Services**.

Here you can access data on public drinking water systems in Oregon, such as coliform and chemical testing, violations, enforcements, public notices, and basic system information.

The [Search Options](#) page explains many of the data pages that are available. Use the [Water System Search](#) page to find a water system by water system ID number, name, or location.

Data shown here are "live" data. That means they're as current as the reports we have in our system. This is the same data that Drinking Water Services (DWS) staff see and use. If something is missing, that usually means it has not been reported to us or we have not entered it yet. If you (water system personnel, county staff, lab staff, etc.) find a report is missing, please forward a copy to us at: DWS, PO BOX 14450, Portland, OR 97293-0450.

For questions or updates regarding water system sampling, inventory, or compliance, please contact Drinking Water Services at 971-673-0405 or Info.DrinkingWater@odhsoha.oregon.gov.

See the [Contact Us](#) page on the main Drinking Water site for more contact options.

Information for all water systems:

[Water System Inventory](#) :: [Water System Surveys](#) :: [Outstanding Performers](#) :: [Treatment Plant Inspections](#) :: [Treatment](#) :: [Plan Reviews](#)
[Alerts](#) :: [Violations](#) :: [Compliance & Enforcement](#) :: [Deficiencies](#) :: [System Scores](#) :: [Exceedances](#) :: [Public Notices](#) :: [Service Lines](#)
[Water Advisories](#) :: [Contact Reports](#) :: [Violations](#) :: [PFAS](#) :: [Postclosure VOLs](#) :: [Fluoride](#) :: [Certification List](#) :: [DWS Source Protection](#)

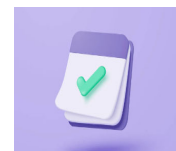
Main menu: [Introduction](#) :: [Data Search Options](#) :: [Water System Search](#) :: [DWS Home](#) :: [DWS Rules](#)

Need help? [Email Drinking Water Services](#) for assistance. [Staff/Partner Login](#)

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Take Home Messages

- Monthly Review is a great tool.
 - ↑ Support
 - ↑ Compliance
- Equipping PWS w/ the support, guidance, tools, & resources makes their jobs easier, our jobs easier, & our collective impact even greater.
- HOWEVER....



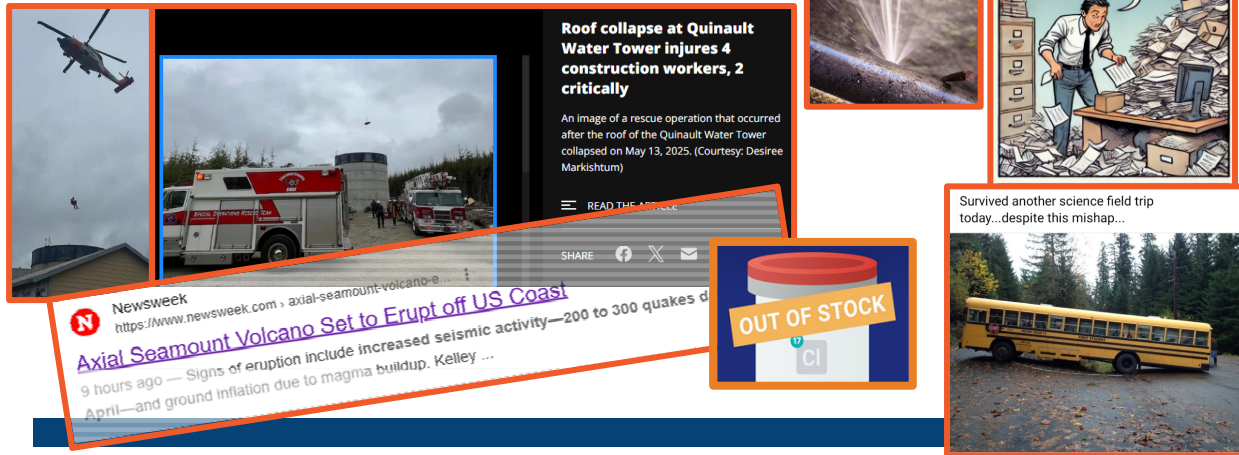
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Life is Unpredictable & Messy



- While thinking upstream is wise--when the current shifts, you've got to be ready to jump *downstream* & act fast.



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Stay Tuned...

- Catch me tomorrow from 11:20–11:45 AM for “Water Quality Alerts: Tips & Best Practices” where we’ll dive into how to respond to ALERTS 🚨.



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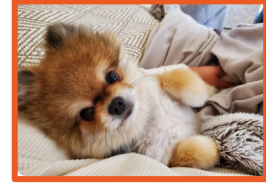
Questions & Contact Information



My Contact Information:

Phone: 503-278-1531

Nicole.H.Alfara@oha.oregon.gov



General DWS Program Contact Information

Email: info.drinkingwater@odhsoha.oregon.gov

Phone: 971-673-0405

Fax: 971-673-0694



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