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# Service Connection: The Maine Drinking Water Program Newsletter, Volume 21, Issue 2 (Summer 2013)

Maine Department of Health and Human Services

Maine Center for Disease Control and Prevention

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# Service Connection

The Maine Drinking Water Program Newsletter

*"Working Together for Safe Drinking Water"*

Summer 2013 • Volume 21, Issue 2



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## MANAGING THE WATER'S EDGE: The Saco River Corridor Commission's Role in Protecting Drinking Water

*Andy Tolman, Assistant Director*

*(Story & background credit: Dennis Finn, Saco River Corridor Commission)*

Maine is fortunate to have an abundance of water resources, including about 6,000 lakes covering 1 million acres. Major river systems are used for hydropower and, historically, for log driving and paper making. Several waves of waterfront recreational subdivision for camps and second homes threaten both water quality and aesthetics of these water bodies. The Saco River is a major recreation draw for canoeing, camping, and its lakes are attractive for development. The river also has historic hydropower and industrial development, and is the source of drinking water for Biddeford, Saco and neighboring towns.

The Saco River Corridor Commission (Commission) is funded, in part, by water systems that withdraw directly or indirectly from the Saco and its tributaries. The Commission serves as a land use agency in 20 towns within a 500 foot corridor along the River with its members appointed by the towns and also providing funding. The Commission conducts extensive monitoring and reporting throughout the watershed, as well as education and outreach through conservation groups and schools.

The Commission has developed a regulatory philosophy, which includes working through education whenever possible, using connections to schools and towns, and the results of its ongoing and extensive monitoring. It also works with local planners, the Soil and Water Conservation District, and conservation groups to avoid land use conflicts in the 500 foot corridor. Actual regulation and enforcement are utilized as a third tier when education and planning need support to maintain water quality.

Monitoring is important, and requires more resources than the

*Continued on page 6*

## Who Can Change a Well Pump?

*David Braley, Certified Geologist*



Maine law requires that all water well pump installations, replacements, alterations or repairs be performed by a licensed pump installer or a licensed Master Plumber.

**From 32 M.R.S. §4700-J Licensure; well drillers and pump installers:**

*"Effective January 1, 1994, a person may not engage in the business of constructing water wells within the State or engage in the installation, replacement or repair of a pump in a water well unless licensed with the commission..." and; "A person licensed under chapter 49 as a master plumber is not required to be licensed with the commission to perform the work of a pump installer."*

Many licensed well drillers are also licensed to install pumps. There is no exclusion for public water system operators, including employees of water districts or departments. Please remember to use only appropriately licensed individuals and companies when you need a pump installed, replaced or repaired. For more information please refer to the Maine Well Drillers and Pump Installers Rules, 144 CMR 232.



Maine Center for Disease  
Control and Prevention

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# DIRECTOR'S *Corner*



## Collaboration

Collaboration is defined as the “act of working together with one or more people in order to achieve something.”<sup>1</sup> Collaboration may be achieved on a small scale with only two participants or on a very large scale with numerous partners holding diverse perspectives and backgrounds. Each contributor participating in a collaborative effort must feel connected to one or more of the goals of the collaboration, in order for a successful result. The question of “what’s in it for me?” must be answered for each participant, before the full synergy of the group is realized. Each participant must envision how they, or their organization, will benefit, before they are willing to commit their limited resources to the project.

Collaboration is often needed when we are dealing with source water protection efforts. For most public water systems, it is difficult, or even impossible, to own or control all the land within their source water protection area. Therefore, collaboration with land owners, municipal officials, conservation and environmental groups, regulatory agencies, and others becomes essential to reaching long-term source water protection goals.

In most, if not all, successful collaborative efforts, there must be one or more individuals who champions the effort and is willing to go to great lengths to help the other players see the benefits of participation. These “champions” must excel at effective communication, including listening and persuasion. The champion must be patient and willing to accept setbacks while maintaining a vision of future.

For the past 14 years at the Drinking Water Program, Andy Tolman has been such a champion of many collaborative efforts. From working with municipal officials, federal and state agencies, land trusts and other conservation groups, various conservation and wildlife organizations, Andy always remained committed to the goal of protecting Maine’s drinking water.

Andy has announced that he will be retiring in August 2013 from the Drinking Water Program. Having established a legacy of collaboration with many diverse groups, Andy knows how to patiently wait for the right opportunities, while continually maintaining relationships which will yield fruit in the future.

Although much remains to be achieved, the protection of drinking water in Maine has significantly improved because of Andy’s diligence and vision. Andy has set a great example of how to collaborate and work together for safe drinking water. Although Andy will surely not completely disappear from the source water protection world, please take a moment to express your appreciation and well wishes to Andy, as he moves to a different stage in his life.

Yours for safe drinking water,

*Roger*

1. Encarta Dictionary

## Service Connection

The Maine Drinking Water Program Newsletter

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## Are You Thinking About Drought?

Jennifer Donnell, Security & Fluoridation Specialist



Droughts do not happen overnight. We can see them coming months before restrictions are set in place. Determining who receives priority with water usage during drought is difficult and fraught with emotion at every level. Public Water Systems perform an excellent job at looking at the larger picture. We need water for fire suppression, drinking water, and sanitary needs. Preserving those key

functions is the priority. Water is also needed for businesses, industrial cooling, environmental needs, and tourism. It might be nice to see fountains, green grass, and to be able to water our gardens and continue to recreate on waterways the way we do in summer, but it is important to identify the priorities for water use first.

Your water source, whether it is a reservoir, lake, river or underground aquifer, may be experiencing chronic insufficient recharging from months of low precipitation and snow melt. Now, summer and demands of seasonal use is very high, and it is the time to think about monitoring, tracking, and measuring water use to determine priorities. Public education in times of drought prove tremendously successful with gaining voluntary compliance, should water restrictions be needed.

Droughts levels are monitored and updated every Thursday morning by the US Drought Monitor [http://droughtmonitor.unl.edu/DM\\_state.htm?ME,NE](http://droughtmonitor.unl.edu/DM_state.htm?ME,NE)

The Drinking Water Program has a guidance document to help get started with drought planning; <http://www.maine.gov/dhhs/mecdc/environmental-health/water/documents/Drought-Contingency-Guidance.pdf>



## Reminder...

When sending water samples to out-of-state laboratories, please be sure to include your PWSID# on the paperwork submitted with the water sample.

## Stage 2 Disinfectants/Disinfection By-products Rule Monitoring Plan Deadline Approaching

Jennifer Grant, Compliance Officer

All non-transient, non-community and community public water systems adding a chemical disinfectant or purchasing chemically disinfected water must test for disinfection by-products under the Stage 2 Disinfectants/Disinfection By-products (D/DBP) Rule. Stage 2 compliance monitoring begins the 4th quarter of 2013 for most systems serving 49,999 or less (with the exception of unfiltered systems serving less than 10,000) and a revised Stage 2 D/DBPR Monitoring Plan may be required, if you will be sampling in different locations than you did under Stage 1.

If your system serves more than 3,300, you are required to submit a copy of your revised Stage 2 D/DBP Monitoring Plan to the DWP by October 1, 2013. Systems that completed an Initial Distribution System Evaluation (IDSE) have already complied with this requirement, but any systems that received a 40/30 waiver and have selected new or additional monitoring locations for Stage 2 should submit their revised Stage 2 D/DBPR Monitoring plan to the DWP. In July 2013, you will be receiving a reminder letter specific to your system's requirements to comply with this new rule. Please contact your compliance officer with any questions.

# Mystery Monthly Operating Reports

Water Systems that add a chemical to their water are required to file a Monthly Operating Report (MOR). MORs must be submitted by the 10th day of the following month. In any given month, the DWP receives hundreds of MORs by mail.

The DWP often receives MORs in the mail with pertinent information missing. No system name, no PWSID #, no month, and, often times, an operator's name that is indecipherable. Without proper identification, this office cannot credit the water system with submitting the MOR.

Before you send in a MOR, take one last look at the report: Is it filled out completely and properly? Can you identify the system? Can you identify the month?

If you have any questions about filling out or submitting MORs, contact your compliance officer.

Small Water System Chlorination Report Form			
Reports must be submitted by the 10th of the following month. (Please fill in ALL system information and print clearly)			
Date	Gallons Pumped*	Chlorination	
		Amount Used**	Free Chlorine Residual
1			
2			
3			0.2
4			
5			
6			
7			
8			0.2
9			
10			
11			
12			
13			
14			
15			0.1
16			0.9
17			
18			0.7
19			0.3
20			
21			
22			
23			0.3
24			
25			
26			0.4
27			
28			
29			
30			0.4
31			

**Establishment Name**

PWSID # \_\_\_\_\_

Month \_\_\_\_\_ Year \_\_\_\_\_

City/ Town \_\_\_\_\_

Operator Name \_\_\_\_\_

Record date when bacteria sample is taken and measure chlorine residual at the same time and location. Please note any operational problems or comments (use back side if needed):

Fixed The Chlorination Pump Cut Back From 90% to 70% on The Flow

Send to:  
Drinking Water Program  
Public Health  
Dept. of Health and Human Services  
11 State House Station  
Augusta, ME 04333-0011  
or e-mail to: dwpmor@maine.gov

\* Completion of "Gallons Pumped" column is required only if you have a water meter.  
\*\* Entries in the "Amount Used" column need to be made only when you actually add chlorine to your solution tank.  
Please contact the Drinking Water Program at 287-2070 (557-4214 after hours) if you need assistance.

MOR-012

Make sure your MOR is filled out completely and legibly to avoid becoming a "Mystery MOR".

## Need Technical Assistance?

The Drinking Water Program works with the Maine Rural Water Association (MRWA) to provide small water systems with **FREE** on-site technical assistance by two Water Quality Specialists. These Water Quality Specialists can help with reviewing the operation of a treatment process, collecting samples, answering your questions on regulations, filling out reports or finding a leak.

Water systems can call MRWA directly for assistance or be referred by the Drinking Water Program for a visit. Additionally, MRWA has other technical assistance providers that work specifically with municipal water systems for assistance with treatment issues, regulatory compliance assistance, leak detection and line location and are able to provide assistance in the creation of Emergency Response Plans and Vulnerability Assessments.

If you want assistance on a water quality problem or compliance question there is help available by contacting your Drinking Water Program compliance officer or field inspector at 287-2070, or MRWA at 737-4092.



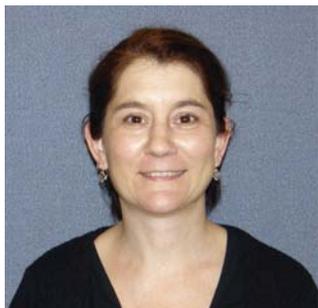
## "Lead Free" Reminder:

All plumbing fixtures installed after January 4, 2014 must be lead free. This summer, keep track of your inventory and assure that new purchases and incoming stock is compliant and your staff is aware of this new law.

For more information, EPA has developed a "Draft Frequently Asked Questions concerning the Reduction of Lead in Drinking Water Act" document which can be found by going to: <http://water.epa.gov/drink/info/lead/upload/epa815p13xxx.pdf>

## New DWP Staff

### Pamela Bryer



Pam Bryer joins the Drinking Water Program as a new Compliance Officer. Pam earned her bachelor's and master's in Zoology from UMO and her Ph.D. in Environmental Toxicology from Texas Tech University. Prior to joining the DWP,

Pam worked as an air quality consultant in Pennsylvania and Texas and before that she was a biology professor in Texas. Pam will be handling Compliance Region A (southern Maine) and the Lead and Copper Rule. You can contact Pam at 287-1979 or [pamela.bryer@maine.gov](mailto:pamela.bryer@maine.gov).

### Darren Brann



Darren Brann joins the Drinking Water Program as the new Compliance Officer for Region F (western Maine). Prior to coming to the DWP, Darren worked as a Chemist at the State Health and Environmental Testing Laboratory (HETL). In his 15 years at HETL, Darren has worked in both the Organics and Inorganics sections, and most recently his

primary duties were as a Metals and Anions analyst. Darren was born and raised just outside of Augusta and currently lives in Winthrop with his wife Michelle, and their two sons Noah (5), Leo (10 weeks). Outside of work, Darren enjoys sports, hunting, and fishing. You can contact Darren at 287-5545 or [darren.brann@maine.gov](mailto:darren.brann@maine.gov).



## Enforcement Corner

### We're Here to Help

*Tera Pare, Enforcement and Rulemaking Coordinator*

The paperwork that arrives on your doorstep from the Maine Drinking Water Program may, at times, seem overwhelming.... The weight may feel even heavier when a letter arrives, informing you and your public system that something is wrong and you need to correct the problem or violation.

During this particular time of year, many summer seasonal public water systems open to a busy season. If you are managing or owning or operating a summer restaurant or campground, it may be tempting to set your mail aside and deal with it another, quieter time. However, life rarely grants us those moments, and it is human nature to forget about that mail from 3 weeks ago, when so many other demands are pulling at you.

Some basic tips to avoid the Enforcement Corner:

- 1. Sample & Report:** Promptly and consistently collect all required water samples for analysis at a Maine-certified lab. A key piece of this plan to take steps in assuring that this laboratory reports results to the Drinking Water Program.
- 2. Be Proactive With Notices of Noncompliance or Deficiencies:** Consistently contact the DWP when you receive a letter that some part of your treatment maintenance, reporting, public notification, operator status

lapses, or other problems arise. Any issues or violations that accrue only lead to more paperwork and hassle in the form of administrative enforcement actions. If further ignored, then it could cost your public water system money. The average penalty assessment levied is \$2,500. Should you receive a Notice of Noncompliance, Notice of Deficiency or Administrative Order, the worst course of action is to think that the issue will disappear if it is ignored.

**3. Ask Questions:** If you have any questions about an Administrative Consent Order, Administrative Compliance Order/Penalty Assessment, or enforcement letter, please call us. If your public water system serves a transient or non-transient non-community population (i.e. restaurant, campground, daycare facility, business, school), then contact Dawn Abbott at 287-6471. If your public water system serves a residential population, (i.e. a water district, mobile home park or an apartment building), then contact Tera Pare at 287-5680.

Each piece of correspondence should explain what we require, with corresponding deadlines. If you are confused by what is required, do not hesitate to call! It saves both you and us time, if you clearly understand your requirements as a public water system supplier. There are no stupid questions!!!



# WATER OPERATOR NEWS

Teresa Trott, Water Operator  
Licensing Officer

Summertime is upon us. Operators will be busy with summer services, distribution upgrades and treatment tweaks to assure safe drinking water. The Water Operator Board welcomed 33 new operators to the profession. Many of these operators have experienced mentors to thank for their success. Here are some reminders for mentors and new operators to continue with success this summer.

**S**tandard Operating Procedures, SOP- write or review – test the SOP to make sure it is easy to follow, includes safety precautions and achieves the proper end result.

**U**se proper equipment and tools. This summer especially, watch for plumbing components containing more than 0.25% lead, which will not be able to be installed after January 4, 2014. Take inventory of stock items and order only lead free (<0.25% lead).

**M**onitoring plans – make sure they are up to date. Collect your samples carefully, properly and on time.

**M**aintain pumps, chlorinators, treatment processes, piping. Watch for leaks, cross-connections and changes in water quality.

**E**mergency Management Plan review to prepare for storms and power outages

**R**eport chemical use and water quality reports on time.

Training opportunities in the summer are usually infrequent but of very good quality and availability. Check the Professional Training Calendar in the Water Operator Licensing section of the DWP website. To access the Training Calendar, go to [www.medwp.com](http://www.medwp.com), click on "Licensing" in the left hand navigation pane, then on the "Board of Water System Operators" link, and finally on the "Training Page" link in the right hand navigation pane. There is also information on how to use your in-house safety trainings for TCH.



The Board of Licensure of Water System Operators has a vacancy for a CLASS III Operator Representative. The Board meets 4 times per year. For more information, or if you are interested in the board position, contact Terry Trott at 287-7485.

## Managing the Water's Edge... (Continued from Cover)

Commission can provide, so they work with New Hampshire groups to coordinate headwater monitoring, engage students in macroinvertebrate monitoring to assess stream health, providing both education and data. They recruit and retain volunteers to collect data, work with the Nature Conservancy and instrument suppliers to obtain needed tools.

**M**onitoring has identified threats to water quality coming from outside the corridor (high E. coli). Improper manure disposal in a tributary threatened the health of canoeists on the river. The

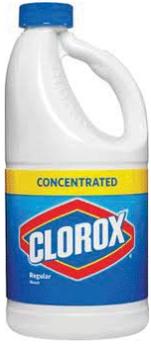


Photo by: Saco River Corridor Commission

monitoring data was used to mobilize other resources (Department of Agriculture and the Attorney General) to remove the source and improve operations.

Another example of the Commission's work was their response to a clear cut within the Corridor. A vacant parcel along the river was illegally clear cut; the activity violated both shoreland zoning and the Commission's rules. A 'normal' response would have been to impose a fine; the Commission chose to negotiate with the landowner for restoration, in collaboration with the Soil and Water Conservation District, the Attorney General and the State Forester. The landowner planted 600 white pine seedlings, and undertook immediate erosion control, as well as ongoing maintenance.

The Commission has evolved to be a link between towns in the watershed, as well as a resource for water quality and land management. It provides an example of what may be accomplished by working together for safe drinking water.



## Pay Attention to the Clorox® Products You Use

Clorox® has recently released a new product called Clorox® Concentrated that has a stronger concentration of sodium hypochlorite (the active ingredient to disinfect in bleach). The concentration of sodium hypochlorite in the new Clorox Concentrated product is 8.25%, compared to 5.25% in Clorox® Regular and 6% in

Clorox® Ultra.

It is important that you pay close attention to the labeling of the Clorox bleach products you buy, to ensure that you know whether you are purchasing the new, higher concentrated product for use in your continuous chlorination system.

If you use this new Clorox® Concentrated product in your continuous chlorination disinfection system, you will need to adjust the amount of bleach you use, as less of this new product is needed to achieve the same strength as other Clorox products.

Visit the DWP homepage ([www.medwp.com](http://www.medwp.com)) for a guidance document to help you determine how much of the new Clorox® Concentrated to use in place of Clorox® Regular and in Clorox® Ultra.

## Subsurface Wastewater Team Provides Training

Each year, between February and March, the DWP's Subsurface Wastewater Team (SWT), in association with the Joint Environmental Training and Coordinating Committee (JETCC), presents a series of training workshops for Local Plumbing Inspectors, Site Evaluators, Code Enforcement Officers, Certified Septic System Installers, and Certified Septic System Inspectors.

Because JETCC did not receive funding this year, the SWT coordinated the dates and locations, in addition to giving the presentations. In all, 15 very successful training workshops were held throughout Maine. Locations ranged from Fort Fairfield to Wells, Rockland to Greenville, and points in between.

The presentations may be viewed on our web site at <http://www.maine.gov/dhhs/mecdc/environmental-health/plumb/training.htm#training2013>.



## You Ask, We Answer: Your FAQs Answered

**Q:** *How often are sanitary survey inspections completed by the DWP and who completes them?*

**A:** A sanitary survey inspection is completed at "Community" public water systems every three years. Sanitary surveys at "Non-Community" public water systems are completed every five years. Sanitary surveys are completed by a DWP field inspector who will ask the public water system (PWS) administrative contact or their representative to participate in the inspection. For those PWSs that are required to have a licensed operator, the field inspector will also ask the system's Primary Operator to participate in the sanitary survey inspection.

**Q:** *What happens if I miss a sampling deadline?*

**A:** If you miss a sampling deadline, it's important that you call and notify your Compliance Officer of the oversight as soon as you become aware of the problem. Collect the missed water test as soon as you can, and issue the required public notice to your customers. Your Compliance Officer will help guide you through the process.

**Q:** *Where can I find Monthly Operating Report (MOR) forms?*

**A:** All of the MOR forms are available on the DWP website, by going to [www.medwp.com](http://www.medwp.com), and clicking on the "Rules and Policies" link in the left hand navigation pane, and then on the "Monthly Operating Reports" link.

The MOR forms are available in either Excel format or Adobe Acrobat (pdf) and can be submitted electronically to the designated e-mail address for MOR submittals: [DWPMOR@maine.gov](mailto:DWPMOR@maine.gov).

It is important to remember that for those water systems required to have a Designated Operator (DO), the DO must sign every MOR before it is submitted. For those MORs submitted electronically, the MOR is considered signed by the DO if the MOR is submitted directly by the DO through e-mail.

*Have any questions you want answered? Send them to [erika.bonenfant@maine.gov](mailto:erika.bonenfant@maine.gov). Your question might even be featured in a future newsletter! If you don't know, just ask!*



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Mary C. Mayhew, Commissioner

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 Laboratory Certification Officer  
 Chief Engineer  
 State Plumbing Inspector  
 Data Management  
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 Enforcement & Rulemaking Coordinator  
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 Field Inspector & SRF Project Manager  
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 Compliance Officer  
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