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# Service Connection: The Maine Drinking Water Program Newsletter, Volume 18, Issue 1 (Spring 2010)

Maine Department of Health and Human Services

Maine Center for Disease Control and Prevention

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Maine Center for Disease  
Control and Prevention

An Office of the  
Department of Health and Human Services

John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

# Service Connection

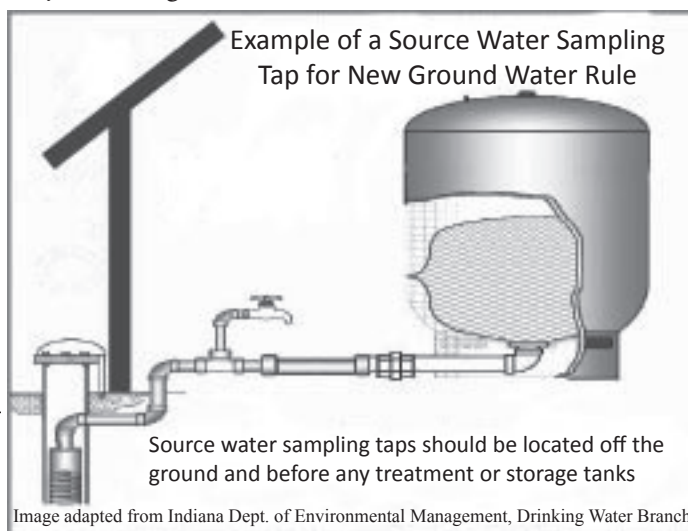
THE DRINKING WATER PROGRAM NEWSLETTER  
"Working Together for Safe Drinking Water"

## Get Ready for Summer!

Andy Tolman, Assistant Director

There are many water systems that operate for only part of the year. Examples include: campgrounds, boys and girls camps, restaurants, sporting camps, ski areas, golf courses, and motels. These systems often open and begin serving drinking water to the public after hibernating for part of the year. If you operate a seasonal system, follow the steps below to help avoid problems with your system. There is also a new rule, the Ground Water Rule, that makes it even more important to start the year off right.

◆ **Inspect your well:** If the well cap is not a sanitary sealed well cap or it's loose, take off the well cap and check to see if spider webs or insects are inside. If so, clean them out with a shop vacuum. Bugs can get in your water and cause bacteria to spread in your water system. If your well cap does not seal, replace it with a new one. With the new Ground Water Rule now in effect, you also need to have a sample tap before your pressure tank, so you can collect source samples, should you receive a positive coliform result.



◆ **Disinfect the system:** Water in your pipes and in your well sits over the winter and stagnates. If you've drained the system, there's a good chance that bacteria have moved in. You can kill those bacteria by adding bleach to your well. The bleach that you use must be approved for disinfecting drinking water (regular Clorox® has this approval). We have guidance for disinfection on our website at [www.medwp.com](http://www.medwp.com) (click on "Resources, Guidance, and Information" and then on "Well Shocking Fact Sheet"). Many systems break apart sections of water lines in the fall to ensure they are drained. You can help speed up disinfection by adding bleach directly into the water pipes before re-connecting the pipes.

◆ **Run your well to fill the system:** Turn on faucets at the ends of the system to get chlorinated water into all of the pipes. After you can smell chlorine coming out of the taps, shut the water off and let it sit overnight. Chlorine works best if it is allowed to stay in contact with contaminated materials for a long time.

◆ **Flush the chlorine out:** After you have let your water sit overnight, turn on the faucets and let them run. This will help to move the chlorinated water out of the system. Use a hose to direct the chlorinated water to places where it won't damage vegetation or surface water. Don't flush chlorinated water into your septic system because the chlorine can kill the 'good' bacteria in your septic system.

◆ **Flush your tanks:** Be sure to drain and refill your water storage tanks to remove rusty water and ensure that the valves still work. Continue flushing until the water is no longer discolored.

*continues on Page 5, see **Ready for Summer***

*Caring.. Responsive.. Well-Managed.. We are DHHS.*

Volume 18 Issue 1  
Spring 2010

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### Director's Corner

#### Funding Public Water System Infrastructure Improvements

As I have stated in previous messages, the addition of American Recovery and Reinvestment Act (ARRA) funding has greatly benefited Maine. We have been successful in addressing a large number of public health and aging infrastructure needs. We spent time in January 2010 trying to anticipate additional ARRA funding, but alas, every other State in the Nation was successful in committing all of their funds so there was no leftover ARRA funds for us to access.

At the same time, Congress debated an additional "jobs" bill, but that too did not yield any fruit. There is now also the possibility of a State of Maine "Jobs" bill which may provide additional funding for drinking water infrastructure projects.

Congress did appropriate approximately \$13.5 million for our 2010 Drinking Water State Revolving Fund (DWSRF). This award is more than a \$5 million increase from previous years. However, our ability to access the 2010 funding is contingent on Maine voters approving our \$3.4 million bond request in June 2010. We have received requests of approximately \$45 million for 2010 funding.

The June 8, 2010 ballot will have at least three bond questions. The DWSRF State Match (\$3.4 million) is part of a larger bond question requesting

\$10.25 million to "improve water quality, support drinking water programs and the construction of wastewater treatment facilities and to assist farmers in the development of environmentally sound water sources." A yes vote on this question will allow the Drinking Water Program to access the \$13.5 million in federal funds. With the new federal funds, state match and repayment funds, the Drinking Water Program will have approximately \$18 million for construction projects and another approximate \$3 million for non-construction project activities including:

*Sixteen DWP Staff Positions, Small Water System Technical Assistance, Operator Training, Wellhead Protection Grants, Capacity Development Grants, Consolidation Grants, Education and Outreach, Land Acquisition Loans and more.*

A yes vote will allow the Drinking Water Program to continue these activities uninterrupted for another year. If you would like more information on the plans for 2010 DWSRF spending, please visit our website at [www.medwp.com](http://www.medwp.com).

Yours for safe drinking water,

*Roger*



## Service Connection

### THE DRINKING WATER PROGRAM NEWSLETTER

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## Drinking Water Program Staff Changes

### New Staff

#### Norm Lamie



Norm Lamie joins the Drinking Water Program as the new Chief Engineer. Prior to joining the DWP, Norm worked for 23 years as General Manager of the Auburn Water and Sewerage Districts. Norm holds a Maine Professional Engineer license and has been involved in the drinking water profession for 35 years. Norm is a graduate of the University of Maine with a B.S. in Civil Engineering and a Masters Degree in Public Administration. You can contact Norm at 287-2647 or [norm.lamie@maine.gov](mailto:norm.lamie@maine.gov).

#### Yvette Meunier



Yvette Meunier joins the Drinking Water Program as the new Compliance Officer for transient, non-community water systems. Yvette earned a bachelor's degree in Geosciences from the University of Southern Maine. Prior to joining the Maine Drinking Water Program, Yvette worked for the New Hampshire Department of Environmental Services -Source Water Protection Program in various roles supporting the VOC and SOC waiver program and the Underground Injection Control Program. Yvette can be reached at 287-5545 or [yvette.meunier@maine.gov](mailto:yvette.meunier@maine.gov).

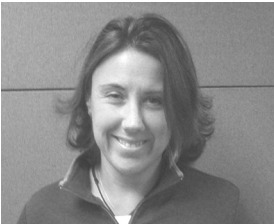
### Staff Updates

#### Daniel Piasecki



Daniel Piasecki has recently moved from the Compliance and Enforcement Team to join the Field Inspection Team. Daniel is the new Field Inspector and SRF Project Manager working out of the Bangor Regional Office, filling the position left vacant from the retirement of Rod Hanscom. Daniel earned a B.S. in Chemical Engineering from the University of Maryland, College Park. Prior to joining the Maine Drinking Water Program in 2007, Daniel worked for six and a half years with the Maryland Department of the Environment – Water Supply Program performing various duties relating to public drinking water systems. Daniel can be reached at 592-4826 or [daniel.piasecki@maine.gov](mailto:daniel.piasecki@maine.gov).

#### Danielle Obery



Danielle Obery has recently moved to a new Compliance district within the Compliance and Enforcement Team, filling the Compliance position previously held by Daniel Piasecki. Danielle is now the Compliance Officer for community and non-transient non-community water systems in the southern and western Maine Compliance and Enforcement district (District A). Danielle had previously been working as the Compliance Officer for transient, non-community water systems throughout the state. Danielle can be reached at 287-1979 or [danielle.obery@maine.gov](mailto:danielle.obery@maine.gov).

#### Frank Sokol



Frank Sokol, who had previously worked as a summer intern for the Drinking Water Program from 5/09 through 10/09, has returned for another term of service. He started on 1/5/2010 and will continue to work until 11/13/2010. Frank is a volunteer with AmeriCorps and the Maine Conservation Corps. Frank will be collecting GPS Points for public water supply wells and their connecting water treatment plants. He will also be performing Source Water Assessments for groundwater supplies and participating in educational outreach programs as needed.







## Major changes for the Comprehensive and Limited Environmental Laboratory Certification Rules

Matt Sica, Laboratory Certification Officer



*New rules for certified laboratories reporting compliance data to the DEP and DHHS went into effect April 1st. The major changes in these rules include:*

**1. Improved Definitions.** The rules incorporate more definitions to ensure consistency in terminology. Others have been updated to reflect current usage within the environmental testing industry. For example, the term “performance evaluation” is obsolete and has been replaced by “proficiency testing”.

**2. Incorporation of Current Policies and National Standards.** The update defines a consistent set of rules for administration of the environmental laboratory review process. This update is intended to assist regulated parties in achieving compliance by incorporating several existing industry standards, along with current rules and policies. The rules also incorporate detail from existing guidance documents, which include the following:

- ◆ Incorporation of Quality System elements, the 2003 National Environmental Laboratory Accreditation Conference NELAC standard and the International Organization for Standardization / International Electrotechnical Commission, ISO/IEC 17025:1999;
- ◆ Allowance for performance-based methods and method flexibility, where applicable by program; and
- ◆ Updated use of new methods.

**3. New Certification Category.** This rule adds a solid and hazardous waste category for certification. Certification will now be offered for SW-846 methods.

**4. Proficiency Testing Requirements.** There are changes to the proficiency testing requirements for laboratories and proficiency test providers. Labora-

tories will be required to perform one proficiency test per year instead of the old rule’s requirement for two tests. The NELAC Institute’s (TNI) PT Committee reviewed statistical data, which showed only a small statistical increase of laboratory effectiveness, with two PTs per year, compared to one PT per year. This study analyzed the pass/fail data for PT sample data sets for laboratories performing two PT samples per year and other laboratories performing one PT sample per year. This change would realize a cost savings to the laboratories, without detriment to quality.

**5. On-site Inspections.** On-site inspections will be conducted differently. Currently, a laboratory located in Maine could receive NELAC accreditation from another state and be exempted from the biennial onsite inspection of the Maine Laboratory Certification Program (MELCP). This practice limited the effectiveness of the MELCP in regulating these particular laboratories. This change requires laboratories located in Maine to be inspected by the MELCP. This rule change also requires the MELCP to perform out-of-state laboratory inspections when the resident state’s inspections are performed at a frequency of greater than two years.

**6. Re-organization of the existing rules.** With this rule change, the rules were reorganized, in order to reflect the general sequence of the certification process, to promote clarity and help achieve compliance.

For questions on Laboratory Certification, contact Matt Sica at 287-1929. 



### Stage 2 DBP Rule Reminder:

All Schedule 4 System IDSE Reports are due July 1, 2010.





# A Dozen Reasons Why Written Procedures are Valuable for a Public Water System

*Written Standard Operating Procedures (SOPs) are important and valuable for any and all operations, small or large. With Public Water Systems specifically, there are several reasons why written procedures are beneficial. Here are a dozen to consider:*

- 1 **Consistent Operation with Multiple Operators** - If more than one person is expected to complete a procedure, the procedure will be followed more consistently when a written procedure is provided. This practice is particularly helpful when performing a complex or multi-step procedure.
- 2 **Developing Best Practices** - During the process of creating a written procedure, the best process for completing a task is both developed and recorded. In addition, future improvement is often initiated by reviewing existing written procedures.
- 3 **Ability to Delegate with Confidence** - By providing written procedures to delegated individuals, operators in responsible charge can increase their confidence that those individuals can perform operations effectively and as planned.
- 4 **Owner/Manager Confidence in Operations** - Water system owners can be assured that operating procedures are known, documented, and being performed consistently among different operators if those procedures are written and followed.
- 5 **The Backbone of Training** - Written procedures are used as a training template for training back-up or new operators on standard system operating procedures, ensuring consistent operation over time and through changes in personnel.
- 6 **Controlling Process Change** - Changes in process are documented in a log book and transferred among operators using written procedures with revision control. Written procedures are often used to make process or equipment changes, as well, which is particularly valuable for contractors not familiar with how a system operates.
- 7 **Coordinated Efforts and Efficiency** - In operations that involve the coordinated efforts of multiple individuals or departments, the review of written procedures by all affected parties enables coordinated efforts and identifies opportunities for efficiency.

8 **Operating During Emergencies** - During emergencies, written procedures allow delegated individuals to perform tasks under the guidance of personnel (licensed operators) not present, but available through other means of communication. This practice is valuable when travel to a facility is either difficult or impossible (floods, snow storms, ice storms, etc.).

9 **Identifying Critical Process Points and Needs** - By reviewing all operating procedures, as documented in written SOPs, a system owner or individual in responsible charge can identify the critical points of a water system's operation. This method, in turn, enables the development of back-up strategies and equipment/supply procurement to meet the system needs during regular and emergency operating conditions.

10 **Third Party Confidence in Operations** - From a system management perspective, any interested or overseeing entity such as the public, a bank, or a regulating entity, will be satisfied in knowing that the operation of a water system is understood and being managed when operating procedures are written (documented) and being followed.

11 **Problem Investigation and Resolution** - When investigating challenging water system problems, a review of the contents of written procedures and adherence to written procedures is an integral part of problem resolution.

12 **Maintaining Operations During Employee Absence** - Written procedures help operations remain consistent during employee absence. For small and large operations, everyone takes a vacation eventually... we hope! There are other reasons for employee absence as well: business travel, emergencies, illness, accidents, weather, maternity or paternity leave, termination of employment, or even the death of an employee. Written procedures allow coverage as appropriate until key individuals return to work or another individual takes on the work responsibility. This applies to the small restaurant with only one person maintaining a chlorinator as well as the large municipal system with clerical activities that need to continue during an employee absence (e.g. billing). At one time or another, we have all said to ourselves... "How does that person do that?!" Written procedures help.

*With these reasons in mind, consider the value of investing time into creating written procedures for your operations. There are clear and valuable paybacks to this work.*



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## Division of Environmental Health: Who We Are

Part 4 of a 4-Part Series

### Drinking Water Program

The Maine Drinking Water Program (DWP) works to ensure that public drinking water supplies in Maine are safe, secure, and adequate. The DWP is responsible for regulating public water systems throughout Maine and enforcing and administering the Federal Safe Drinking Water Act and the State of Maine Rules Relating to Drinking Water. Public water systems are defined as any water system that serves 25 or more people a day for 60 or more days per year. The DWP works with around 2,000 Maine public water systems, ranging from campgrounds and schools to mobile home parks and large utilities.

The DWP is made up of four program sections: the Field Inspection Team (FIT), the Compliance & Enforcement Team (CET), the Water Resources Team (WRT), and the Information Management Team (IMT). FIT acts as the "eyes and ears" of the program, conducting inspections, source approvals, technical assistance, and managing the SRF loan program for infrastructure improvements. CET oversees sampling and water quality and determines a water system's compliance with water quality standards. CET also prepares legal documents & negotiates settlements with systems out of compliance. WRT provides source protection planning, land acquisition loans, wellhead protection grants, mapping, security, capacity development, and water operator and well driller licensing. IMT manages the State Drinking Water Information System (SDWIS), oversees record maintenance, provides mapping and GIS system support, and SRF loan management. *For more information*



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*or to contact the  
DWP, call 287-  
2070 or visit [www.  
medwp.com](http://www.medwp.com)*

*Ready for Summer, continued from Page 1*

💧 **Walk your pipes:** If you have lines that run over the ground, take a walk around to make sure that they are not leaking. Leaking lines can pull bacteria into your drinking water and can increase your power costs because you'll be pumping water that you don't use. It can also run your well dry when you least want it.

💧 **Wait a week before taking bacterial samples:** We strongly encourage collecting an Operations and Maintenance (O&M) bacteria sample after the above steps have been taken to assure that the system disinfection was adequate and complete. O&M samples do not count toward annual testing requirements. If the samples are "bad" they will not count against you, but if the results are good you cannot use the results for compliance purposes.

💧 **Collect your initial compliance samples within 30 days of opening** as required by the State Drinking Water Regulations. Refer to the Annual Testing Requirements Letter that was mailed to your system for the required water tests and frequencies that will be due during the operating season.

If you have any questions regarding the drinking water requirements for your system, call your Compliance Officer.



*Reminder to Groundwater Systems:*

*Have you installed your source  
water sampling tap before any  
storage or treatment?*







## Revisions Planned for Subsurface Wastewater Disposal Rules

The Maine Division of Environmental Health, Drinking Water Program, Sub-surface Wastewater Unit is proposing revisions to the Subsurface Wastewater Disposal Rules (C.M.R. 241).

The purposes for these revisions include correcting errors and inaccuracies, creating a more user-friendly document, and reflecting the Department's statutory responsibilities more plainly. Our goal is to develop rules which are equitable to the onsite sewage disposal industry and the regulated community, but which do not compromise the protection of public health, safety and welfare.

To that end, we have established a stakeholders group to review and comment upon the proposed changes. The document resulting from the stakeholders' meetings will then be presented for public hearing. The draft Rules will be available at that time. A formal rulemaking package is tentatively scheduled for this spring, likely in late April.

## Reminder for 2010 Wellhead Protection Grants



The DWP is now accepting applications for the 2010 Wellhead Protection Grant Program. The program awards grants (up to either \$5,000 or \$10,000 depending on the scope of the project) to community and non-profit, non-community public water systems for projects that will help to protect their groundwater source from contamination. Specifically, grants are awarded for projects that clearly reduce the likelihood of contamination occurring in the Source Water Protection (SWP) area by existing or future activities. **Applications are due by April 30, 2010.**

*For more information, or to obtain an application, contact Erika Bonenfant at 287-5681 or [erika.bonenfant@maine.gov](mailto:erika.bonenfant@maine.gov)*



## Operator Licensing News and Updates

Teresa Trott, Licensing Officer

### Future of Water Operator Exams

Maine operators in recent years enjoyed the option of taking an exam that tested previous level expertise, all in one sitting. These direct entry exams helped save examination time for many operators. Unfortunately very few states used the exams; therefore the Association of Boards of Certification (ABC) is discontinuing the production of these exams. The 2010 exams will mark the last time that multiple-level exams will be offered.

The Water Operator Board started discussions that would offer computer based testing (CBT) in Maine. CBT offers many benefits to Maine operators including greater convenience. With CBT, an examinee can arrange for the same Maine-approved ABC tests through Applied Measurements Professionals (AMP). AMP has a testing site in South Portland and has agreed to develop an additional site near Bangor. The testing sites are available 6 days a week during normal business hours. Examinees will be able to choose days that best fit their availability. Examinees will be provided with their test scores immediately following the exam, and the Board will be notified within 2 business days.

Of course with changes, there are always impacts. The Board will be revising much of the process we

presently use for licensing. Examination fees will be paid directly to AMP and license application fees paid to the Board. The Board will hold work sessions to develop changes to the rules. Watch the website for notices, or call Terry at 287-7485 to be put on a notification list. Changes to rule or statute, if needed, will go through the normal public hearing process.

Licenses not renewed by March 2, 2010 were inactivated. Reinstating a license is the same process as renewing it: TCH's are required and fees include a \$60 renewal and a \$50 reinstatement fee. Systems with designated operators that did not renew their license will be notified that they are operating without a licensed operator. If not corrected, penalties of \$350 to \$1,500 a day, depending on system size, may be assessed.

### Water Operator Dates to Remember

Application deadline Summer exams..	May 1, 2010
Board Meeting Augusta.....	May 20, 2010
Exam Augusta.....	June 22, 2010
Exam Portland.....	June 24, 2010
Application Deadline Fall exams.....	Sept. 4, 2010
Board Meeting Topsham.....	Sept. 16, 2010
Exam Augusta.....	Oct. 26, 2010
Exam Presque Isle.....	Oct. 28, 2010

### Free, On-Site Technical Assistance Available

The DWP partners with Maine Rural Water Association to serve small water systems through the Water Quality Specialist (WQS) Program. The WQS program is funded through the technical assistance set-aside of the State Revolving Fund (SRF). The program supports state-wide technical assistance visits by two Water Quality Specialists, Steve White and Jeff Day. WQS can help with reviewing the operation of a treatment process, collecting samples, answering your questions on regulations, filling out reports or finding a leak. Systems can call MRWA for assistance or be referred by DWP for a visit. DWP often has initiatives like emergency preparedness and source water protection that the WQS make visits to most of the systems. If you want assistance on a water quality problem or compliance question there is help available by contacting your DWP compliance officer, DWP field inspector, or MRWA at 737-4092.



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 Receptionist  
 Operator Certification/ Well Drillers Board Clerk  
 Education & Outreach Coordinator  
 Wellhead Protection Coordinator, SWP  
 Field Inspector  
 State Site Evaluator  
 Drinking Water Program Director  
 Security and Fluoridation Specialist  
 Field Inspector & SRF Project Manager  
 Field Inspector  
 Field Inspector  
 SDWIS Administrator  
 Compliance and Enforcement Team Leader  
 Field Inspector & SRF Project Manager  
 Compliance Officer  
 Project Manager/Webmaster  
 Field Inspector & SRF Project Manager  
 Chief Engineer  
 State Plumbing Inspector  
 Capacity Development & Security Coordinator  
 Data Management  
 Compliance Officer  
 Compliance Officer  
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 Enforcement & Rulemaking Coordinator  
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 Field Inspection Team Manager  
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