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# Service Connection: The Maine Drinking Water Program Newsletter, Volume 16, Issue 2 (Summer 2008)

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"

Volume 16 Issue 2  
Summer 2008



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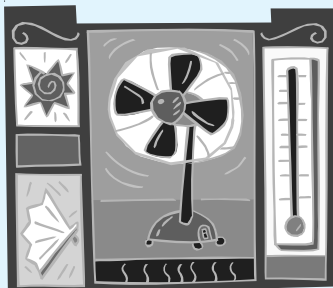
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## New Feel, Look to Sanitary Surveys

Beginning this year, sanitary surveys for all but the largest community systems will use a new question set. The new set of questions will cover the eight required inspection elements as determined by the US Environmental Protection Agency. Drinking Water Program (DWP) Field Inspectors prepared, repaired and pared down the standard question set to make sure the questions are as helpful as possible without being a great burden to water systems.

A second change to the sanitary survey process is the format of the sanitary survey report. The old report format summarized findings of the survey and identified requirements and staff recommendations. The new Sanitary Survey Summary Report includes the eight required elements of the survey, identifies minor or significant deficiencies and lists required repair and/or alteration deadlines. Repairs and alterations are still considered engineering orders. Water systems

must now return a copy of the Sanitary Survey Summary Report to confirm the required actions have been completed by the written deadline. If there are no required actions, it will be noted on the summary report and the system will not have further work associated with the sanitary survey.

These changes to the survey process make the water system responsible for documenting the required changes identified during the sanitary survey. Written notification of repaired deficiencies will help the DWP track repairs and streamline the enforcement

process for systems that do not comply with engineering orders.

The new sanitary survey process will cover slightly more topics of concern and produce a new summary sheet. The DWP will continue to conduct surveys in a timely manner to ensure public water systems in Maine continue to provide safe water to their customers.

**Sanitary Survey Summary Report**

Name of water system: \_\_\_\_\_ PWSID#: \_\_\_\_\_  
Date of sanitary survey: \_\_\_\_\_ Survey by: \_\_\_\_\_

This document officially summarizes the results of your system's sanitary survey, authorized by 22 M.R.S.A. § 2612 (D).

**Findings:**  No deficiencies were noted  Deficiencies were noted as identified below:

**Deficiencies Noted (DWP Inspector, identify the deficiency as Minor or Significant - M or S - circle one):**

- Source: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Treatment: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Distribution: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Finished Water Storage: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Pumps: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Monitoring & Reporting, Data Verification: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Maintenance & Operations: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_
- Operator Compliance: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_

**The Drinking Water Program makes the following recommendations:**

- \_\_\_\_\_ Due: \_\_\_\_\_
- \_\_\_\_\_ Due: \_\_\_\_\_
- \_\_\_\_\_ Due: \_\_\_\_\_

**The Drinking Water Program requires you to complete the following actions on or before the date(s) below. A copy of this engineering order and report indicating the date of completion of the required action(s) must be submitted to the Drinking Water Program Field Inspector completing this report. Failure to complete the required actions and submit written notice of completion may result in future enforcement actions, including but not limited to Notices of Non-compliance, Orders, and Sanitary penalties (see 10-144 CMR 231 Section 1-C and 22 M.R.S.A. § 2612). For any requirements before intended to correct a significant deficiency, this engineering order and report serves as Formal Notice of Violation of Maine's Water for Human Consumption Act and Rules Relating to Drinking Water (see 22 M.R.S.A. § 2612 (2) and 10-144 CMR 231).**

**The Drinking Water Program requires the following actions (DWP Inspector, circle M or S):**

- Source: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Treatment: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Distribution: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Finished Water Storage: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Pumps: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Monitoring & Reporting, Data Verification: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Maintenance & Operations: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Operator Compliance: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_
- Other: (M or S) \_\_\_\_\_ Due: \_\_\_\_\_ Completed: \_\_\_\_\_

Signature \_\_\_\_\_ Drinking Water Program Official Signature \_\_\_\_\_

White & Yellow Copies to Owner: 11 State House Station, Augusta, ME 04333-0011, Tel: (207) 287-3070 Fax: (207) 287-4172  
Pink Copy to DWP: \_\_\_\_\_ Sanitary Survey Summary Report Rev. Original

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## Service Connection

### Director's Corner: Protecting Public Health

I would like to thank Nancy Beardsley for her seven plus years of leadership at the Drinking Water Program. She has set a high standard of professionalism, dedication and excellence. I am grateful for the opportunity that I have had to learn from her.

As I take over the leadership role here at the Drinking Water Program, two challenges come to mind. The first is our responsibility for the protection of public health. The second is how we achieve this first goal with the limited resources that we have. Like you, the Drinking Water Program can't do everything, so we intend to prioritize based upon the benefits to public health.

Whether you are the owner of a small restaurant or the manager of a large municipal water system, you play a role in the public health system here in Maine. The Association of Schools of Public Health has stated that "Public Health works to prevent health problems before they occur." Serving safe water is an essential component of preventing health problems before they occur.

While attending a national meeting of drinking water program administrators in March, one of the

speakers reminded the audience that drinking water programs do not ensure safe water. Drinking water programs across the country exist to require public water systems to provide safe water. But it is the individuals who are collecting water samples, turning valves, operating treatment equipment and adding chemicals that are responsible for ensuring that the water served is safe.

Although we have different roles, we must work in partnership to meet a common goal of protecting public health. Former Surgeon General C. Everett Koop said "health care is vital to all of us some of the time, but public health is vital to all of us all of the time."

During my time as the Drinking Water Program Director, I will work hard to protect public health using best scientific information that we have within the confines of our limited resources. Your partnership is essential in fulfilling this goal.

Yours for safe drinking water,

Roger



## Service Connection

### THE DRINKING WATER PROGRAM NEWSLETTER

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## Maine Programs Recognized With EPA Honors

The following is an excerpt from a 4/22/2008 US EPA press release:

### Maine Citizens Receive Earth Day Honors with Prestigious Regional EPA Environmental Award

Given out by EPA since 1970, the merit awards honor individuals and groups who have shown particular ingenuity and commitment in their efforts to preserve the region's environment. This year's competition drew approximately 77 nominations from across New England.

"These awards are among the highest honors EPA can bestow to recognize environmental accomplishments," said Robert W. Varney, regional administrator for EPA's New England Office. "The work of these individuals, organizations and businesses reflect the best attributes of New Englanders, working to find solutions to environmental issues. I offer my gratitude for their extraordinary contributions in protecting the environment."

### Maine Children's Water Festival Planning Committee

Wendy Garland, Rob Sanford, Irwin Novak, Linda Woodard, Sarah Plummer, Lynne Richard, Beth Pratte and Susan Breau-Kelley. Eight members of the Maine Children's Water Festival Planning Committee are being recognized for their work in the annual festival, which educates more than 800 Maine children about environmental issues related to water. This festival, in place since 1993, educates students in a state that depends on clean water for drinking, fishing and tourism. The committee is made up of representatives from the state Department of Environmental Protection, the Portland Water District, the **Maine Drinking Water Program**, the Cumberland County Soil and Water Conservation District, the Maine Audubon Society and the University of Maine. All of the members of the committee directly teach children on water issues, using the festival as a chance to visit classrooms throughout the year. Today we recognize and thank **Wendy Garland, Rob Sanford, Irwin Novak, Linda Woodard, Sarah Plummer, Lynne Richard, Beth Pratte and Susan Breau-Kelley.**

**Maine Water and Wastewater Agency Response Networks (WARNS)** About 1,500 public water supply systems were hurt by hurricanes Katrina and Rita in the south. New England has recently faced flooding that threatened the safety of our own supplies. The New England State Water and Wastewater Response Networks involve utilities, associations and states establishing mutual aid programs in each state. These programs will allow groups to exchange information and work together when an emergency hits. Based on lessons learned, the federal government recognizes timely responses must happen first at the local and state levels. Utilities helping utilities in mutual aid is clearly the most expeditious way to deal with water emergencies. When Bethel, Maine lost its water supply in a landslide, Auburn's Water District came to its aid with staff and tractors to build a temporary impoundment. This case study will now be played out throughout New England as mutual aid programs start up in each state. No other part of the country took on the challenge of simultaneously establishing response networks in all states. Because of this progress, New England was designated a national pilot to develop the first Inter-State WARN.

## RULEMAKING UPDATE

Tera Pare, Enforcement & Rulemaking Coordinator

After a public hearing in December 2007 and a lengthy review process, the latest changes to the *Rules Relating to Drinking Water* (10-144 CMR 231) became effective on March 12, 2008. For further information or to request a hard copy, contact Tera Pare at 287-5680 or [tera.pare@maine.gov](mailto:tera.pare@maine.gov). An electronic version is available at [www.medwp.com](http://www.medwp.com).

The stakeholder process began in March for potential changes to the *Cross Connection Rules* (10-144 CMR 226). Please contact Nathan Saunders at 287-5685 or [nathan.saunders@maine.gov](mailto:nathan.saunders@maine.gov) if you would like to participate in future meetings or submit suggested changes.

The Drinking Water Program is beginning to look at changes to the *Rules Relating to Bottled Water, Bulk Water, and Water Vending Machines* (10-144 CMR 235). Please contact Andy Tolman at 287-6196 or [andrews.l.tolman@maine.gov](mailto:andrews.l.tolman@maine.gov) to contribute comments.



## Water Use During Boil Water Orders

There’s nothing like a Boil Water Order to make us realize how often we rely on water in our daily lives. Every time a public water system announces a Boil Water Order, the phones start ringing and the questions come.

The Maine CDC Health Inspection Program (HIP) licenses eating and lodging businesses in Maine. The Department of Agriculture licenses convenience and grocery stores, and food processing businesses. We have worked together to make a chart addressing some common water uses. These are practical suggestions on how to keep a household or business running - even during a Boil Water Order.

Please note, this chart only covers *some* water uses; if you have questions about a specific water use for a restaurant or lodging business, contact the Maine CDC Health Inspection Program at 287-5671. For questions about water use in Department of Agriculture licensed businesses, call 287-2161.

Your public water system or the Drinking Water Program (287-2070) can also provide information during a Boil Water Order.

Water Use	What should I do
Drinking	Use boiled or bottled water
Brushing teeth	Use boiled or bottled water
Taking showers or baths	Use as normal, taking a shower
Making ice	Use boiled or bottled water for manufactured ice
Making coffee, tea or hot chocolate	Use boiled or bottled water
Post-mix soda machines	Discontinue use
Residential dishwashers	Turn on the heat booster
Commercial dishwashers	Use as normal
Vegetable mister	Discontinue use
Food prep	Use boiled or bottled water
Cleaning and sanitizing utensils and tableware	Use single serve utensils and commercial dishwashers
Washing/soaking produce	Use prewashed and bottled water for fruits and vegetables and cooled or bottled water
Thawing frozen foods	Thaw in the refrigerator
Cooking	Use boiled or bottled water
Handwashing	Use heated bottled water



Do during a Boil Water Order?	Other things to note...
Boil water	
Boil water	
Be careful to not get any in your mouth	
Do not use tap water OR use commercially	Dispose of all previously-made ice on the premises and discontinue use until the Boil Order is lifted
Do not use tap water	Includes hard-plumbed, auto-fill coffee makers
	These machines mix water, syrup and carbonation on-site
Use a dishwasher with sanitizer or sanitizer	If your dishwasher does not have a sanitize cycle, make sure the dishes are completely dry before using.
	Low temperature models add a sanitizer during the rinse cycle; high temperature models get hot enough to kill bacteria and viruses
	Clean vegetables you will eat raw with boiled water that has cooled, or use bottled water
Do not use tap water	Discard any ready to eat food prepared with water prior to the Boil Water Order
Use bottled water for utensils and tableware or use bottled water for pitchers	
Do not use tap water for packaged produce, frozen or canned produce, or wash fresh produce with boiled water	
Do not use tap water for cooking or as part of the cooking process	
Do not use tap water	
Use bottled water (110° F)	You may use use tap water, followed by an FDA approved hand sanitizer





## Operator Licensing News and Updates

Teresa Trott, Licensing Officer



### SWOCS

Safe Water Operators  
Certification System

For the past two years the operator certification program has anticipated using a new licensing and renewal program. Our current program has served us well but is overtaxed.

Right now we are working out the bugs, double checking data and learning the ins and outs of the database. We are adjusting the program to fit our specific needs and make the transition easier for everyone. We expect to start using the SWOCS program this summer.

**What will this mean for you?** Less photocopying we hope! The new program will track training courses submitted by providers. Staff will then link the training to your license and give you a summary at renewal time. We may not have all of the classes recorded for the 2008 renewal cycle, so please be patient - we may only save a few trees this year.

### Exam rules

The Association of Boards of Certification develops rules for proctoring exams. One of these rules is about electronic devices in the exam site. Any device that can bring in or take exam information out of the site is not allowed. This means cell phones, programmable calculators and cameras. Please leave your electronic devices in your vehicle. For emergencies, people should call the DWP at 287-2070 to send a message to exam proctors. This applies to everyone taking an exam.

### Exam Dates

October 21 - Augusta  
October 23 - Presque Isle

Applications must be postmarked  
by September 6, 2008

### Free Incident Command System Training, July 15 - Lewiston

The Environmental Protection Agency has hired the Horsley–Witten Group to conduct free training on Incident Command System (ICS) and National Incident Management System (NIMS). ICS describes and defines how people from different agencies work together during an emergency. NIMS is the framework that standardizes ICS procedures and establishes training and certification standards at the national level.

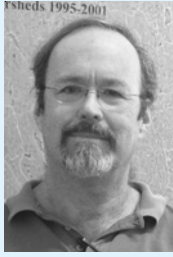
Why should you know about ICS and NIMS? You will need to know about ICS and NIMS if your public water system is involved in an extended emergency when Emergency Management Agencies are involved. In the future it is quite likely that you will need the ICS and NIMS certification to participate in other activities, including MeWARN.

On July 15 the Horsley–Witten Group will be offering a one-day training on basic ICS and NIMS. The training takes place from 8:30 to 4:00 at the Ramada Conference Center, 490 Pleasant Street, Lewiston. The training is free but you must pre-register at [www.horsleywitten.com/ICStraining](http://www.horsleywitten.com/ICStraining); refreshments and lunch will be provided.



## Who Lives Next to Your Well?

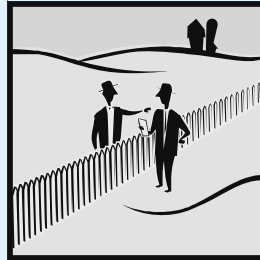
Andy Tolman, Assistant Director



It would be wonderful if all our water supplies were located in areas where there were no activities that might contaminate them. We've learned that, for most public water systems, this isn't the case. Many small community systems have wells

located near their property lines.

The Drinking Water Program, Maine Department of Environmental Protection (DEP), and Maine Rural Water Association (MRWA) are working to identify who owns land within 300 feet (the minimum sanitary protection area for a well) of these systems. While we are doing that, we're looking at land uses that might pose a threat to the well, and providing the water system with information about emergency response and water supply protection.



MRWA staff will be visiting about 200 systems to help with well protection. We'll also be updating our knowledge of the potential for problems with these wells. This will help us decide how best to use the permitting process that the Legislature gave DEP in PL 2007, Chapter 353. We identified the limited resources available to small systems to manage land use as one of the major threats to public water systems. The state-level land use management is intended to reduce the risk associated with development on neighboring properties.

If you are a small community system, look for a visit this summer or fall by MRWA staff. They will have some tools and resources to help you provide your customers with safe and secure drinking water now and in the future.

## MeWARN

By Bill Johnson, Security Coordinator

Nationwide, states are creating Water/wastewater Agency Response Networks, commonly called WARNs. A WARN is an organization of water and wastewater utilities that help one another during emergencies. Membership is voluntary and inexpensive or free. If called upon, a utility has the option to respond or not – membership in the organization does not require a utility to respond.

**What are the benefits?** The legal agreement that sets up a WARN provides legal protection to members who respond in aid. Members can draw on a large pool of resources. A utility in need could request experienced operators with the right skill sets from across the state. WARNs have websites that list the type of materials and equipment that are available. Membership in a WARN allows members to be reimbursed with

federal funds in federally declared disasters. Recently, Maine experienced severe flooding in Aroostook County. Utilities were looking for assistance from other utilities. An established WARN would have been a great help.



**Where are we now?** Maine has started to create MeWARN and has established a steering committee. Its voting members represent a mix of water, wastewater and combined utilities. The membership is now working on adopting a formal agreement. MeWARN is also working to get a grant to set up a website and a develop a resource database. Once the agreement is formalized and the website established, a membership drive can begin. Be on the lookout for more news on MeWARN.





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## Service Connection

Newsletter of the Drinking Water Program  
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Augusta, Maine 04333-0011

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Brenda M. Harvey, Commissioner

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