

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & email)	Percent of Total* Questions
Tap Water Testing	210**	10
Local Drinking Water Quality	172	8
Lead	135	6
Arsenic	115	5
Household Wells	111	5
Other EPA	96	4
Radon	89	4
Home Water Treatment Units	86	4
Non-EPA Environmental	78	4
Other DW Background	75	4

*A total of 2,140 questions were answered by the Hotline (via telephone and email) in February 2002.

**Citizens who obtain their drinking water from private household wells asked 42% of the tap water testing questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

For More Information Contact:
Harriet Hubbard, EPA Project Officer
(202) 564-4621

Operated by Booz Allen Hamilton
Under Contract #GS-10F-0090J

What's New

New Documents:

- *Building Water System Capacity: A Guide for Tribal Administrators*, EPA816-K-01-006.
- Summary inventory and violations statistics have been released. The statistics are available in a variety of formats detailed on the Office of Ground Water and Drinking Water's Web Site, <http://www.epa.gov/safewater/data/getdata.html>.

Add This to Your Calendar:

- Registration continues for training sessions on the arsenic rule for the following locations: Albuquerque, NM, April 14-15; Boston, MA, April 24-25; Chicago, IL, May 14-15; Dallas, TX, July 30-31. Training will include topics such as rule requirements, violation determinations, small system compliance, treatment options and financial assistance. The Boston training, scheduled in April, is primarily intended for State and Regional staff and technical assistance providers.

? of the Month

- Q:** *Can a Public Water System utilize the Consumer Confidence Report (CCR) for the Unregulated Contaminant Monitoring Regulation (UCMR) Public Notification requirements?*
- A:** The Public Notification Rule requires Community Water Systems and Non-Transient, Non Community Water Systems that are monitoring for unregulated contaminants under 40 CFR 141.40, to notify persons served by the system that the results of the monitoring are available. The notification must be made within 12 months after the results are known (40 CFR 141.207(a)). The use of the CCR as public notification is acceptable as long as all timing and delivery requirements of the Public Notification Rule can be met.

Monthly Trends



During February 2002, the Safe Drinking Water Hotline noticed an increased number of calls from North Carolina regarding radon in drinking water. The Hotline received twelve radon questions from this state, eleven of which were from private well owners. Prior to February, the Hotline answered only one question (FY '02) regarding radon from a North Carolina citizen. Nationally, the Hotline responded to 86 radon questions in February with 14 percent of those from North Carolina. The North Carolina Department of Environment and Natural Resources recently initiated a water

and air radon testing program throughout the counties of Alleghany, Ashe and Watauga. Participants in the program were provided with the necessary sampling material, the results of the analysis, and informational resources including Safe Drinking Water Hotline contact information. This program may have led to the increase in the radon questions from North Carolina during the month February.

Frequently Asked Qs & As

Q: For UCMR sampling, what is considered the vulnerable time of year?

A: Vulnerable time, according to 40 CFR 141.40(a)(5) Table 3, means "May 1 through July 31, unless the State or EPA informs you that it has selected a different time period for sampling as your system's vulnerable time." Water systems usually have higher levels of contaminant concentrations during periods of annual runoff and recharge. For most of the United States, annual runoff and recharge occurs during last-spring and early-summer. Sampling during the vulnerable period will provide seasonal variation data on contaminant concentration.

Q: What is the protocol for a UCMR sample that is corrupt?

A: For large systems, samples not collected according to required procedures must be resampled by the PWS within 14 days of observing the error. This includes errors observed by the laboratory that would notify the PWS that re-sampling is required (40 CFR 141.40(a)(5)(ii)(F)). For small systems with recognized sampling deviations, re-sampling will be done following instructions from EPA's designated laboratory or the State (40 CFR 141.40(a)(5)(iii)(C)).

Q: Are Tribes required to complete a Source Water Assessment Program (SWAP), and if so, is funding available for program implementation?

A: The Public Health Service Act states "the Administrator shall publish guidance for states exercising primacy enforcement responsibility for public water systems to carry out directly or through delegation a source water assessment program within the state's boundaries" (Section 1453(a)(1)). The statute, however, does not require tribes to implement SWAPs. EPA recommends each Tribe implement such a program if resources are available. Financial assistance for development and implementation of a SWAP may be available from the states or directly from EPA's discretionary fund (State Source Water Assessment and Protection Programs Final Guidance, EPA816-R-97-009).

Q: When federal drinking water regulations are promulgated or revised, is there a time frame in which states must adopt the new or revised regulations?

A: States have two years from the promulgation date of new or revised federal regulation to submit a request for approval of program revisions to adopt the new or revised regulation (40 CFR 142.12(b)(1)).

Q: Which agency has the authority to address drinking water complaints on trains and other interstate carrier conveyances (ICCs)?

A: EPA has the authority to respond to drinking water complaints on ICCs, such as trains or airplanes. The EPA Regional Office for the region within which the headquarters office of the ICC is located takes the lead in conducting inspections and responding to complaints. The state agencies are not at all responsible for drinking water quality inspections on ICCs.

Q: When preparing the 2001 Consumer Confidence Report should water systems list the currently enforceable arsenic MCL (50 ppb) or the new MCL of 10 ppb?

A: The regulatory language in 40 CFR 141.153(d)(4) states that for regulated contaminants the table must contain the MCL for that contaminant. Regulatory text from the final arsenic rule dated January 22, 2001 added a footnote to appendix A of Subpart O, Consumer Confidence Reports, reading "These arsenic values (indicating the referenced MCL of 0.01mg/L and the MCLG of 0.0mg/L) are effective January 23, 2006. Until then, the MCL is 0.05 mg/L."

Q: What is the effective date and compliance date for the Public Notification revisions promulgated on May 4, 2000?

A: The revised regulations (under 40 CFR Part 141, subpart Q) were effective on June 5, 2000. However, they do not apply to public water systems in states with approved primacy programs until May 6, 2002, unless a primacy State chooses to adopt the new requirements earlier. Public water systems where EPA directly implements the drinking water program (i.e., Wyoming, Washington, D.C., and Tribal lands) were required to comply with the new regulations on October 31, 2000.

Monthly Summary of Hotline Service

Total number of calls answered	1,517
Total number of emails received	300
Average wait time (in seconds)	0:19
Percent of calls satisfied immediately	97.7%
Percent of all calls answered in < 1 min	91.4%
Percent of callbacks answered in 5 days	100%
Percent of emails answered in 5 days	100%
Number of Times Callers Listened to Recorded Message About Local DW Quality	885
Number of Times Callers Listened to Recorded Message About Arsenic Rule	88

Comparison to Previous Year

	Calls	Emails
February 2002	1,517	300
February 2001	2,130	416

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. EPA Internet	277	17%
2. State Lab Certification	192	12%
3. State PWSS	153	10%
4. NSF/WQA/UL/NAIN**	152	9%
5. Local Water System	135	8%
6. Local Public Health	103	6%
7. AGWT/WSC***	85	5%
8. Non-EPA Internet	84	5%
9. Other Hotlines	77	5%
10. Regional Offices (combined)	54	3%

*1,603 total referrals to other resources, agencies, and organizations were provided by the Hotline in February 2002.

** National Sanitation Foundation
Water Quality Association
Underwriter's Laboratory
National Antimicrobial Information Network

***American Ground Water Trust
Water Systems Council

Customer Profiles

Customer	Calls	Emails
Analytical Laboratories	34	6
Citizen - Private Well	317	49
Citizen - PWS	627	92
Consultants/Industry/Trade (DW)	112	9
Consultants/Industry/Trade (Other)	79	33
Environmental Groups	13	2
EPA	23	2
Other Federal Agency	19	3
Government, Local	19	1
Government, State	38	13
Government, Tribal	0	0
Spanish Speaking	0	1
International	3	30
Media	12	0
Medical Professional	2	1
Public Water System	113	13
Schools/University	50	41
Other	56	4
TOTALS	1,517	300

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-Feb	62	00:35
4-Feb	95	00:12
5-Feb	85	00:13
6-Feb	65	00:46
7-Feb	69	00:29
8-Feb	55	00:27
11-Feb	91	00:18
12-Feb	83	00:27
13-Feb	79	00:12
14-Feb	71	00:12
15-Feb	69	00:14
19-Feb	125	00:23
20-Feb	74	00:08
21-Feb	79	00:15
22-Feb	77	00:11
25-Feb	94	00:09
26-Feb	86	00:21
27-Feb	87	00:19
28-Feb	71	00:21
TOTALS	1,517	00:19

Topic Categories

Category	Calls	Emails
Microbials/Disinfection Byproducts		
Chlorine	22	7

Coliforms	30	5
Cryptosporidium	17	1
Disinfection/Disinfection Byproducts (Other)	14	3
Disinfection – Home Water	4	6
Other Microbials	16	2
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	18	5
Trihalomethane (THM)	7	2
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	101	14
Fluoride	20	5
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	16	1
Perchlorate	6	2
Phase I, II & V	43	7
Sodium Monitoring	6	1
Sulfate	3	1
Lead and Copper		
Copper	22	3
Lead	122	13
Lead Contamination Control Act (LCCA)/Lead Ban	6	1
Radionuclides		
Radionuclides (Other)	18	5
Radionuclides (Radon)	86	3
Secondary DW Regulations		
Secondary DW Regulations	44	14
SDWA Background/Overview		
Definitions & Applicability	28	4
MCL List	52	7
Other Background	59	16
SDWA	21	2

Category	Calls	Emails
Water on Tap	22	4
Other DW Regulations		
Analytical Methods (DW)	19	11
Contaminant Candidate List/ Drinking Water Priority List	5	2
Consumer Confidence Report (DW)	51	8
DW Primacy (PWS)	1	0
Operator (PWS) Certification	3	0
Public Notification (PWS)	5	0
State Revolving Fund (DW)	4	5
Unregulated Contaminant Monitoring Rule (UCMR)	56	5
Other Drinking Water		
Additives Program	7	3
Bottled Water	32	10
Complaints about PWS	26	4
Compliance & Enforcement (PWS)	6	3
Home Water Treatment Units	68	18
Infrastructure/Cap. Development	6	2
Local DW Quality	146	26
Tap Water Testing	189	21
Treatment/BATs (DW)	37	11
Drinking Water Source Protection		
Ground Water Rule	13	0
Sole Source Aquifer	3	0
Source Water/Wellhead Protect.	23	10
UIC Program	11	2
Out of Purview		
Household Wells	102	9
Non-Environmental	41	25
Non-EPA Environmental	46	32
Other EPA (Programs)	80	16
TOTALS	1,783	357

Did You Know?

There are approximately 54,000 community water systems, but just 7 percent of those systems (3,782) serve 81 percent of the people.

SAFE DRINKING WATER HOTLINE MONTHLY REPORT
February 2002

APPENDIX A: FEDERAL REGISTER SUMMARIES

- No significant regulatory actions were published in the Federal Register during the month of February 2002.