EPA-NE QAPP Worksheet #5a - Rev. 10/99
Use this worksheet to identify reporting relationships between Lead Organization and other organizations, including contractors and subcontractors. Provide a detailed organizational chart and include the name and phone number of each organization and the Project Manager, Case Team members, and/or Project Contacts for each organization in Section 4.1 of the QAPP document. (Refer to *QAPP Manual* Section 4.1 for guidance.)

MA - 1 of 7

Organizational Chart

See attachments:
MAQAPP.OPX (Chart A)
MADW.OPX (Chart B)
MAWEROF.OPX (Chart C)
MACENTF.OPX (Chart D)
MANEROF.OPX (Chart E)
MASEROF.OPX (Chart F)

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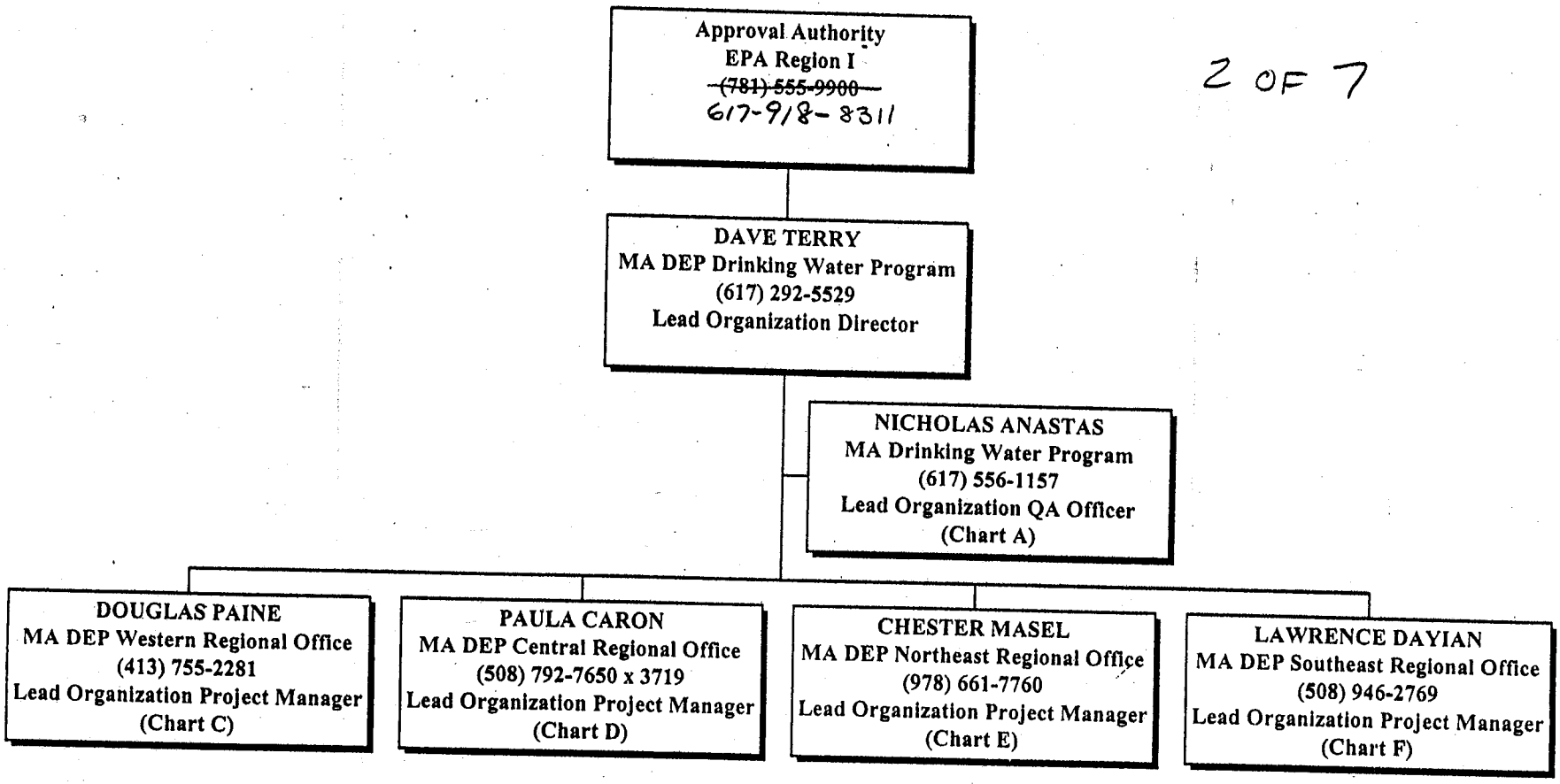
Note: *In addition to the MA DEP Drinking Water Program Head Quarters in Boston (chart B), there are four Regional Offices: the Western (chart C), the Central (chart D), the Northeast (chart E) and the Southeast (chart F) Regional Offices. The MA Bureau of Resource Protection - Drinking Water Program is organized by River Basins, except for the Northeast Regional Office.*

MA Department of Environmental Protection Drinking Water Program
General QAPP Organizational Chart "A"

2 OF 7

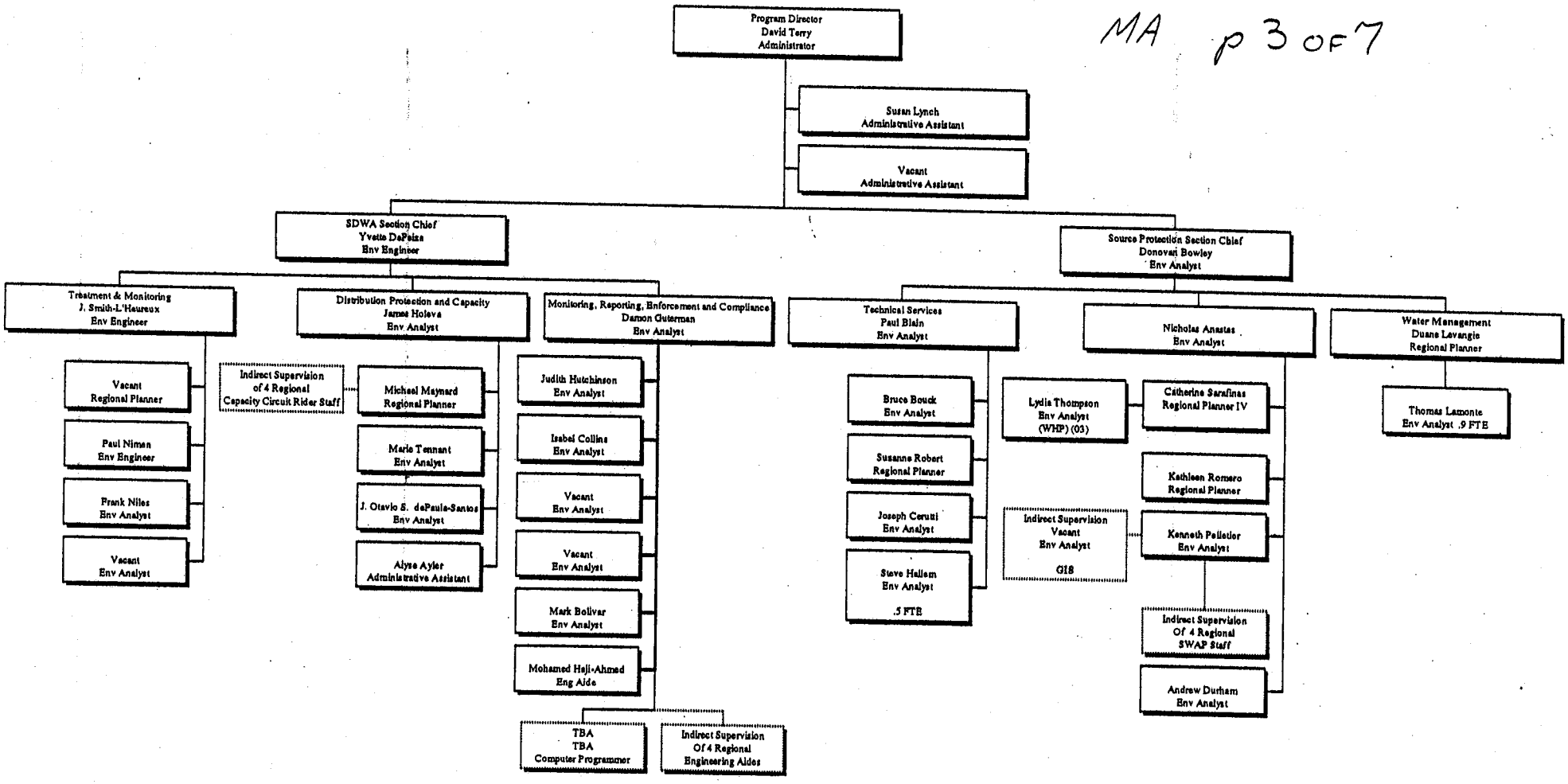


qapp.opx

Division of Watershed Management-- Drinking Water Program

July 3, 2002

MA p 3 of 7



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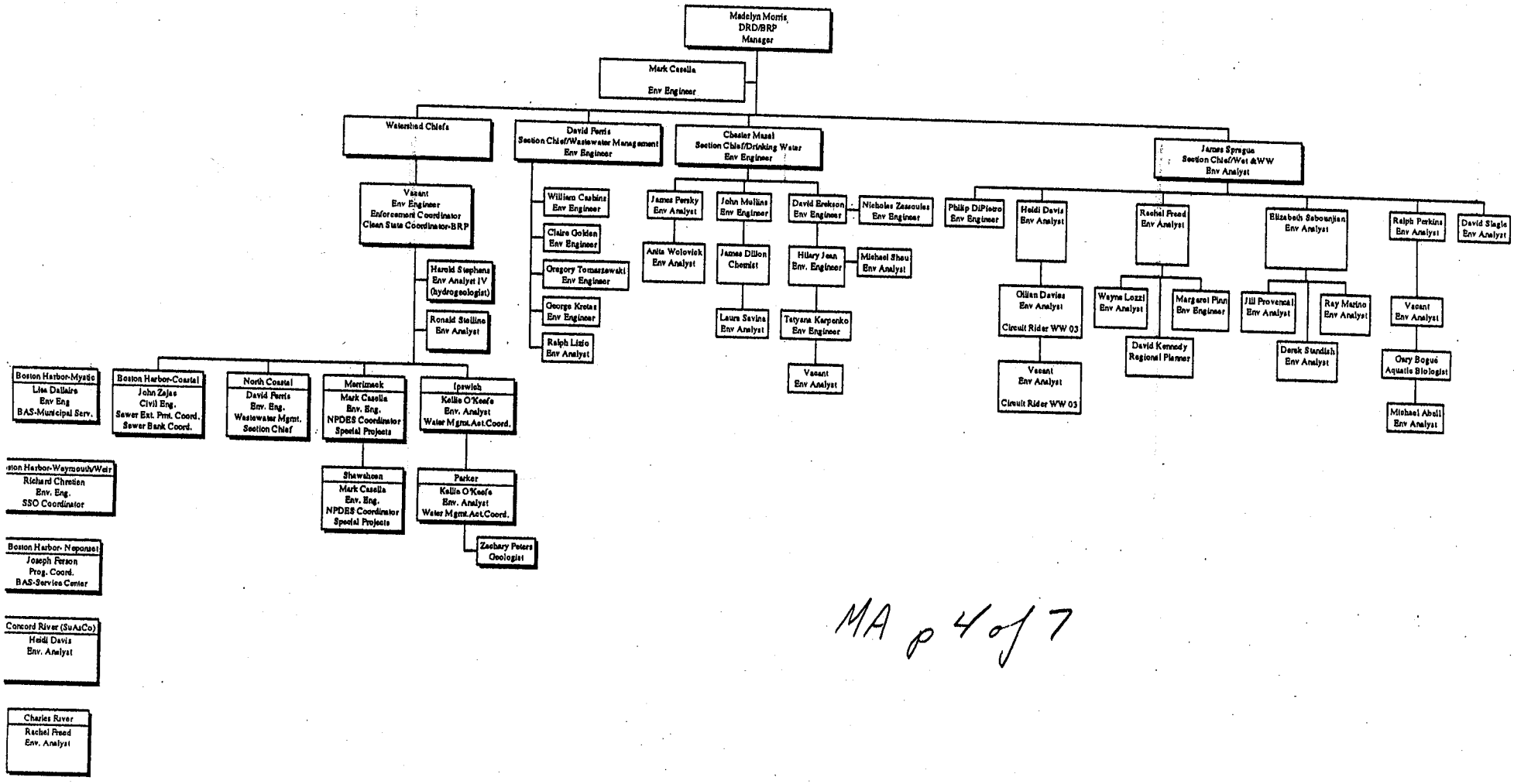
NORTHEAST REGIONAL OFFICE
BUREAU OF RESOURCE PROTECTION

1, 2002



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31

Department of Environmental Protection
Bureau of Resource Protection-Western Regional Office

July 15, 2002

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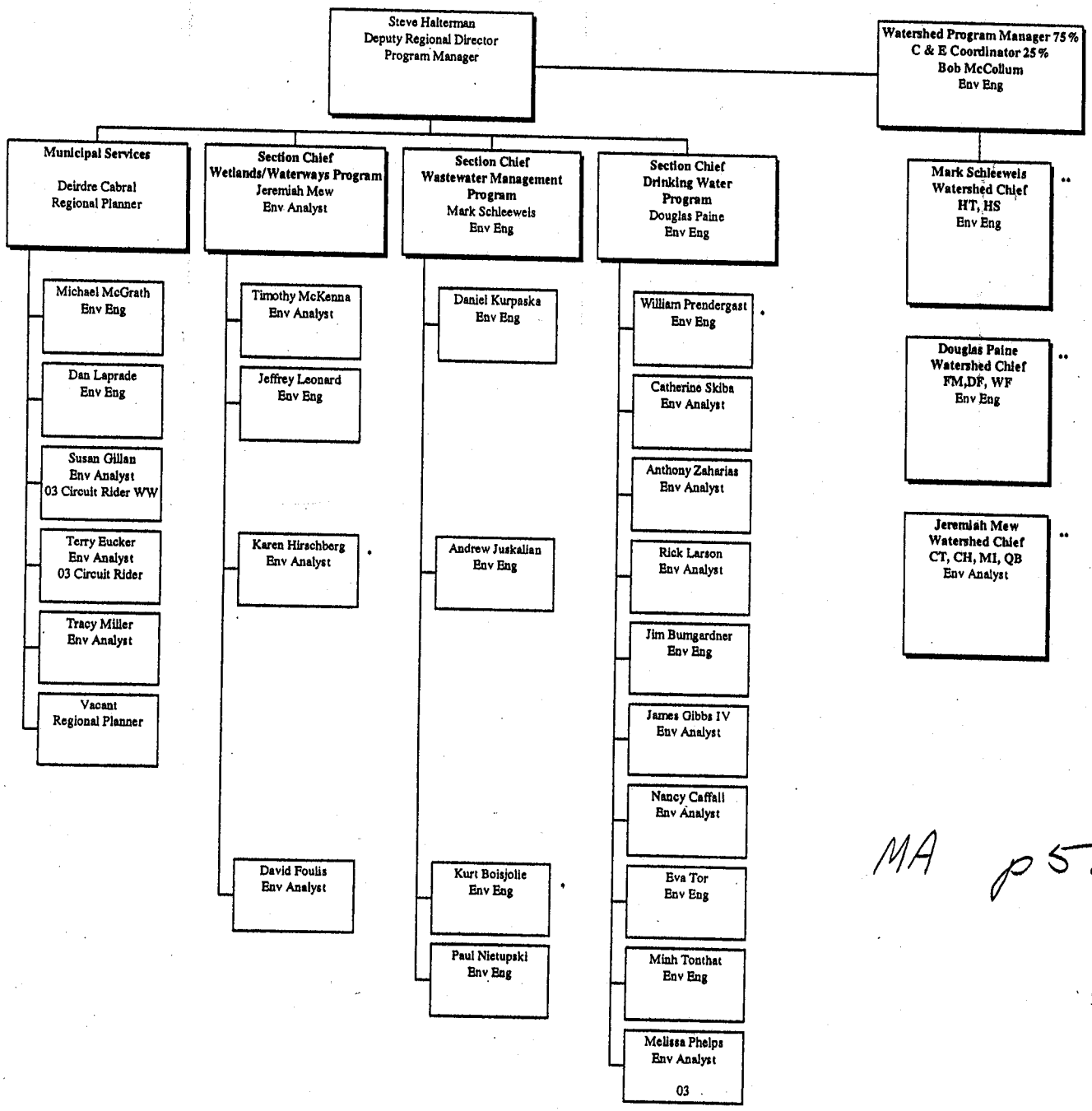

HT-Housatonic
HS-Hudson
FM-Farmington
DF-Deerfield
WF-Westfield
CT-Connecticut
CH-Chicopee
MI-Millers
QB-Quinebaug

** Watershed Chiefs

*Team Coordinators

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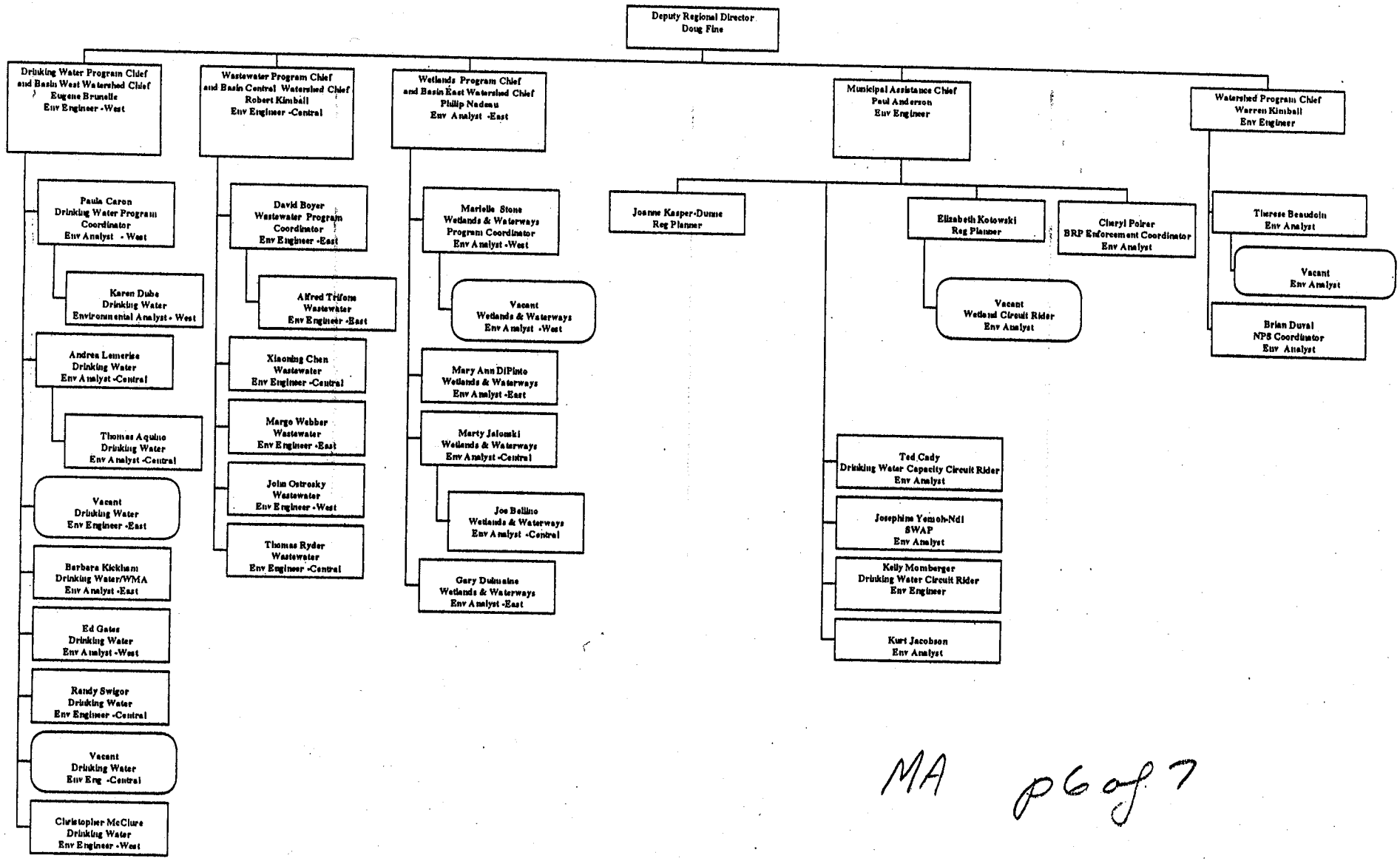
32

Central Re al Office
Bureau of Resource Protection

June 13, 2002



MA p6 of 7

* Watershed Team assignments appear after job title

Watershed Key
East = East Basin Watersheds (Charles, Concord, Merrimack)
Central = Central Basin Watersheds (Blackstone & Nashua)
West=West Basin Watersheds (French/Quinebaug, Chicopee, Millers)

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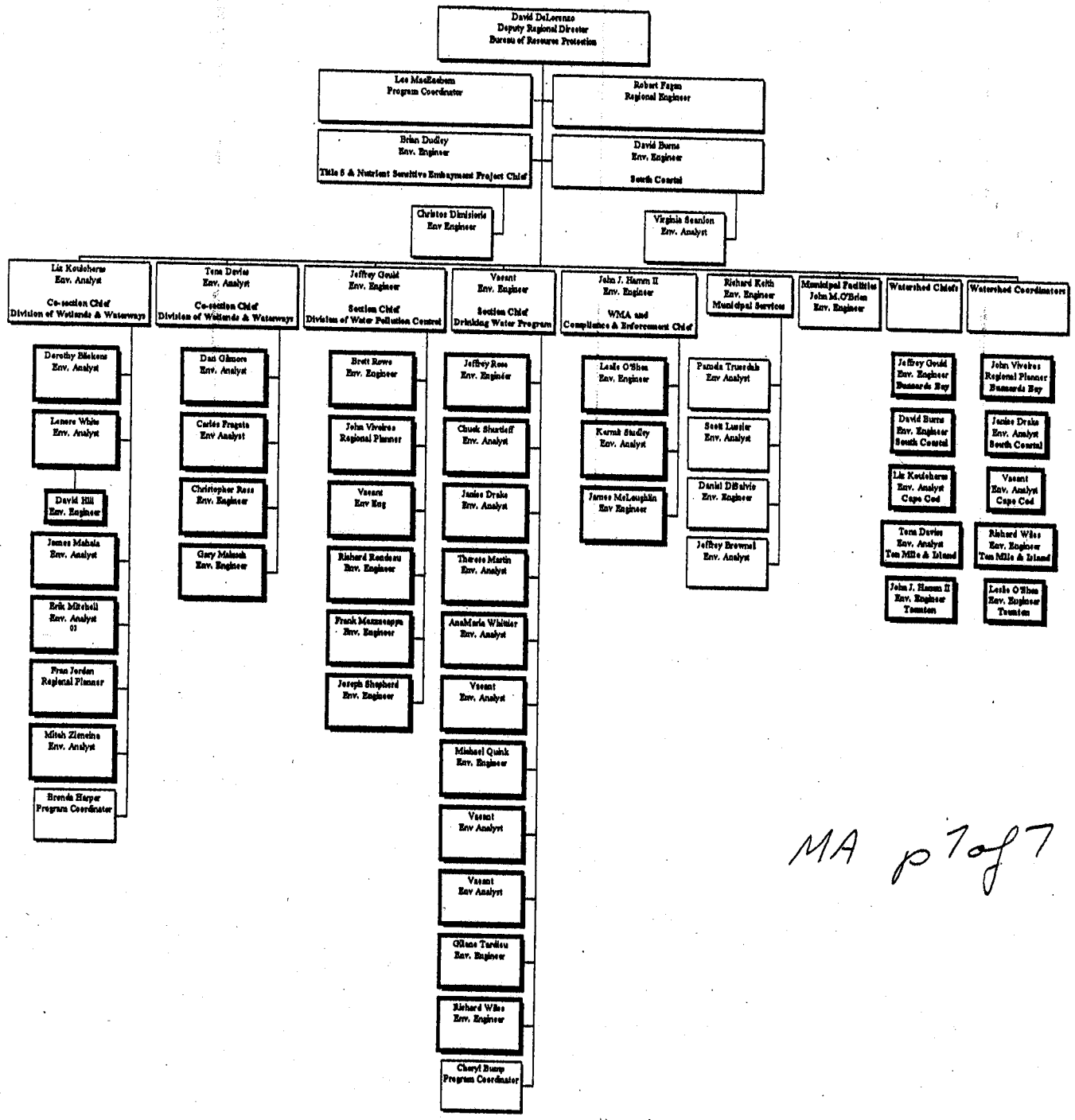
Southeast Regional Office
Bureau of Resource Protection



MA p 7 of 7

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DRINKING WATER PROGRAM, DIVISION OF HE
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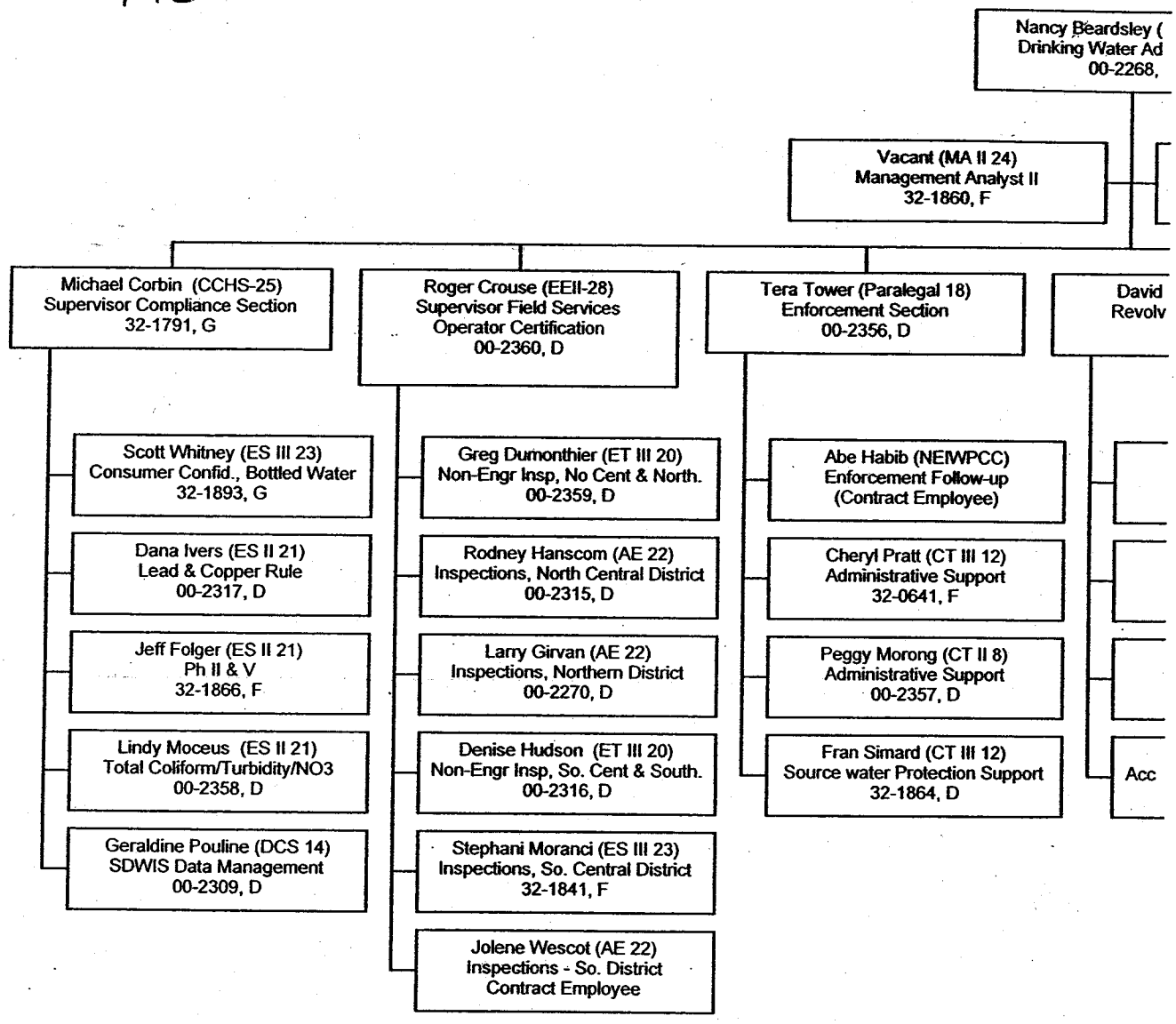
ME 1 OF 2



F HEALTH ENGINEERING, BUREAU OF HEALTH
Funding Source
2/20/00

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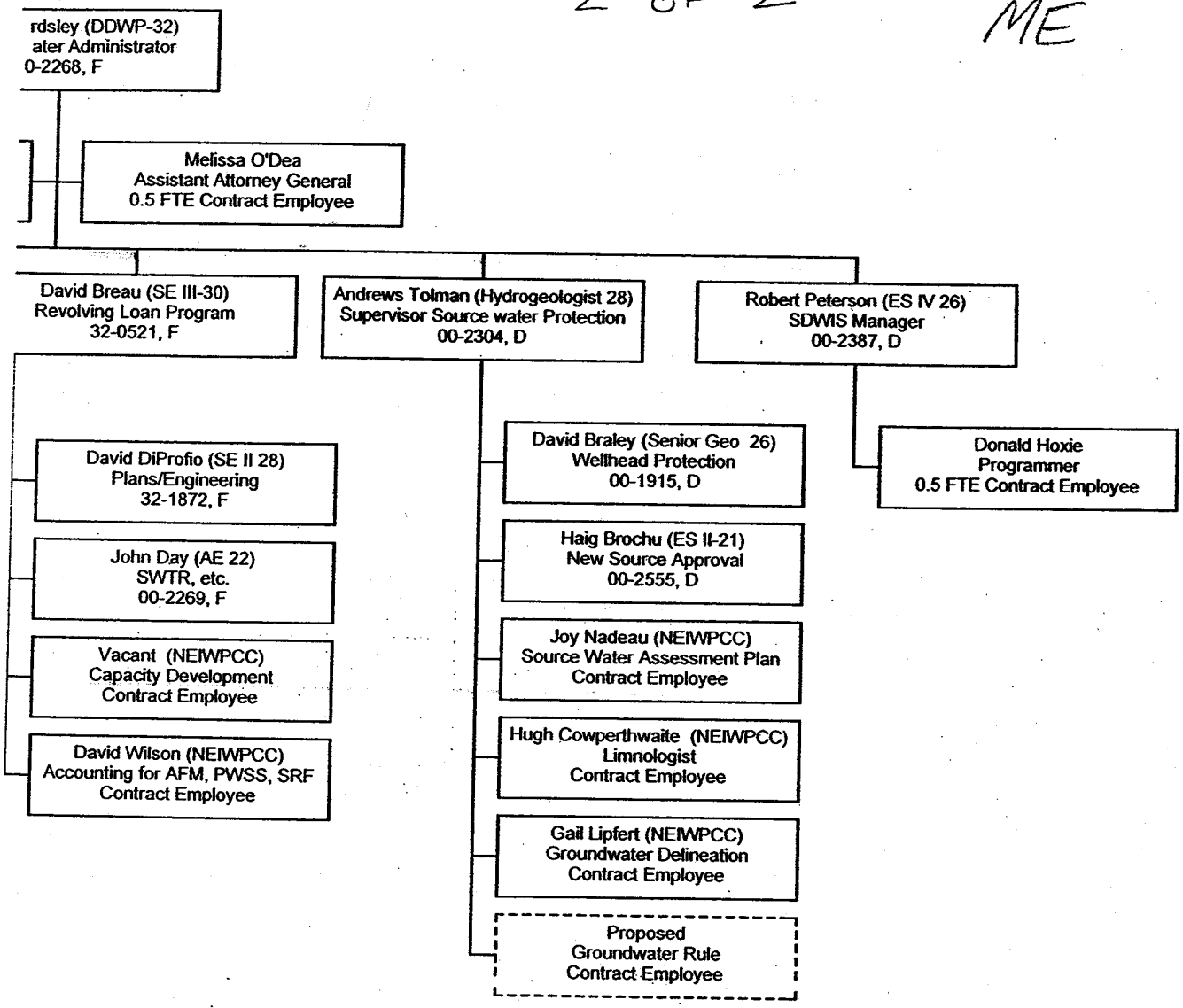
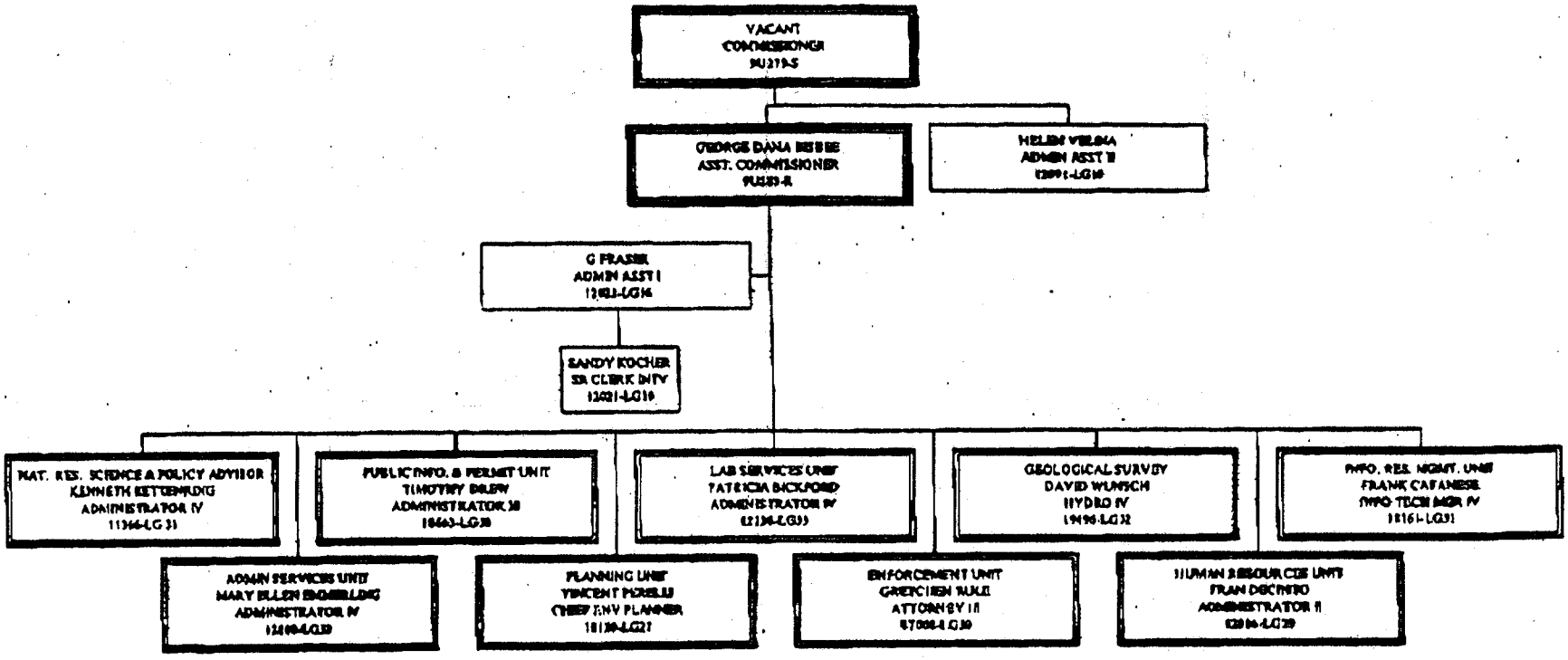
2 OF 2

ME



DEPARTMENT OF ENVIRONMENTAL SERVICES
OFFICE OF COMMISSIONER
JULY 2002



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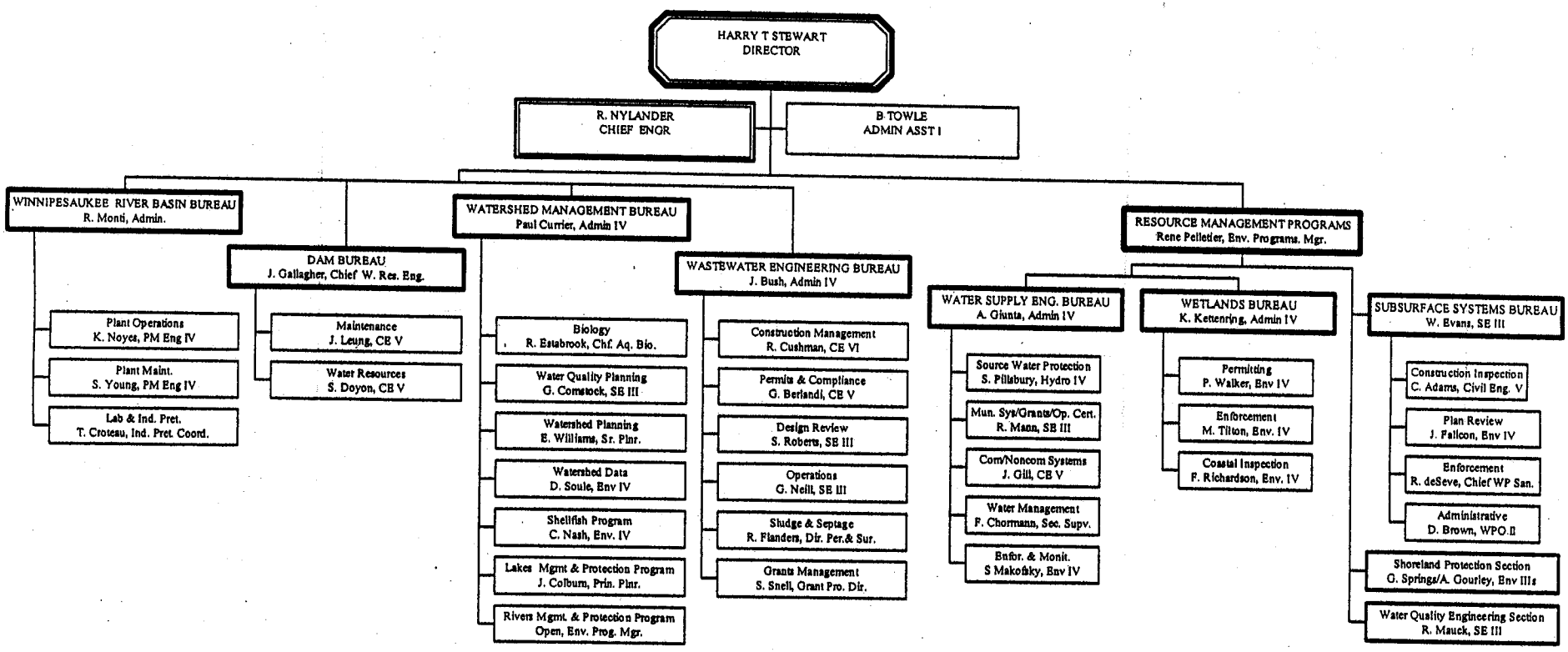
DEPARTMENT OF ENVIRONMENTAL SERVICES
WATER DIVISION
603-271-3503

NH #2



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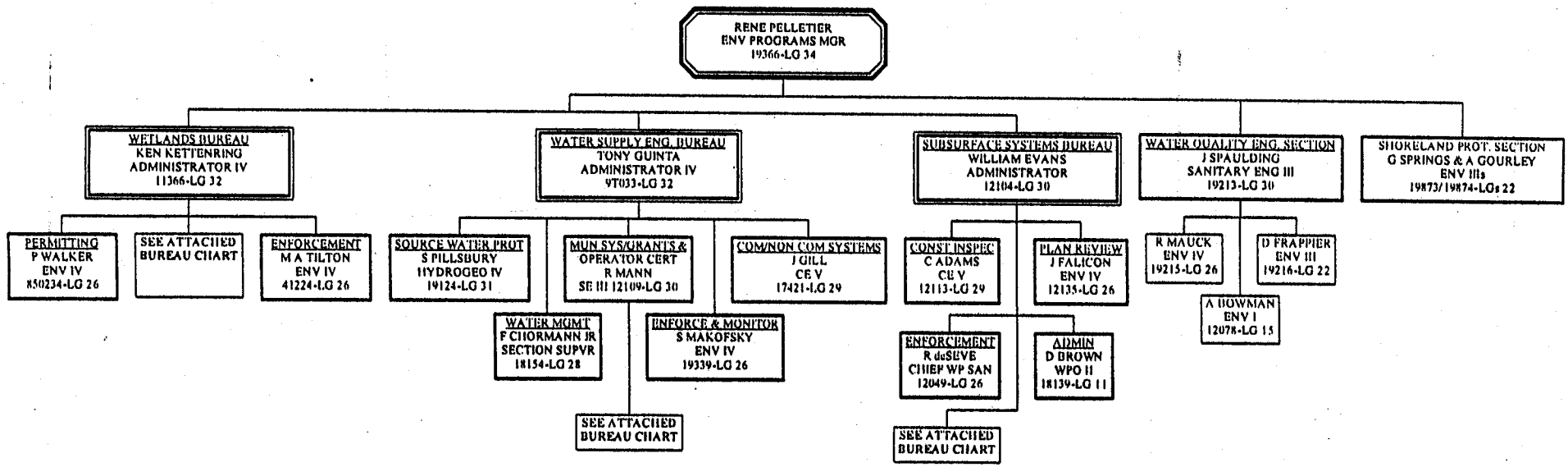
WATER DIVISION
LAND RESOURCES MANAGEMENT PROGRAM -- 603-271-3503

NH - #3



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DEPARTMENT OF ENVIRONMENTAL SERVICES
WATER DIVISION
LAND RESOURCES MANAGEMENT PROGRAM
WATER SUPPLY ENGINEERING BUREAU – 603-271-2513

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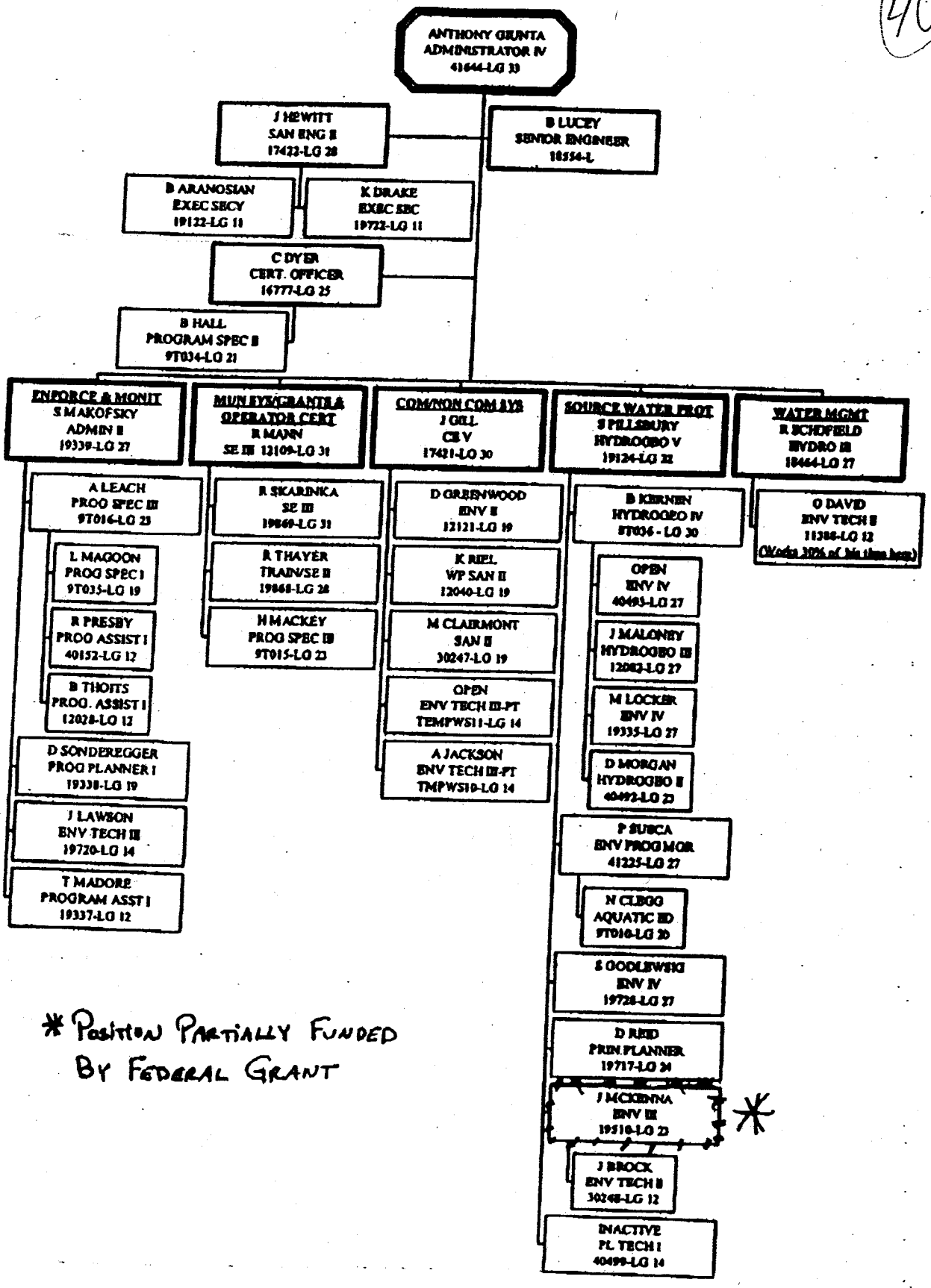
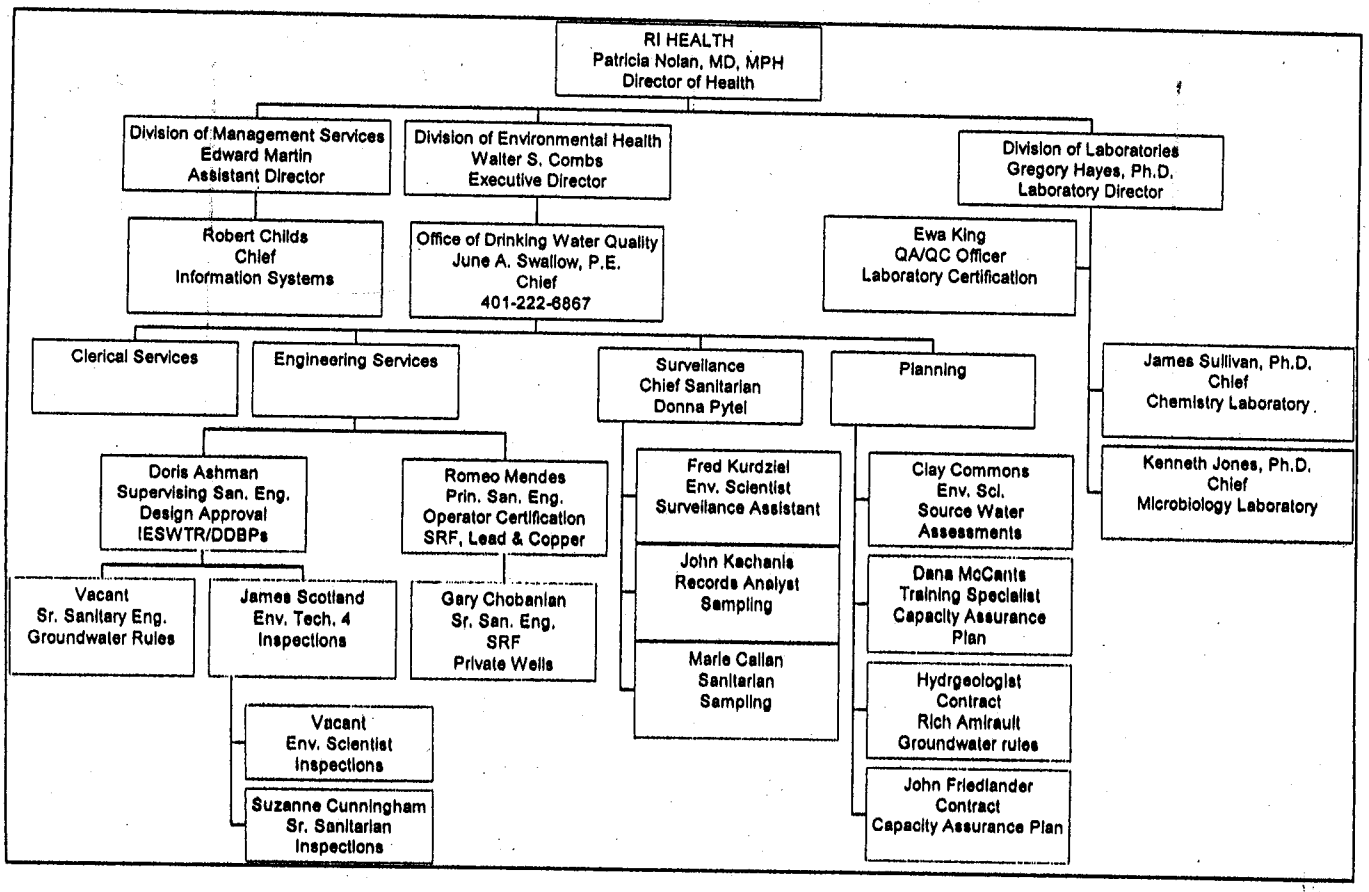


* Position Partially Funded By Federal Grant

RI

Office of Drinking Water Quality Organizational Chart



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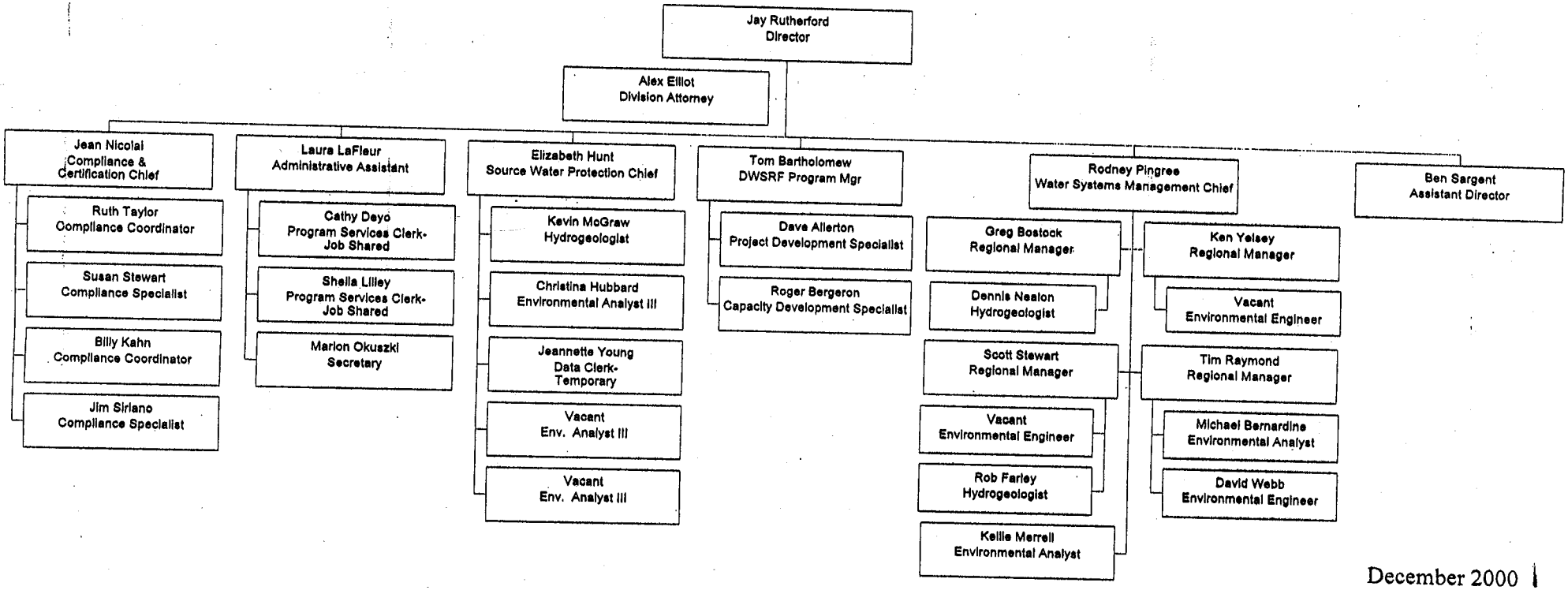
Department of Environmental Conservation
Water Supply Division

VT



December 2000

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EPA-NE QAPP Worksheet #5b - Rev. 10/99
Use this worksheet to outline communication pathways and modes of communication that will be used during the project. Provide a detailed discussion of communication pathways in Section 4.2 of the QAPP document. Describe procedures that will be followed when previously approved project activities require real-time modification to achieve project goals. (Refer to *QAPP Manual* Sections 4.2 and 4.2.1 for guidance.)

CT

Communication Pathways

The CT Department of Public Health's (CTDPH) Water Supplies Section (WSS) directs utilities to do routine monitoring according to a predetermined schedule. When necessary the WSS directs the public water utility or WSS Sanitary Engineer to perform resampling, follow-up sampling, increased sampling or treatment process control sampling as the result of a violation, an exceedance of some trigger level or MCL, or a report from a utility or a consumer. Laboratories or utilities report data to the CTDPH/WSS.

Public water systems (PWS) are mailed a schedule of water quality testing requirements each year. The schedule, including parameters and sampling frequency, is issued by the Sanitary Engineer 3 of the WSS. Also included with the schedule are sampling data results forms to be returned to the WSS, signed by the Laboratory Director, within 9 days following the end of each applicable monitoring period. A PWS that has exceeded the Maximum Contaminant Level for total coliforms shall report the violation to the Supervising Sanitary Engineer and the local director of health of each city, town, borough, or district served by the system no later than the end of the next business day after it learns of the violation. The Sanitary Engineer 1or Sanitary Engineer 2 reviews the sampling data for completeness and accuracy. The data is then entered into the Safe Drinking Water Information System (SDWIS). Directives to collect repeat samples, increase monitoring or decrease monitoring are issued by the Sanitary Engineer 3 verbally and followed by a letter. A copy of the change in monitoring frequency is also mailed to the local director of health and private certified laboratory. Either the Sanitary Engineer 3 or Supervising Sanitary Engineer of the WSS directs any repeat sampling. Repeat sampling is carried out by technical personnel employed by an environmental laboratory approved by the CTDPH, a certified distribution system operator, a certified treatment plant operator, a sanitarian or either a Sanitary Engineer 1, 2 or 3 of the WSS.

Communication Pathways

The typical communication pathway:

a. The states program directs utilities to do routine monitoring according to a predetermined schedule.
b. When necessary, the state program directs the public water utility or the state agency's own staff to perform resampling, follow-up sampling, increased sampling or treatment process control sampling as the result of a violation, an exceedance of some trigger level or MCL, or a report from a utility or a consumer.
c. Laboratories or utilities report data to their state program.

To address problems that may develop in field or laboratory procedures, the MA Drinking Water Program (DWP) has established the following points of contact that vary depending on the nature of the problem.

DEP Drinking Water (DW) staff: This group, based at the four regional DEP offices, reviews the monitoring reports for completeness and accuracy. Problems with these submittals are directed to the PWS by either mail, phone, e-mail, fax or in person (e.g. sanitary survey). DW staff provides additional technical assistance via circuit rider and capacity development staff. Two staff persons in each of the four regions provide technical assistance to the Public Water Systems (PWSs), either by phone, e-mail, fax or in person during one-to-one training or during sanitary surveys.

DEP Lab Liaison: Program lead in the Boston Office. Determines if a laboratory issue is to be referred to the Wall Experiment Station (WES) or if it can be resolved directly with the laboratory.

DEP Lab Personnel WES: Certifies MA Labs, provides technical assistance and serves as the lead in enforcement cases.

In the event sampling is delayed, the PWS, usually the system operator, has to notify the project manger/DW staff at the DEP regional office in writing of the delay and the proposed actions. The DEP regional staff will make a determination and will inform the Boston office by copying the appropriate Boston contact person on the determination letter.

Monitoring data is tracked in the Water Quality Testing System (WQTS). Reports to managers are produced on request. The public can access information by contacting the project manager, scheduling a file review or by accessing EPA Envirofacts web page: Safe Drinking Water Query (Violations/Enforcements) http://www.epa.gov/enviro/html/sdwis_query.html and the National Drinking Water Contaminant Occurrence Database @ http://www.epa.gov:9966/ncod/rpt_options_pws_pkg.national_state_selection.

In general, in the state of Massachusetts, drinking water testing is the public drinking water supplier responsibility. Based on a sampling schedule, provided by the DEP, lab samples are collected either by the system's operator or by the contracted lab (both have to be MA certified), depending on the PWS choice. The MA certified lab, contracted by the system, performs the analysis, following the required protocols of the SDWA. The sample results are submitted in duplicate to the DEP Regional Office via mail and/or fax. One copy stays in the region and the second copy is to be filed in the Boston office. DEP DW staff reviews the data for completeness and accuracy, accordingly to the DWP Monitoring Review SOP. The DWP is hoping to undertake a more thorough data usability review process, if EPA expands its Region I Data Validation Guideline to drinking water. Acceptable data is entered in (WQTS) by either Boston or regional staff. If there is the need for corrections and/or re-testing, DEP DW staff requires the system to resubmit sample results. This request is made either by a formal letter, phone call, fax, or e-mail depending on nature of the program/project. If the lab performing the test disputes the DEP determination(s) about lab procedures or results, the DW staff will direct the problem to the DEP Lab liaison in Boston. The Lab liaison will assess the problem, provide guidance, solutions or refer the problem to WES. There have been few instances where the DEP WES intervened in monitoring sampling and analysis.

EPA-NE QAPP Worksheet #5b - Rev. 10/99
Use this worksheet to outline communication pathways and modes of communication that will be used during the project. Provide a detailed discussion of communication pathways in Section 4.2 of the QAPP document. Describe procedures that will be followed when previously approved project activities require real-time modification to achieve project goals. (Refer to *QAPP Manual* Sections 4.2 and 4.2.1 for guidance.)

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Communication Pathways

A.)
Environmental Specialist II (TCR Coordinator)
Environmental Specialist II (Phase II & V Coordinator)
Environmental Specialist II (Lead & Copper Coordinator)
Environmental Specialist III (Radionuclide, CCR, & Bottled Water Coordinator)
Chief of Community Health (Compliance Section Supervisor)

B.)
Environmental Engineer II (Field Service Supervisor)

Use this worksheet to outline communication pathways and modes of communication that will be used during the project. Provide a detailed discussion of communication pathways in Section 4.2 of the QAPP document. Describe procedures that will be followed when previously approved project activities require real-time modification to achieve project goals. (Refer to *QAPP Manual* Sections 4.2 and 4.2.1 for guidance.)

NH

Communication Pathways

The WSEB assists water systems with regards to their monitoring requirements by the use of master sampling schedules that are specific for each water system. Each master schedule includes chemical, microbiological and lead and copper samples. All master sampling schedules are located on the DES, WSEB web site. For water systems that have no web site access master sampling schedules are mailed to them. Reminder letters and Letters of Deficiency are used to ensure that samples are taken in a timely manner.

Tracking of compliance is for the most part computerized. For chemical monitoring any sample that is above the MCL, a conformation sample(s) is required in order to ensure the sample is real and correct. For microbiological sampling a standard MCL violation for total coliform for community systems requires notice consisting of two notification methods consisting of door-to-door, mail, broadcast or news publication. For non-community systems either hand delivery or continuous posting is required. For both these sampling procedures there is a periodic review by the Monitoring and Enforcement Program Manager. A Sanitary Engineer reviews both lead and copper samples that seem to be out of place, quality wise, for a water system. This is done to ensure the samples are complete and accurate.

Sanitary survey staff will, at the request of the Monitoring and Enforcement Program Manager, perform an emergency sanitary survey of a specific water system when there could be an immediate threat to health as a result of a MCL violation. Once such a survey is completed the surveyor will in turn consult with WSEB engineers on the best course of action for that water system.

EPA-NE QAPP Worksheet #5b - Rev. 10/99
Use this worksheet to outline communication pathways and modes of communication that will be used during the project. Provide a detailed discussion of communication pathways in Section 4.2 of the QAPP document. Describe procedures that will be followed when previously approved project activities require real-time modification to achieve project goals. (Refer to *QAPP Manual* Sections 4.2 and 4.2.1 for guidance.)

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Communication Pathways

Routine sampling directives are issued by the Chief Sanitarian.
Resampling directives are issued by the Chief Sanitarian.
Both initial and resampling are conducted by water system staff, or by staff of the Office of Drinking Water Quality, RI Department of Health. Job tiltles of HEALTH staff who conduct sampling include Sanitarian, Records Analyst, Sr. Sanitarian, Hydrogeologist, and Environmental Scientist.

EPA-NE QAPP Worksheet #5b - Rev. 10/99
Use this worksheet to outline communication pathways and modes of communication that will be used during the project. Provide a detailed discussion of communication pathways in Section 4.2 of the QAPP document. Describe procedures that will be followed when previously approved project activities require real-time modification to achieve project goals. (Refer to *QAPP Manual* Sections 4.2 and 4.2.1 for guidance.)

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Communication Pathways

Several personnel in the Compliance and Certification Section issue routine sampling directives for the Vermont Department of Environmental Conservation Water Supply Division. The program supervisor for the staff is the Compliance and Certification Chief.

Coliform Bacteria
The Compliance Coordinator and Certification Officer reviews bacteriological data daily and notifies water system by letter to take the required number or monthly repeat and routine samples.

Chemical Water Quality Data
Another Compliance Coordinator reviews chemical test results daily. During November and December each year the Compliance Coordinator generates and sends individual chemical monitoring schedules to all public community and non-transient non-community water systems for the upcoming two years. The monitoring schedules include IOCs, VOCs, SOCs, Radionuclides and Lead and Copper. Following a chemical detection, the Compliance Coordinator follows the Memorandum of Agreement between the Department of Health and the Water Supply Division Practice for chemical detections. If resampling is required, the Compliance Coordinator verbally directs the water system to resample, followed by a letter. If the ongoing frequency of sampling increases or changes, then the Compliance Coordinator will revise the monitoring schedule and send it to the water system with a letter.

Monitoring Reminder Notices

The Compliance Specialist routinely sends a variety of monitoring reminder notices: TNCs to conduct nitrate and coliform sampling, NTNC to conduct quarterly coliform testing, and annual lead and copper testing.

Identify pr personnel associated with each organization, contractor, and subcontra participating in responsible project functions. Include the name of the organization for whom they work, and their project responsibilities. Indicate project Case Team members with an "*". Attach resumes to this worksheet. (Refer to *QAPP Manual* Section 4.3 for guidance.)

CT

Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2] (also see job spec attached)
Downie, Sandra	DPH/DEH/WSS	Quality Assurance Project Plan Contact/ Planning Analyst	DPH/Human Resources	
Hage, Michael	DPH/DEH/WSS	Region 3/Supv. San. Engineer	DPH/Human Resources	
Iwan, Gerald R.	DPH/DEH/WSS	Project Manager/Section Chief	DPH/Human Resources	
Jarema, Raymond	DPH/DEH/WSS	Admin/DWSRF/Supervisor	DPH/Human Resources	
Messer, Steve	DPH/DEH/WSS	NC/ Supv. San. Engineer	DPH/Human Resources	
Okrongly, James	DPH/DEH/WSS	Planning /Supervisor	DPH/Human Resources	
Reed, Thomas	DPH/DEH/WSS	Admin/Environmental Analyst 3 (Data Management/Verification)	DPH/Human Resources	
Ritsick, Paul	DPH/DEH/WSS	Region 2/Supv. Sanitary Engineer	DPH/Human Resources	
Rivard, Robert	DPH/DEH/WSS	Region 1/Supv. Sanitary Engineer	DPH/Human Resources	

[1]If a resume is on file elsewhere, document location in this column and summarize the individual's education and experience in the next column. If a resume does not exist for an individual, then indicate not available in this column and summarize the individual's education and experience in the next column.

[2]If a resume is attached to this worksheet, then write "See attached" in this column.

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EPA-NE QAPP Worksheet #6 - Rev. 10/99

Identify project personnel associated with each organization, contractor, and subcontractor participating in responsible project functions. Include the name of the organization for whom they work, and their project responsibilities. Indicate project Case Team members with an "*". Attach resumes to this worksheet. (Refer to *QAPP Manual* Section 4.3 for guidance.)

Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2]
Project Specific DEP Project Manger	MA DEP DWP	Project Managing	MA DEP Personnel Office	
Nicholas Anastas DEP Project QA Officer	MA DEP DWP	QA/QC Project	MA DEP Personnel Office	
Project Specific *DEP* Project Engineer/Scientist	MA DEP DWP	Project's Technical Aspects	MA DEP Personnel Office	
Damon Gutermen DEP Lab Contact	MA DEP DWP	Liaison between DEP Regional Offices and the Wall Experiment Station (WES)	MA DEP Personnel Office	
Oscar Pancorbo WES Director	MA DEP DWP	Overseeing the maintenance of the facility, supervising and directing the personnel and the DEP analytical programs.	MA DEP Personnel Office	
Robert Serabian WES QA Officer	MA DEP DWP	Assuring the production of valid data	MA DEP Personnel Office	

[1]If a resume is on file elsewhere, document location in this column and summarize the individual's education and experience in the next column. If a resume does not exist for an individual, then indicate not available in this column and summarize the individual's education and experience in the next column.

[2]If a resume is attached to this worksheet, then write "See attached" in this column.

EPA-NE QAPP Worksheet #6 - Rev. 10/99

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Revision Number:
Revision Date:
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Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2]
Nancy Beardsley	DHE/DWP	Coordinates & Oversees Project Management for Lead Org.	ME DHS Personnel Office	
Michael Corbin	DHE/DWP	Oversees QA of Project Activities for Lead Org.	ME DHS Personnel Office	
Jack Krueger	HETL	Coordinates & Oversees project Management of HETL	ME DHS Personnel Office	
Dick French	HETL	Oversees Project QA Activities for HETL	ME DHS Personnel Office	
Roger Crouse	DHE/DWP	Oversees Field activities of Lead Org.	ME DHS Personnel Office	
Geraldine Poulin	DHE/DWP	Verifies and Validates data for Lead Org.	ME DHS Personnel Office	
Lindy Moceus	DHE/DWP	Oversees TCR	ME DHS Personnel Office	
Jeff Folger	DHE/DWP	Oversees Phase II & V	ME DHS Personnel Office	
Dana Ivers	DHE/DWP	Oversees Pb & Cu	ME DHS Personnel Office	
Scott Whitney	DHE/DWP	Oversees CCR & Radionuclides	ME DHS Personnel Office	

[1]If a resume is on file elsewhere, document location in this column and summarize the individual's education and experience in the next column. If a resume does not exist for an individual, then indicate not available in this column and summarize the individual's education and experience in the next column.

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EPA-NE QAPP Worksheet #6 - Rev. 10/99

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Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2]
Tony Giunta	NHDES-WSEB	Project Manager	NHDES Personnel Office	
Pat Bickford	NHDES-Laboratory	Quality Assurance Officer	" " "	
Richard Thayer	NHDES-WSEB	Project Contact	" " "	
Richard Thayer	NHDES-WSEB	QA Contact	" " "	
Judy Maloney	NHDES-WSEB	Geotechnical	" " "	
James Gill	NHDES-WSEB	Field Personnel	" " "	
Pat Bickford	NHDES-Laboratory	Analytical Services	" " "	
Laurie Cullerot	NHDES-IRMU	Data Validator	" " "	
Laurie Cullerot	NHDES-IRMU	Data Assessor	" " "	

[1]If a resume is on file elsewhere, document location in this column and summarize the individual=s education and experience in the next column. If a resume does not exist for an individual, then indicate not available in this column and summarize the individual=s education and experience in the next column.

EPA-NE QAPP Worksheet #6 - Rev. 10/99

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Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2]
Walter Combs, PhD	Executive Director, Environmental Health	Overall management and quality assurance of all activities of the Division of Environmental Health, which includes the Office of Drinking Water Quality	Rhode Island Department of Health, Office of Management Services	
June Swallow, P.E.	Chief, Office of Drinking Water Quality	Overall Manager and Project Officer for the Office of Drinking Water Quality	Rhode Island Department of Health, Office of Management Services	
Sampling Services	Chief Sanitarian, Office of Drinking Water Quality	Supervision of Sampling Activities, review of incoming data	Rhode Island Department of Health, Office of Management Services	
Engineering Services	Supervising Sanitary Engineer, Office of Drinking Water Quality	Supervision of engineering activities, some review of incoming data	Rhode Island Department of Health, Office of Management Services	
Donna Pytel	Office of Drinking Water Quality	Engineering Services, Scheduling of Sampling activities,, review of incoming data	Rhode Island Department of Health, Office of Management Services	
Romeo Mendes	Office of Drinking Water Quality	Engineering services, review of incoming data	Rhode Island Department of Health, Office of Management Services	
Gary Chobanian	Office of Drinking Water Quality	Engineering Services, review of incoming data	Rhode Island Department of Health, Office of Management Services	
Gregory Hayes, PhD	Associate Director, Division of Laboratories	Overall management of the Division of Laboratories	Rhode Island Department of Health, Office of Management Services	

EPA-NE QAPP Worksheet #6 - Rev. 10/99

Identify project personnel associated with each organization, contractor, and subcontractor participating in responsible project functions. Include the name of the organization for whom they work, and their project responsibilities. Indicate project Case Team members with an "*". Attach resumes to this worksheet. (Refer to *QAPP Manual* Section 4.3 for guidance.)

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Personnel Responsibilities and Qualifications Table

Name	Organizational Affiliation	Responsibilities	Location of Personnel Resumes, if not included[1]	Education and Experience Qualifications[2]
Jay Rutherford	DEC Water Supply Division	Director, Oversees and manages all operations of the Division	Waterbury, VT	
Jean Nicolai	DEC Water Supply Division	QA & project manager, Compliance and Certification Chief	Waterbury, VT	
Billy Kahn	DEC Water Supply Division	Reviews chemical results daily and determines compliance, oversees monitoring schedules, provides technical assistance to water systems, determines MCL & monitoring compliance	Waterbury, VT	
Ruth Taylor	DEC Water Supply Division	Reviews coliform data daily and determines MCL compliance	Waterbury, VT	
Susan Stewart	DEC Water Supply Division	Reviews lead and copper data, and coliform data. Determines monitoring compliance.	Waterbury, VT	
Laura Lefleur	DEC Water Supply Division	Oversees data entry of private lab data and DOH chem data	Waterbury, VT	
Tim Phillips	DEC Water Supply Division	Division computer programmer, maintains inventory and develops software	Waterbury, VT	
George Mills	Dept. of Health Laboratory Program Chief	Special projects, DOH lab liaison, DOH and private in state lab issues	Burlington, VT	
Mary Celotti	Dept. of Health Laboratory Administrator	Oversees and manages all operations of the Laboratory	Burlington, VT	

Provide the following information for those projects requiring specialized training. Attach training records and/or certificates to this worksheet. (Refer to *QAPP Manual* Section 4.4 for guidance.)

CT

Special Personnel Training Requirements Table

Project Function	Specialized Training Title of Course or Description	Training Provided By	Training Date	Personnel/Groups Receiving Training	Personnel Titles/ Organizational Affiliation	Location of Training Records/Certificates*
Sampling: organics, inorganics, microbiology, radiochemistry	Field Training	Senior WSS Engineer	As Needed	(See WSS Staff Organization Chart)	(See WSS Staff Organization Chart)	N/A

*If training records and/or certificates are on file elsewhere, then document their location in this column. If training records and/or certificates do not exist or are not available, then this should be noted.

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EPA-NE QAPP Worksheet #7 - Rev. 10/99
Provide the following information for those projects requiring specialized training. Attach training records and/or certificates to this worksheet. (Refer to *QAPP Manual* Section 4.4 for guidance.)

Special Personnel Training Requirements Table

Project Function	Specialized Training Title of Course or Description	Training Provided By	Training Date	Personnel/Groups Receiving Training	Personnel Titles/ Organizational Affiliation	Location of Training Records/Certificates*
The MA DEP Drinking Water Program staff is trained to sample for all the drinking water parameters (organics, inorganics, microbiology and radiochemestry). Training is provided either by DEP senior experienced staff or by sampling programs DEP co-sponsors and teaches in conjunction with NeRWA, MWWA and NEWWA. Please refer to the organizational chart for list of MA DWP staff. *Attached is a sample of training available through NEWWA.*						

*If training records and/or certificates are on file elsewhere, then document their location in this column. If training records and/or certificates do not exist or are not available, then this should be noted.

If you take the samples, then you should know...

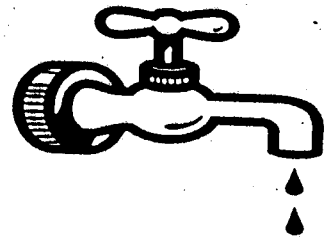
SOUND PROCEDURES FOR DRINKING WATER SAMPLING

A Half-Day Seminar!

0.35 CEUs or 3.5 Training Contact Hours (TCHs)

Learn the Why, Where, What and How of Proper Sampling Procedures.

8:30 AM - 12:15 PM



TWO SESSIONS

MARCH 22, 2001

or

JULY 18, 2001

NEWWA Training Center
Holliston, MA

Presented by:

NEW ENGLAND WATER WORKS ASSOCIATION
A Section of the American Water Works Association

Location / Directions

The Seminar will be held on March 22, 2001 or July 18, 2001 at the:

NEWWA Training Center
125 Hopping Brook Rd.
Holliston, MA 01746-1471

From the South: Take 495 North to Exit 19. Turn right at the bottom of exit (Route 109). (Exit 19 is *north* of Routes 1 and 495). Travel about .4 mile, and turn left *BEFORE* China Lotus Restaurant onto Clark St. Proceed on Clark St. for about 1.7 miles (Clark St. turns into South St.) until you get to Stop sign. Turn right onto route 16 E. Turn right into Hopping Brook Park, (100 yards on the right). 125 Hopping Brook Road is first building on the right.

From the North: Take 495 south to Exit 20. (Exit 20 is two exits *south* of the Mass Pike.) Turn right at the bottom of the exit. Go to first traffic light and turn left onto Fortune Blvd. (less than ¼ of mile – Wendy's will be on the right). Go straight through the second traffic light at the top of the Hill (at Target Department Store). Proceed to the next (third) traffic light at the bottom of the hill and turn left (less than 1 mile). This is Route 16. Pago Pago Restaurant is on the right once you turn. Hopping Brook Office Park is approximately 2 miles east on route 16. 125 Hopping Brook Road is first building on the right.

NEW ENGLAND WATER WORKS ASSOCIATION

The New England Water Works Association is a non-profit membership association for the advancement of knowledge related to water works and water supply activities founded in 1882. The Association has a wide range of activities including an annual conference, monthly meetings, scholarships, training programs, awards and the NEWWA Journal. NEWWA affiliated with AWWA as a section in 1987, providing the opportunity to join and receive all benefits of both associations at a reduced rate.

AUTHORIZED PROVIDER #1671

REGISTRATION FORM: SOUND PROCEDURES FOR DRINKING WATER SAMPLING

March 22, 2001 or July 18, 2001, - Holliston, MA

Name_____ Phone_____

(As you want your name on CEU Certificate)

Business_____ / ____ Check encl.

Business Address_____ payable NEWWA

City, State, Zip_____ / ____ P. O. enc

Credit Card [ ] VISA [ ] MC [ ]AMEX # _____ Exp. ____ Signature_____

How many will attend? ____ @ $70 for Members ____ @ $[illegible] for Non-members

Session: ____ March 22, 2001 or ____ July [illegible], 2001

[ ] Check here if you have a disability and require accommodations to fully participate. You will be contacted by NEWWA.

[ ] I am considering membership in NEWWA/AWWA. Please send information.

*NOTE: No confirmation of registration will be sent. *Additional Registration: Reproduce this form or call: NEWWA 508-893-7979 Fax: 508-893-9898

STAFF USE: D/Rec'd_____ amt.pd._____ Ck.#_____ D/E_____ P.O.#_____

NEWWA MEMBER #_____

SEMINAR DESCRIPTION

Sound Procedures For Drinking Water Sampling is designed to provide fundamental information to anyone who is responsible for taking drinking water samples. This seminar will explain key concepts and sound scientific procedures that should be included in every sampling program. Instruction will focus on the need for accurate sampling, and follow the sample through the "chain of custody" to its eventual analysis.

Proper sampling methods are critical in evaluating the quality of the water you produce, or distribute. *Without strict attention to detail in procedures and methodology, a host of problems can develop.* Don't let this happen to you!

Though this seminar is lecture and discussion based, it will feature focused, hands-on demonstrations to illustrate essential points and techniques. Practical instructional materials, which can be referenced during the seminar, or "on the job", will be provided.

WHO SHOULD ATTEND

Water utility operators, managers and laboratory personnel as well as anyone who deals with drinking water sampling procedures or sample analysis in water distribution and treatment, will find this seminar a practical learning experience. Regulators, and wastewater personnel too, will benefit from this application-oriented instructional program.

SEMINAR PROGRAM

8:00 Registration, Coffee and Danish

8:30 Introduction and Overview
- Why Is Sampling Important?
  - Quality Assurance
  - Importance of a Sampling Plans
  - Creating A Coliform Sampling Plan

9:30 A Regulatory Perspective On Sampling
-MA DES Staff

10:15 Break

10:30 How Is The Sample Taken?
- Procedures for Bacteria Sampling
- Procedures for Chemical Sampling
  - preserved/non-preserved samples

11:15 Where Is The Sample Taken?
- Source Water Sampling
  - groundwater sources
  - ponds, lakes, streams, and rivers
  - areas for proper sampling sites
- In-Plant Sampling (Process Control) -
  - chemical addition, filtration
  - the clear well, pump station
- Customer Sampling Procedures (discussion includes residential sites, *important liability* issues and data gathering procedures)
- Addressing Water Quality Complaints
- Common problems - taste, odor and color
- How to Handle Cus'omer Complaints

12:00 Sample Testing (Demonstration)
- Preserved Sample Types:
  - coliform, inorganics, VOCs
- Non-Preserved Sample Types:
  - turbidity, alkalinity, hardness, color, chlorine, pH
- Field Testing:
  - (Procedures to include temperature, conductivity,chlorine residual)

12:15 Adjourn

SPECIALIZED MATERIALS

Each registrant will receive handouts to assist in following every presentation. Personal copies of three AWWA Pocket Guides to Water Sampling will be included in each materials packet.

a.) Microbial Contamination
b.) Sampling for Organic Chemicals
c.) Sampling for Inorganic Chemicals

REGISTRATION

The total fee is $70.00 for members and $90.00 for non-members and it covers: attendance, materials, handouts, 0.35 CEUs*, and certificate. **Early registration is advised. If you need to cancel, you must contact NEWWA in writing at least three business days prior to the start of the course or be charged a $25 late cancellation fee. If you do not attend the course, and do not contact NEWWA in writing, you will be charged 50% of the original course registration fee. This charge is non-refundable and non-transferable.** To register, fill out the form, detach and mail it with a check or purchase order to:

NEWWA
125 Hopping Brook Rd.
Holliston, MA 01746-1471
(508) 893-7979 PH. (508) 893-9898 FAX
www.newwa.org

*Equivalent to 4 Training Contact Hours (TCHs)

NEWWA Reserves the right to cancel a course due to insufficient enrollment. In the event of a cancellation, you will be notified by phone and have the option of obtaining a full refund, or applying payment to the next available course.

INSTRUCTORS

Paul Riendeau, Education Coordinator/ Instructor, New England Water Works Association, Holliston, MA

Hilary Jean, Environmental Engineer, MA DEP, Northeast Regional Office, Wilmington, MA

Charles Shurtleff, Environmental Engineer, MA DEP, Southeast Regional Office, Lakeville, MA