



**Fiscal Year 2009
Annual Report**

October 2008 – September 2009

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Safe Drinking Water Hotline

National Toll-free No.: (800) 426-4791

See past monthly reports at

www.epa.gov/safewater/hotline

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Operated by The Track Group / Booz Allen Hamilton

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Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

Introduction

The Safe Drinking Water Act (SDWA) is the national law that ensures the quality of America's drinking water and furthers EPA's mission to protect human health and safeguard the environment. The Act, as amended in 1996, requires the U.S. Environmental Protection Agency (EPA) to provide a toll-free hotline that consumers can call to obtain accurate and real-time information about annual water quality reports and drinking water contaminants (42 U.S.C. 300g-3, Section (4)(A) and (4)(B)). The Safe Drinking Water (SDW) Hotline, operated by Booz Allen Hamilton, provides this essential public outreach service for EPA's Office of Ground Water and Drinking Water (OGWDW), the office that is responsible for implementing the SDWA. The Hotline also answers questions about federal drinking water regulations and standards, source water protection, and the Underground Injection Control (UIC) program. **In fiscal year 2009 (FY 2009), the Hotline responded to 8,354 phone calls and 779 e-mails generated through the Enterprise Customer Service Solution (ECSS), which resulted in more than 19,800 questions.** The questions came from a diverse audience including public water systems (PWSs), federal, state and local governments, businesses, and citizens.

The SDW Hotline's staff of drinking water regulatory experts responded to an average of 33 calls resulting in an average of 79 questions from callers each operating day of FY 2009, providing real-time assistance to Hotline users' questions regarding regulatory and policy clarifications, document requests, and referrals for additional sources of information. Questions were received from federal and state officials, non-governmental organizations, local public water system operators, and consumers, among others. Additionally, Spanish-speaking staff responded to more than 150 requests for drinking water information from Spanish-speaking individuals. Information Specialists recommended thousands of documents and processed requests for hard copies, provided over 7,700 referrals to relevant agencies and organizations (when inquirers required information beyond the purview of the Hotline), and drafted 24 formal Questions and Answers and 67 Federal Register summaries.

The Hotline's mission of providing quality technical assistance continues to be enhanced through technological advances and operational improvements. The SDW Hotline phone system offers callers several self-serve options intended to provide useful information and reduce the hold time required to reach an Information Specialist. During this fiscal year, over 7,500 callers opted to hear recorded messages about consumer confidence reports (CCRs), local drinking water quality and tap water testing for public water system (PWS) customers, and drinking water quality and tap water testing for household well owners. The phone system also provides an option for direct transfers to the Water System's Council Wellcare Hotline for callers seeking information on private household wells. More than 2,100 callers utilized this option.

In order to provide real-time outreach service to water professionals, regulators, and the general public, the Hotline must maintain the most current information and consistently strive to understand each caller's needs and interests. The SDW Hotline report, *Water Lines*, is published in response to those needs. *Water Lines* contains typical questions answered by Hotline staff, abstracts of pertinent Federal Register entries, call and ECSS question and comment statistics, and caller profiles. The FY 2009 Safe Drinking Water Hotline Annual Report is a review of the cumulative statistics, trend analyses, questions and answers, and Federal Register summaries gathered from the *Water Lines* reports.

Note: Booz Allen Hamilton produces three quarterly issues of *Water Lines*. Information from the fourth quarter of each fiscal year is incorporated into an annual report, which is a cumulative review of the fiscal year. This annual report includes an addendum of statistics for the fourth quarter of the fiscal year.

Hotline Annual Statistics Summary

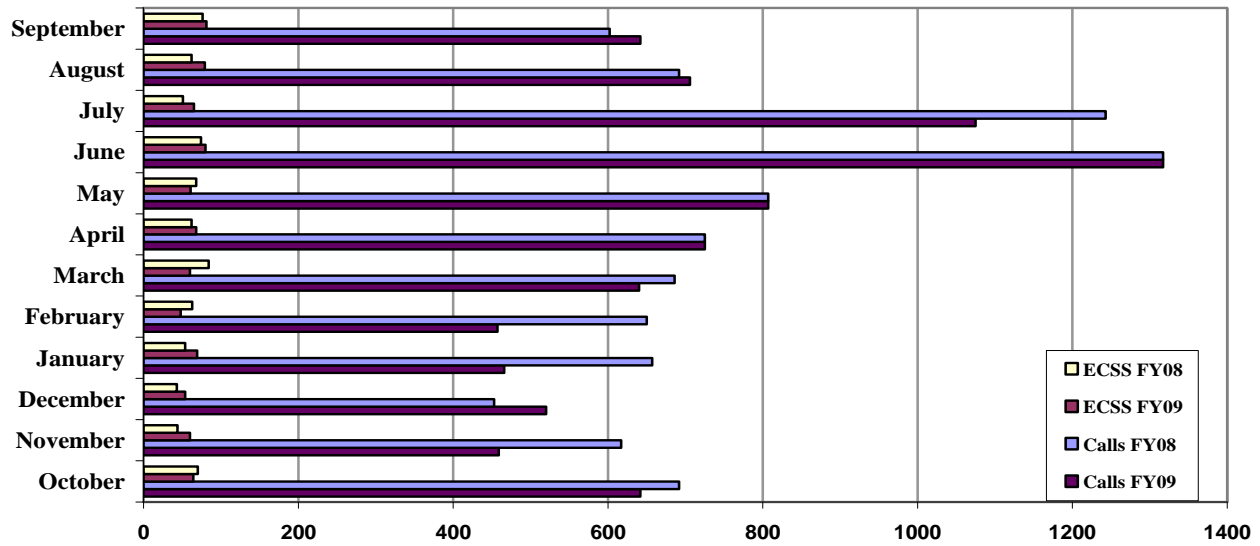
The Safe Drinking Water Hotline answers questions, via telephone and through the ECSS application, related to the Safe Drinking Water Act and the National Primary Drinking Water Regulations. The Hotline previously responded to questions through e-mail but discontinued the practice in favor of ECSS. ECSS is an interactive knowledge base, accessible through the Office of Ground Water and Drinking Water's Web site, that allows Web users the opportunity to search for answers to common questions or to submit a question to the Hotline. Hotline Information Specialists also assist customers in accessing relevant regulations, Federal Register notices, and EPA guidance documents, via Internet and in hard copy, and by providing helpful referrals for questions beyond the Hotline's purview. The Hotline offers its services in both English and Spanish. **During FY 2009, there were more than 208,000 hits on the Safe Drinking Water ECSS Interface. In addition, the Hotline responded to 8,354 telephone calls, and 779 questions and comments (i.e., ECSS questions and comments).** A single call often generates multiple questions, and **a total of 19,898 questions from callers were answered by the Hotline in FY 2009.** Detailed statistics of the breakdown in type of callers and the topics of questions asked are included in the Hotline Annual Statistics section of this report on page 23.

Telephone Calls and Electronic Correspondence Comparison: The telephone call and electronic correspondence volumes for FY 2009 are lower than the total volumes received during FY 2008. This is possibly attributed to the continual increase in the use of the Internet to obtain documents and general information as well as increased familiarity with consumer confidence reporting and a decrease in significant regulatory development over the past year.

Contact Mode	FY 2009	FY 2008
Calls	8,354	9,141
ECSS Generated E-mails	779	751
Total	9,133	9,892

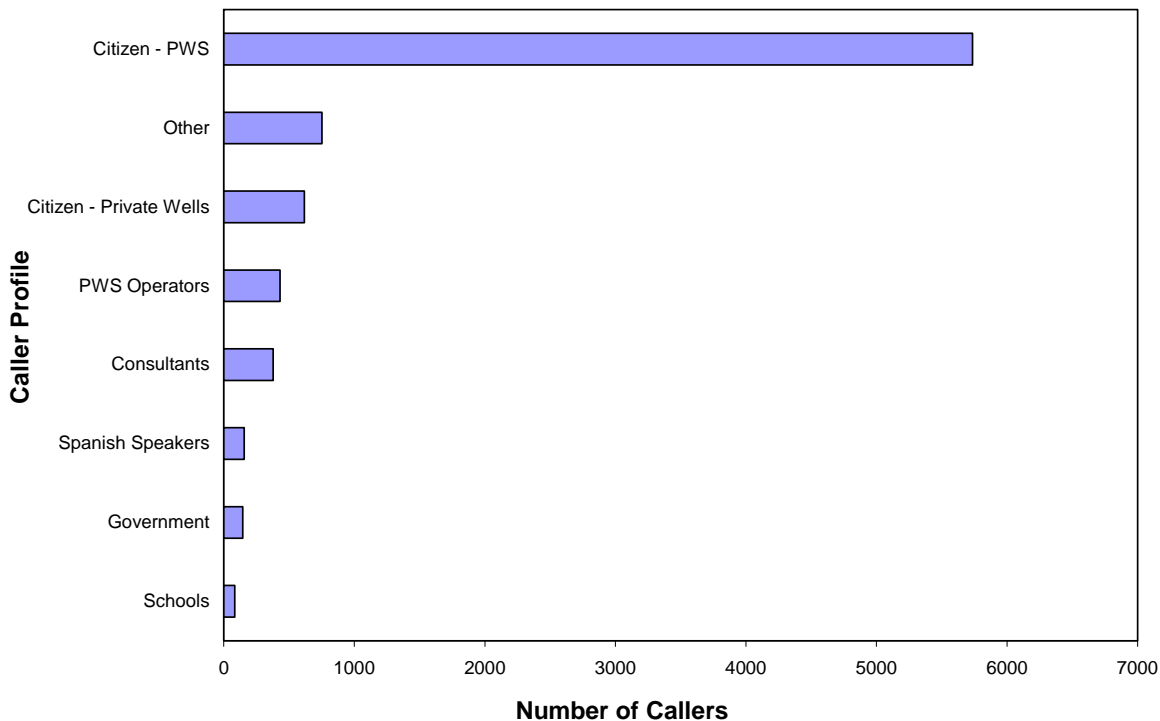
The following chart illustrates the distribution of calls and electronic correspondence in FY 2009, compared to FY 2008. The total number of calls peaked in June and July due to the annual distribution of consumer confidence reports.

Distribution of Calls and Electronic Correspondence



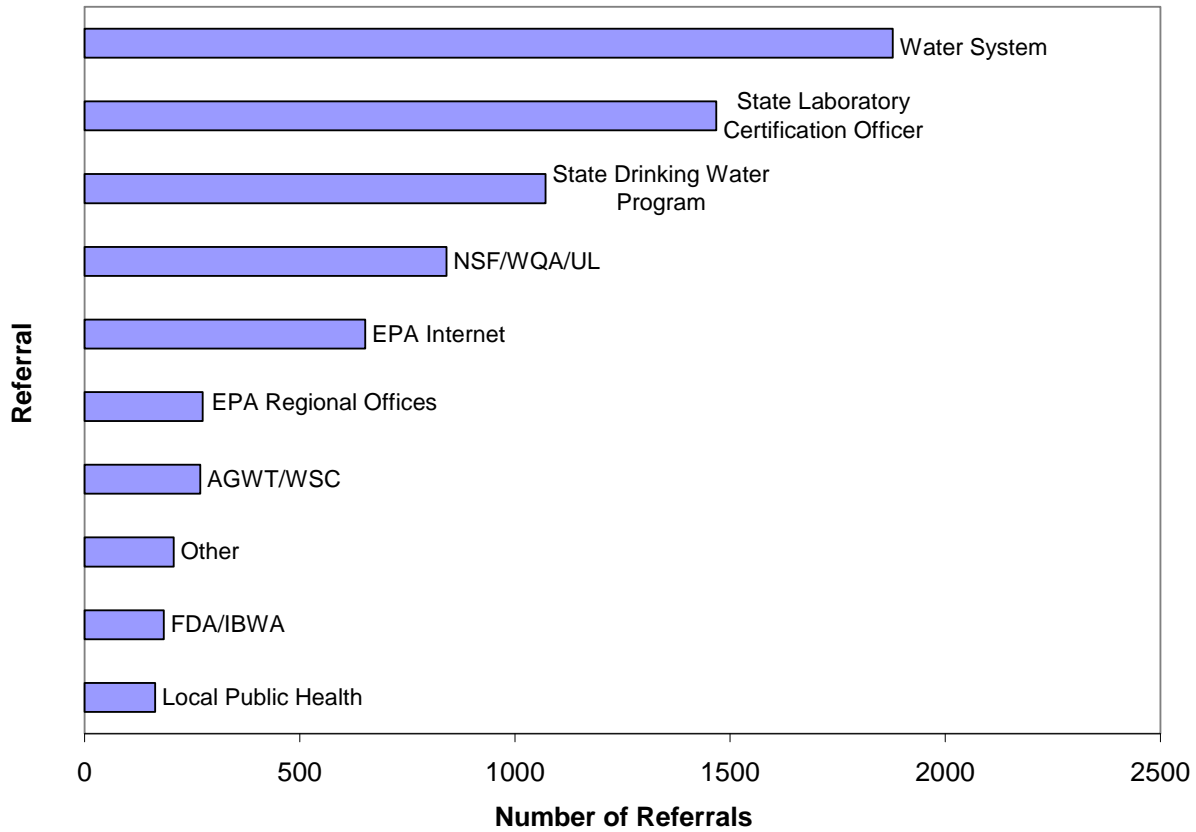
Caller Profiles: As illustrated by the chart below, the Hotline serves a diverse group of customers. Of the more than 9,000 calls received during the FY 2009, **the largest category of Hotline customers, by far, are citizens who obtain their drinking water from public water systems.** Citizens are followed by private household well owners, PWS operators, consultants, government officials, individuals who communicated with Hotline staff in Spanish, and academic institutions. The “other” category in the chart below includes analytical laboratories, people who accessed the Hotline from other countries, environmental groups, medical professionals, and news media representatives.

Caller Profile



Top Ten Referrals: Referrals are often provided when questions require input from state regulators, local water systems, not-for-profit organizations, or other federal agencies. In FY 2009, the Hotline provided 7,744 referrals, to a variety of organization/offices including local water systems, state laboratory certification offices, and state drinking water programs.

Referrals Frequently Provided by the Safe Drinking Water Hotline



Top Ten Caller Topics: Year after year, certain issues, such as consumer confidence reports, local drinking water quality, and tap water testing, consistently top the list of the most frequently discussed topics at the Safe Drinking Water Hotline. The most prevalent and consistent theme of questions received at the Hotline was citizens' concern for their home drinking water. The table below lists the ten topics that were most frequently discussed with Hotline callers during FY 2009.

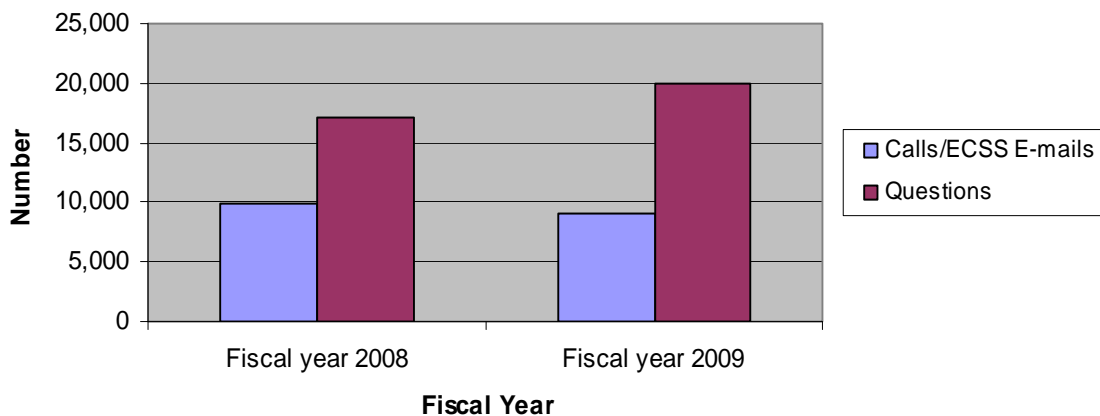
Topic	Questions	Percent of Total Caller Questions*
Local Drinking Water Quality	2,159	11%
Consumer Confidence Report (CCR)	2,016	10%
Tap Water Testing	1,875	9%
Maximum Contaminant Levels	1,414	7%
Safe Drinking Water Act	1,243	6%
Home Water Treatment Units	1,100	5%
Lead	814	4%
Coliforms	753	4%
Complaints About PWSs	708	4%
Other Background	642	3%

**Callers asked a total of 19,898 questions.*

Annual Trends

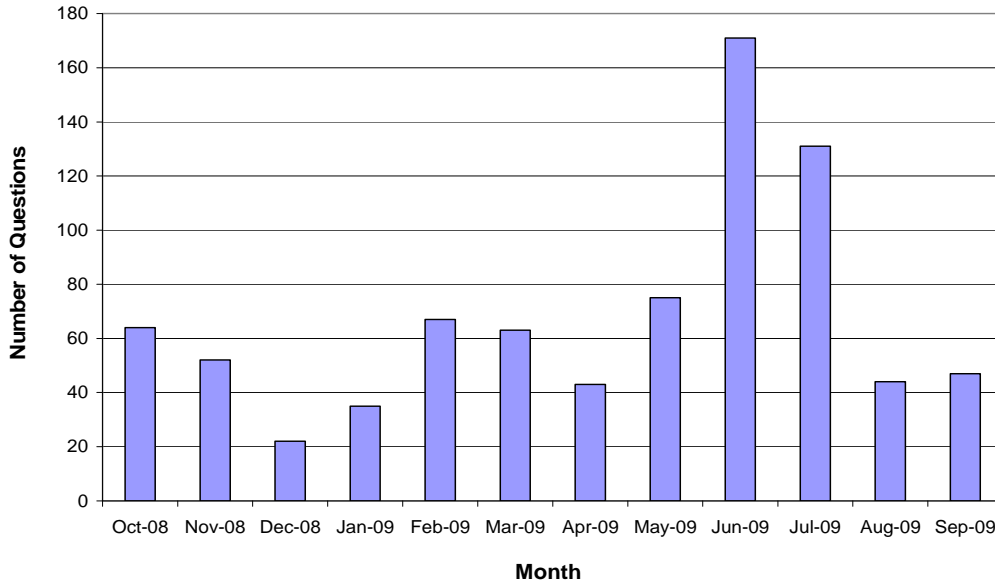
The Hotline staff gathers general statistical data on the calls to which it responds. These data, combined with the staff members' insight and observations, often provide a unique opportunity to identify and analyze trends in the number and types of Hotline inquiries. One statistic of interest is that even though the Hotline answered less calls and ECSS e-mails in FY 2009, the Hotline responded to more questions. One reason more questions are being asked per contact (call or ECSS e-mail) is that the general public is more educated on drinking water issues, which can lead to more interest and more questions on drinking water topics.

Fiscal Year Comparison of Contacts and Questions



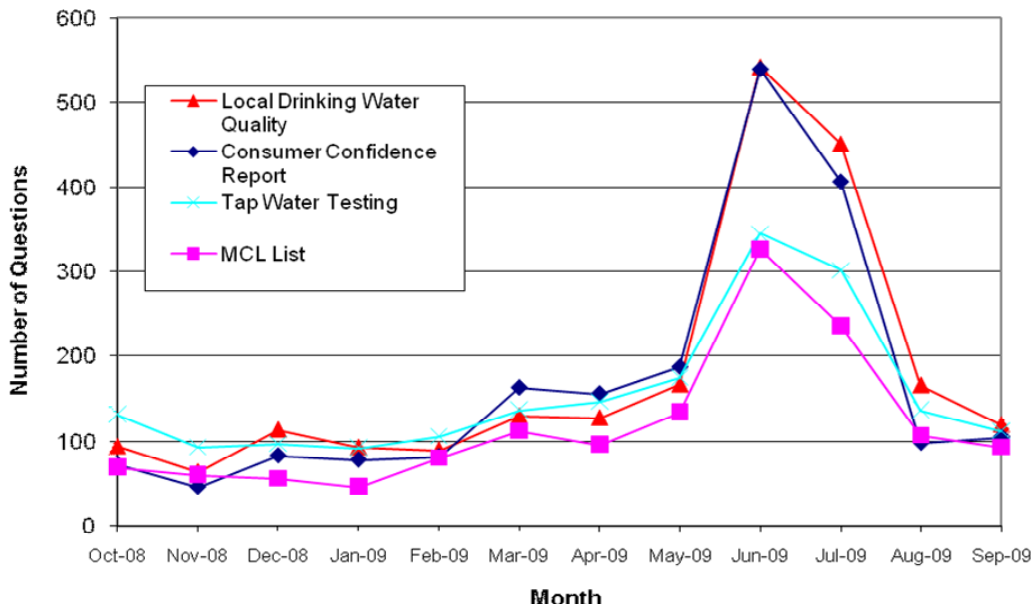
Lead Questions: Questions about lead in drinking water are consistently among the most frequently asked questions of the Safe Drinking Water Hotline. During FY09, callers continued to show concern for lead in drinking water. The number of lead related questions were highest in July, August, and September, which may be attributed to a requirement, implemented in FY08, that all consumer confidence reports must include a short information statement about lead in drinking water and its effects on children.

Lead Questions by Month



Questions by Topic: The top four most common question topics, as illustrated in the chart below, increase during CCR season. Questions about local drinking water quality, CCR's, tap water testing, and the MCL list spike during that period as consumers' attention is directed to their drinking water by the annual report.

Topic Trend



Questions and Answers

The following questions and answers, organized by subject, represent the range of questions addressed by the Hotline on a variety of topics. These questions were included in FY 2009 quarterly Hotline reports. Questions addressed during the fourth quarter of FY 2009 are noted with an asterisk () and were not included in any previous reports.*

General Information

***Q:** How many of each type (class) of underground injection control (UIC) wells are in the United States? In each state?

A: UIC well inventory information is available from EPA's Classes of Wells Web site at www.epa.gov/safewater/uic/wells.html. This site lists the national inventory of UIC wells by class as follows:

Class I: 549 wells

Class II: 143,951 wells

Class III: 18,505 wells

Class IV: 32 wells

Class V: 400,000 to 650,000 wells (Note: an inventory range is presented because a complete inventory is not available)

This site also provides links to documents containing state and tribal UIC well inventory information.

More specific information may be available from the state's UIC program contact. A list of these contacts is available at

<http://cfpub.epa.gov/safewater/uic/wherelive.cfm>.

***Q:** Is water that comes out of a dehumidifier safe to drink?

A: Water that comes out of a dehumidifier is not considered safe to drink. This water has not been disinfected/filtered and may contain bacteria. However, this water may be used for other purposes, such as watering plants (add fertilizer as needed), and refilling car batteries and steam irons. (Symons, James M, [Plain Talk About Drinking Water: Questions and Answers About the Water You Drink \(American Water Works Association, 2001\), p. 88](#)) For additional water conservation tips, please visit www.nsf.org/consumer/conservation. EPA's WaterSense program (www.epa.gov/owm/water-efficiency) also provides information on water efficient products and practices.

Q: What training opportunities are available for tribe and tribal public water system operators?

A: The Office of Ground Water and Drinking Water Web site (www.epa.gov/safewater/tribal/training.html) lists training opportunities for tribes and tribal operators. The Web site also provides information on available online courses.

Q: I have heard that some cities are thinking about augmenting their drinking water supply by directly turning wastewater into drinking water. What is this called?

A: The introduction of treated wastewater directly into a water distribution system without intervening storage is often called direct potable reuse. In contrast, indirect potable reuse includes passing the water through an environmental buffer (e.g., river, lake, aquifer) after treatment. Additional information can be found in *Guidelines for Water Reuse* (EPA625-R-04-08, September 2004) available at www.epa.gov/nrmrl/pubs/625r04108/625r04108.pdf.

Q: Where can I find a map of all the sole source aquifers in the United States?

A: EPA's Sole Source Aquifer Web site (<http://cfpub.epa.gov/safewater/sourcewater/sourcewater.cfm?action=SSA>) includes a map where you can click on each region of the United States to view the sole sources aquifers designated for that region.

Q: What information is available for citizens who want to help protect drinking water sources?

A: EPA's Citizen Involvement in Source Water Protection Web site (<http://cfpub.epa.gov/safewater/sourcewater/sourcewater.cfm?action=Involvement>) includes information on how every person can do their part to protect sources of drinking water. The Web site also includes guidance for working within a community, watershed, or neighborhood.

Q: The sample we took for the Unregulated Contaminant Monitoring Regulation 2 (UCMR 2) did not meet quality control requirements. When should we recollect the sample?

A: Recollection should occur as soon as possible, but must be within 30 days of the lab notification of the sampling or laboratory error. UCMR 2 requires that samples be recollected if a sample fails to meet specified

sample collection or analytical quality control requirements. Samples must also be recollected if a sample container is lost, damaged during shipping, broken during the processing at the lab, or if a sample result is subject to laboratory error. (*Reference Guide for the Second Cycle of the Unregulated Contaminant Monitoring Regulation (UCMR 2)*, EPA815-R-06-016)

Q: If an outdoor source of water must be used during an emergency, what sources are best?

A: If it is necessary to select an outdoor emergency water source, remember that water from underground, such as that obtained from wells or springs, is less likely to contain contamination harmful to health than water from surface sources. However, if underground water is not available, look next for a creek, stream, lake, or pond--in that order, if a choice is possible. Avoid water having a dark color, an odor, or containing floating materials, as any one of these may indicate heavy pollution. If possible, surface water should be obtained upstream from an inhabited area, dipped from below the surface and purified (Water Supply Guidance #11, April 17, 1998). For guidance on home water purification and disinfection, please visit EPA's Emergency Disinfection of Drinking Water Web site at www.epa.gov/safewater/faq/emerg.html.

Q: Why do water systems add phosphate to drinking water? What are the health effects of drinking water containing phosphates?

A: Public water systems (PWSs) commonly add phosphates to the drinking water as a corrosion inhibitor to prevent the leaching of lead and copper from pipes and fixtures. Inorganic phosphates (e.g., phosphoric acid, zinc phosphate, and sodium phosphate) are added to the water to create orthophosphate, which forms a protective coating of insoluble mineral scale on the inside of service lines and household plumbing. The coating serves as a liner that keeps corrosion elements in water from dissolving some of the metal in the drinking water. As a result, lead and copper levels in the water will remain low. The key to ensuring that orthophosphate reduces lead and copper levels, is for PWSs to maintain proper orthophosphate levels.

The health effects of drinking water with phosphates are not known. The Food and Drug Administration (FDA) has issued a report on the toxicology of inorganic phosphates as food ingredients. The FDA considers phosphates as a food additive to be "generally recognized as safe." This report is available at: www.elsevier.com/locate/foodchemtox. Also, NSF International maintains recommended maximum dosages of drinking water additives including phosphate products. The typical phosphate levels found in a liter of drinking water are about one hundred times lower than the

phosphate levels found in the average American diet. For example, a person would have to drink ten to fifteen liters of water to equal the amount of phosphates in just one can of soda.

People concerned about their health and phosphates added as a corrosion inhibitor to the drinking water, should contact their medical care provider.

Q: Is my water system supplying fluoridated drinking water?

A: The best source of information on fluoride levels in your water is your local water utility. All water utilities must provide their consumers with a Consumer Confidence Report that provides information on a system's water quality, including its fluoridation level. The state drinking water administrator or state oral health program also should be able to help you identify the fluoride level of your drinking water. In addition, the Center for Disease Control offers the "My Water's Fluoride" database, which allows consumers in currently participating states to learn the fluoridation status of their water system. You can access this database at <http://apps.nccd.cdc.gov/MWF/Index.asp>. The information provided for the water system will detail if it provides fluoridated water, and may note whether the fluoride is from natural sources or if the fluoride levels are adjusted with a fluoride additive.

Q: What types of materials should be used for a rain water collection system?

A: Provided the rainwater is for non-drinking water purposes, virtually any materials can be used in the collection system. However, if the rainwater will also be used to meet the potable water needs of a home's residents, it is important that the homeowner use care in selecting materials and coatings which will come into contact with the water as it is collected, since some impurities can be picked up by the rainwater as it travels through the collection system.

For additional guidance on creating a rain water collection system, please visit NSF International's Web site at www.nsf.org/consumer/rainwater_collection/index.asp?program=WaterTre.

Q: Is the H1N1 virus (i.e., swine flu virus) destroyed during standard drinking water treatment processes?

A: Yes. H1N1 and other influenza viruses are easily disrupted by standard water treatment processes. The USDA and EPA have concluded that free chlorine levels typically used in drinking water treatment are effective at deactivating the virus at temperatures as low as 5° Centigrade.

Q: EPA’s Emergency Disinfection of Water Web site (www.epa.gov/safewater/faq/emerg.html), notes that granular calcium hypochlorite can be used to disinfect drinking water during an emergency. Where can you purchase granular calcium hypochlorite?

A: EPA does not have a list of retailers of granular calcium hypochlorite; however, NSF International, a not-for-profit, non-governmental organization, maintains a list of contact information for manufacturers of calcium hypochlorite (www.nsf.org/Certified/PwsChemicals/). Individuals can contact the manufacturers for information on retailers selling their product. The NSF Water Treatment and Distribution Systems Program is responsible for the certification of drinking water treatment chemicals to ensure that these products do not contribute contaminants to drinking water that could cause adverse health effects.

Disinfectants/Disinfection Byproducts

Q: What is the most common form of chlorine used to disinfect drinking water at drinking water treatment plants?

A: The most common form of chlorine used to disinfect drinking water is chlorine gas. Sodium hypochlorite, an aqueous solution often referred to as liquid bleach, and calcium hypochlorite, a solid crystal, are other common forms used for drinking water disinfection. (*Occurrence Assessments for the Final Stage 2 Disinfectants and Disinfection Byproducts Rule*, EPA815-R-05-011)

Q: What are the pros and cons of each of the three forms of chlorine (chlorine gas, sodium hypochlorite, calcium hypochlorite) used for drinking water disinfection?

A: Disinfection with chlorine is simple, economical, efficient, measurable, and practical. Gaseous chlorine is by far the most common form of chlorine used in water system disinfection, however, it is a hazardous, corrosive gas, and special precautions must be taken to ensure safety. Sodium hypochlorite is an aqueous solution and often referred to as liquid bleach or Javelle water. This form of chlorine is more likely to be used by small systems because it generally requires less equipment, is easier to use, and safer than chlorine gas. Calcium hypochlorite is a solid crystal, often added to drinking water as a dilute hypochlorite solution. Like Sodium hypochlorite, it requires less equipment, is easier to use, and safer than chlorine gas. However, calcium hypochlorite is highly reactive to heat and moisture, and must be stored in a cool, dry place. (*Occurrence Assessments for the Final Stage 2 Disinfectants and Disinfection Byproducts Rule*, EPA815-R-05-011)

Q: The April 2005 version of “Preparing Your Drinking Water Consumer Confidence Report” (EPA816-R-05-002; April 2005), reads, “The main table of detected contaminants must contain only data about regulated contaminants (contaminants subject to a MCL, treatment technique (TT), or action level (AL)), and unregulated contaminants for which EPA or the state requires monitoring under 40 CFR 141.40”. Does this mean that I do not have to include disinfectants like chlorine and chloramines in the main table because they are subject to a Maximum Residual Disinfectant Level (MRDL)?

A: No. Paragraph (d)(1)(i) of 40 CFR 141.153 lists the following contaminants that must included in the main table: “contaminants subject to a MCL, action level, maximum residual disinfectant level, or treatment technique (regulated contaminants).”

Q: EPA Method 524.2 is an approved method for analyzing Total Trihalomethanes (TTHMs) (40 CFR 141.131(b)(1)). Must water samples being analyzed for TTHMs using EPA Method 524.2 be acidified with hydrochloric acid at the time of collection?

A: Samples being analyzed for TTHMs where sodium thiosulfate is used as the dechlorinating agent do not need to be acidified with hydrochloric acid at the time of collection. However, if ascorbic acid is used as the dechlorinating agent, then the samples must be acidified at the time of collection. The water system should check with the laboratory to see which dechlorinating agent the lab is using when the sample bottles are prepared.

When EPA Method 524.2 is used for VOC samples, then it is necessary to acidify the samples at the time of collection.

Long Term 2 Enhanced Surface Water Treatment

Q: Filtered water systems serving fewer than 10,000 people, and not electing to sample for *Cryptosporidium*, must sample their source water for *E. coli*. at least once every two weeks for 12 months. Surface water systems sampling for *E. coli* will be triggered into monitoring their source water for *Cryptosporidium* if the annual mean *E. coli* concentration is greater than 10 *E. coli*/100mL, for systems using lake reservoir sources, or 50 *E. coli*/100mL, for systems using flowing stream sources. (40 CFR 141.701(a)) Can a water system exclude an extremely high, not typical, *E. coli* sample result that may be caused by a particular weather event such as excessive run off from a rain event?

A: No. Extremely high *E. coli* sample results cannot be excluded from the annual mean concentration just because it was caused from a particular event (e.g. rain event).

Q: Filtered water systems serving fewer than 10,000 people, and not electing to sample for *Cryptosporidium*, must sample their source water for *E. coli*. at least once every two weeks for 12 months. Surface water systems sampling for *E. coli* will be triggered into monitoring their source water for *Cryptosporidium* if the annual mean *E. coli* concentration is greater than 10 *E. coli*/100mL, for systems using lake reservoir sources, or 50 *E. coli*/100mL, for systems using flowing stream sources. (40 CFR 141.701(a)) If a single *E. coli* sample is extremely high and will cause the annual mean concentration to exceed the trigger levels, no matter the results of subsequent samples, can the water system stop *E. coli* sampling and begin *Cryptosporidium* monitoring?

A: Yes. If a single (or several) *E. coli* result will put the system over the trigger level the system has the option to stop *E. coli* monitoring early and proceed directly to *Cryptosporidium* monitoring. The system should contact their state to let them know their intention.

Q: The Long Term 2 Enhance Surface Water Treatment Rule allows systems to receive *Cryptosporidium* treatment credit by meeting the conditions for one of several microbial toolbox options (40 CFR 141.715). If a water system chooses the membrane filter option, must all the water pass through the filter?

A: Yes. All the water has to pass through the membrane filter to receive the credit.

Q: As established by the Long Term 2 Enhance Surface Water Treatment Rule, source water monitoring for public water systems using new surface water sources or ground water under the direct influence of surface water sources must monitor the source on a schedule approved by the state (40 CFR 141.701(f)(1)). Does monitoring have to be conducted before a new source can be used for drinking water?

A: The state may determine that monitoring should be conducted before a new plant or source is brought on-line or initiated within some time period afterward (71 FR 654, 667; January 5, 2006).

Secondary Standards

Q: What is the federal standard for total dissolved solids (TDS) in drinking water?

A: There is no federally enforceable standard for total dissolved solids in drinking water. EPA set a non-enforceable secondary standard of 500 mg/L. This value is only a guideline to assist public water systems in managing their drinking water for aesthetic considerations.

Q: What is the federal standard for chloride in drinking water?

A: There is no federally enforceable standard (i.e., Maximum Contaminant Level) for chloride in drinking water. However, EPA did set a recommended standard for chloride levels in drinking water at 250 mg/L. Drinking water with chloride levels above 250mg/L may exhibit a salty taste. Secondary standards or Secondary Maximum Contaminant Levels (SMCLs) are developed to protect the aesthetic quality of water, such as taste, odor, color, and appearance. SMCLs are non-enforceable guidelines that states may choose to implement. Contact your state drinking water office to determine if your state set an enforceable chloride level in drinking water. State drinking water office contact information is available by clicking on your state at www.epa.gov/safewater/dwinfo.

Q: What is the federal standard for pH in drinking water?

A: There is no federally enforceable standard (i.e., Maximum Contaminant Level) for pH in drinking water. EPA set a Secondary Maximum Contaminant Level (SMCL) or recommended range for pH in drinking water of 6.5 to 8.5. SMCLs are developed to protect the aesthetic quality of water, such as taste, odor, color, and appearance. SMCLs are non-enforceable guidelines that states may choose to implement. Contact your state drinking water office to determine if your state set an enforceable pH level in drinking water. State drinking water office contact information is available by clicking on your state at www.epa.gov/safewater/dwinfo.

Federal Register Summaries

FINAL RULES

**“Fort Peck Assiniboine and Sioux Tribes in Montana; Underground Injection Control (UIC) Program; Primacy Approval and Minor Revisions”
October 27, 2008 (73 FR 63639)**

EPA is approving an application from the Fort Peck Assiniboine and Sioux Tribes in Montana under section 1425 of the Safe Drinking Water Act (SDWA) to implement an underground injection control (UIC) program for Class II (oil and gas-related) injection wells. EPA is also revising regulations that are not specific to the Fort Peck Tribes' application.

The effective date of this action is November 26, 2008.

**“Navajo Nation; Underground Injection Control (UIC) Program; Primacy Approval”
November 4, 2008 (73 FR 65556)**

EPA approved an application from the Navajo Nation (“Tribe”) under Section 1425 of the SDWA for primary enforcement responsibility (or “primacy”) for the UIC program for Class II (oil and gas-related) injection wells located within the exterior boundaries of the formal Navajo Reservation, including the three satellite reservations (Alamo, Canoncito and Ramah), but excluding the former Bennett Freeze Area, the Four Corners Power Plant and the Navajo Generating Station; and on Navajo Nation tribal trust lands and trust allotments outside the exterior boundaries of the formal Navajo Reservation. (These areas are collectively referred to hereinafter as “areas covered by the Tribe’s Primacy Application.”)

The effective date of this action is December 4, 2008

**“National Primary Drinking Water Regulations: Minor Correction to Stage 2 Disinfectants and Disinfection Byproducts Rule and Changes in References to Analytical Methods”
June 29, 2009 (74 FR 30953)**

In this action, EPA announced its intent to make a minor correction to the Stage 2 Disinfectants and Disinfection Byproducts Rule (DBPR) and minor, unrelated, editorial changes in references to analytical methods in the regulations. EPA promulgated the Stage 2 DBPR on January 4, 2006. This rule will require public water systems (PWSs) serving 500 – 9,999 people to monitor for both total trihalomethanes and haloacetic acid. In addition, EPA is also making minor, unrelated changes in

the regulations by adding references to the list of analytical methods approved under the Expedited Approval Process, removing references to outdated methods, and specifying a new source for the publication titled “Technical Notes on Drinking Water Methods.”

The effective date of this rulemaking is July 29, 2009.

**“Expedited Approval of Alternative Test Procedures for the Analysis of Contaminants Under the Safe Drinking Water Act; Analysis and Sampling Procedures”
August 3, 2009 (74 FR 38348)**

EPA announced its approval of alternative testing methods for use in measuring the levels of contaminants in drinking water and determining compliance with national primary drinking water regulations. SDWA authorizes EPA to approve the use of alternative testing methods through publication in the Federal Register. EPA is using this streamlined authority to make six additional methods available for analyzing drinking water samples required by regulation. This expedited approach provides public water systems, laboratories, and primacy agencies with more timely access to new measurement techniques and greater flexibility in the selection of analytical methods, thereby reducing monitoring costs while maintaining public health protection. Regulated parties who are required to sample and monitor may use either the testing methods already established or the alternative testing methods being approved by this action. The new methods are listed in Appendix A of 40 CFR Part 141, Subpart C.

The effective date of this rulemaking is August 3, 2009.

PROPOSED RULES

**“National Primary Drinking Water Regulations: Minor Correction to Stage 2 Disinfectants and Disinfection Byproducts Rule and Changes in References to Analytical Methods”
November 14, 2008 (73 FR 67456)**

EPA proposed to make a minor correction to the Stage 2 DBPR and make minor, unrelated, changes in references to expedited, alternative methods and other analytical methods in the regulations. EPA promulgated the Stage 2 Disinfectants and Disinfectant Byproducts Rule on January 4, 2006 (71 FR 388). A requirement for ground water systems serving 500-9,999 people was unintentionally excluded from the final rule. As a result, the rule allowed for less routine compliance monitoring

than intended for this category of PWS). These PWSs should have been required to monitor for both total TTHM and HAA5 concentrations at two locations. Due to the error, they were only required to monitor for either TTHM or HAA5 at two locations. EPA is also proposing to make minor, unrelated changes in the CFR by adding references to the list of methods approved under the Expedited Approval Process, removing references to outdated methods, and specifying a new source for the publication titled Technical Notes on Drinking Water Methods.

Comments must be received by January 13, 2009.

**“Fall 2008 Regulatory Agenda”
November 24, 2008 (73 [FR](#) 71424)**

EPA publishes the semiannual agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and rules and major policymakings completed or canceled since the last agenda. The Fall 2008 Regulatory Agenda included the following upcoming drinking water actions: National Primary Drinking Water Regulations: Radon and Revisions to the Total Coliform Monitoring and Analytical Requirements and Consideration of Distribution System Issues.

**“Spring 2009 Regulatory Agenda”
May 11, 2009 (74 [FR](#) 21992)**

EPA publishes the semiannual regulatory agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and rules and major policies completed or canceled since the last agenda. The Spring 2009 Regulatory Agenda included the following upcoming drinking water actions: Revisions to the UIC Requirements for Class V Wells (Section 610 Review) and National Primary Drinking Water Regulations: Radon.

**“Federal Requirements Under the Underground Injection Control (UIC) Program for Carbon Dioxide (CO₂) Geologic Sequestration (GS) Wells; Notice of Data Availability and Request for Comment”
August 31, 2009 (74 [FR](#) 44802)**

EPA issued a notice of data availability (NODA) that supplements the proposed “Federal Requirements Under the Underground Injection Control (UIC) Program for Carbon Dioxide (CO₂) Geologic Sequestration (GS) Wells” of July 25, 2008 (73 [FR](#) 43491), presents new data and information, and requests public comment on related issues that have evolved in response to comments on the original proposal. This notice contains preliminary field data from the Department of Energy-sponsored Regional Carbon Sequestration Partnership projects, the results of

GS-related studies conducted by the Lawrence Berkeley National Laboratory, and additional GS-related research. This notice also discusses comments and presents an alternative the Agency is considering related to the proposed injection depth requirements for Class VI wells.

Comments on the contents of this NODA must be by October 15, 2009. EPA will hold a public hearing from 9 A.M. to 12 P.M. and 1 P.M. to 4 P.M., CDT, September 17, 2009, in Chicago, IL.

NOTICES

**“Drinking Water: Preliminary Regulatory Determination on Perchlorate”
October 10, 2008 (73 [FR](#) 60262)**

This document presents EPA’s preliminary determination for perchlorate in accordance with the SDWA. EPA determined that a national primary drinking water regulation for perchlorate would not “present a meaningful opportunity for health risk reduction for persons served by public water systems.” In the document EPA presents supporting rationale and requests public comment on the regulatory determination.

Comments must be received by November 10, 2008.

**“Agency Information Collection Activities OMB Responses”
October 14, 2008 (73 [FR](#) 60687)**

This document announced the Office of Management and Budget’s (OMB) responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, Information Collection Request (ICR) Number 2070.42, “Public Water System Supervision Program,” was granted a short term extension. This ICR, OMB Number 2040-0090, expires December 31, 2008. Additionally, ICR Number 1895.03, “Microbial Rules,” was also granted a short term extension. This ICR, OMB Number 2040-0205, expires December 31, 2008.

**“Drinking Water: Preliminary Regulatory Determination on Perchlorate; Correction”
October 17, 2008 (73 [FR](#) 61857)**

EPA corrected a technical error in a notice, published October 10, 2008, requesting public comment on the Agency’s Preliminary Regulatory Determination on Perchlorate (73 [FR](#) 60262). The docket number published in the original notice was incorrect; the correct docket number is EPA-HQ-OW-2008-0692.

**“Meeting of the National Drinking Water Advisory Council – Notice of Public Meeting”
October 21, 2008 (73 FR 62496)**

EPA gave notice of a National Drinking Water Advisory Council (NDWAC) Web cast public meeting to discuss EPA’s proposed rule describing Federal Requirements under the UIC Program for CO₂ GS Wells.

The Web cast will be held November 6, 2008, from 10 A.M. to 12:30 P.M., EST, attendees should visit <http://gswebinar.cadmusweb.com>.

**“Meeting of the National Drinking Water Advisory Council – Notice of Public Meeting”
October 24, 2008 (73 FR 63471)**

EPA announced a meeting of the NDWAC to consider various issues associated with drinking water protection and sustainable infrastructure. The council will receive updates about several ongoing activities including consumer outreach, water security and the agreement reached by the Total Coliform Rule/Distribution System Federal Advisory Committee.

The meeting will be held at the Phoenix Park Hotel on November 19, 2008 from 1 P.M. to 5 P.M., November 20, 2008, from 8:30A.M. to 5:45 P.M., and November 21, 2008 from 8 A.M. to 12 P.M. EST.

**“Public Water System Supervision Program Revisions for the State of Minnesota”
October 24, 2008 (73 FR 63472)**

The State of Minnesota has revised a number of rules under its approved Public Water System Supervision Program. EPA has determined that these state revisions are no less stringent than the corresponding federal regulations; therefore, EPA intends to approve these revisions to the State of Minnesota’s Public Water System Supervision Program. However, this approval action does not extend to public water system in Indian Country.

EPA’s approval is effective on November 24, 2008, if no timely requests for a public hearing is received and accepted by the Regional Administrator.

**“Drinking Water: Preliminary Regulatory Determination on Perchlorate”
November 12, 2008 (73 FR 66895)**

EPA extended the public comment period for the preliminary regulatory determination that a national primary drinking water regulation for perchlorate would not present “a meaningful opportunity for health risk reduction for persons served by public water systems.” In response to requests, this action extends the public comment period for an additional 15 days.

Comments must be received by November 28, 2008.

**“Agency Information Collection Activities OMB Responses”
November 17, 2008 (73 FR 67867)**

This document announced the OMB responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, ICR Number 2097.03, “The National Primary Drinking Water Regulations; Long Term 2 Enhanced Surface Water Treatment Rule,” request for a short term extension of the October 31, 2008 expiration date was disapproved on November 4, 2008.

**“Proposed Federal Requirements Under the Underground Injection Control Program for Carbon Dioxide (CO₂) Geological Sequestration (GS) Wells”
November 21, 2008 (73 FR 70610)**

On July 25, 2008, EPA proposed regulations for the underground injection of CO₂ for geologic sequestration under the authority of the SDWA (73 FR 43491). The initial public comment period for this proposal was 120 days, ending on November 24, 2008. In response to requests, EPA is extending the public comment period for an additional 30 days.

Comments must be received by December 24, 2008.

**“Underground Injection Control Program; Petition to Renew Exemption From Hazardous Waste Disposal Restrictions to the Resource Conservation and Recovery Act; Class I Hazardous Waste Injection; Occidental Chemical Corporation”
November 24, 2008 (73 FR 71001)**

Notice is hereby given that renewal of an exemption to the Land Disposal Restrictions under the 1984 Hazardous and Solid Waste Amendments (HSWA) to the Resource Recovery and Conservation Act (RCRA) has been granted to Occidental Chemical Corporation (Occidental) for five Class I hazardous waste injection wells, identified as Well Nos. 3, 4, 7, 8, and 9, and located at Occidental’s chemical manufacturing facility near Wichita, Kansas. As required by 40 CFR Part 148, Occidental has satisfactorily demonstrated to the EPA by petition and supporting documentation that, to a reasonable degree of certainty, there will be no migration of hazardous constituents from the injection zone for as long as the waste remains hazardous, and therefore is protective of USDW.

This action is effective October 24, 2008.

“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Microbial Rules (Renewal); EPA ICR No. 1895.04, OMB Control No. 2040-0205” December 1, 2008 (73 FR 72793)

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Microbial Rules (Renewal),” ICR Number 1895.04, OMB Control Number 2040-0205. The current expiration date for this ICR is December 31, 2008.

Comments must be received by December 31, 2008.

“Notice of Lodging of Stipulated Orders under the Clean Water Act and the Safe Drinking Water Act” December 2, 2008 (73 FR 73348)

EPA announced two Stipulated Orders for Preliminary Injunctive Relief in *United States v. Commonwealth Utilities Corporation and the Commonwealth of the Northern Mariana Islands*, Civil Action No. 08-0051, were lodged with the United States District Court for the Commonwealth of the Northern Mariana Islands.

Comments must be received by January 1, 2008.

“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Public Water System Supervision Program (Renewal); EPA ICR No. 0270.43, OMB Control No. 2040-0090” December 9, 2008 (73 FR 74714)

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Public Water System Supervision Program (Renewal),” ICR Number 0270.43, OMB Control Number 2040-0090. The current expiration date for this ICR is December 31, 2008.

Comments must be received by January 8, 2009.

“Agency Information Collection Activities OMB Responses” December 12, 2008 (73 FR 75705)

This document announced the OMB responses to Agency Clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, the ICR Number 2097.03, “The National Primary Drinking Water Regulations; Long Term 2 Enhanced Surface Water Treatment Rule,” was disapproved on October 10, 2008. The ICR, OMB Number 2040-0266, was corrected and approved through December 12, 2008. In addition, ICR Number 1896.08, “Disinfectants/Disinfection Byproducts, Chemical and Radionuclides (Renewal),” was approved December 4, 2008. This ICR, OMB Number 2040-0204; expires December 31, 2011. Lastly,

on November 11, 2008, OMB filed comment on ICR Number 2279.01; Aircraft Drinking Water (Proposed Rule).

“Notice of Extension of the Public Comment Period Regarding Stipulated Orders Under the Clean Water Act and the Safe Drinking Water Act” December 31, 2008 (73 FR 80427)

EPA announced the United States District Court for the Northern Mariana Islands granted an order extending the comment period for two Stipulated Orders for Preliminary Injunctive Relief. The comment period for *United States v. Commonwealth Utilities Corporation and the Commonwealth of the Northern Mariana Islands*, Civil Action No. 08-0051, has been extended to January 31, 2009.

“Agency Information Collection Activities Office of Management and Budget Responses” January 13, 2009 (74 FR 1681)

This document announces the OMB responses to Agency Clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, ICR Number 0370.21, “Underground Injection Control Program (Renewal),” was approved on December 23, 2008. This ICR, OMB Number 2040-0042, expires on December 31, 2011. Additionally, ICR Number 1816.04, “EPA Strategic Plan Information on Source Water Protection (Renewal),” was approved on December 23, 2008. This ICR, OMB number 2040-0197, expires December 31, 2011.

OMB also filed comment on ICR Number 2309.01, “Federal Requirements under the Underground Injection Control (UIC) Program for Carbon Dioxide (CO₂) Geologic Sequestration (GS) Wells (Proposed Rule),” on December 23, 2008. Also on December 23, 2008, “The National Primary Drinking Water Regulations; Long-Term 2 Enhanced Surface Water Treatment Rule,” ICR number 2097.02, was granted a short-term extension of the expiration date. This ICR, OMB number 2040-0266, expires on March 31, 2009. Lastly, ICR number 2264.01, “Proficiency Testing Studies for Drinking Water Laboratories,” was granted a short-term extension of the expiration date. This ICR, OMB Number 2040-0276, expires on March 31, 2009.

“Total Coliform Rule / Distribution Systems Advisory Committee Agreement in Principle” January 13, 2009 (74 FR 1683)

EPA is making available an Agreement in Principle, signed in September of 2008 by the Total Coliform Rule (TCR)/Distribution Advisory Committee. The Agreement in Principle (AIP) offers recommendations to the Administrator on revisions to the TCR, including research

and information needed to better inform distribution system issues.

**“Underground Injection Control Program; Hazardous Waste Injection Restrictions; Petition for Exemption – Class I Hazardous Waste Injection; ExxonMobil Environmental Services Company, Pasadena, TX”
February 4, 2009 (74 FR 6034)**

Notice is hereby given that an exemption to the land disposal restrictions under the 1984 HSWA to RCRA have been granted to ExxonMobil Environmental Services Company for a Class I injection well located at Pasadena, Texas. As required by 40 CFR Part 148, the company has adequately demonstrated to the satisfaction of the EPA, by the petition and supporting documentation, that to a reasonable degree of certainty, there will be no migration of hazardous constituents from the injection zone for as long as the waste remains hazardous.

The effective date of this action is January 15, 2009.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Laboratory Quality Assurance Evaluation Program for Analysis of Cryptosporidium Under the Safe Drinking Water Act (Renewal); EPA ICR No. 2067.04, OMB Control No. 2040-0246”
February 25, 2009 (74 FR 8529)**

EPA announced its plans to submit the following ICR to OMB for review and approval: “Laboratory Quality Assurance Evaluation Program for Analysis of Cryptosporidium under the Safe Drinking Water Act (Renewal),” ICR Number 2067.04, OMB Control Number 2040-0246. The current expiration date for this ICR is May 31, 2009.

Comments must be received by April 27, 2009.

**“Underground Injection Control Program; Hazardous Waste Injection Restrictions; Petition for Exemption-- Class I Hazardous Waste Injection Rubicon, LLC”
March 3, 2009 (74 FR 9243)**

Notice is hereby given that an exemption to the land disposal restrictions under the 1984 HSWA to the RCRA has been granted to Rubicon, LLC, (Rubicon) for four Class I injection wells located at Geismar, Louisiana. As required by 40 CFR Part 148, the company has adequately demonstrated to the satisfaction of the EPA by the petition and supporting documentation that, to a reasonable degree of certainty, there will be no migration of hazardous constituents from the injection zone for as long as the waste remains hazardous.

The effective date of this action is February 18, 2009

**“Approval of a Petition for Exemption from Hazardous Waste Disposal Injection Restrictions to ArcelorMittal Hennepin, Inc., Hennepin, IL”
March 3, 2009 (74 FR 9241)**

Notice is hereby given that an exemption to the land disposal restrictions under the 1984 HSWA to RCRA has been granted to ArcelorMittal Hennepin, Inc. (Hennepin Works) of Hennepin, Illinois, for one Class I injection well located in Hennepin, Illinois. As required by 40 CFR Part 148, Hennepin Works has demonstrated, to a reasonable degree of certainty, that there will be no migration of hazardous constituents out of the injection zone or into an USDW for at least 10,000 years.

The effective date of this action is March 3, 2009.

**“Public Water System Supervision Program Revision for the State of Arkansas”
March 18, 2009 (74 FR 11557)**

Notice is hereby given that the State of Arkansas is revising its approved Public Water System Supervision Program, adopting regulations for the Ground Water Rule (GWR), promulgated by EPA on November 26, 2006. The GWR will provide for increased protection against microbial pathogens in public water systems that use ground water sources. EPA has determined that the proposed GWR revisions are no less stringent than the corresponding Federal regulations. Therefore, EPA proposes to approve these program revisions.

If no timely and appropriate request for a hearing is received and the Regional Administrator does not elect to hold a hearing on his or her own motion, this determination shall become final and effective on April 17, 2009.

**Total Coliform Rule Revisions—Notice of Stakeholder Meeting
March 19, 2009 (74 FR 11719)**

EPA is giving notice of a public meeting, as suggested by the TCR/ Distribution System Advisory Committee in an Agreement in Principle (AIP) published January 13, 2009 (74 FR 1683), which provided the Agency with recommendations for revising the 1989 TCR. The public meeting will offer regulation development updates and opportunities for stakeholders to provide feedback on the development of the proposed revised Total Coliform Rule (RTCR). Topics to be discussed in the meeting include a review of EPA’s commitments to stakeholder outreach and involvement pertaining to the proposed RTCR and linkages to other rules; plan and schedule for guidance documents development; progress in converting the AIP recommendations to the rule language; discussion on proposed changes to the Public Notification and Consumer Confidence Report language; and discussion on AIP recommendations regarding review of the TCR

analytical methods for Total Coliform/E. coli. EPA will also provide status on the Distribution System Research and Information Collection Partnership.

The TCR stakeholder meeting will be held on April 3, 2009, from 9 A.M. to 4 P.M. EST, in the EPA East Building, Room 1117-A.

**“Notice of an Underground Injection Control Program Meeting to Discuss Innovative Ideas for Aquifer Storage and Recovery”
March 31, 2009 (74 FR 14553)**

EPA’s UIC Program will be hosting a meeting to discuss innovative ideas for Aquifer Storage and Recovery (ASR) operations that would prevent endangerment of underground sources of drinking water. While ASR may be a valuable tool to support public drinking water supplies, EPA or States with primary enforcement responsibility regulate underground injection activities to protect underground sources of drinking water pursuant to the SDWA. EPA is assembling an interdisciplinary group of experts to generate ideas regarding the use of ASR technology in a manner that will prevent endangerment of drinking water resources.

The ASR Expert Meeting will be held on May 5 from 1 P.M. to 5 P.M., and May 6, from 8 A.M. to 1 P.M. EST. Registration must be received by April 30, 2009.

**“Notice of Nationwide Waiver of Section 1605 (Buy American Requirement) of American Recovery Act of 2009 (ARRA) for Projects With Debt Incurred on or After October 1, 2008 and Before February 17, 2009 That Are Refinanced Through the Clean or Drinking Water State Revolving Funds Using Assistance Provided Under ARRA”
April 7, 2009 (74 FR 15722)**

EPA is hereby granting a nationwide waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(1) (public interest waiver) for eligible projects for which debt was incurred on or after October 1, 2008 and before February 17, 2009, the date of enactment of ARRA. This action permits the use of non-domestic iron, steel, and manufactured goods in such projects funded by ARRA that may otherwise be prohibited under section 1605(a).

The effective date of this waiver is April 1, 2009.

**“Agency Information Collection Activities OMB Responses”
April 15, 2009 (74 FR 17479)**

This document announced OMB responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically,

ICR Number 0270.43, “Public Water System Supervision Program (Renewal),” was approved on March 30, 2009. This ICR, OMB Number 2040 – 0090, expires on March 31, 2012.

In addition, OMB filed comment on ICR Number 2336.01, “Turbidity Monitoring Requirements for Construction Sites Regulated by the Effluent Limitations Guidelines and Standards for the Construction and Development Point Source Category (Proposed Rule),” on March 27, 2009. Lastly, ICR number 2097.05, “The National Primary Drinking Water Regulations; Long Term 2 Enhanced Surface Water Treatment Rule,” OMB Number 2040 – 0266, was extended. This ICR is currently scheduled to expire on June 30, 2009.

**“Notice of Lodging of Consent Decree Under the Emergency Planning and Community Right-To-Know Act, the Clean Water Act, the Resource Conservation and Recovery Act, the Federal Insecticide, Fungicide, and Rodenticide Act, the Comprehensive Environmental Response, Compensation, and Liability Act, the Safe Drinking Water Act, and the Clean Air Act”
April 16, 2009 (74 FR 17688)**

EPA gave notice of a proposed Consent Decree, *United States, et al. v. INVISTA, S.à.r.l.*, Civil Action Number 1:09 – cv – 00244, lodged with the United States District Court for the District of Delaware.

Comments must be received by May 16, 2009.

**“Cross-Media Electronic Reporting Rule State Approved Program Revision Approval: State of North Dakota”
April 20, 2009 (74 FR 17958)**

This notice announces EPA's approval, under regulations for cross-media electronic reporting, of the State of North Dakota's request to revise their EPA-authorized National Primary Drinking Water Regulations Implementation authorized program to allow electronic reporting of specific reports; this notice also announces an opportunity to request a public hearing on this action.

If no timely request for a public hearing is received and accepted by the Agency, this rulemaking is effective May 20, 2009.

**“Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Puerto Rico”
April 30, 2009 (74 FR 19957)**

Notice is hereby given that the Commonwealth of Puerto Rico is revising its approved Public Water System

Supervision Program to adopt EPA's Ground Water Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. All interested parties may request a public hearing.

If no timely and appropriate request for a hearing is received and the Regional Administrator does not elect to hold a hearing on his or her own motion, this determination is effective June 1, 2009.

**“Science Advisory Board Staff Office; Notification of a Public Teleconference and Meeting of the Science Advisory Board Drinking Water Committee”
May 1, 2009 (74 FR 20297)**

EPA's Science Advisory Board (SAB) Staff Office announces two meetings of the SAB Drinking Water Committee (DWC): a public teleconference and a face-to-face meeting to review the Agency's draft supporting analysis for the proposed RTCR.

The SAB will hold the public teleconference on May 20, 2009, from 1 P.M. to 4 P.M. EST. The face-to-face meeting will be held on June 9, 2009, from 9 A.M. to 5 P.M. EST and will continue through June 10, 2009, from 9 A.M. to 4 P.M. EST.

**“Small Drinking Water System Variances and Other Approaches for the Equitable Consideration of Small System Customers Stakeholder Meeting”
May 7, 2009 (74 FR 21363)**

EPA is giving notice of a public meeting to discuss policies to assure equitable treatment of small drinking water system customers. These policies include small drinking water system variance methodologies and alternative strategies. This meeting is open to the public and will provide a forum for public discussion on potential changes to EPA's existing small drinking water system variance determination methodology as well as to discuss alternative compliance strategies (e.g., capacity development and utilization of provisions of the Drinking Water State Revolving Fund such as disadvantaged community loan subsidies) that could be considered.

The public meeting will be held on May 20, 2009, from 9 A.M. to 3 P.M. EST at the Plaza Hotel in Washington DC.

**“Meeting of the National Drinking Water Advisory Council – Notice of Public Meeting”
May 13, 2009 (74 FR 22540)**

EPA announced a meeting of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act, as amended (42 U.S.C. 300f et seq.). The Council will consider various issues

associated with drinking water protection and small PWSs. The Council will also receive updates about several on-going activities including rulemakings related to the TCR, GS, and the Aircraft Drinking Water Rule and efforts underway to help the water sector improve their resiliency to potential effects of climate change.

The Council meeting will be held on May 27 and 28, 2009, from 8 A.M. to 5 P.M. EST.

**“Agency Information Collection Activities OMB Responses”
May 14, 2009 (74 FR 22740)**

This document announced OMB responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et seq.). Specifically, ICR Number 1895.04, “Microbial Rules (Renewal),” was approved on April 17, 2009. This ICR, OMB Control Number 2040 – 0205, expires April 30, 2012.

**“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Laboratory Quality Assurance Evaluation Program for Analysis of Cryptosporidium Under the Safe Drinking Water Act (Renewal); EPA ICR No. 2067.04, OMB Control No. 2040 – 0246”
May 18, 2009 (74 FR 23186)**

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Laboratory Quality Assurance Evaluation Program for Analysis of Cryptosporidium Under the Safe Drinking Water Act (Renewal),” ICR Number 2067.04, OMB Control Number 2040 – 0246. The current expiration date for this ICR is May 31, 2009.

Comments must be received by June 17, 2009.

**“State Allotment Percentages for the Drinking Water State Revolving Fund Program”
May 28, 2009 (74 FR 25531)**

EPA is announcing the revised Drinking Water State Revolving Fund (DWSRF) allotments that will be provided to the States, the District of Columbia, Puerto Rico, U.S. Territories, American Indian Tribes, and Alaska Native Villages if the President's budget request for Fiscal Year 2010 is enacted. These allotments reflect the results from EPA's most recent Drinking Water Infrastructure Needs Survey and Assessment, which was released on March 26, 2009. The revised state allotment percentages will be the basis for distributing the DWSRF program appropriations to the States for the four years from Fiscal Years 2010 through 2013.

This notice is effective May 28, 2009.

**“Notice of Nationwide Waiver of Section 1605 (Buy American Requirement) of American Recovery and Reinvestment Act of 2009 (ARRA) for Projects that Solicited Bids on or after October 1, 2008 and prior to February 17, 2009 that are Financed through the Clean or Drinking Water State Revolving Funds using Assistance Provided under ARRA”
June 2, 2009 (74 FR 26397)**

EPA announced a nationwide waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(1) (public interest waiver) for eligible projects that solicited bids on or after October 1, 2008, and prior to February 17, 2009, the date of enactment of ARRA, and that did so in reasonable and prudent, specific anticipation of ARRA funding, or any other source of timely funding. This action permits the use of non-domestic iron, steel, and manufactured goods in such projects funded by ARRA that may otherwise be prohibited under section 1605(a).

The effective date of this waiver is May 22, 2009.

**“Notice of Nationwide Waiver of Section 1605 (Buy American Requirement) of American Recovery and Reinvestment Act of 2009 (ARRA) for de minimis Incidental Components of Projects Financed Through the Clean or Drinking Water State Revolving Funds Using Assistance Provided Under ARRA”
June 2, 2009 (74 FR 26398)**

EPA is hereby granting a nationwide waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(1) (public interest waiver) for de minimis incidental components of eligible water infrastructure projects funded by ARRA. This action permits the use of non-domestic iron, steel, and manufactured goods when they occur in de minimis incidental components of such projects funded by ARRA that may otherwise be prohibited under section 1605(a).

The effective date of this waiver is May 22, 2009.

**“Agency Information Collection Activities; Proposed Renewal of Information Collection; Comment Request; Agency Information Collection Activities Supporting the Second Cycle of Unregulated Contaminant Monitoring in Public Water Systems; EPA ICR No. 2192.03, OMB Control No. 2040 – 0270”
June 9, 2009 (74 FR 27311)**

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Agency Information Collection Activities Supporting the Second Cycle of Unregulated Contaminant Monitoring in Public Water Systems,” ICR Number 2192.03, OMB Control Number 2040–0270. The current expiration date for this ICR is November 30, 2009.

Comments must be received by August 10, 2009.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Critical Public Information Needs During Drinking Water Emergencies (New); EPA ICR No. 2322.01, OMB Control No. 2080 – NEW”
June 17, 2009 (74 FR 28695)**

EPA announced its plans to submit the following ICR to OMB for review and approval: “Critical Public Information Needs during Drinking Water Emergencies (New),” ICR Number 2322.01, OMB Control Number 2080 – NEW. Before submitting the ICR to OMB, EPA is soliciting comments on specific aspects of the proposed information collection.

Comments must be received by August 17, 2009.

**“Public Water Supply Supervision Program; Program Revision for the State of Idaho”
June 23, 2009 (74 FR 29697)**

The State of Idaho has revised its approved State Public Water Supply Supervision Primacy Program. Idaho has adopted regulations analogous to EPA’s Variance and Exemptions Rule, Stage 2 DBPR, Long Term 2 Enhanced Surface Water Treatment Rule, Ground Water Rule, and Lead and Copper Short – Term Regulatory Revisions and Clarifications Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these State program revisions.

If no timely and appropriate request for a hearing is received and the Regional Administrator does not elect to hold a hearing on her own motion, this determination shall become final and effective on July 23, 2009.

**“Agency Information Collection Activities: Request for Comments on Proposed Information Collection Request (ICR) for Annual Public Water Systems Compliance Report”
July 2, 2009 (74 FR 31730)**

EPA announced its plans to submit the following ICR to OMB for review and approval: “Annual Public Water Systems Compliance Report,” ICR Number 1812.04, OMB Control Number 2020-0020. EPA is soliciting comments on specific aspects of the proposed information collection before submitting the ICR to OMB.

Comments must be submitted on or before August 31, 2009.

**“Science Advisory Board Staff Office Notification of an Upcoming Meeting of the Science Advisory Board Environmental Engineering Committee”
July 7, 2009 (74 FR 32155)**

EPA’s SAB Staff Office announced a public face-to-face meeting of the SAB Environmental Engineering Committee (EEC). The EEC augmented with additional members will conduct a consultation on EPA’s Aging Drinking Water and Wastewater Infrastructure Research Initiative.

The meeting will be held July 21, 2009, from 8:30 A.M. to 5 P.M. EST and Wednesday, July 22, 2009, from 8 A.M. to 12 P.M. EST, at the Kingsgate Marriott Conference Hotel in Cincinnati, OH.

**“National Drinking Water Advisory Council Request for Climate Ready Water Utilities Working Group Nominations”
July 8, 2009 (74 FR 32595)**

EPA announced the formation of the Climate Ready Water Utilities Working Group (CRWUWG) of the National Drinking Water Advisory Council, and soliciting all interested persons or organizations to nominate qualified individuals to serve on the working group. The announcement also contains a general description of the working group charge, the criteria for selecting working group members, and the specific directions for submitting working group member nominations.

Nominations must be received by August 7, 2009.

**“Program Requirement Revisions Related to the Public Water System Supervision Programs for the Commonwealth of Massachusetts and the State of Rhode Island”
July 8, 2009 (74 FR 32605)**

Notice is hereby given that the Commonwealth of Massachusetts and the State of Rhode Island are in the process of revising their respective approved Public Water System Supervision (PWSS) programs to meet the requirements of the Safe Drinking Water Act (SDWA).

The Commonwealth of Massachusetts has adopted drinking water regulations for the “Long Term One Enhanced Surface Water Treatment Rule” promulgated on January 14, 2002 (67 FR 1812). After review of the submitted documentation, EPA has determined that the Commonwealth of Massachusetts’ Long Term One Enhanced Surface Water Treatment Rule is no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve Massachusetts’ PWSS program revision for this rule.

The State of Rhode Island has adopted drinking water regulations for the “Interim Enhanced Surface Water

Treatment Rule” (63 FR 69478) promulgated on December 16, 1998, the “Long Term One Enhanced Surface Water Treatment Rule” (63 FR 69389) promulgated on December 16, 1998, and the “Radionuclides Rule” (66 FR 76708) promulgated on December 7, 2000. After review of the submitted documentation, EPA has determined that these rules are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve Rhode Island’s PWSS program revision for these rules.

If no timely and appropriate request for a hearing is received, and the Regional Administrator does not elect to hold a hearing on his or her own motion, this determination is effective August 7, 2009.

**“Notice of Lodging of Consent Decree Under the Safe Drinking Water Act”
July 17, 2009 (74 FR 34788)**

EPA gave notice of a proposed Consent Decree, *United States v. Skull Valley Band of Goshute Indians*, Civil Action No. 2:09–CV–617 (bhw), lodged with the United States District Court of the District of Utah, Central Division.

Comments must be received by July 18, 2009.

**“Cross-Media Electronic Reporting Rule State Authorized Program Revision Approval: State of North Carolina”
July 23, 2009 (74 FR 36486)**

This notice announces EPA’s approval, under regulations for cross-media electronic reporting, of the State of North Carolina’s request to revise their EPA-authorized National Primary Drinking Water Regulations State Program Requirements to allow electronic reporting of drinking water data.

If no timely request for a public hearing is received and accepted by the Agency, this determination is effective August 24, 2009.

**“Notice of Revised Nationwide Waiver of Section 1605 (Buy American Requirement) of American Recovery and Reinvestment Act of 2009 (ARRA) Based on Public Interest for de minimis Incidental Components of Projects Financed Through the Clean or Drinking Water State Revolving Funds Using Assistance Provided Under ARRA”
August 10, 2009 (74 FR 39959)**

EPA is hereby granting a nationwide waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(1) (public interest waiver) for de minimis incidental components of eligible water infrastructure projects funded by ARRA. This action revises the terms under which incidental components

qualify for coverage under the public interest de minimis waiver signed and effective on May 22, 2009, and permits the use of non-domestic iron, steel, and manufactured goods when they occur in de minimis incidental components of such projects funded by ARRA that may otherwise be prohibited under section 1605(a).

The effective date of this rulemaking is July 24, 2009.

“Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Puerto Rico”

August 12, 2009 (74 FR 40590)

EPA announced that the Commonwealth of Puerto Rico is revising its approved Public Water System Supervision Program to adopt EPA's National Primary Drinking Water Regulations for Lead and Copper: Short Term Regulatory Revisions and Clarifications; Final Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve Puerto Rico's primacy program revision application made pursuant to 40 CFR §142.12(d)(3).

If no timely and appropriate request for a hearing is received and the Regional Administrator does not elect to hold a hearing on his own motion, this determination shall be effective September 11, 2009.

“Notice of a Regional Waiver of Section 1605 (Buy American Requirement) of the American Recovery and Reinvestment Act of 2009 (ARRA) to the City of Ocean Shores (the City), Washington for the Purchase of Resin Beads (Miex® DOC Resin) Manufactured Outside of the United States Under the Section 1605 Waiver Authority Based on the Conclusion That Iron, Steel, and the Relevant Manufactured Goods Are Not Produced in the United States in Sufficient and Reasonably Available Quantities and of a Satisfactory Quality”

August 13, 2009 (74 FR 40817)

The Acting Regional Administrator of EPA Region 10, granted a waiver of the Buy America requirements of ARRA Section 1605 under the authority of Section 1605(b)(2) [manufactured goods are not produced in the United States in sufficient and reasonably available quantities and of a satisfactory quality] to the City for the purchase of resin beads (MIEX® DOC Resin) supplied by Orica Ltd, in Victoria, Australia and manufactured in Australia. The applicant indicates that MIEX® DOC Resin is necessary to the MIEX® process, a treatment process evaluated in pilot studies and selected for implementation. While the majority of other equipment is manufactured in the U.S., the MIEX® DOC Resin is only manufactured in Australia. It is patented and no

alternative exists which can be used with the MIEX® process. The Acting Regional Administrator is making this determination based on the review and recommendations of the Drinking Water Unit. The City has provided sufficient documentation to support their request.

The effective date of this waiver is July 24, 2009.

“Science Advisory Board Staff Office; Notification of a Meeting of the Science Advisory Board Drinking Water Committee”

August 18, 2009 (74 FR 41697)

EPA's SAB Staff Office announced a public face-to-face meeting of the SAB DWC to provide advice on the Agency's draft Protocol for Microbial Risk Assessment to Support Human Health Protection for Water-Based Media and to discuss its draft advisory report on the Agency's supporting analysis for the proposed RTRC.

The SAB will hold the public face-to-face meeting on September 21, 2009, from 9 A.M. to 5 P.M. EST and will continue on September 22, 2009, from 8:30 A.M. to 1 P.M. EST.

“Drinking Water: Perchlorate Supplemental Request for Comments”

August 19, 2009 (74 FR 41883)

EPA announced its plans to seek comments on additional approaches to analyzing data related to EPA's perchlorate regulatory determination. These additional comments are sought in an effort to ensure consideration of all the potential options for evaluating whether there is a meaningful opportunity for human health risk reduction of perchlorate through a national primary drinking water rule. EPA will make a final regulatory determination for perchlorate after considering comments and information provided in the 30-day comment period following this notice.

Comments must be received by September 18, 2009.

“Notice of a Project Waiver of Section 1605 (Buy American Requirement) of the American Recovery and Reinvestment Act of 2009 (ARRA) to the Bristol Family Center Water System in Bristol, VT, the Kids in the Country School Water System in Dover, VT, and the Otter Valley Union High School Water System in Brandon, VT”

August 28, 2009 (74 FR 44360)

The EPA is hereby granting a project waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(2) [manufactured goods are not produced in the United States in sufficient and reasonably available quantities and of a satisfactory

quality] to the Bristol Family Center Water System in Bristol, Vermont, the Kids in the Country Water System in Dover, Vermont, and the Otter Valley Union High School in Brandon, Vermont (the “Systems”) for the purchase of NSF-55 Class A certified Ultra Violet (UV) disinfection equipment. This is a project specific waiver and only applies to the use of the specified product for the ARRA funded projects being proposed. Any other ARRA project that may wish to use the same product must apply for a separate waiver based on project specific circumstances. The UV disinfection equipment under consideration is manufactured outside of the United States by a company based in Canada and meets the water systems' technical specifications and requirements. The Acting Regional Administrator is making this determination based on the review and recommendations of the Municipal Assistance Unit. The Systems have provided sufficient documentation to support each individual request. The Assistant Administrator of the Office of Administration and Resources Management has concurred on this decision to make an exception to Section 1605 of the ARRA.

The effective date of this waiver is August 19, 2009.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Renewal of the Information Collection Request for Contaminant Occurrence Data in Support of EPA’s Third Six-Year Review of National Primary Drinking Water Regulations; EPA ICR No. 2231.02, OMB Control No. 2040–01”
September 11, 2009 (74 FR 46765)**

EPA announced its plans to submit the following ICR to OMB for review and approval: “Renewal of the Information Collection Request for Contaminant Occurrence Data in Support of EPA’s Third Six-Year Review of National Primary Drinking Water Regulations,” ICR Number 2231.02, OMB Control Number 2040-01. The current expiration date for this ICR is February 21, 2010.

Comments must be received by November 10, 2009.

**“Notice of a Project Waiver of Section 1605 (Buy American Requirement) of the American Recovery and Reinvestment Act of 2009 (ARRA) to the Kennebec Water District in Waterville, ME”
September 11, 2009 (74 FR 46770)**

The EPA is hereby granting a project waiver of the Buy American requirements of ARRA Section 1605 under the authority of Section 1605(b)(2) [manufactured goods are not produced in the United States in sufficient and reasonably available quantities and of a satisfactory quality] to the Kennebec Water District (KWD) (also known as the “Water District”) in Waterville, Maine for the purchase of specific cast iron valve boxes. These

valve boxes meet KWD's technical specifications and requirements, reflecting the Water District's operation and maintenance experience with these boxes which are currently manufactured in Canada by the Bibby Foundry. The Acting Regional Administrator is making this determination based on the review and recommendations of the Municipal Assistance Unit. KWD has provided sufficient documentation to support its request. The Assistant Administrator of the Office of Administration and Resources Management has concurred in this decision to make an exception to Section 1605 of ARRA. This action permits the purchase of specific cast iron valve boxes for the proposed project being implemented by the Water District that may otherwise be prohibited under Section 1605(a) of the ARRA.

The effective date of this waiver is September 2, 2009.

**“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Questionnaire for Drinking Water Utilities Participating in Emerging Contaminant Sampling Program (New); EPA ICR No. 2346.01 OMB Control No. 2080 – NEW”
September 18, 2009 (74 FR 47924)**

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Questionnaire for Drinking Water Utilities Participating in Emerging Contaminant Sampling Program (New),” ICR Number No. 2346.01, OMB Control No. 2080–NEW.

Comments must be received by October 19, 2009.

**“Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for New Jersey”
September 21, 2009 (74 FR 48069)**

Notice is hereby given that the State of New Jersey is revising its approved Public Water System Supervision Program to adopt EPA’s National Primary Drinking Water Regulations for one major rule and six minor revisions and/or corrections. The EPA has determined that these revisions are no less stringent than the corresponding Federal regulations. Therefore, the EPA intends to approve these program revisions.

If no timely and appropriate request for a hearing is received and the Regional Administrator does not elect to hold a hearing on his own motion, this determination is effective October 21, 2009.

**“Drinking Water: Perchlorate Supplemental Request for Comments”
September 23, 2009 (74 FR 48541)**

On August 19, 2009, EPA announced that it was seeking public comment on additional approaches to analyzing data related to the Agency’s preliminary regulatory determination for perchlorate (74 FR 41883). In response to public comment, EPA has extended the comment period for the preliminary regulatory determination for 15 days. The additional comments are sought in an effort to ensure consideration of all the potential options for evaluating whether there is a meaningful opportunity for human health risk reduction of perchlorate through a national primary drinking water rule.

Comments must be received by October 8, 2009.

**“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Critical Public Information Needs During Drinking Water Emergencies (New); EPA ICR No. 2322.01, OMB Control No. 2080-NEW”
September 24, 2009 (74 FR 48730)**

EPA announced that the following ICR has been forwarded to OMB for review and approval: “Critical Public Information Needs during Drinking Water Emergencies (New),” ICR Number 2322.01, OMB Control No. 2080-NEW.

Comments must be received by October 26, 2009.

**“National Drinking Water Advisory Council: Request for Nominations”
September 25, 2009 (74 FR 48952)**

EPA invites all interested persons to nominate qualified individuals to serve a three-year term as members of the National Drinking Water Advisory Council (Council). This 15-member Council was established by the SDWA to provide practical and independent advice, consultation and recommendations to the Agency on the activities, functions, policies, and regulations required by the SDWA. The terms of four (4) members expire in December 2009. To maintain the representation required in the statute, nominees for the 2010 Council should represent state and local officials concerned with public water supply and public health protection (two (2) vacancies) and the general public (two (2) vacancies). All nominations will be fully considered, but applicants need to be aware of the specific representation needed as well as geographical balance so that all major areas of the U.S. (East, Mid-West, South, Mountain, South-West, and West) will be represented. The EPA strongly encourages nominations from women and minorities. The current list of members is available on the EPA Web site at www.epa.gov/safewater/ndwac.

Nominations must be received by October 26, 2009.

Hotline Annual Statistics

Annual Summary of Hotline Service

ECSS questions / comments requiring a response	779
Total number of ECSS hits ¹	208,212
Total number of calls received	33,530
Total number of calls answered	8,354
Average wait time (in seconds)	:65
Percent of calls satisfied immediately	100%
Percent of all calls answered in < 5 min	96.41
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	2,109
Number of times callers listened to recorded message about CCRs	2,005
Number of times callers listened to recorded message about local drinking water quality for PWS customers	1,846
Number of times callers listened to recorded message about tap water testing and quality for household well owners	1,177
Number of times callers listened to recorded message about tap water testing for PWS customers	2,541

Contact with Hotline: Comparison to Previous Year

	Calls Answered	Messages Heard	Generated E-mails	ECSS Hits ¹
FY09	8,354	9,678	779	208,197
FY08	9,141	9,338	751	190,797

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	1,878	24%
2. State Lab Certification	1,468	19%
3. State PWSS	1,071	14%
4. NSF/WQA/UL	841	11%
5. EPA Internet	652	8%
6. EPA Regional Offices	274	4%
7. AGWT/WSC	269	4%
8. Other	207	3%
9. FDA/IBWA	184	3%
10. Local Public Health	164	2%

**7,744 total referrals to other resources, agencies, and organizations were provided by the Hotline in FY 2009.*

ECSS Activities

Topic	Number of generated e-mails
Analytical Methods	1
Arsenic	29
Bottled Water	12
Compliance/Issues (PWS)	46
Consumer Concerns	93
Contaminants and Standards	103
Definitions	16
Facts, Figures, and Databases	33
Household Wells	61
Local Drinking Water Quality	89
Long Term 2 Rule	12
Other*	205
Source Water Protection	22
Stage 2 Rule	9
Security	7
Underground Injection	15
Tap Water Testing	26
TOTAL	779

**Topics other than those listed in the table*

Caller Profiles

Customer	Calls
Analytical Laboratories	39
Citizen - Private Well	618
Citizen - PWS	5,736
Consultants/Industry/Trade (DW)	256
Consultants/Industry/Trade (Other)	122
Environmental Groups	14
EPA	39
Other Federal Agency	26
Government, Local	18
Government, State	61
Government, Tribal	2
Spanish Speaking	157
International	3
Media	15
Medical Professional	7
Public Water System	432
Schools/University	84
Other	725
TOTAL	8,354

¹ Page turns on the Safe Drinking Water ECSS Interface

Caller Question Topics

Topic	Number of Questions
Microbial/Disinfection Byproducts	
Chlorine	297
Coliforms	753
Cryptosporidium	460
Disinfection/Disinfection Byproducts (Other)	110
Disinfection – Home Water	294
Long Term 2 Rule	67
Other Microbial	391
Stage 2 DBP Rule	84
Storage – Home Water	9
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	24
Trihalomethanes (THM)	133
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)	
Arsenic	194
Fluoride	179
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	23
Perchlorate	25
Phase I, II & V	39
Sodium Monitoring	34
Sulfate	26
Lead and Copper	
Copper	204
Lead	814
Lead Contamination Control Act (LCCA)/Lead Ban	52
General 3Ts*	2
Radionuclides	
Radionuclides (Other)	103
Radionuclides (Radon)	253
Polonium-210	0
Secondary DW Regulations	
Secondary DW Regulations	533
SDWA Background/Overview	
Definitions & Applicability	326
MCL List	1,414
Other Background	642
SDWA	1,243

Topic	Number of Questions
Water on Tap	3
Other DW Regulations	
Analytical Methods (DW)	157
Contaminant Candidate List/ Drinking Water Priority List	25
Consumer Confidence Report (DW)	2,016
DW Primacy (PWS)	134
Operator (PWS) Certification	11
Other Drinking Water Security	52
Public Notification (PWS)	608
Security Planning Grants	1
State Revolving Fund (DW)	16
Unregulated Contaminant Monitoring Rule (UCMR)	114
Other Drinking Water	
Additives Program	42
Bottled Water	437
Complaints about PWS	708
Compliance & Enforcement (PWS)	382
Home Water Treatment Units	1,100
Infrastructure/Cap. Development	30
Local DW Quality	2,159
Tap Water Testing	1,875
Treatment/BATs (DW)	100
Pharmaceuticals*	60
Drinking Water Source Protection	
Ground Water Rule	49
Sole Source Aquifer	2
Source Water/Wellhead Protect.	45
UIC Program	74
Carbon Sequestration*	4
Out of Purview	
Household Wells	449
Non-Environmental	111
Non-EPA Environmental	153
Other EPA (Programs)	253
TOTALS	19,898

**Addendum:
Fiscal Year 2009
Fourth Quarter Statistics**

Hotline Fourth Quarter FY 2009 Statistics

Top Ten Caller Topics

Topic	Questions	Percent of Total* Questions
Local Drinking Water Quality	737	12%
Consumer Confidence Report	609	10%
Tap Water Testing	551	9%
Safe Drinking Water Act	463	8%
MCL List	435	7%
Home Water Treatment Units	273	5%
Coliforms	233	4%
Lead	222	4%
Complaints about PWS	210	4%
Public Notification	201	3%

**A total of 5,975 questions from callers were answered by the Hotline in the 4th Quarter of FY 2009.*

Calls and ECSS Generate E-mails		
Calls**	ECSS E-mails***	Total
2,423	225	2,648

*** A single call may generate multiple questions.*

**** E-mails registered through EPA's Enterprise Customer Service Solution knowledge base at the OGWDW Web site.*

Quarterly Summary of Hotline Service

Total number of calls answered	2,423
Total number of calls received	8,584
Total number of ECSS Questions / Comments requiring a response	225
Average wait time (in seconds)	:56
Percent of calls satisfied immediately	100%
Percent of all calls answered in < 5 min	97.15%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	606
Number of times callers listened to recorded message about CCRs	606
Number of times callers listened to recorded message about local drinking water quality for PWS customers	512
Number of times callers listened to recorded message about tap water testing and quality for household well owners	314
Number of times callers listened to recorded message about tap water testing for PWS customers	734

Comparison to Quarter

	Calls	ECSS E-mails
4 th Quarter FY09	2,423	225
3 rd Quarter FY09	2,747	209

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	562	25%
2. State Lab Certification	452	19%
3. State PWSS	337	15%
4. NSF/WQA/UL	224	10%
5. EPA Internet	167	8%
6. EPA Regional Offices	79	4%
7. AGWT/WSC	60	3%
8. Local Public Health	55	2%
9. FDA/IBWA	50	2%
10. Other	48	2%

**A total of 2,214 referrals to other resources, agencies, and organizations were provided by the Hotline in the 4th Quarter of FY 2009.*

Caller Profiles	
Customer	Calls
Analytical Laboratories	11
Citizen - Private Well	143
Citizen – PWS	1,714
Consultants/Industry/Trade (DW)	64
Consultants/Industry/Trade (Other)	34
Environmental Groups	4
EPA	5
Other Federal Agency	8
Government, Local	2
Government, State	12
Government, Tribal	1
Spanish Speaking	66
International	0
Media	6
Medical Professional	0
Public Water System	90
Schools/University	19
Other	244
TOTALS	2,423

Caller Question Topics	
Topic	Number of Questions
Microbials/Disinfection Byproducts	
Chlorine	70
Coliforms	233
Cryptosporidium	146
Disinfection/Disinfection Byproducts (Other)	23
Disinfection – Home Water	135
Long Term 2 Rule	6
Other Microbials	115
Stage 2 D/DBP Rule	10
Storage – Home Water	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	5
Trihalomethane (THM)	27
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)	
Arsenic	38
Fluoride	55
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	6
Perchlorate	2
Phase I, II & V	13
Sodium Monitoring	6
Sulfate	5
Lead and Copper	
Copper	53
Lead	222
Lead Contamination Control Act (LCCA)/Lead Ban	16
General 3Ts	0
Radionuclides	
Radionuclides (Other)	46
Radionuclides (Radon)	49
Polonium - 210	0
Secondary DW Regulations	
Secondary DW Regulations	135
SDWA Background/Overview	

Definitions & Applicability	130
MCL List	435
Other Background	180
SDWA	463
Water on Tap	0
Other DW Regulations	
Analytical Methods (DW)	56
Contaminant Candidate List/ Drinking Water Priority List	7
Consumer Confidence Report (DW)	609
DW Primacy (PWS)	62
Operator (PWS) Certification	0
Other Drinking Water Security	20
Public Notification (PWS)	201
Security Planning Grants	0
State Revolving Fund (DW)	5
Unregulated Contaminant Monitoring Rule (UCMR)	19
Other Drinking Water	
Additives Program	15
Bottled Water	153
Complaints about PWS	244
Compliance & Enforcement (PWS)	129
Home Water Treatment Units	424
Infrastructure/Cap. Development	5
Local DW Quality	494
Tap Water Testing	435
Treatment/BATs (DW)	11
Pharmaceuticals	19
Drinking Water Source Protection	
Ground Water Rule	3
Sole Source Aquifer	4
Source Water/Wellhead Protection	18
UIC Program	19
Carbon Sequestration	0
Out of Purview	
Household Wells	119
Non-Environmental	50
Non-EPA Environmental	36
Other EPA (Programs)	42
TOTALS	5,763

ECSS Activities	
Topic	Number of generated e-mails
Analytical Methods	1
Arsenic	6
Bottled Water	3
Compliance/Issues(PWS)	14
Consumer Concerns	25
Contaminants and Standards	33
Definitions	7
Facts, Figures, and Databases	4
Household Wells	20
Local Drinking Water Quality	37
Long Term 2 Rule	3
Other	48
Source Water Protection	7
Stage 2 Rule	2
Tap Water Testing	12
Security	1
Underground Injection Control	2
TOTAL	225

ECSS Service Summary

Date	Searches	Answers Viewed	Sessions	Hits	Web Questions
7/1/2009	22	703	741	823	3
7/2/2009	35	681	713	877	4
7/3/2009	10	105	133	188	0
7/4/2009	13	103	101	172	1
7/5/2009	10	74	63	110	0
7/6/2009	25	689	243	914	3
7/7/2009	13	181	224	312	3
7/8/2009	36	268	263	433	1
7/9/2009	38	149	177	279	2
7/10/2009	50	671	219	882	1
7/11/2009	27	76	78	158	1
7/12/2009	20	82	87	147	0
7/13/2009	27	221	259	386	2
7/14/2009	52	251	286	464	4
7/15/2009	21	163	200	308	2
7/16/2009	36	707	745	888	2
7/17/2009	19	692	748	843	4
7/18/2009	6	140	677	738	1
7/19/2009	21	2,127	6,616	6,699	2
7/20/2009	65	1,240	295	1,494	5
7/21/2009	36	753	796	952	2
7/22/2009	40	782	793	993	3
7/23/2009	25	745	780	933	4
7/24/2009	67	1,721	752	1,913	3
7/25/2009	12	80	75	113	0
7/26/2009	24	98	85	183	3
7/27/2009	22	207	217	375	1
7/28/2009	101	821	786	1,047	3
7/29/2009	68	732	738	937	2
7/30/2009	41	695	711	848	3
7/31/2009	18	2,136	737	2,321	0
8/1/2009	17	109	108	184	1
8/2/2009	9	108	118	205	3
8/3/2009	34	222	231	400	2
8/4/2009	87	715	712	908	2
8/5/2009	20	705	715	875	4
8/6/2009	24	1,220	789	1,360	2
8/7/2009	26	1,091	640	1,230	2
8/8/2009	15	57	52	139	2
8/9/2009	11	64	95	158	2
8/10/2009	80	216	239	458	5
8/11/2009	32	648	615	799	2
8/12/2009	32	614	634	736	3
8/13/2009	34	671	681	862	3
8/14/2009	63	1,132	675	1,311	4
8/15/2009	15	81	100	176	3
8/16/2009	32	71	81	182	2
8/17/2009	68	196	207	485	1
8/18/2009	40	631	671	813	2

Date	Searches	Answers Viewed	Sessions	Hits	Web Questions
8/19/2009	42	640	694	830	6
8/20/2009	55	2,117	816	2,385	3
8/21/2009	47	1,120	705	1,316	1
8/22/2009	13	113	122	196	1
8/23/2009	14	140	159	257	1
8/24/2009	79	298	337	566	4
8/25/2009	39	744	810	970	5
8/26/2009	87	786	807	1,093	3
8/27/2009	43	1,271	884	1,545	4
8/28/2009	27	750	765	922	2
8/29/2009	4	147	154	215	2
8/30/2009	23	146	169	225	1
8/31/2009	28	261	283	430	1
9/1/2009	50	810	848	1,071	7
9/2/2009	39	740	792	950	6
9/3/2009	32	1,238	1,303	1,441	2
9/4/2009	23	680	732	823	1
9/5/2009	24	131	184	231	0
9/6/2009	27	133	152	218	1
9/7/2009	23	200	225	303	0
9/8/2009	28	1,846	1,052	2,141	4
9/9/2009	48	765	808	937	3
9/10/2009	154	954	986	1,364	4
9/11/2009	55	749	775	971	5
9/12/2009	29	271	292	406	1
9/13/2009	28	212	242	358	4
9/14/2009	60	836	455	1,116	0
9/15/2009	55	799	885	1,093	1
9/16/2009	46	1,722	935	2,009	1
9/17/2009	74	1,747	976	2,147	4
9/18/2009	43	1,719	1,459	2,048	1
9/19/2009	29	182	228	315	3
9/20/2009	21	441	1,044	1,151	4
9/21/2009	53	393	419	566	0
9/22/2009	59	1,249	1,352	1,602	5
9/23/2009	94	1,738	1,414	2,135	4
9/24/2009	70	1,975	2,236	2,437	4
9/25/2009	57	848	1,000	1,147	4
9/26/2009	28	147	164	219	0
9/27/2009	25	241	234	387	5
9/28/2009	56	1,177	422	1,486	1
9/29/2009	40	1,164	1,355	1,533	4
9/30/2009	50	2,052	1,422	2,452	2
Total	3,560	62,336	57,797	85,018	225

Searches: The number of searches performed.

Answers Viewed: The total number of times Answers were viewed. This represents the number of Answer pages viewed. That is, if only one Answer was selected, but it was viewed ten times, the Answers Viewed value would be ten.

Sessions: The number of sessions for the time unit specified. A session is use of the end-user pages. A session ends when the end-user enters a 100% satisfaction rating for an Answer, submits an Ask a Question request, leaves the end-user pages, or a two-hour period of time has elapsed, whichever comes first.

Hits: The number of page turns during the time period selected for the report.

Web Questions: The number of questions generated from an Ask a Question request.