

Water Lines

1

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & email)	Percent of Total* Questions
Local Drinking Water Quality	295	10
Tap Water Testing	260**	9
Household Wells	183	6
Unregulated Contaminant Monitoring Rule	163	5
Coliforms	159	5
Home Water Treatment Units	155	5
Other EPA Programs	151	5
Lead	149	5
Other Drinking Water Background	139	5
Consumer Confidence Report	113	4

*A total of 3,004 questions were answered by the Hotline (via telephone and email) in September 2002.

**Citizens who obtain their drinking water from private household wells asked 35% of the tap water testing questions.

Published Monthly

See past reports at

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

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

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

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

What's New

Announcements:

- U.S. EPA is announcing a solicitation for cost-effective technologies and/or engineering solutions to remove arsenic from small drinking water systems. Additional information and application materials are now available at es.epa.gov/ncer/rfa/current/2003arsenic.html

New Publications:

- The Clean Water and Drinking Water Infrastructure Gap Analysis*, EPA816-R-02-020, is now available at epa.gov/owm/featinfo.htm.
- Consider The Source: A Pocket Guide to Protecting Your Drinking Water—Drinking Water Pocket Guide #3*, EPA816-K-02-002, is now available at www.epa.gov/safewater/protect/swpocket.html or by contacting the Safe Drinking Water Hotline.
- Filter Backwash Recycling Rule: A Rule Summary for Systems*, EPA816-R-02-013, is now available at epa.gov/

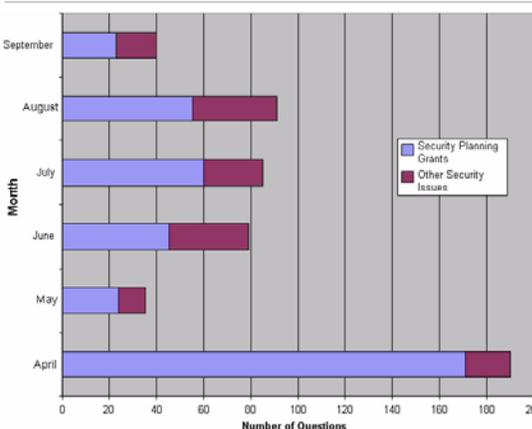
safewater/filterbackwash.htm or by contacting the Safe Drinking Water Hotline.

- The final *Implementation Guidance for the Arsenic Rule—Drinking Water Regulations for Arsenic and Clarifications to Compliance and New Source Contaminants Monitoring*, EPA816-K-02-018, is now available at epa.gov/safewater/ars/implement.html or by contacting the Safe Drinking Water Hotline.
- Protecting Drinking Water Through Underground Injection Control: Drinking Water Pocket Guide #2*, EPA816-K-02-001, is now available at epa.gov/safewater/uic/uicpocket.html or by contacting the Safe Drinking Water Hotline.

Add This To Your Calendar:

- The Safe Drinking Water Hotline continues to take registrations for the Surface Water Treatment Rules training workshop scheduled for November 6-7, 2002, in San Francisco, California.

Monthly Trends



In March 2002, EPA began accepting vulnerability assessment grant applications from publicly owned community water systems regularly serving more than 100,000 persons. During the period April through September, April had the greatest number of security related questions and May the least. The drop in quantity over these two months may be a function of the April 29, 2002, due date for vulnerability assessment grant applications. On June 12, 2002, Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 (P.L. 107-188) amended the Safe Drinking Water Act to require public water system vulnerability assessments and emergency response plans. This law may have redirected interest in PWS security as the total number of security questions received at the Hotline increased in June, July, and August, before declining in September.

Adding to the increased attention to water security issues in July and August, EPA announced in July that grant applications from additional large publicly owned systems would be accepted through August 9, 2002, and that applications for privately owned community water systems regularly serving over 100,000 persons would be accepted through August 30, 2002.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: The owner or operator of a Class I injection well is required to comply with the testing and monitoring requirements defined in the Underground Injection Control (UIC) regulations (40 CFR 146.68). Do these requirements include a provision for monitoring ground water quality?

A: Ground water quality monitoring may be required if there is a possibility of fluids moving into or between underground sources of drinking water (USDW). The decision to require this monitoring is based on a site specific assessment of the well or injection zone and the potential value of monitoring wells to detect such movement (40 CFR 146.8(e)).

Q: The Radionuclides Rule requires compliance with the MCL for radium 226/228. Could a public water system use point-of-use (POU) treatment, point-of-entry (POE) treatment, or bottled water for compliance with the MCL?

A: POU ion exchange and POU reverse osmosis are listed as small system compliance technologies for combined radium 226/228; no POE technologies are listed. Public water systems are not authorized to use bottled water to comply with an MCL. Bottled water may only be used on a temporary basis to avoid unreasonable risk to health (65 FR 76708,76727; December 7, 2000).

Q: Must a public water system that uses ground water monitor for radon? If so, where must the compliance monitoring occur?

A: The SDWA "Radon Rule" has not yet been finalized. However, according to a November 2, 1999, proposed rule, all community water systems that use ground water would be required to monitor for radon at each entry point to the distribution system, after treatment and storage (64 FR 59246, 59252).

Q: The Unregulated Contaminant Monitoring Regulation (UCMR) requires the use of EPA's electronic reporting system (Central Data Exchange, or CDX) for purposes of UCMR data reporting (40 CFR 141.35(e)). Can a public water system or laboratory that does not have access to the electronic reporting system use an alternative reporting method?

A: Public water systems and laboratories participating in UCMR that do not have access to the Internet can establish an alternative process for UCMR reporting by contacting the EPA Office of Ground Water and Drinking Water Infrastructure Branch at 202-260-4934. EPA expects that very few large systems or laboratories will not have the ability to access the CDX via the Internet and encourages PWSs and laboratories without Internet access to utilize computer equipment at local libraries (Unregulated Contaminant Monitoring Reporting Guidance, EPA815-R-01-029; November 2001).

Q: The CDX registration requirements include the submission of a sponsor letter confirming which individual(s) at the organization will have access to the PWS data and what level of access each individual will have (*Unregulated Contaminant Monitoring Reporting Guidance*, EPA815-R-01-029; November 2001). Is there a template or example sponsor letter available?

A: An example sponsor letter for a public water system and for a laboratory can be downloaded from EPA's CDX Web site at the following URL: <http://cdx.epa.gov/FAQ.asp - ucmr>.

Q: Owners and operators of Class V motor vehicle waste disposal wells located in regulated areas are required to close the well or seek a waiver and obtain a permit (40 CFR 144.88). In some instances the UIC director may allow the conversion of a Class V motor vehicle waste disposal well to another kind of Class V well (40 CFR 144.89(b)). Is a federal permit required for such a conversion?

A: No. There are no specific federal permitting requirements for Class V well conversions; this is at the discretion of the UIC Program Director

(Conversion of a Motor Vehicle Waste Disposal Well; EPA816-R-00-017, November 2000).

Q: On January 22, 2001, EPA published a final rule lowering the arsenic maximum contaminant level from 50ppb (parts per billion) to 10ppb (66 FR 6976). Is the MCL based on total arsenic or inorganic arsenic?

A: The MCL for arsenic in drinking water is based on total arsenic including both organic and inorganic forms (66 FR 6976, 7046; January 22, 2001).

Q: My annual water quality report indicates that my public water system (PWS) was in violation of the copper treatment technique requirements during

the past year. I never received information or notification about this violation. Is a PWS required to provide public notification when there is a treatment technique violation for copper? If so, how soon after the violation must the notification be provided?

A: A PWS must provide public notice about a treatment technique violation as soon as practical, but no later than thirty days after the system learns of the violation. Under appropriate circumstances, the primacy agency may grant up to 3 additional months for the initial notice (40 CFR 141.203(b)(1)).

Did You Know?

The oil from a single oil change (1 gallon) can ruin the taste of a million gallons of drinking water (Minnesota Department of Environmental Assistance; www.moea.state.mn.us/reduce/oil.cfm)

Monthly Summary of Hotline Service

Total number of calls answered	2,061
Total number of emails received	329
Average wait time (in seconds)	0:16
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	93.6%
Percent of callbacks answered in 5 days	100%
Percent of emails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	1,309
Number of times callers listened to recorded message about arsenic rule	78

Comparison to Previous Years

	Calls	Emails
September 2002	2,061	329
September 2001	1,530	385

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. EPA Internet	271	14
2. State Lab Certification	228	12
3. State PWSS	215	11
4. Local Water System	207	11
5. NSF/WQA/UL	182	10
6. AGWT/WSC	97	5
7. Local Public Health	95	5
8. Non-EPA Internet	76	4
9. Other Hotlines	75	4
10. EPA Regions	65	3

*1,882 total referrals to other resources, agencies, and organizations were provided by the Hotline in September 2002.

Customer Profiles

Customer	Calls	Emails
Analytical Laboratories	27	3
Citizen - Private Well	290	44
Citizen - PWS	1,153	132
Consultants/Industry/Trade (DW)	106	27
Consultants/Industry/Trade (Other)	47	30
Environmental Groups	2	3
EPA	36	1
Other Federal Agency	16	4
Government, Local	15	6
Government, State	46	6
Government, Tribal	0	0
Spanish Speaking	3	1
International	4	18
Media	3	0
Medical Professional	6	5
Public Water System	226	14
Schools/University	49	34
Other	32	1
TOTALS	2,061	329

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
3-September	120	00:10
4-September	87	00:11
5-September	135	00:23
6-September	84	00:18
9-September	113	00:13
10-September	97	00:14
11-September	94	00:16
12-September	94	00:11
13-September	74	00:13
16-September	131	00:18
17-September	114	00:14
18-September	96	00:13
19-September	76	00:12
20-September	94	00:15
23-September	109	00:28
24-September	116	00:12
25-September	114	00:20
26-September	122	00:20
27-September	88	00:16
30-September	103	00:10
TOTALS	2,061	00:16

Topic Categories

Category	Calls	Emails
Microbials/Disinfection Byproducts		
Chlorine	23	5
Coliforms	142	17
Cryptosporidium	47	0
Disinfection/Disinfection Byproducts (Other)	10	2
Disinfection – Home Water	23	5
Other Microbials	19	0
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	15	4
Trihalomethane (THM)	16	1
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	44	12
Fluoride	19	2
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	8	0
Perchlorate	3	0
Phase I, II & V	58	15
Sodium Monitoring	8	6
Sulfate	9	1
Lead and Copper		
Copper	15	5
Lead	141	8
Lead Contamination Control Act (LCCA)/Lead Ban	3	0
Radionuclides		
Radionuclides (Other)	24	4
Radionuclides (Radon)	90	8
Secondary DW Regulations		
Secondary DW Regulations	54	10
SDWA Background/Overview		
Definitions & Applicability	33	8
MCL List	48	5
Other Background	114	25
SDWA	22	2

Category	Calls	Emails
Water on Tap	25	2
Other DW Regulations		
Analytical Methods (DW)	23	6
Contaminant Candidate List/ Drinking Water Priority List	1	0
Consumer Confidence Report (DW)	105	8
DW Primacy (PWS)	2	0
Operator (PWS) Certification	3	3
Other Drinking Water Security	10	7
Public Notification (PWS)	44	4
Security Planning Grants	16	7
State Revolving Fund (DW)	1	3
Unregulated Contaminant Monitoring Rule (UCMR)	160	3
Other Drinking Water		
Additives Program	2	1
Bottled Water	44	5
Complaints about PWS	52	11
Compliance & Enforcement (PWS)	17	4
Home Water Treatment Units	137	18
Infrastructure/Cap. Development	1	1
Local DW Quality	260	35
Tap Water Testing	238	22
Treatment/BATs (DW)	9	12
Drinking Water Source Protection		
Ground Water Rule	4	2
Sole Source Aquifer	2	0
Source Water/Wellhead Protect.	42	10
UIC Program	21	3
Out of Purview		
Household Wells	154	29
Non-Environmental	48	14
Non-EPA Environmental	50	39
Other EPA (Programs)	119	32
TOTALS	2,578	426

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

September 2002

APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

**“Agency Information Collection Activities: Proposed Collection; Comment Request; Tribal Operator Certification Program Information Collection Request”
September 17, 2002 (67 FR 58603)**

EPA announced that it is planning to submit the proposed Information Collection Request (ICR) entitled “Tribal Operator Certification Program,” EPA ICR No. 2092.01, to the Office of Management and Budget for review and approval. Comments must be submitted by November 18, 2002.

**“Office of Environmental Justice Small Grants Program; Application Guidance FY 2003”
September 27, 2002 (67 FR 61090)**

This guidance outlines the purpose, goals, and general procedures for application and award under the Fiscal Year (FY) 2003 Environmental Justice Small Grants Program. For Fiscal Year 2003, EPA will make available approximately \$1,500,000 in grant funds to eligible organizations; \$1,000,000 of this amount is available for Superfund projects only. Eligibility for grants for multimedia projects can include activities outlined in a number of environmental statutes including the Safe Drinking Water Act 1442(c)(3)(A).