



Arkansas Department of Health

General Compliance Summary

Requirements

Compliance Short School

We will be covering ...

Boil orders (Section 6)

Consumer Confidence Reports (Section 7)

Cross Connection Control (Section 8)

Emergency Plans (Section 9)

Emergency Reporting (Section 10)

Lead & Copper Rule (Section 11)

Capacity Development (Section 12)

Monthly Operation Reports (Section 13)

New Service Connections (Section 14)

Operator Requirements (Section 15)

Plan Review and Approval (Section 16)

Plumbing Inspections (Section 17)

Public Notification (Section 18)

PWS Service Fees (Section 19)



Boil Orders (Section 6)

- What is a Boil Order?**
- A public notification that recommends that drinking water be boiled and is intended to prevent the spread of communicable diseases caused by waterborne pathogens**

Boil Orders (Section 6)

- **Two Types Of Boil Orders**
- **Precautionary Boil Water Notice**
- **Contaminated Boil Water Notice**



Boil Orders

- **Precautionary Boil Water Notice**

- Issued when the presumption is made that the water *may be* contaminated
- Zero pressure
- Failure in treatment processes
- Failure to meet SWTR treatment techniques
- Microbial challenge



Boil Orders

- **Contaminated Boil Water Notice**
- **Issued when the presumption is made that the water *is* contaminated**
- **Acute Maximum Contaminant Level (MCL) violation of the Total Coliform Rule**
- **Persistent presence of total coliform in compliance samples**



Boil Orders

- **Contaminated Boil Water Notice**
- **Cross-connection involving microbial contaminant**
- **Natural disaster: earthquake, flood, etc.**
- **Positive test for pathogens**



Do Not Drink Orders

(Section 10)

- Contaminates not affected by boiling but are not hazardous for uses such as flushing toilets, bathing, or washing
- Nitrates in the water are hazardous for young children to drink



Do Not Use Orders

(Section 10)

- **Contaminates which are considered hazardous for any use of the water**
- **Presence of propane gas in the water in a sufficient concentration to cause a fire or explosion**

Notice Format

- **All notices should have:**
- **Title**
- **Who is issuing the notice**
- **What areas are covered by the notice**
- **Reason for the notice: precautionary or contaminated**
- **Corrective action taken**
- **Contact number and name of the contact person**



Boil Order Example

(Water System Name)
County

A PRECAUTIONARY BOIL ORDER NOTICE

ISSUE DATE: JANUARY 29, 2024

FOR FURTHER INFORMATION, CONTACT
(ADH Employee Name)
(Title)
ENGINEERING SECTION, (501) 661-2623

NEWS ARTICLE

FOR IMMEDIATE RELEASE

THE ARKANSAS DEPARTMENT OF HEALTH HAS ISSUED THE 'BOIL WATER' NOTICE FOR THE ENTIRE SYSTEM. THIS ORDER WAS ISSUED AS A PRECAUTIONARY MEASURE BECAUSE OF THE (Cause of Boil Water Order).

UNDER THE 'BOIL WATER' ORDER, ALL AFFECTED CUSTOMERS MUST BE ADVISED THAT THE WATER MAY BE UNSAFE FOR HUMAN CONSUMPTION, AND WATER USED FOR DRINKING OR FOOD PREPARATION MUST BE BOILED BRISKLY FOR ONE (1) MINUTE PRIOR TO USE. ALL ICE CUBES SHOULD BE DISCARDED AND ONLY BOILED WATER USED FOR MAKING ICE.

THIS "PRECAUTIONARY BOIL WATER NOTICE" WILL REMAIN IN EFFECT UNTIL THE PROBLEM HAS BEEN CORRECTED, AN ADEQUATE DISINFECTANT LEVEL IS ESTABLISHED THROUGHOUT THE DISTRIBUTION SYSTEM, AND A BACTERIOLOGICAL SURVEY SHOWS THAT THE WATER IS SAFE TO DRINK.

THE BOIL WATER ORDER WAS DUE TO CHLORINATOR MALFUNCTION.

SYSTEM PERSONNEL NOTIFIED:
SANITARIAN NOTIFIED:|

Boil Orders

- **Corrective Action**

- **Water should be heated to a rolling boil for at least one (1) minute.**
- **All ice cubes discarded.**
- **Customer may want to use bottled water.**



Boil Orders

- **Notice Distribution:**
- **Email or text messages**
- **Social Media**
- **Door hangers**
- **Phone calls**
- **Posted notices**
- **Radio and/or television**
- **Newspapers**
- **If the event demonstrates evidence of disease outbreak, any notice should be coordinated with the ADH.**



Boil Orders

- **Repeal (Lifting)**
- **Principal incident or reason for the issuance of the notice must have been corrected.**
- **Bacteriological samples on two (2) consecutive days are coliform absent. (except pressure loss)**
- **Number of samples required in each set of samples is determined by the number of services/population served.**



Format for Notice Repeal/Release

- **Title of the repeal**
- **Who is issuing the repeal**
- **What areas were affected**
- **Action (boiling) no longer needed**
- **Reason for notice being lifted**
- **Contact number and name**



Boil Order Lift Example

(Name of Water System)
(County)

A PRECAUTIONARY BOIL ORDER LIFT

LIFT DATE: FEBRUARY 5, 2024

FOR FURTHER INFORMATION, CONTACT
(ADH Employee Name)
(Employee Title)
ENGINEERING SECTION, (501) 661-2623

NEWS ARTICLE

FOR IMMEDIATE RELEASE

THE DEPARTMENT OF HEALTH HAS HAS RELEASED THE 'BOIL WATER' NOTICE ISSUED ON (Date)BY ARKANSAS DEPARTMENT OF HEALTH FOR THE ENTIRE SYSTEM. THIS ORDER WAS ISSUED AS A PRECAUTIONARY MEASURE BECAUSE OF THE 2 DISTRIBUTION SYSTEM.

BACTERIOLOGICAL SAMPLES TAKEN ON (Date) AND (Date) WERE FOUND TO BE 'SAFE' AND A SATISFACTORY DISINFECTANT LEVEL HAS BEEN ESTABLISHED THROUGHOUT THE DISTRIBUTION SYSTEM. THE WATER IS THEREFORE CONSIDERED 'SAFE' FOR HUMAN CONSUMPTION AND THE 'BOIL WATER' NOTICE IS HEREBY LIFTED.

THE BOIL WATER ORDER WAS DUE TO (Cause of Boil Water Order).

SYSTEM PERSONNEL NOTIFIED: BY: ON:
SANITARIAN NOTIFIED: |

Boil Water Order Policy

- For more details ...
- Number of required samples
- Exemptions
- Reporting requirements

- Policy Web Address
- <https://www.healthy.arkansas.gov/images/uploads/rules/BWOPolicyFinal.pdf>





ARKANSAS DEPARTMENT OF HEALTH

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PUBLIC HEALTH SAFETY

Animal Exhibits

Arkansas Public Health Laboratory ▾

Clean Indoor Air Act ▾

Drinking Water - Safety ▾

EPA Drinking Water Annual Compliance Reports

Boil Water Orders

Consumer Confidence Reports

Drinking Water Newsletters

Lead and Copper

Source Water Protection

Public Water System FAQs

Drinking Water - System & Operators ▾

Date Issued	Date Lifted	System	Area Impacted	Reason	County
10/4/2022 12:30:03 PM		EVENING SHADE WATERWORKS	Arkansas Department of Health for the Entire System	Contamination found in the water tank	SHARP
10/3/2022 11:30:32 AM		POCAHONTAS WATERWORKS	POCAHONTAS WATERWORKS for the Concord Trail west to Sweet Gum	main break	RANDOLPH
10/3/2022 8:38:18 AM		SALEM WATER USERS LLC	SALEM WATER USERS LLC for the approximately 25 customers on Samples Rd., from Suber Rd. an two houses past Racetrack	water line break	SALINE
9/29/2022 9:56:04 AM	9/30/2022 1:10:32 PM	WEST STONE COUNTY WATER ASSN	WEST STONE COUNTY WATER ASSN for the customers in the eastern portion of the svstem from Mountain	main break	CLEBURNE

Consumer Confidence Report (CCR)

(Section 7)

- **Consumer Confidence Rule:**
- **Every community water system must prepare and make available to all customers an *annual report* describing the source of the water and the water quality, including information on any contaminant detection or violation.**
- **In the future, federal regulations will require some systems to issue water quality reports twice a year (bi-annually).**



CCR

- **Must contain:**
- **Info on water source(s)**
- **Levels of detected contaminants**
- **Info on Cryptosporidium, radon, and other contaminants, if monitored.**
- **Health effects language.**
- **Info on violations of National Primary Drinking Water Standards. Delivery and Record keeping requirements.**
- **Violations.**

CCR

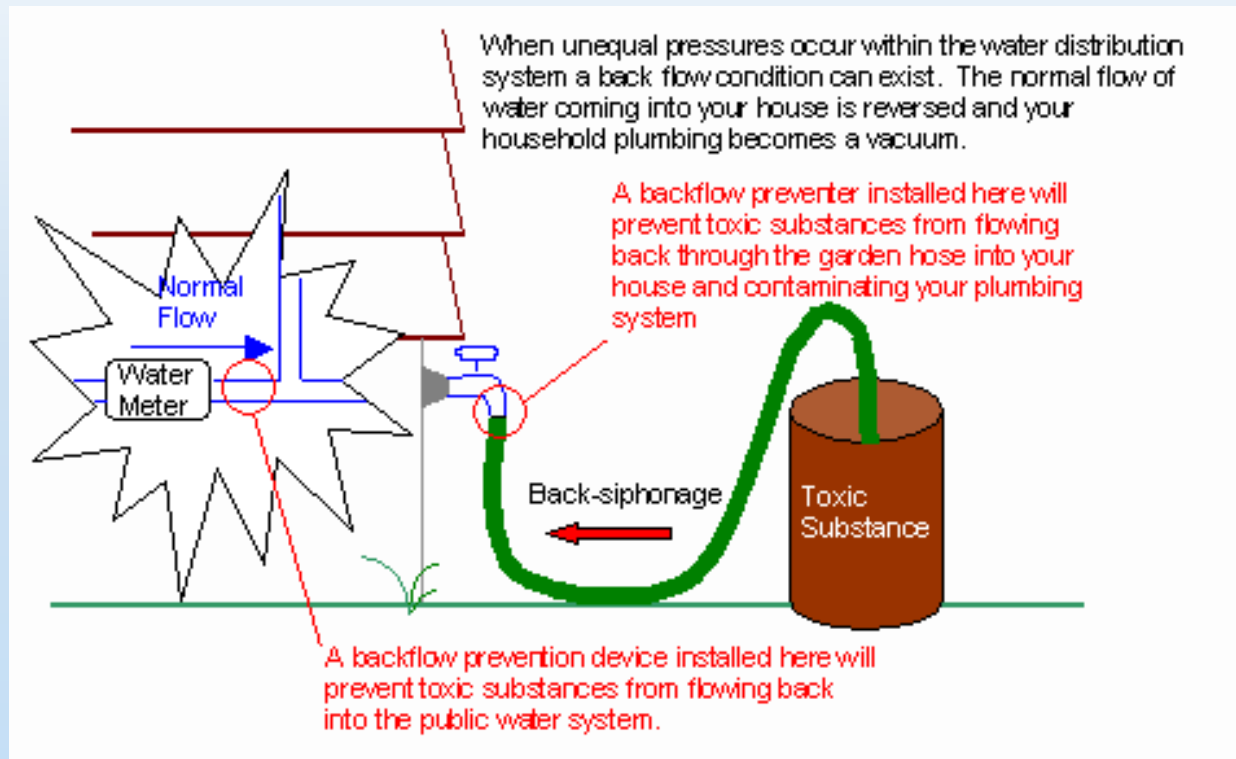
- **How long must you keep the CCR on file?**
- **Must be maintained for three (3) years.**

Cross Connection Control Program (CCCP), (Section 8)

- **Cross Connection is a physical connection between a Public Water supply and either an unsafe or a questionable water supply or any toxic or objectionable material.**
- **All PWSs shall have a Cross Connection Control Program (CCCP)**



Why Cross Connection Control Program (CCCP)



Cross Connection Control Program (CCCP)

- What does the program do?
- ID locations of backflow preventers
- Include all Commercial and Industrial Customers and inspect these customers every 5 years
- Requires annual testing of backflow preventers

- It is the responsibility of the PWS to maintain the program.



CCCP

- **All public water systems are required to have a cross connection control program (CCCP) which addresses commercial and industrial customers.**
- **The CCCP must comply with “minimum standards for a cross connection control program.”**
- **Connections to fire sprinkler systems must comply with “policy for cross connection control on fire protection system.”**





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CROSS CONNECTION/BACKFLOW PREVENTION

Consumer /Public Overview of Cross Connection Control

This article is intended to give the reader a basic understanding of what backflow is all about and why backflow of water combined with the presence of cross-connections can be a source of contamination to the public water systems.

Q: What is Backflow?

Answer: Backflow, within the context of the drinking water industry, means the reversal of water flow from its normal or intended direction of flow. Whenever a water utility connects a customer to its water distribution system, the intention is for the water to flow from the distribution system to the customer. However, it is possible, and quite common, for the flow to be reversed and flow from the customer's plumbing system back into the public water distribution system. If cross-connections exist within the user's plumbing system when backflow occurs then it is possible to contaminate the public water system.

Q: What is a Cross-Connection?

CCCP

- **Where cross connections are found or potential for CC, PWS must be protected by:**
- **DCVA - Double Check Valve Assembly: used for low (non-health) hazards**
- **RPZA - Reduced Pressure Zone Assembly: used for high (health) hazards.**



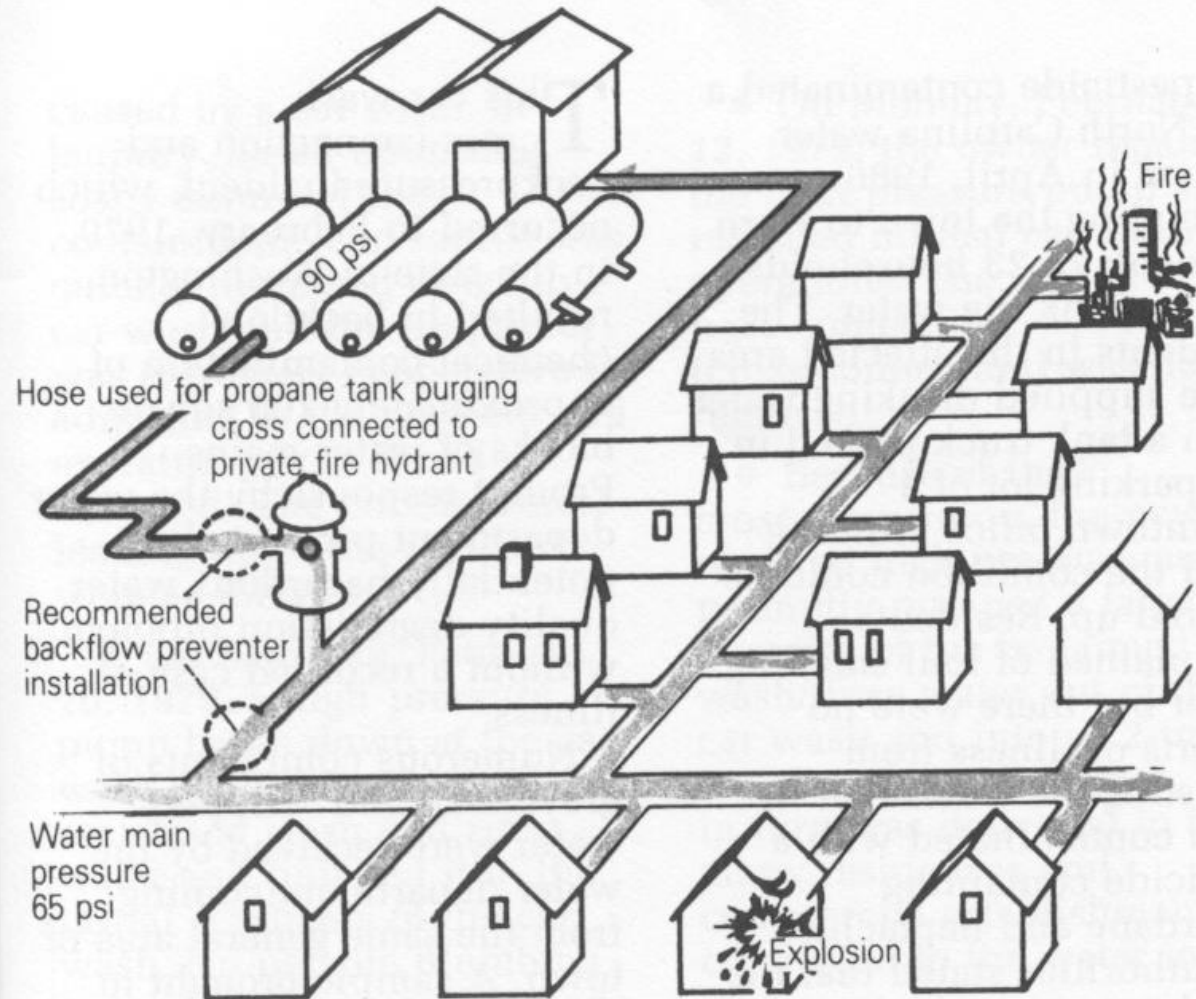
CCCP

- **All records for locations of/and annual testing of CCC hardware must be available to ADH staff members during sanitary surveys.**
- **Failure to implement a CCCP may eventually result in assessment of penalties.**

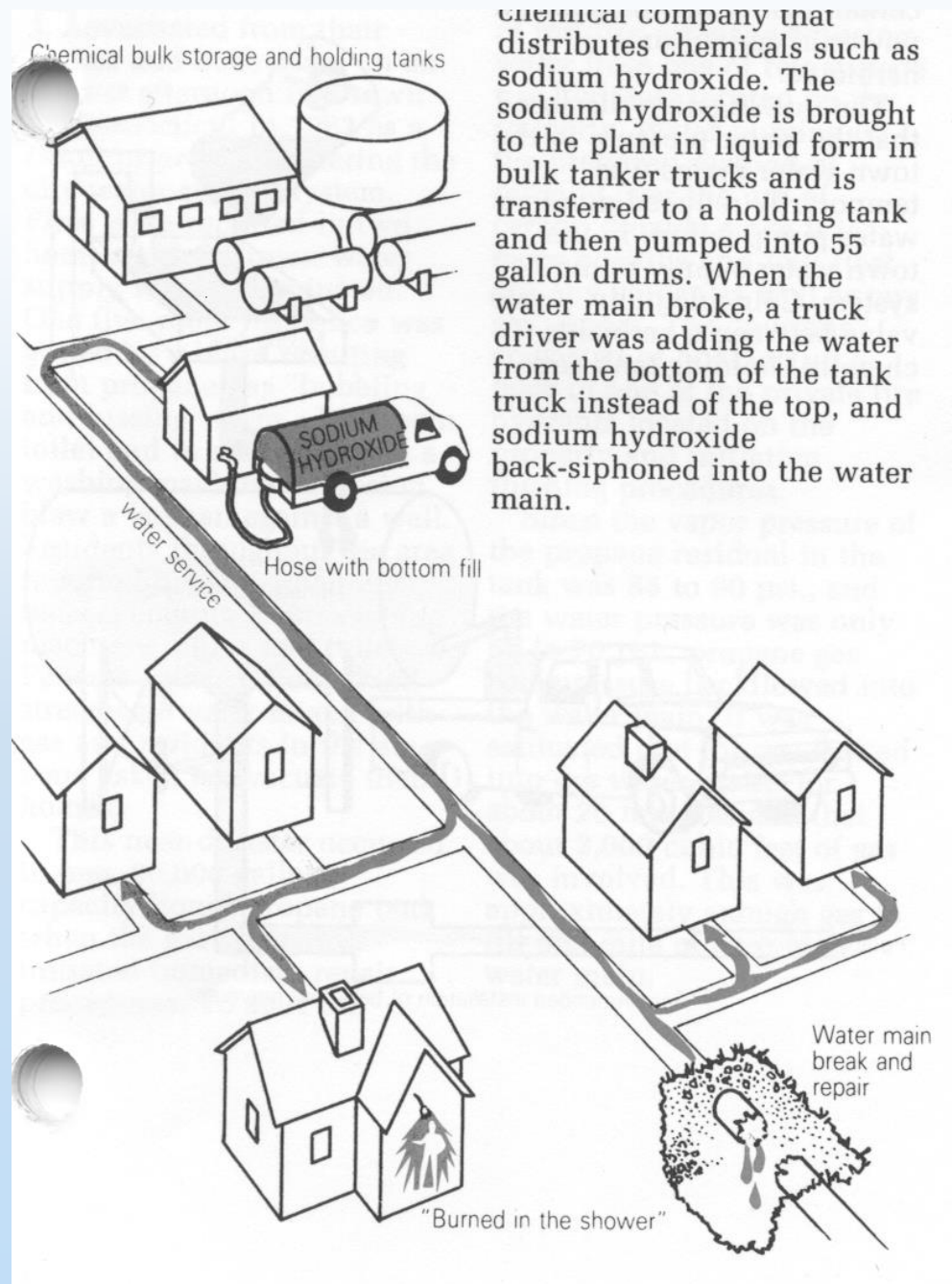


CCCP

Propane Gas in the Water Mains



CCCP



Emergency Plan (Section 9)

- **What type of water system(s) is required to have an emergency plan?**
- **Each Community Public Water System and each Non-Transient Non-Community Public Water System shall have a written emergency plan.**



Emergency Plan (Section 9)

- **The Plan should include:**
- **Names and phone numbers of responsible utility personnel.**
- **Procedures to be followed in the event of loss of source, treatment, storage, or distribution facilities.**



Emergency Plan (Section 9)

- **The Plan should include:**
- **Procedures to be followed in the event of a loss of distribution pressure or a known or suspected introduction of contaminants into the distribution system.**



Emergency Plan

- **Things to remember**
- **Plan Ahead**
- **Include responses for**
- **Fire Department**
- **Police**
- **EMS Service**
- **System Employees**
- **Review and update at least annually**



Emergency Plan

- **Appendix A of the Compliance Summary provides examples of information needed to have an effective emergency plan.**



Emergency Situation Reporting (Section 10)

- The owner must report within 4 hours of the discovery and evaluation of any emergency condition located in the water system which affects the ability of the water system to deliver adequate quantities of safe water to its customers.



Emergency Situation Reporting (Section 10)

- **Examples of situations to report:**
- **loss of pressure in the distribution system**
- **failure of the source or treatment facility or parts thereof**
- **voluntary or mandatory water conservation efforts**
- **the known or suspected introduction of any contaminant into the water system**



Emergency Situation Reporting

- **Other Emergency Situations**
- **Boil Orders**
- **Do Not Drink Orders**
- **Do Not Use Orders**
- **Public notification required by best available means.**



Emergency Situation Reporting

- **Engineering Section: 501-661-2623**
- **Emergency reporting outside normal business hours:
501-661-2136**



Lead & Copper Rule (Section 11)

- **What Water Systems are required to test for Lead & Copper?**
- **All community and non-transient non-community public water systems are required to test for lead & copper at the customer's tap.**



Lead & Copper Rule (Section 11)

- **Sampling is based on population served**
- **All sampling sites must be high risk (Tier 1) homes, if possible**
- **A sampling site plan must be submitted to and approved by the Engineering Section**



Lead & Copper Rule

- **TIER 1:**
- **Single family houses with internal lead pipes, lead service lines, or copper pipe with lead solder installed or built after 1982**



Lead & Copper Rule

- **The corrosiveness of the water will affect the amount of copper and lead found in the water.**
- **A system may have to propose an optimal corrosion control plan.**



Lead & Copper Rule

- **Sampling**
- **Lead & Copper Sample Bottles will be provided to each system by the ADH**
- **The same protocol for dropping off Bacteriological Samples at the Local Health Unit should be followed for Lead & Copper Sampling**



Lead & Copper Rule

- **Sampling**
- **A water system may be able to move to reduced monitoring after two monitoring periods if they do not exceed action levels.**
- **If the system has 3 more years of low lead and copper levels, they may be reduced even further.**



Lead & Copper Rule

- **Public education is required by the system if action level for lead is exceeded.**
- **This will explain what the customer can do to protect themselves from adverse effects.**
- **Public education can include pamphlets, bill stuffers, etc.**



Lead & Copper Rule

- **Recordkeeping**
 - **Systems are required to maintain Lead & Copper results for twelve (12) years.**
 - **Optimal Corrosion Control Records are kept indefinitely.**



Lead Content Restrictions

- **Components utilized in water systems that are in direct contact with drinking water are required to comply with federal “no lead” limitations. This pertains to components such as piping, joints, valves, meter settings, etc.**
- **The products that meet this new lead-free definition will be certified to either an older standard NSF 61, Annex G or the current standards NSF 61 and NSF 372.**
- **A water operator or manager can confirm if a product is certified with the no lead content limitations by reviewing the NSF 61 certified listings typically via internet listing pages provided by the certifying organizations. Organizations that certify components include National Sanitation Foundation, Underwriters Laboratories, and the Water Quality Association as well as others.**
- **Many products, but not all, will have their certification imprinted on the product, especially those sold through retail establishments.**



Capacity Development (Section 12)

- **Long Range Plan**
 - **Should cover at least the next 10 years**
 - **Should be updated every 5 years**
 - **Should include the financial needs of the PWS**



Capacity Development (Section 12)

- Should contain the projected needs for
- Source
- Treatment
- Storage
- Distribution
- Plan should demonstrate
- Technical, financial, & managerial capacity



Monthly Operation Report (Section 13)

- **Contains complete information on:**
- **Water treated**
- **Amounts and concentrations of chemicals added**
- **Other treatment plant operating measurements**



Monthly Operation Report

PUBLIC WATER SYSTEM - CHEMICAL TREATMENT RECORD
Arkansas Department of Health - Engineering Section

Public Water System Name & Entry Point		ID #	County		Month	Year	
Previous Meter Reading		Chemicals Applied				Disinfectant Residual	
Master Meter Reading (gal)	Date	Thousands of Gallons Treated	Pounds Used mg/L	Pounds Used mg/L	Pounds Used mg/L	Location	mg/L
	1						
	2						
	3						
	4						
	5						
	6						
	7						
	8						
	9						
	10						
	11						
	12						
	13						
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	20						
	21						
	22						
	23						
	24						
	25						
	26						
	27						
	28						
	29						
	30						
	31						
TOTAL							
AVG							
MAX							
MIN							
Comments:							

I certify that the information in this report is true and accurate to the best of my knowledge. I acknowledge that any knowingly false or misleading information may be punishable under 10B00-1001 and other applicable laws.

Printed Name _____ Title _____
Signature _____ Date _____



Monthly Operation Report

- Website Ops Report

PUBLIC WATER SYSTEM - CHEMICAL TREATMENT RECORD										
Arkansas Department of Health - Division of Engineering										
Public Water System Name			ID #		County			Month and Year		
Previous Meter Reading			Chemicals Applied						Residual	
			Chlorine							
Meter Reading	Date	Thousands of Gallons Treated	Pounds Used	MG/L	Pounds Used	MG/L	Pounds Used	MG/L	Location	MG/L
	1	0								
	2	0								
	3	0								
	4	0								
	5	0								

- The Operations Reports, short and long, can be found on the Engineering web site.

Monthly Operation Report

- Forms supplied by ADH
 - (customized forms by PWS must be approved)
- Completed each day
- Signed by certified operator
- Submitted to ADH by the 10th of the following month



New Service to Unsewered Areas

(Section 14)

- **The customer must obtain an Individual Sewage Disposal System Permit from the Local Environmental Health Specialist and submit a copy to the Water Operator.**
- **If the Local EHS determines that a permit is not required for the septic system, supporting documentation from the EHS must be provided.**



Plumbing Inspection Requirements (Section 14)

- For new service to be provided to a new or existing building, the customer must provide documentation that the plumbing has been inspected by a certified inspector and found to be in substantial compliance with the State Plumbing Code.



Licensed Operator Requirements (Section 15)

- **Licensing requirements are contained in the “Water Operator Licensing Law” ACT 333 of 1957 and its Rules and Regulations.**
- **Purpose: In order to protect the public health, operators are required to be licensed.**



Licensed Operator Requirements (Section 15)

- What Operators must be licensed?
- All operators of community public water systems and non-transient non-community public water systems shall be licensed and certified as competent.
- Operators of transient non-community public water systems are required to have a licensed and certified water operator if:
 - The system utilizes a surface water source or
 - The system utilizes a ground water source under the influence of surface water (GUIDI).



Licensed Operator Requirements

- **What is an operator?**
- **Any person who, during the performance of their regular duties at a PWS, exercises individual judgment, by which, whether directly or indirectly, the safety, quality, and quantity of water delivered from the water system might be affected.**



Licensed Operator Requirements

- **Determination of which treatment grade license is required is based upon:**
- **Complexity of treatment processes**
- **Chemicals added**
- **Total population served**



Licensed Operator Requirements

- **Determination of which distribution grade license is required is based upon:**
- **Number of pressure planes**
- **Population served**



Licensed Operator Requirements

- **Maintaining the license**
- **To renew a license an operator must obtain 24 contact hours (12 directly applicable) of approved renewal training during each two (2) year renewal period.**



Licensed Operator Requirements

- **Maintaining the license**
- **To remain valid the license must be renewed within 90 days after it expires**
- **A license may be reinstated within one (1) year of its expiration date without retesting.**



Licensed Operator Requirements

- **Suspension/Revocation**
 - Care is not demonstrated
 - Judgment not used
 - Knowledge or ability are not used
 - Practiced fraud or deception



Licensed Operator Requirements

- **Failure to comply with Water Operator licensing requirements can result in the Water system, its owner and the operator receiving an Administrative Penalty, fines and /or imprisonment.**



Plan Review and Approval (Section 16)

- **Written approval of the ADH must be acquired before constructing or entering into contract to construct:**
 - **A water supply system**
 - **Source of supply**
 - **Distribution system**
 - **Alterations**



Plan Review and Approval

- **Examples:**
- **Distribution system extensions**
- **Changes in equipment or chemicals**
- **Treatment plant modifications**
- **Painting tanks**
- **New water source**
- **New treatment plant**
- **New storage tanks**



Public Notification (Section 18)

- **Required by Safe Drinking Water Act**
- **Must provide notice of violations of the National Primary Drinking Water Standards**
- **one copy to ADH**
- **must reach every resident user of the system**



Public Notification (Section 18)

- **Public Notification Violation Categories**
- **National Primary Drinking Water Regulation Violations**
- **Variance and Exemptions**
- **Special Public Notice**



Public Notification

- Public Notification is divided into 3 Tiers
- Tier 1
- National Primary Drinking Water Violations with “significant potential to have serious adverse effects in human health as a result of short-term exposure”
- Emergency Situation



Public Notification

- Tier 2
- National Public Drinking Water Regulation violations with “potential to have serious adverse effects in human health”
- Tier 3
- All others



Public Notification

- **Examples of Tier 1 Violations**
- **Total Coliform MCL violation where fecal coliform or E. coli are present**
- **Occurrence of a water borne disease or other water emergency**
- **Turbidity MCL violation of 1 NTU or more**



Public Notification

- **Examples of Tier 2 Violations**
- **Monitoring and testing procedure violations**
- **Other MCL's not listed before**
- **Example of a Tier 3 Violation**
- **Operation under variance or exemption**



Public Notification

- **Methods of Delivery**
- **Tier 1**
- **Use one or more of the following**
- **Broadcast media**
- **Posting**
- **Hand delivery**



Public Notification

- **Methods of Delivery**
- **Tier 2 and Tier 3**
- **Use both of the following:**
 - **Mail to each customer receiving a bill**
 - **Other method reasonably calculated to reach others regularly served**

PWS Service Fees (Section 19)

- **40 cents per service connection per month**
- **Minimum fee of \$250 for community and non-transient non-community water systems.**
- **Minimum fee of \$125 for transient non-community systems.**



PWS Service Fees

What Does The Fee Pay For?

ADH partners with PWS to

- **Collect and analyze most SDWA required samples**
 - **Microorganisms, inorganic, organic, radionuclides, DBP**
- **Required federal reporting of PWS information, including sampling results, are provided to EPA fulfilling reporting requirements**
- **Monitoring is performed correctly**
- **Proper procedures are followed**
- **Sanitary Surveys are conducted**
- **CPEs are conducted if required (some are conducted that are optional)**



Questions?



A boil water notice is intended to prevent the spread of?

- a. foul tasting water**
 - b. hard water**
 - c. communicable diseases**
 - d. unseasonably cool water**
-
- communicable diseases**

What are the two types of boil water notices?

- a. positive and negative
 - b. mandatory and required
 - c. precautionary and contaminated
 - d. yellow alert and red alert
-
- precautionary and contaminated

**A precautionary notice is issued
when the water _____ contaminated.**

- a. may be
- b. is
- c. is not
- d. cannot be

- may be

Which of the following would warrant a contaminated boil order?

- a. zero distribution pressure resulting from a main break
- b. lake turnover in source or supply
- c. partial failure of chlorination equipment
- d. cross connection of a microbial contaminant

- cross connection of a microbial contaminant

Under a boil water order, water used for cooking and drinking should be heated to a rolling boil for how many minutes?

- a. 0, if precautionary
- b. 1 minute
- c. 3 minutes
- d. 5 minutes
- 1 minute

The number of samples required to clear a boil order is based on?

- a. license grade
- b. treatment plant complexity
- c. population/# of services
- d. operator's discretion

- population/# of services

How often must a Consumer Confidence Report be submitted?

- a. monthly
 - b. currently annually but in the future some system will be bi-annually
 - c. bi-annually
 - d. after each violation
-
- currently annually but some system will be bi-annual if the future

All _____ water systems must issue Consumer Confidence Reports?

- a. Non-community
- b. Community
- c. Non-transient non-community
- d. Transient non-community

- Community

How long must a CCR be kept on file?

- a. 3 years
 - b. 5 years
 - c. 10 year
 - d. indefinitely
-
- 3 years

Which water systems must have an emergency plan?

- a. systems over 3300
 - b. surface water systems
 - c. GWUDI Systems
 - d. all water systems
-
- all water systems

How soon should the ADH be contacted after an emergency situation has been discovered?

- a. within four hours
- b. when the newspaper is notified
- c. before the weekend
- d. within 48 hours

- within four hours

Where does a water system get bottles used for Lead and Copper testing?

- a. hardware store
- b. Hach supply catalog
- c. AWWA
- d. ADH

- ADH

How many years is a license renewal period?

- a. 1 year
 - b. 2 years
 - c. 3 years
 - d. 5 years
-
- 2 years

How many credit hours are required over a two year period to maintain a license?

- a. 16 hours
 - b. depends on grade
 - c. 24 hours
 - d. depends on population/# of services
-
- 24 hours

A water operator's license may be suspended and/or revoked when it is found that an operator has?

- a. gotten married**
 - b. lived outside the water system**
 - c. practiced fraud**
 - d. quit**
-
- practiced fraud**



Which water systems must have a Cross Connection Control Program?

- a. surface
 - b. ground
 - c. systems over 10,000
 - d. all
-
- all

Backflow prevention devices must be tested _____?

- a. weekly
 - b. monthly
 - c. annually
 - d. never
-
- annually

Thank you.

