



# WATER TAP

WASHINGTON'S DRINKING WATER NEWSLETTER

## Embattled customers take charge of their water system

This is the story of how a small group of customers who endured years of water outages, poor service, and "do not drink" advisories finally got relief.

The Columbia Crest Estates water system began operating nearly 10 years ago. It was established as part of a new subdivision in southern Cowlitz County.

From the beginning, there were problems. Arsenic in the water exceeded the recent federal limit. Water outages became more and more frequent.



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**Department of Health**  
Office of Drinking Water  
PO Box 47822  
Olympia, WA 98504-7822  
(800) 521-0323

<http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater.aspx>

## City of Sumas: The best taste on tap



"...and the winner is, the City of Sumas." Judges based their decisions on taste, clarity and odor. Shown are Bob Kreb (left), a circuit rider at ERWoW; and Sherman Smith, an environmental specialist at Monroe Correctional Complex. Photo by ERWoW

The City of Sumas won the statewide competition for the best-tasting water in Washington.

Evergreen Rural Water of Washington hosts the competition every year at its fall conference. Water utilities from around the state submitted samples of their water, straight from the tap.

Initial results were a tie. After holding a "taste off," judges declared the City of Sumas winner of the event. The city will compete in the national Great American Water Taste Test in

*(Continued on Page 8)*

## Coming soon: Apply for DWSRF online

Applying for a State Revolving Fund loan has never been easier. Starting January 1, 2013, you can submit your application online and attach all necessary paperwork. We will post details soon at <http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/WaterSystemAssistance/DrinkingWaterStateRevolvingFundDWSRF.aspx>

Applications are due March 1, 2013.

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# THE DIRECTOR'S COLUMN

BY DENISE ADDOTTA CLIFFORD



## The customer relationship: Communication matters

At the end of every water connection you serve, you'll find real families, living real lives, coping with real struggles. They are more than names and gallons-per-day statistics. They are your customers.

Do you communicate with them when there's not an emergency or when you're not looking to increase water rates? No? Then it's time to start working on that relationship.

There are several avenues for communicating with customers already built into your operations: billing statements, water use efficiency conservation goal-setting, and the big one: Annual Consumer Confidence Reports (CCRs).

For now, let's focus on the CCRs you send to customers.

Does your CCR really tell your story? If your report contains little more than a list of water sources, definitions and a table of detected contaminants, you're missing a great opportunity to communicate with your customers.

Think about it: If the report is boring to you, it's likely to bore your customers as well.

With a little effort, you can make your report relevant, interesting and an effective marketing tool for your utility.

Tell customers what you're proud of:

- Have you made improvements recently? Brag a bit, and be sure to show how customers benefit. Include photographs.
- Do you have a great safety record? Tell them about it.
- Do you have great-tasting water? Tell your customers. They'll be proud, too.

Make the CCR about your customers. Explain why they receive the report and what it means. Show them you care.

You can even use the report as a tool to help build your case for future rate increases. Remind customers that we're all in this together. If you make a case for your infrastructure needs and show customers how the improvements will benefit

## About CCRs

Group A community water systems must send a Consumer Confidence Report (CCR) to their customers every year. Although this may soon change, as of this writing, EPA still requires you to print and mail these reports to your customers.

**The annual deadline for sending out CCRs is July 1.** You have until October 1 to send your certification form to us. However, because it identifies individual reports and helps us track and record receipt of reports, we recommend that you send the certificate to us along with a copy of your CCR before the July 1 deadline.

For more information, or for help preparing your report, visit EPA at <http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/index.cfm>

EPA developed [CCRiWriter](#), a web-based program that helps water systems create their CCRs by answering required questions and filling in blanks.

The City of Longview, Wash., used its report to promote conservation: <http://www.mylongview.com/publicworks/documents/WaterQualityReport2010.pdf>

The City of Bonney Lake, Wash., touted water system improvements: [http://www.ci.bonney-lake.wa.us/UserFiles/File/Government\\_Downloads/Public\\_Works/2011\\_WaterReport.pdf](http://www.ci.bonney-lake.wa.us/UserFiles/File/Government_Downloads/Public_Works/2011_WaterReport.pdf)

The folks in Bryan, Texas, had some fun putting together this combination CCR and calendar: <http://www.bryantx.gov/resources/water%20report%202011.pdf>

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# Drinking Water Week awards are coming back!

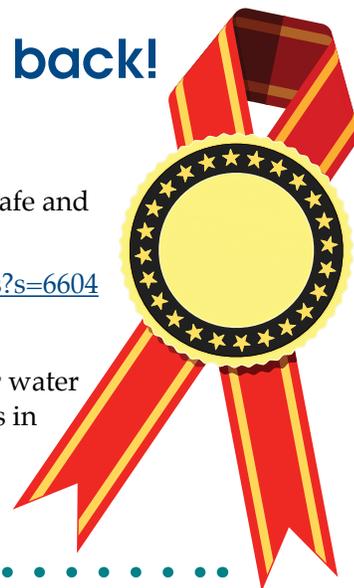
*Do you know of a water system or operator who deserves recognition?*

The Department of Health will celebrate Drinking Water Week May 5-12, 2013, by recognizing water systems and operators who do an outstanding job of providing safe and reliable drinking water to their customers.

You can submit your nomination online at <https://fortress.wa.gov/doh/opinio//s?s=6604>

**The deadline for submitting nominations is February 1, 2013.**

Drinking Water Week is the first full week in May each year. It is an opportunity for water professionals and the communities they serve to recognize the vital role water plays in our daily lives. For information and ideas to help you celebrate in your community, visit the American Water Works Association online at <http://www.awwa.org/Government/content.cfm?ItemNumber=44766&navItemNumber=3863>



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## *Embattled customers... (Continued from Page 1)*

Frustrated homeowners turned to us for help.

When we investigated, we found numerous problems. For example, an inspection in July 2010 revealed mold, algae, and rodent infestations in buildings that house pumps, wells, and storage tanks. Significant leaks posed a contamination risk.

We took an escalating series of actions, starting with technical assistance, then moving to a compliance agreement, departmental orders, and finally a stiff financial penalty.

The then-owner didn't argue that arsenic levels needed to be addressed, but he wanted to build a treatment system of his own making.

Operators and engineers came and went.

Late in 2010, residents received a warning that the electric bill for their water system had not been paid and power to the well pumps would be shut off if payment was not received soon. At the last minute the owner paid up, but by February 2011, he had allowed his bill to lapse again.

"This was the final straw," ODW Director Denise Clifford said at the time. She called the owner's failure to pay electric bills "an unacceptable and needless threat to public health."

We stepped in and sought an emergency receivership order; it was granted Feb. 16, 2011, followed by a final receivership that was granted two weeks later. A Superior Court commissioner appointed Cowlitz County as receiver for the water system.

Beacon Hill Water and Sewer District, through a contract with Cowlitz County Public Works, became the system operator. Within three days, Beacon Hill

staff secured and inspected the water system, restored the disinfection system and collected water quality monitoring samples. Lab test results showed the water was free of coliform bacteria, so the state agreed to end a health advisory that had been in place since June 2010.

The homeowners formed the Columbia Crest Estates Water Association with the idea of taking over the water system. They offered to buy it outright for \$30,000, but the owner rejected their offer.

Fast-forward to July 27, 2012, when a Superior Court judge assigned a receivership value for the water system. His verdict: The customers could purchase the system for \$1.

The water association now owns the water system. They have hired a satellite management agency to operate their system.

The next step will be to address the arsenic. With help from legislators, Cowlitz County secured a \$200,000 grant to design and build arsenic treatment for the water system.

"The Columbia Crest Estates Water Association appears to be on a good path forward now," said Bonnie Waybright, manager of our Southwest Regional Office. "It is too bad these homeowners had to go through so much inconvenience and legal expense to get to this stage. We certainly appreciate their determination and willingness to work with us through this process and assume responsibility for their water system."

# Water systems struggle to complete WUE reporting requirements

Municipal water systems are still in the early stages of making water use efficiency (WUE) part of their daily water system operations. This month, as we review annual WUE reports, we have some good news and some bad news.

**The good news:** About 86 percent of the systems submitted their WUE reports for 2011 to the Office of Drinking Water this year. That is a pretty reasonable rate of return, although we expect all municipal systems to comply. For the most part, those who submitted their reports met our expectations. Here are a couple of good examples:

[Enchanted Firs Mobile Estates in Pierce County](#)

[Chelan County Public Utility District 1](#)

**The bad news:** We notified more than 600 water systems that they still need to establish a WUE goal that meets the state requirements. In other words, one-third of the water systems that submitted a WUE report failed to establish a WUE goal. If your water system received our notice, here is what you need to know:

1. We expect you to establish a WUE goal and report that information to us by the July 1, 2013, annual WUE reporting deadline.
2. Your WUE goal must have the following criteria:
  - Focus on **customer water use**
  - Identify a **measurable water savings**
  - Identify **when the goal will be achieved**

Remember, your WUE goal needs to identify a **water savings target over time**, not the things you are doing to reduce water use. Your actions to promote water conservation with your customers, such as inserting water savings tips in the water bill, support your WUE goal. For help, see *Setting goals to use water efficiently* (331-402).\*

## Next steps

Next year, after we review the content of WUE reports, we will immediately contact and, in some cases, send violation notices to systems that:

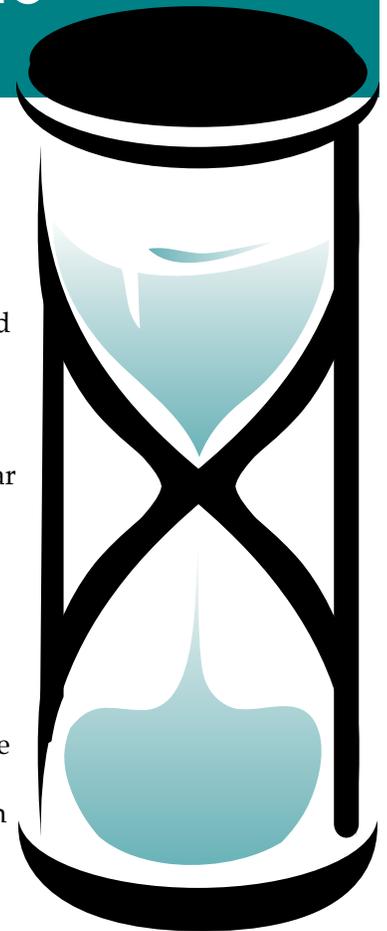
- Didn't establish WUE goals.
- Haven't installed a source meter.
- Didn't report metered data.
- Exceeded the 10 percent leakage standard over a 3-year period (287 water systems exceeded 10 percent this year).
- Missed deadlines for establishing a WUE goal every six years.

This is also the first time in five years that the submittal rate has fallen below 90 percent. Each year, we send Failure to Submit WUE Report violation notices to all water systems that do not comply. We are starting to identify water systems that consistently fail to submit WUE reports. You can find out who [failed to report in 2011 online](#).

We have no way to ensure that systems not submitting annual WUE reports have done anything to comply with the law. We will bring these chronic violators to the attention of the office director who will consider a more aggressive enforcement approach. Don't let your water system be on that list; send in those WUE reports!

If you have questions about the WUE Rule, call Mike Dixel at (360) 236-3154 or email [michael.dixel@doh.wa.gov](mailto:michael.dixel@doh.wa.gov)

\* Our publications are online at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>



# Give your water agreements a “tune-up”

By Kathleen Callison

If you own or operate a water system, your work may be affected by agreements between you and your customers, or you may have a contract with another water system for wholesale water supply. This article discusses some of the problems that can come up when there are misunderstandings about these agreements and steps you can take to “tune up” your agreements.

## Shared well agreements

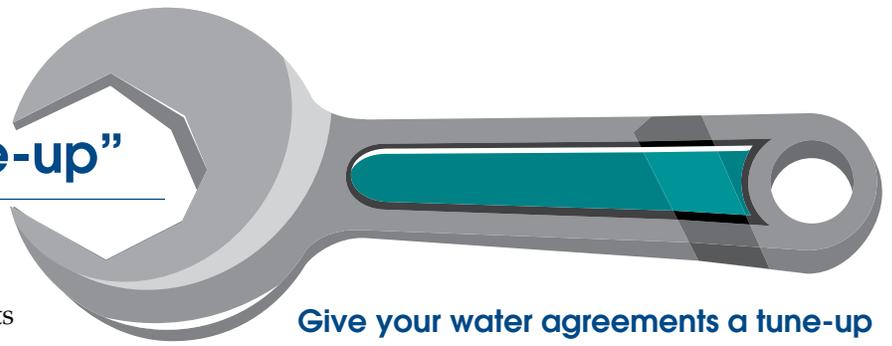
Two or more homes often share a well based on a “handshake deal” or a simple written agreement. Rights and responsibilities may be unclear. How do the owners make decisions about improvements and sharing costs? Is each landowner a part owner of the water system? Have easements been recorded for maintenance?

## Terms of service between your small water system and your customers

Conditions of water service may be outdated or unclear. If each lot your water system serves is allowed “one connection,” does that mean one house – or a house and a separate “mother-in-law” unit? Does a landowner who waters his lawn all day pay the same amount as one who uses water infrequently? If a dentist moves into a commercial storefront where a gift shop used to be, is the dentist’s increased water use consistent with that storefront’s “share” of water? What happens if a customer doesn’t pay monthly rates or share the cost of improvements?

## Agreements relating to interties

If you have a wholesale water agreement, do you know exactly where your facilities – and your responsibilities – begin and end? Under the agreement, are you required to pay for improvements to the other system? If so, do you have the right to participate in decisions about improvements? Which water system receives a connection fee when there is a new connection? Is there a limit on the number of connections served or amount of water provided through the intertie?



## Give your water agreements a tune-up

Recent state planning requirements address some of these problems; however existing water agreements may be inconsistent with these requirements. Others are simply unclear. Find and review your agreements and covenants. Discuss them with your community.

### For shared well agreements and terms of retail service:

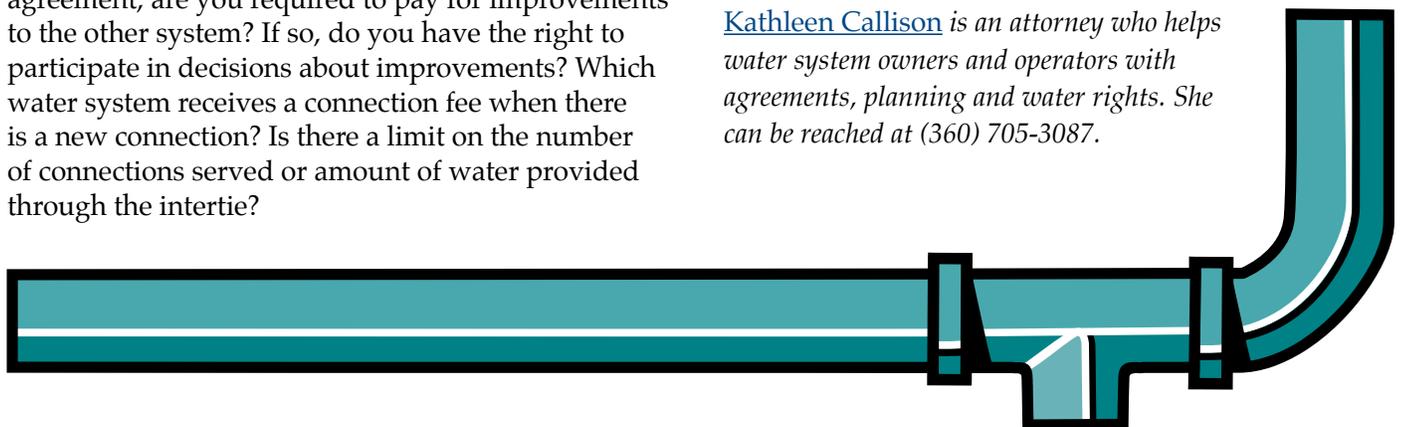
- Do the agreements and covenants meet the current needs of the community or development?
- Do agreements establish clear rights and responsibilities?
- What is the process for making decisions about improvements and sharing costs?
- What happens if someone doesn’t pay their share?
- Are the planned uses and place of use of water sold under the agreement consistent with your water rights?

### For interties:

- Are the rights and responsibilities of both water systems clear? Is the number of connections to be served – or quantity of water provided – consistent with current needs and expectations?

Misunderstandings can have real-world impacts. In one recent case, uncertainty about water service caused a \$3.5 million land deal to fall through. A “tune-up” of your agreements can help avoid problems.

*Kathleen Callison is an attorney who helps water system owners and operators with agreements, planning and water rights. She can be reached at (360) 705-3087.*



# Local and national studies highlight Washington's WUE Program

## *Praise for the Water Use Efficiency Rule and your efforts to implement the law*

[The Water Efficiency and Conservation State Scorecard: An Assessment of Laws and Policies](#) describes the efforts states have taken to adopt laws and policies related to water efficiency and conservation. It was published by the Alliance for Water Efficiency (AWE), a national nonprofit organization dedicated to the efficient and sustainable use of water in the U.S. and Canada.

AWE based its analysis on a 20-question survey. Each state received a grade for its efforts, similar to a school report card. Washington ranked 4th highest in the nation with a "B" grade for its progressive water efficiency laws and policies. Our state ranked particularly high for WUE planning, the 10 percent water-loss standard and state-provided technical assistance.

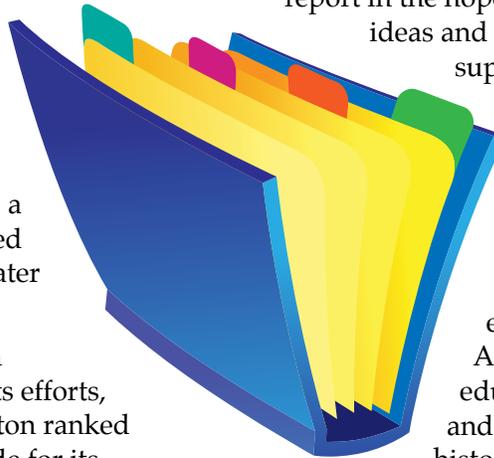
### **Top 5 ranked states:**

1. California
2. Texas
3. Arizona
4. Washington
5. Rhode Island

[Cooperative Conservation: A Report on the Implementation of Washington's Water Use Efficiency Rule](#) highlights the progress toward greater water efficiency among municipal water suppliers since we adopted the WUE Rule in 2007. The Partnership for Water Conservation, a local nonprofit organization dedicated to enhancing water efficiency efforts in Washington, sponsored the report.

The report says, "The Partnership sponsored this report in the hope that it will be a source of ideas and inspiration for municipal water suppliers and others who want to become more active in preserving Washington's precious water resources."

Among other findings, the report identified popular ways water systems promote water efficiency with their customers. At the top of the list are public education, conservation rates, and bills that show consumption history.



### **Other findings:**

|   |       |
|---|-------|
| The average rate of water loss:                           | 11.5% |
| <b>Systems that:</b>                                      |       |
| Reported a three year average water loss below 10 percent | 68%   |
| Implemented a conservation rate structure                 | 74%   |
| Established goals to reduce water use by 1-5 percent      | 60%   |

## *Director's Column... (Continued from Page 2)*

them, they're more likely to support your next rate increase request.

If you've raised rates recently, show customers what they're getting for the extra money.

Educate your customers about what it takes to operate a water system. Talk about future directions.

Above all, use simple language. Granted, you must use mandatory language in parts of the report, but avoid technical terms and jargon as much as possible. Write the report as if you were talking to your neighbor about your work.

Use these same principles when setting your conservation goals and producing inserts for water bills.

It appears the U.S. Environmental Protection Agency may soon approve electronic communication of CCRs. If that happens, it will provide low-cost opportunities for smaller systems to do a lot more with their reports. Your utility may not have the budget for a glossy print job, but you can produce a web-based report economically.

Your next report is due July 1. What are you waiting for? Get out there and tell your story, as only you can tell it.

*Denise A. Clifford*

# It's renewal time for waterworks operators

We mailed renewals to waterworks operators the second week of November. If you didn't get yours, there could be two reasons:

1. You didn't meet your professional growth requirement yet. We won't mail the renewal to you until you meet the requirement. Hurry! You have only until December 31, 2012, to meet the requirement.

You can check your professional growth status online at <http://www.wacertservices.org> or call Washington Certification Services at (877) 780-2444.

2. We don't have your correct home mailing address. If you've moved recently, you need to notify us in writing. You can do so by:

- Sending an email to Larry Granish at [larry.granish@doh.wa.gov](mailto:larry.granish@doh.wa.gov)
- Submitting an address change online at <http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/RegulationandCompliance/WaterworksOperatorCertification.aspx>
- Faxing your notice to (360) 236-2252
- Sending a letter to:

Waterworks Operator Certification  
PO Box 47822  
Olympia WA 98504-7822



Please remember to include your certification number on your correspondence. If you have questions about your renewal, please call Larry Granish at (800) 525-2536, Ext. 1.

*Time is nearly up!*

## BATs, operators, don't lose your certification

### Waterworks Operators

Operators certified before January 1, 2010, must complete all training or certification exams applied toward their professional growth requirement by December 31, 2012. You must submit all documentation of relevant CEU or college credit earned during your professional growth reporting period to Washington Certification Services by February 15, 2013. If it satisfies the requirement, we will send you a renewal notice. If not, your certificate will inactivate on March 1. You will have to submit an application to the Operator Certification Program and pass the certification exam again.

### Backflow Assembly Testers (BATs)

BATs certified before January 1, 2010, must pass the professional growth exam by December 31, 2012, to be eligible to renew their certificate. If you do not

pass the professional growth exam by the deadline, your certificate will be inactivated. This means you will have to reapply and pass both the written and practical portions of the BAT certification exam again.

*Effective January 1, 2013, public water systems will only accept test reports from BATs who have passed their exam under USC's 10th Edition field test procedures. BATs, employers, and public water systems can verify whether a tester's most recent exam was administered under the 9th or 10th Edition procedures at [http://www.instruction.greenriver.edu/wacertservices/bat/cert\\_verification.asp](http://www.instruction.greenriver.edu/wacertservices/bat/cert_verification.asp)*

### Check your status

Operators and BATs can check their professional growth and exam status online at <http://www.wacertservices.org>

If you have questions or need information, call Washington Certification Services at (877) 780-2444.

## New WARN videos available

The U.S. Environmental Protection Agency (EPA) developed two videos to help Water and Wastewater Agency Response Networks (WARN). Click images to play.

A WARN is an intrastate coordination of “utilities helping utilities” to respond to and recover from emergencies by sharing resources with one another. The WARN framework provides a forum for maintaining emergency contacts. This expedites access to specialized resources and facilitates training on resource exchange during an emergency.

The first video, “Background on the WARN Initiative,” is targeted to non-WARN members and response partners unfamiliar with WARN. The video describes how WARN programs began, the status of WARNs across the U.S., and the benefits of joining a WARN.

The second video, “WARN Tabletop Exercises,” is for existing WARN members. Using footage from actual tabletop exercises, it describes the benefits of these exercises, discusses key issues and lessons learned from previous exercises, and encourages participation in tabletop training.

Both videos are online at EPA’s Office of Water Mutual Aid and Assistance at <http://water.epa.gov/infrastructure/watersecurity/mutualaid/index.cfm>

For more about the Washington WARN program, go to: <http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/DrinkingWaterEmergencies/WARNResponseNetwork.aspx>

For more information about WARN in general, go to <http://www.epa.gov/mutualaid>



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### Best taste... (Continued from Page 1)

Washington, D.C., in February. That event is part of the Rural Water Rally, an annual legislative event for the 48 state affiliates of the National Rural Water Association.

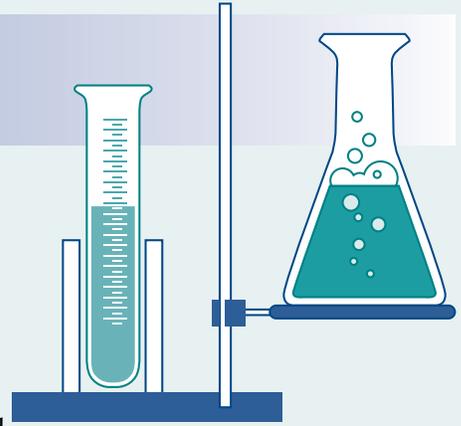


“The city is super proud of this award!” said Rod Fadden, Public Works Director for the City of Sumas. “We’ve always known we have great-tasting water and are excited about our chances at the nationals in February.” The 515-connection, untreated groundwater system in northern Whatcom County also supplies water to the City of Nooksack and two large rural water systems in the area.

“This year entries were going up against the national winner of the Great American Water Taste Test, Mountain View-Edgewood Water, so the stakes were high,” said Tracey Hunter, executive director of Rural Water of Washington. “I have no doubt Washington will bring home the gold again.”

The competition is part of a national *Quality on Tap!* campaign to emphasize the high quality, standards, and, consequently, taste of rural water.

# LAB CORNER



## If the results are acute: Call! Don't write.

This last quarter we finished doing a survey of commercial laboratories. One of our questions revolved around how labs notify our regional office after finding an acute reading. Nearly 20 percent could not answer or did not know. Another 33 percent said they would use email.

Time is of the essence, so the preferred method for initial notification is to call the regional office contact. If they do not answer, do not leave a message but rather press 0 on your phone. You will be redirected to a live person who will then find someone to take the information. A second alternative is to fax the information to the regional office.

Email is not useful for initial notification because, if the individual is out of the office, no one else will know about the problem until the individual returns to read your correspondence. You may use email as a second round of notification. It is a good way to send more information, such as scanned lab reports, to our regional contact. Nevertheless, phoning is the preferred method with faxing as your back-up.

## Pedlar retires after 43 years

This is the last article I will write for "Lab Corner." After beginning as a lab technician for the then-City of Tacoma Health Department and now working as the laboratory certification liaison for the State of Washington, I have a 43-year history in public health. It is time to retire.

I want to take this opportunity to thank all the wonderful people I have worked with in labs both here in Washington and across the nation. You are an important part of the public health team working to provide safe and reliable drinking water. I applaud you on providing the data regulators and water operators rely on to continue to serve drinking water to consumers.

I expect you all to cooperate and be as helpful with the next liaison as you have with me. Thanks again and keep up the good work!

~ Richard Pedlar, R.S.  
State of Washington Laboratory Certification Liaison

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### DWSRF online... (Continued from Page 1)

If you have questions, call Karen Klocke at (360) 236-3116 or email [karen.klocke@doh.wa.gov](mailto:karen.klocke@doh.wa.gov)

### Need a planning document?

If you are planning to apply for the 2013 DWSRF cycle, you should contact your [regional planner](#) as soon as possible. You must have an approved planning document that addresses the proposed project before you apply. Depending on your system's planning status, you may not have sufficient time to receive final document approval before the 2013 application deadline. But it's never too early to plan for future application cycles.

Eastern Region (509) 329-2100  
Northwest Region (253) 395-6750  
Southwest Region (360) 236-3030

## RULEMAKING

### Rule adoption: Group B Public Water Systems, chapter 246-291 WAC

The [State Board of Health](#) (Board) adopted proposed changes to the Group B Rule after a public hearing on October 10. The changes will go into effect on January 1, 2014.

The adopted rule implements 2009 legislation (SSB 6171), which was passed to enable program changes to address the budget shortfall. The adopted Group B Rule establishes more stringent design and construction standards, and eliminates routine water quality monitoring requirements.

Some of the major changes include:

- Exempting Group B systems with one or two connections from all requirements.
- Requiring new or expanding Group B systems to use a drilled well for the system's water source.
- Eliminating requirements for coliform and nitrate monitoring.
- Changing the arsenic limit for new or expanding Group B systems from 50 parts per billion (ppb) to 10 ppb.
- Requiring new or expanding Group B system designs to use standard population assumptions.
- Providing clear authority for local health jurisdictions to adopt more stringent requirements.

We created several documents with more detailed information about the rule:

- [Summary of changes](#)

- [Adopted rule language](#)
- [Small Business Economic Impact Statement](#)
- [Preliminary Significant Analysis](#)
- [Group B Rule Development Timeline](#)

Visit our [Group B Web page](#) for more information.

Join our [Group B email list](#) to get automatic updates.

If you need more information, contact:

David Christensen, Policy Unit supervisor and rule lead (360) 236-3153

Theresa Phillips, rules coordinator (360) 236-3147

#### Other rulemaking information

The following rulemaking activities are

online at <http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/RegulationandCompliance/RuleMaking.aspx>

- Water Works Operator Certification, chapter 246-292 WAC
- Basic information on the rulemaking process
- Rulemaking moratorium
- Link to the Agency's rulemaking web page

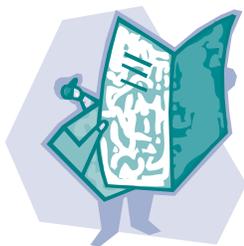
**Drinking water rules are online** at <http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/RegulationandCompliance/Rules.aspx>

**Subscribe to our rulemaking email list** at <http://listserv.wa.gov/cgi-bin/wa?SUBED1=WA-DRINKINGWATERRULES&A=1>

#### Questions?

Call Theresa Phillips, rules coordinator, at (360) 236-3147 or email [theresa.phillips@doh.wa.gov](mailto:theresa.phillips@doh.wa.gov)

## New Publication



**Protecting Public Health: Requirements for Waterworks Operators (331-466).** New! August 2012. Four pages describe how to comply with the rule that requires most Group A public water systems to have a certified operator. Includes a list of certified operator responsibilities and explains how to become certified, meet professional growth requirements, and more.

For copies of our publications, call (800) 521-0323 or visit us online at <https://fortress.wa.gov/doh/eh/dw/publications/publications.cfm>

## Woman sentenced to 33 months in prison for mail fraud

### Falsifying water samples sends N.C. operator to jail

In October 2012, U.S. District Judge Martin Reidinger sentenced Linda Knox, 50, of Marshall, N.C., to 33 months in prison, followed by three years of supervised release for committing mail fraud. From 2005 through 2010, Knox, through her company, claimed to provide water-sampling services to her clients, when in fact, she did not. The judge also ordered Knox to pay \$22,056 as restitution to victims.

According to court records, for almost five years Knox either failed to properly conduct or did not conduct at all required tests related to the safety of her customers' water samples. Knox also sometimes used tap water instead of the actual source's water samples. For example, a private lab subcontracted to test Knox's company's 2007 end of year samples for more than 100 customers indicated that all of the water samples were fake. Knox pleaded guilty to one count of mail fraud in December 2010.

"Customers relied on Knox to provide accurate testing of their water supply," said U.S. Attorney Anne M. Tompkins. "Knox's actions put more than 100 water sources at risk of becoming unsafe for drinking, potentially risking the health of hundreds or thousands of individuals."

Knox owns and manages "If It's Water & More." Among other things, the company samples and analyzes water systems across Western North Carolina. Knox's client list included public parks, churches, restaurants, campgrounds, mobile home parks, apartment buildings, a child development center, a medical center, a community club, a school, and a fire department.

"Violators who submit false information undermine the government's efforts to protect the public and the environment," said Maureen O'Mara, Special Agent in Charge of EPA's criminal enforcement program in North Carolina. "To safeguard public health, it is essential that companies and their senior managers comply with environmental regulations. (Knox) knowingly falsified drinking water samples, giving inspectors serious concerns over the health of the community water systems involved. These illegal actions cannot and will not be tolerated."

"Falsifying water quality tests is against the law and potentially dangerous for all those who rely upon the safety of clean drinking water, said Greg McLeod, director of the North Carolina State Bureau of Investigation (NC SBI). "Our SBI agents will keep working with our partners to enforce the law and hold violators accountable."

Federal sentences are served without possibility of parole.



# Annual polymer use reporting

*Do you own or operate a Group A system?*

*Does your system use a filtration plant to treat surface water or groundwater?*

*Did your plant use a polymer to assist coagulation during 2012?*

If you answered “yes” to all of these questions, you must complete and return a Polymer Usage Certification form to us by January 31. According to this annual requirement, you must send us a separate completed form for each polymer used in your plant.

## Epichlorohydrin or acrylamide?

Any Group A public water system that used a polymer containing epichlorohydrin or acrylamide must report the highest dosage used (WAC 246-290-480(2)(1)). For your convenience, the *Certification Form of Epichlorohydrin and Acrylamide Usage* (331-337) is online at <http://www.doh.wa.gov/Portals/1/Documents/Pubs/331-337-F.doc>

We require all treatment polymers to be certified safe under ANSI/NSF Standard 60. The only polymers acceptable for use in your water treatment process are those listed by an ANSI-approved certifier. The following are all ANSI-approved:

- NSF International (NSF)
- Underwriters Laboratories (UL)
- Water Quality Association

These certifiers show the highest dosage you may apply at any time in their product lists. **In most cases, the treatment technique requirement will be met if you maintain dosages at or below the maximum-use level noted in the listing for your polymer.**

For a complete list of approved certifiers, contact American National Standards Institute (ANSI) at (212) 642-4900 or <http://www.ansi.org>

If you have questions about this requirement, call Stephen Baker at (360) 236-3138 or email [stephen.baker@doh.wa.gov](mailto:stephen.baker@doh.wa.gov)

## Polymer Checklist

- ✓ Use only certified products (ANSI/NSF Standard 60)
- ✓ Know the maximum dosages allowed
- ✓ Keep plant dosages at or below the maximum
- ✓ Send in your report every year

## In This Issue

The following people contributed to the production of this issue of *Water Tap*:

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