



March 2004
Monthly Report

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Tap Water Testing	217**	12
Local Drinking Water Quality	206	11
Lead	201	11
Home Water Treatment Units	103	6
Consumer Confidence Reports	101	5
Household Wells	92	5
Other EPA	79	4
MCL List	70	4
Other Drinking Water Background	62	3
Complaints About PWSs	60	3

*A total of 1,872 questions were answered by the Hotline (via telephone and e-mail) in March 2004.

**Citizens who obtain their drinking water from private household wells asked 12 percent of the tap water testing questions.

Calls	E-mails	Total***
1,332	248	1,580

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

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

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

For More Information Contact:
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Operated by Booz Allen Hamilton
Under Contract #GS-10F-0090J

What's New

New Publications:

- *Lead and Copper Rule: A Quick Reference Guide* (EPA816-F-03-023) is now available at www.epa.gov/safewater/lcrmr/pdfs/qrq_leadcopper_2004.pdf.
- New product guides and a functional feedback page for the *Water and Wastewater Security Product Guide* are now available at www.epa.gov/safewater/security/guide/index.html.
- *Factoids: Drinking Water and Ground Water Statistics for 2003* (EPA816-K-03-001) is now available at www.epa.gov/safewater/data/pdfs/factoids_2003.pdf.
- *Annotated Bibliography of Source Water Materials* (EPA816-F-03-010) is now available at www.epa.gov/safewater/protect/bibliography.html or on CD by contacting the Safe Drinking Water Hotline.
- *Unregulated Contaminant Monitoring Rule Update, Issue 7* (EPA815-N-04-003a) is now available at www.epa.gov/safewater/standard/ucmr/update07.html.

Calendar:

Who?	What?	Where?	When?
NDWA	CCL Work Group	Washington, DC	3/4/2004 – 3/5/2004
ASDWA	Member Meeting	Alexandria, VA	3/17/2004 – 3/19/2004
EPA	Stage 1 DBP Training	Satellite Broadcast	3/18/2004
GWPC	Annual Policy Conference	Washington, DC	3/21/2004 – 3/23/2004

Monthly Trends

In EPA's ongoing effort to educate the public about drinking water issues, EPA's Office of Ground Water and Drinking Water (OGWDW) released a series of pocket-sized outreach and assistance publications. The pocket guides were designed to heighten public awareness of the importance of protecting source waters used for drinking water. The table below presents the number of copies of each pocket guide ordered through the Hotline in the past year.

Summary of Pocket Guide Orders (4/03 to 3/04)

Pocket Guide	Quantity*
<i>Protect Our Health From Source To Tap: National Drinking Water Program Highlights</i> (EPA816-K-01-001, May 2001)	160
<i>Protecting Drinking Water Through Underground Injection Control</i> (EPA816-K-02-001, January 2002)	37
<i>Consider the Source: A Pocket Guide to Protecting Your Drinking Water</i> (EPA816-K-02-002, June 2002)	246

* Does not reflect orders placed directly with EPA's Water Resource Center

Frequently Asked Qs & As

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

Q: I have seen several kits in hardware stores to test my drinking water at home. Does EPA produce, endorse, or recommend a kit for testing my drinking water at home?

A: EPA does not manufacture kits to test drinking water, and does not endorse or recommend specific drinking water home testing kits. EPA recommends using a state certified laboratory to test your drinking water.

Q: Our community is interested in establishing a source water protection program. How can we find information about existing programs?

A: EPA's Office of Ground Water and Drinking Water is compiling examples of good local source water protection programs. As these case studies are collected and reviewed for accuracy and completeness, they will be posted on the Source Water Protection Web site. They represent a variety of approaches to protecting sources of drinking water supplies for a diverse group of communities that differ in size, geography, economic and social characteristics, and type of source water used. Communities interested in source water protection can use them as references in designing their own programs. The case studies are available at www.epa.gov/safewater/protect/casesty/casestudy.html.

Q: Public water systems must collect total coliform samples at sites that are representative of water throughout the distribution system according to a written sample siting plan (40 CFR 141.21(a)(1)). What is the required sample volume for total coliform analysis?

A: The standard sample volume required for total coliform analysis is 100 mL, regardless of analytical method used (40 CFR 141.21(f)(1)).

Q: What is the holding time for compliance analysis of coliform bacteria samples?

A: The time from sample collection to initiation of analysis may not exceed 30 hours. Systems are encouraged but not required to hold samples below 10°C during transit (40 CFR 141.21(f)(3) footnote 2).

Q: How should water be disinfected for drinking during an emergency?

A: During an emergency, boiling or chemicals can be used to effectively disinfect small quantities of water. Vigorous boiling for one minute will kill any disease-causing microorganisms present in water. When boiling is not practical, chemical disinfection with chlorine or iodine should be used cautiously. If disinfection using chemicals is necessary, murky or colored water should be filtered first since disinfectants are less effective in cloudy water. Chlorine and iodine are somewhat effective in protecting against exposure to *Giardia*, but may not be effective in controlling *Cryptosporidium*. Therefore, iodine or chlorine should only be used to disinfect well water because it is unlikely to contain these disease-causing organisms. Chlorine is generally more effective than iodine in controlling *Giardia*, and both disinfectants work better in warm water (*Emergency Disinfection of Drinking Water*, EPA810-F-93-002, July 1993).

Q: Do New York City residents receive free lead testing for their drinking water?

A: The New York City Department of Environmental Protection (NYCDEP) can provide information to New York City residents about free drinking water lead testing. Residents can contact the NYCDEP by calling 311 or (212) 639-9675.

Q: Is it safe to run my humidifier with lead contaminated water?

A: EPA has not concluded that using tap water in ultrasonic or impeller humidifiers poses a serious health risk. However, researchers have documented that these humidifiers are very efficient at dispersing minerals (pollutants) in tap water into the air. Specific to tap water with high levels of lead, exposure to the "cool mist" from ultrasonic or impeller humidifiers may carry similar exposure risks as ingestion of the tap water with lead due to the inhalation of the "cool mist" and absorption from the lungs. It is recommended that alternative sources of water (e.g. distilled or bottled water) be used for these types of humidifiers when the tap water has high levels of lead. Two types of humidifiers generally disperse less, if any, pollutants into the air. These types of humidifiers are evaporative and steam vaporizers. Additional EPA information on the use and care of home humidifiers is available at www.epa.gov/iaq/pubs/humidif.html.

Did You Know?

Nearly 14 percent of the water a typical homeowner pays for is never even used – it leaks down the drain.

(EPA, Office of Groundwater and Drinking Water)

Monthly Summary of Hotline Service

Total number of calls answered	1,332
Total number of e-mails received	248
Average wait time (in seconds)	0:47
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	80.5%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers were transferred to the WSC WellCare Hotline	309
Number of times callers listened to recorded message about CCRs	212
Number of times callers listened to recorded message about local drinking water quality for PWS customers	247
Number of times callers listened to recorded message about tap water testing and quality for household well owners	141
Number of times callers listened to recorded message about tap water testing for PWS customers	336

Comparison to Previous Year

	Calls	E-mails
March 2004	1,332	248
March 2003	1,695	307

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water Systems	194	17
2. State Lab Certification	164	14
3. EPA Internet	155	13
4. State PWSS	139	12
5. NSF/WQA/UL	99	8
6. EPA Regions	65	6
7. Other Hotlines	54	5
8. AGWT/WSC	53	5
9. Local Public Health	48	4
10. FDA/IBWA	43	4

*A total of 1,167 referrals to other resources, agencies, and organizations were provided by the Hotline in March 2004.

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	15	3
Citizen - Private Well	94	41
Citizen - PWS	721	77
Consultants/Industry/Trade (DW)	101	10
Consultants/Industry/Trade (Other)	73	43
Environmental Groups	3	0
EPA	22	3
Other Federal Agency	18	7
Government, Local	17	2
Government, State	24	7
Government, Tribal	2	1
Spanish Speaking	16	0
International	3	13
Media	4	0
Medical Professional	7	1
Public Water System	123	11
Schools/University	40	29
Other	49	0
TOTALS	1,332	248

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-March	41	00:43
2-March	9*	00:32
3-March	49	00:29
4-March	72	00:48
5-March	65	00:27
8-March	75	00:45
9-March	78	2:14
10-March	46	00:59
11-March	63	00:59
12-March	65	01:05
15-March	57	00:24
16-March	69	00:23
17-March	79	00:51
18-March	56	00:32
19-March	37	01:02
22-March	62	01:20
23-March	70	00:59
24-March	71	00:39
25-March	54	00:21
26-March	29	00:28
29-March	63	00:36
30-March	61	00:42
31-March	61	00:21
TOTALS	1,332	00:47

*Because of technical difficulties with the phone service provider, the toll free SDW Hotline number was inoperable for part of the day.

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	14	1
Coliforms	22	4
Cryptosporidium	9	0
Disinfection/Disinfection Byproducts (Other)	16	2
Disinfection – Home Water	3	0
Other Microbials	9	0
Storage – Home Water	0	0
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	20	2
Trihalomethane (THM)	9	1
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	7	5
Fluoride	11	0
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	6	1
Perchlorate	1	1
Phase I, II & V	18	1
Sodium Monitoring	3	2
Sulfate	3	0
Lead and Copper		
Copper	10	0
Lead	187	14
Lead Contamination Control Act (LCCA)/Lead Ban	8	2
Radionuclides		
Radionuclides (Other)	21	9
Radionuclides (Radon)	32	3
Secondary DW Regulations		
Secondary DW Regulations	27	5
SDWA Background/Overview		
Definitions & Applicability	18	4
MCL List	52	18
Other Background	44	18
SDWA	30	2

Category	Calls	E-mails
Water on Tap	3	0
Other DW Regulations		
Analytical Methods (DW)	22	4
Contaminant Candidate List/ Drinking Water Priority List	0	1
Consumer Confidence Report (DW)	95	6
DW Primacy (PWS)	0	0
Operator (PWS) Certification	1	2
Other Drinking Water Security	39	12
Public Notification (PWS)	11	1
Security Planning Grants	9	0
State Revolving Fund (DW)	1	0
Unregulated Contaminant Monitoring Rule (UCMR)	18	1
Other Drinking Water		
Additives Program	8	3
Bottled Water	50	3
Complaints about PWS	44	16
Compliance & Enforcement (PWS)	23	7
Home Water Treatment Units	83	20
Infrastructure/Cap. Development	4	0
Local DW Quality	163	43
Tap Water Testing	198	19
Treatment/BATs (DW)	9	2
Drinking Water Source Protection		
Ground Water Rule	7	1
Sole Source Aquifer	2	2
Source Water/Wellhead Protection	14	5
UIC Program	7	4
Out of Purview		
Household Wells	63	14
Non-Environmental	18	29
Non-EPA Environmental	27	13
Other EPA (Programs)	65	5
TOTALS	1,564	308

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline monthly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

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.

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

March 2004

APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the State of Delaware”

March 3, 2004 (69 FR 10043)

The Delaware statute has been amended to clarify the authority of Delaware Health and Social Services to impose administrative penalties on systems of all sizes. This resolves a question regarding the Department's authority to impose administrative penalties on systems serving less than 500 service connections. Delaware has adopted a Radionuclides Rule, a Filter Backwash Recycling Rule, a Consumer Confidence Report Rule, and a Public Notification Rule. The state has agreed to a schedule to correct several minor errors in its Radionuclides Rule submission. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions.

“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of Delaware”

March 11, 2004 (69 FR 11623)

Delaware has adopted the Arsenic Rule that requires community and non-transient non-community water systems to comply with the revised arsenic drinking water standard that established the maximum contamination level (MCL) standard at 10 parts per billion. The arsenic drinking water standard is expressed as 0.010 mg/L. EPA has determined that these revisions, all effective September 19, 2003, are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. All interested parties are invited to submit written comments on this determination and may request a public hearing.

“Agency Information Collection Activities: Proposed Collection; Comment Request; Annual Public Water Systems Compliance Report”

March 16, 2004 (69 FR 12323)

EPA announced continuing submittal of an ICR. Section 1414 (c)(3)(A) of the Safe Drinking Water Act requires that each state that has primary enforcement authority under the Act shall prepare, make readily available to the public, and submit to the Administrator of EPA, an annual report of violations of national primary drinking water regulations in the state. The states' reports are to include violations of maximum contaminant levels, treatment requirements, variances and exemptions, and monitoring requirements determined to be significant by the Administrator after consultation with the states. Section 1414(c)(3)(B) of the Safe Drinking Water Act requires EPA to prepare and make available to the public an annual report that summarizes and evaluates the reports submitted by the states pursuant to section 1414(c)(3)(A). EPA's annual national report must also provide specified information about implementation of the public water system supervision system on Indian reservations and make recommendations concerning the resources necessary to improve compliance with the Safe Drinking Water Act.

**“Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revisions for the State of Maryland”
March 17, 2004 (69 FR 12693)**

EPA has decided to tentatively approve the program revisions the State of Maryland is making to its approved Public Water System Supervision Program. Maryland has adopted the Arsenic Rule, the Interim Enhanced Surface Water Treatment Rule, the Stage 1 Disinfectants and Disinfection Byproducts Rule, the Filter Backwash Recycling Rule, and the Radionuclides Rule. EPA has determined that these revisions, all effective September 1, 2003, are no less stringent than the corresponding federal regulations.

PROPOSED RULE

**“National Primary Drinking Water Regulations: Minor Corrections and Clarifications to Drinking Water Regulations”
March 2, 2004 (69 FR 9781)**

This rule proposes minor changes to clarify and correct the Environmental Protection Agency's (EPA) drinking water regulations. This proposal would clarify typographical errors, inadvertent omissions, editorial errors, and outdated language in the final Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR), the Surface Water Treatment Rule, and other rules. In addition to these clarifications, EPA is proposing optional monitoring for disinfection profiling and an earlier compliance date for some requirements in the LT1ESWTR, and a detection limit for the uranium methods. This action proposes no new monitoring or reporting requirements. EPA proposes a change in compliance date for the LT1ESWTR from 1/14/2005 to 1/1/2005. Also proposed is a detection limit for uranium methods of 1ug/L and decreased repeat monitoring frequency to once every 9 years for entry points that are below detection.