

## SDW Hotline Report

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### Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Consumer Confidence Reports	831	19
Local Drinking Water Quality	389	9
Tap Water Testing	348**	8
Cryptosporidium	287	7
Lead	198	4
Home Water Treatment Units	184	4
Household Wells	174	4
Bottled Water	152	3
Complaints About PWSs	131	3
Non-EPA Environmental	127	3

\*A total of 4,414 questions were answered by the Hotline (via telephone and e-mail) in June 2003.

\*\*Citizens who obtain their drinking water from private household wells asked 24 percent of the tap water testing questions.

Calls	E-mails	Total
2,930	292	3,222***

\*\*\*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 or (877) EPAWATER

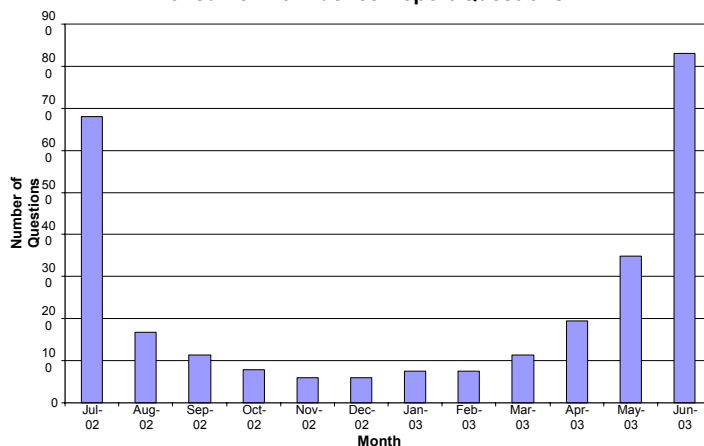
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## Monthly Trends

As a result of the July 1<sup>st</sup> deadline for delivery of consumer confidence reports (CCRs), CCR related questions increased dramatically in June. CCR questions surpassed local drinking water quality questions, receiving a total of 831 questions (19 percent of the total volume of questions for the month). The chart below illustrates the surge in CCR questions for June 2003.

Consumer Confidence Report Questions



## What's New

### New Publications:

- *Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) Disinfection Profiling and Benchmarking Technical Guidance Manual*, EPA816-R-03-004, May 2003 is now available at <http://www.epa.gov/safewater/mdbp/lt1eswtr.html>.

### Did You Know?

Perchlorate is both a naturally occurring and synthetic organic chemical used in the United State as the primary ingredient in solid rocket fuel and, to a lesser extent, in missiles, fireworks, explosives, and air bag inflators.

(Main Stream 47, No. 3 (July 2003): p. 3)

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Source Water Protection Conference	Washington, DC	6/2/2003 – 6/4/2003	For more information: <a href="http://www.epa.gov/safewater/protect/swpconf.html">www.epa.gov/safewater/protect/swpconf.html</a>
	National UIC Managers Meeting	Denver, CO	6/10/2003 – 6/12/2003	
AWWA	Annual Conference	Anaheim, CA	6/15/2003 – 6/19/2003	For more information: <a href="http://www.awwa.org">www.awwa.org</a>
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	7/16/2003 – 7/17/2003	
EPA	Community Involvement Conference	Philadelphia, PA	7/22/2003 – 7/25/2003	
EPA	Stage 1 DBPR Train The Trainer Session	Albany/Troy, NY	7/28/2003 – 7/29/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Kansas City, KS	8/19/2003 – 8/20/2003	To register, contact the SDW Hotline
ASIWPCA	Annual Conference	Whitefish, MT	8/24/2003 – 8/26/2003	
EPA	Stage 1 DBPR Train The Trainer Session	Dallas, TX	8/26/2003 – 8/27/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	New Chelmsford, MA	9/8/2003 – 9/9/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Hartford, CT	9/10/2003 – 9/11/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	9/17/2003 – 9/18/2003	
EPA	Stage 1 DBPR Train The Trainer Session	EPA HQ - Satellite	9/22/2003 – 9/24/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Kent, WA	9/29/2003 – 9/30/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Dover, DE	9/30/2003 – 10/1/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Phoenix, AZ	11/6/2003 – 11/7/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	11/13/2003 – 11/14/2003	

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## Frequently Asked Qs & As

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

**Q:** My consumer confidence report says that the water met or exceeded all national primary drinking water standards in 2002. Who performs the water analysis?

**A:** For determining compliance, a sample will only be considered if it has been analyzed by a state certified laboratory. However, any person considered acceptable to the state can take measurements for alkalinity, calcium, conductivity, disinfectant residual, orthophosphate, pH, silica, temperature, and turbidity (40 CFR 141.28(a)).

**Q:** The Long Term 1 Enhance Surface Water Treatment Rule requires Subpart H community and non-transient non-community water systems serving less than 10,000 persons to complete a disinfection profile. What is a disinfection profile?

**A:** A disinfection profile is a graphical representation of a system's level of giardia or virus inactivation during the course of a year. The disinfection profile shows the log inactivation of giardia and other viruses graphed as a function of time. It is used in the decision making process for a system's disinfection practices (e.g., a change in the point of disinfection, a change in the disinfectants used in treatment, a change in the disinfection process, or any other modification identified by the state) (*LT1ESWTR Disinfection Profiling and Benchmarking Technical Guidance Manual*, EPA816-R-03-004, May 2003).

**Q:** In 1995, the U.S. Court of Appeals for the D. C. Circuit granted a voluntary motion to remand the maximum contaminant level (MCL) and the maximum contaminant level goal (MCLG) for nickel. On what date were the standards no longer in effect?

**A:** The MCL and MCLG for nickel were no longer in effect as of February 23, 1995. This date corresponds with the court's original remand order. The June 29, 1995 *Federal Register* notice removed the MCL and MCLG from the Code of Federal Regulations (60 FR 33926; 33929).

**Q:** Is funding available to finance assessment and protection activities conducted under EPA's Source Water Assessment and Protection Program?

**A:** Funds are available through the Drinking Water State Revolving Fund (DWSRF) and the Clean Water State Revolving Fund (CWSRF) to finance a variety of assessment and protection activities under the Source Water Assessment and Protection Program. Up to 10 percent of a state's annual DWSRF allotment may be used for state program management of the source water protection program (SDWA 1452(g)(2)). Additionally, 15 percent of the DWSRF may be used for local assistance and other state programs (SDWA 1452(k)). Further information on using the DWSRF for source water protection activities is available in the Fact Sheet: *Using DWSRF Set-Aside Funds for Source Water Protection* (EPA816-F-00-013) available at the following Web site: [www.epa.gov/safewater/dwsrf/source.pdf](http://www.epa.gov/safewater/dwsrf/source.pdf). Additional funding through the CWSRF is authorized by the Clean Water Act to provide assistance to communities, water systems, and other organizations (including land conservation associations), for projects that protect source water and enhance water quality. Further information on using the CWSRF for source water protection activities is available in *Protecting Drinking Water with the Clean Water State Revolving Fund* (EPA832-F-00-001) available at the following Web site: [www.epa.gov/safewater/dwsrf/cwswp.html](http://www.epa.gov/safewater/dwsrf/cwswp.html).

**Q:** The 2001 edition of the CFR states that groundwater systems must monitor quarterly for nitrate if they get a result of < 50 percent of the MCL (40 CFR 141.23(d)(2)). Is this a typographical error or has the regulation changed?

**A:** According to Jeanne Campbell of EPA's OGWDW, this is a typographical error. The correct requirement is for groundwater systems to monitor quarterly for one year following any one sample in which the nitrate concentration is "greater than or equal to" 50 percent of the MCL.

**Q:** What are the definitions of reference dose (Rfd) and drinking water equivalent level (DWEL)? How does EPA use these values to develop maximum contaminant level goals (MCLGs) for non-carcinogenic drinking water contaminants?

**A:** The Rfd is an estimate (with uncertainty spanning perhaps an order of magnitude) of a daily oral exposure to the human population (including sensitive subgroups) that is likely to be without an appreciable risk of deleterious effects during a

lifetime. The DWEL is a lifetime exposure concentration protective of adverse, non-cancer health effects that assumes all of the exposure to a contaminant is from drinking water. The Rfd is used to determine the DWEL and the MCLG for non-carcinogenic contaminants, not including microbial contaminants. The DWEL is calculated by multiplying the Rfd by typical adult body weight (70 kg) then dividing that value by estimated daily water consumption (2 liters). Finally, the DWEL is multiplied by a percentage of the total daily exposure contributed by drinking water (often 20 percent) to determine the MCLG. Further information on setting standards for drinking water is available at the following Web site: [www.epa.gov/safewater/standard/setting.html](http://www.epa.gov/safewater/standard/setting.html).

**Q:** My consumer confidence report shows that my state has given my water system a monitoring waiver. How is this possible?

**A:** A state with primary enforcement responsibility and an approved source water assessment program may adopt alternative monitoring requirements (as an alternative to chemical monitoring requirements set forth in the National Primary Drinking Water Regulations) for public water systems. A state program must be adequate to assure compliance with applicable national primary drinking water regulations (SDWA 1418(b)(1)).

#### 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.

### Monthly Summary of Hotline Service

Total number of calls answered	2,930
Total number of e-mails received	292
Average wait time (in seconds)	0:37
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	80.7%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	1,507
Number of times callers listened to recorded message about CCRs	542
Number of times callers were transferred to the WSC Wellcare Hotline	238
Number of times callers listened to recorded message about tap water testing	338

### Comparison to Previous Year

	Calls	E-mails
June 2003	2,930	292
June 2002	3,718	279

### Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	373	17
2. State Lab Certification	330	15
3. State PWSS	270	12
4. EPA Internet	256	11
5. NSF/WQA/UL	253	11
6. Other Hotlines	112	5
7. FDA/IBWA	105	5
8. Local Public Health	102	5
9. Other	74	3
10. Non-EPA Internet	66	3

*\*A total of 2,260 referrals to other resources, agencies, and organizations were provided by the Hotline in June 2003.*

### Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	28	4
Citizen - Private Well	275	41
Citizen - PWS	2,064	118
Consultants/Industry/Trade (DW)	85	17
Consultants/Industry/Trade (Other)	125	27
Environmental Groups	1	3
EPA	18	4
Other Federal Agency	2	6
Government, Local	16	7
Government, State	26	9
Government, Tribal	1	0
Spanish Speaking	22	0
International	5	24
Media	15	1
Medical Professional	12	0
Public Water System	122	11
Schools/University	32	20
Other	81	0
<b>TOTALS</b>	<b>2,930</b>	<b>292</b>

### Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
2-June	137	00:33
3-June	119	00:32
4-June	143	00:31
5-June	93	00:30
6-June	106	01:25
9-June	155	00:57
10-June	126	00:41
11-June	113	01:07
12-June	123	00:36
13-June	135	00:24
16-June	131	00:19
17-June	118	00:20
18-June	132	00:32
19-June	138	00:26
20-June	114	00:21
23-June	181	00:26
24-June	143	00:28
25-June	173	00:32
26-June	173	00:36
27-June	170	01:02
30-June	207	00:41
<b>TOTALS</b>	<b>2,930</b>	<b>00:28</b>

## Topic Categories

Category	Calls	E-mails
<b>Microbials/Disinfection Byproducts</b>		
Chlorine	29	1
Coliforms	68	10
Cryptosporidium	284	3
Disinfection/Disinfection Byproducts (Other)	53	6
Disinfection – Home Water	32	1
Other Microbials	38	2
Storage – Home Water	9	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	40	5
Trihalomethane (THM)	46	5
<b>Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)</b>		
Arsenic	34	4
Fluoride	39	2
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	13	0
Perchlorate	9	2
Phase I, II & V	57	4
Sodium Monitoring	13	4
Sulfate	1	0
<b>Lead and Copper</b>		
Copper	28	1
Lead	195	3
Lead Contamination Control Act (LCCA)/Lead Ban	6	2
<b>Radionuclides</b>		
Radionuclides (Other)	43	10
Radionuclides (Radon)	72	0
<b>Secondary DW Regulations</b>		
Secondary DW Regulations	40	4
<b>SDWA Background/Overview</b>		
Definitions & Applicability	19	3
MCL List	66	12
Other Background	94	31
SDWA	25	2

Category	Calls	E-mails
Water on Tap	1	6
<b>Other DW Regulations</b>		
Analytical Methods (DW)	18	9
Contaminant Candidate List/ Drinking Water Priority List	6	0
Consumer Confidence Report (DW)	815	16
DW Primacy (PWS)	1	0
Operator (PWS) Certification	2	1
Other Drinking Water Security	35	17
Public Notification (PWS)	84	1
Security Planning Grants	3	1
State Revolving Fund (DW)	5	1
Unregulated Contaminant Monitoring Rule (UCMR)	16	2
<b>Other Drinking Water</b>		
Additives Program	10	3
Bottled Water	142	10
Complaints about PWS	117	14
Compliance & Enforcement (PWS)	36	2
Home Water Treatment Units	173	11
Infrastructure/Cap. Development	7	5
Local DW Quality	364	25
Tap Water Testing	338	10
Treatment/BATs (DW)	22	9
<b>Drinking Water Source Protection</b>		
Ground Water Rule	1	0
Sole Source Aquifer	0	1
Source Water/Wellhead Protection	46	22
UIC Program	8	2
<b>Out of Purview</b>		
Household Wells	148	26
Non-Environmental	98	7
Non-EPA Environmental	91	36
Other EPA (Programs)	98	21
<b>TOTALS</b>	<b>4,038</b>	<b>376</b>

## SAFE DRINKING WATER HOTLINE MONTHLY REPORT

June 2003

### APPENDIX A: FEDERAL REGISTER SUMMARIES

#### NOTICES

**“Meeting of the National Drinking Water Advisory Council (NDWAC)”  
June 5, 2003 (68 FR 33691)**

EPA announced a conference call meeting of the National Drinking Water Advisory Council established under the Safe Drinking Water Act, as amended (42 U.S.C. 300f et seq.). The Council will discuss follow-up actions relating to a report presented at the May 2003 meeting by NDWAC's Work Group on Affordability. The Council meeting will be held on June 20, 2003.

**“Underground Injection Control Program--Revision of Underground Injection Control Requirements for Class I Municipal Wells in Florida; Notice of Meeting”  
June 6, 2003 (68 FR 33902)**

On May 5, 2003, the Environmental Protection Agency published two notices in the Federal Register. The first announced the Notice of Availability of EPA's "Relative Risk Assessment of Management Options for Treated Wastewater in South Florida" (68 FR 23673). The second notice announced the Notice of Data Availability (NODA) (68 FR 23666) which summarizes information from the relative risk assessment and solicits public comment on how the deep well injection findings should inform the final determination on the July 7, 2000 proposed rule, Revision to the Federal Underground Injection Control (UIC) requirements for Class I Municipal Wells in Florida (65 FR 42234). This notice announced two public meetings about the NODA. The meeting dates are June 24, 2003 and June 25, 2003.

**“Public Water System Supervision Program Revision for the State of Louisiana”  
June 18, 2003 (68 FR 36548)**

EPA announced that the State of Louisiana is revising its approved Public Water System Supervision Program. Louisiana has revised its administrative penalty authority, revised its definition for public water system, and adopted a consumer confidence report rule for all community water systems. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program revisions. A request for a public hearing must be submitted by July 18, 2003. If no request for a hearing is received and the Regional Administrator does not elect to hold a hearing on his own motion, this determination shall become final and effective on July 18, 2003.