



November 2002
Monthly Report

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & email)	Percent of Total* Questions
Tap Water Testing	210**	11
Local Drinking Water Quality	175	9
Household Wells	123	7
Other EPA	115	6
Lead	96	5
Home Water Treatment Units	83	4
Other Drinking Water Background	82	4
Coliforms	76	4
Consumer Confidence Report	66	3
Complaints about PWS	59	3

*A total of 1,887 questions were answered by the Hotline (via telephone and email) in November 2002.

**Citizens who obtain their drinking water from private household wells asked 33 percent of the tap water testing questions.

Calls	E-mails	Total
1,455	228	1,683***

***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

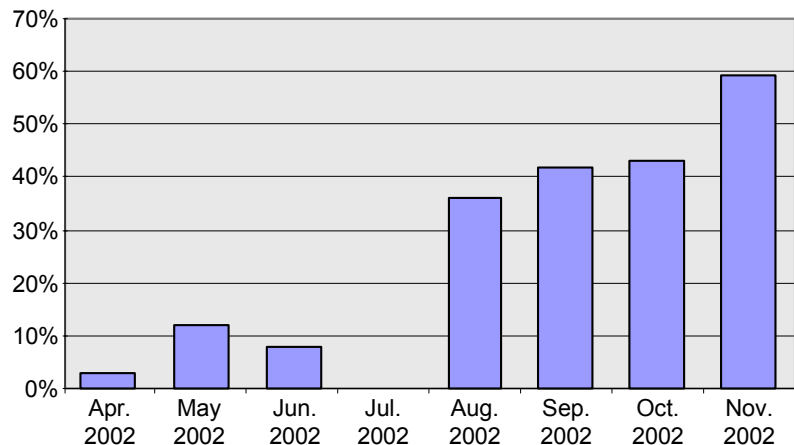
For More Information Contact:
Harriet Hubbard, EPA Project Officer
(202) 564-4621

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

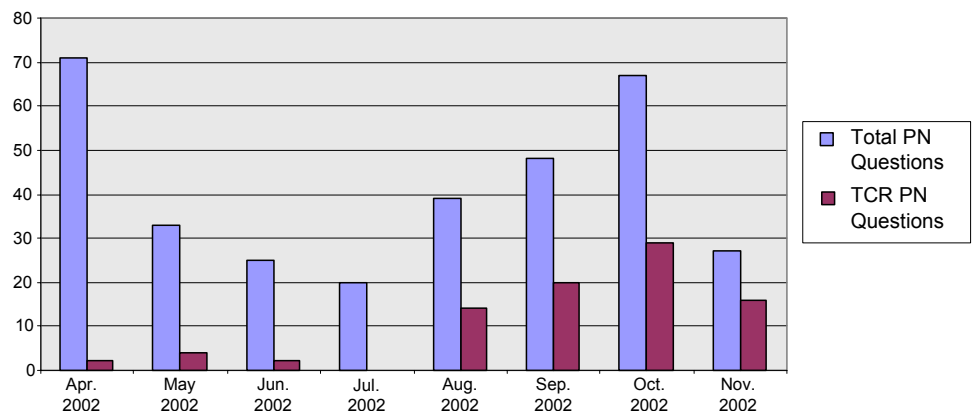
Monthly Trends

During the fall of 2002, the Hotline noted an increase in questions about public notification (PN) that were specifically associated with Total Coliform Rule (TCR) violations. These questions were primarily posed by citizens with concerns about the contents or timing of notifications they had received. Most of the notifications described Tier 2 TCR violations that had occurred the month before they were received, and many callers asked why their water systems had not notified them sooner about those violations. Hotline Information Specialists explained to these individuals that the PN rule generally requires notification within 30 days of a Tier 2 violation. The following graphs illustrate the increase in TCR related PN questions, relative to total PN questions, over the last several months.

Percentage of Monthly Public Notification (PN) Questions Associated with a TCR Violation



Comparison of All Public Notification Questions (PN) and Public Notification Questions Associated with a TCR Violation



What's New

Add This To Your Calendar:

Who?	What?	Where?	When?	More Information
EPA	Closing the Gap: Innovative Responses for Sustainable Water Infrastructure	Marriott at Metro Center Ballroom 775 12 th St. NW Washington, D.C. 20005	12/ 31/ 2003	<ul style="list-style-type: none"> • Open to Public • Contact closingthegap@cadmusgroup.com • For more information: www.epa.gov/water/gap_forum.html
National Drinking Water Advisory Council (NDWAC)	NDWAC Conference Call Meeting on Hydraulic Fracturing, Underground Injection Control, and Coal bed Methane	EPA Headquarters	12/12/02	<ul style="list-style-type: none"> • Open to public
NDWAC	Small System Affordability Working Group	RESOLVE, Inc., 1235 23 rd St. NW, Suite 275, Washington, DC	12/18/02- 12/19/02 and 1/13/03 - 1/14/03	<ul style="list-style-type: none"> • Open to public • Limited seating • Contact RESOLVE at (202) 944-2300
NDWAC	Contaminant Candidate List Classification Process Work Group	National League of Cities, 1301 Pennsylvania Ave., NW, Washington, DC	12/16/02 - 12/17/02	<ul style="list-style-type: none"> • Contact RESOLVE at (202) 944-2300
NDWAC	Contaminant Candidate List Classification Process Work Group	RESOLVE, Inc., 1235 23 rd St. NW, Suite 275, Washington, DC	2/5/03-2/6/03	<ul style="list-style-type: none"> • Contact RESOLVE at (202) 944-2300
EPA	Arsenic and Surface Water Treatment Rules Training	Transmitted by satellite broadcasts to designated downlinks throughout the nation	1/29/03 and 1/30/03	<ul style="list-style-type: none"> • Advance notification is necessary • For downlink locations, registration contacts, more info: www.epa.gov/safewater/dwa/satellite.html

New Publications:

- The final [Implementation Guidance for Radionuclides](http://www.epa.gov/safewater/rads.implement.html), EPA816-F-00-002, is now available at www.epa.gov/safewater/rads.implement.html or by contacting the Safe Drinking Water Hotline.

Frequently Asked Qs & As

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

Q: *Our water quality has been terrible for days, but the water company says that there is no problem and will not provide any information more current than the 2002 annual water quality report. With whom can I speak about this situation?*

A: Public water systems oversee the drinking water delivered to your home. You should first contact your drinking water provider. If you do not obtain a satisfactory explanation, your next step should be contacting your state drinking water program office, which has the regulatory enforcement authority to ensure water systems in the state are meeting all drinking water standards. [State drinking water program offices can be found at www.epa.gov/safewater/dwinfo.htm.] Finally, the Environmental Protection Agency may be able to help. Please contact the Safe Drinking Water Hotline if you need assistance in obtaining any telephone numbers.

Q: *I am concerned about the quality of my drinking water, but I am afraid to ask the water company for information. How can I find out if my water system is in compliance and providing safe drinking water?*

A: Under the Safe Drinking Water Act, most water suppliers are required to provide their customers with annual drinking water quality reports, or consumer confidence reports (CCRs). These reports tell consumers, among other things, what contaminants have been detected in their drinking water and how these detection levels compare to national drinking water standards. The reports must be provided annually before July 1, and, in most instances, are mailed directly to customers' homes. Your water system's CCR may be posted on-line at: www.epa.gov/safewater/dwinfo.htm. Alternately, to obtain a copy of your water system's most recent CCR or additional information about the system, you should contact your local water supplier directly. If you have reason to believe that your water supplier is not complying with federal drinking water regulations, you may contact your state drinking water program office.

Q: *We are going to be changing our water system's disinfection practice. Is there a public notification requirement when a system switches from chlorine to chloramines?*

A: According to Tom Grubbs of EPA's OGWDW, there is no formal notification requirement when a system changes its disinfection practice, but there are important reasons to do so when changing to chloramines. Since kidney dialysis patients will be affected, dialysis centers, hospitals, and other health care providers must be notified. Chloramines must be removed from water used for dialysis, and is more difficult than chlorine removal. In addition, because chloramines are toxic to fish, pet stores and aquariums should be notified so that they can remove any residual chloramines.

Q: *Our water system is subject to the Stage 1 Disinfectants and Disinfection Byproducts (DBP) Rule. What requirements must we meet to qualify for reduced monitoring for disinfectant byproduct precursors (DBPP)?*

A: Subpart H systems with an average treated water total organic carbon (TOC) of less than 2.0 mg/L for two consecutive years, or less than 1.0 mg/L for one year, may reduce monitoring for both TOC and alkalinity to one paired sample and one source water alkalinity sample per plant per quarter (40 CFR 141.132(d)(2)). The system must revert to routine monitoring in the month following the quarter when the annual average treated water TOC is greater than or equal to 2.0 mg/L.

Q: *When a public water system (PWS) monitors for chlorine in the distribution system, should the residual disinfectant be measured as free chlorine or total chlorine?*

A: A PWS must measure residual disinfectant concentrations with one of the analytical methods approved by EPA for this purpose (40 CFR 141.74(a)(2)). The table in 40 CFR 141.74(a)(2) includes EPA approved analytical methods for residual disinfectant based on both free chlorine and total chlorine.

Q: *Must a community water system distribute consumer confidence reports (CCRs) to consumers who are served by the system but are not bill-paying customers (e.g., renters or workers)?*

A: According to 40 CFR 141.155(b), a system must make a good faith effort to distribute its CCR to consumers who do not receive water bills, using means recommended by the primacy agency. A good faith effort to reach consumers would include a mix of methods appropriate to the particular system, such as posting the reports on the Internet, mailing to postal patrons in metropolitan areas, advertising the availability of the report in the news media, publication in a local newspaper, posting in public places such as cafeterias or lunch rooms of public buildings, delivery of multiple copies for distribution by single-biller customers such as apartment buildings or large private employers, and delivery to community organizations.

Q: *We are preparing to do our Unregulated Contaminant Monitoring Rule List 1 sampling. Is there a time frame specified for samples to be shipped to the laboratory for analysis?*

A: Unless otherwise informed by the state or EPA of other sampling arrangements, public water systems monitoring for List 1 contaminants must collect samples in a manner that allows adequate time for the samples to be sent via overnight delivery to the laboratory (40 CFR 141.40 (a)(5)(i)(A)). This is because some samples must be processed within 30 hours of collection.

Q: *Our state transportation department has plans to move a natural spring that serves as a partial source of drinking water for our community's well. To whom can we address our concerns about this proposed project?*

A: If you have concerns about the potential impact of an activity on your community's source water, you may contact your state's Source Water Assessment and Protection Program office. The source water program offices for every state can be found at www.epa.gov/safewater/dwinfo.htm.

Q: *Is it possible to find out the number of Class II oil and gas underground injection control (UIC) wells in a particular state?*

A: The approximate number of Class II oil and gas UIC wells in each state is provided at www.epa.gov/safewater/uic/classii.html. More specific information, including the exact number of Class II UIC wells in a state may be available from the state's Underground Injection Control Program contact. A list of these contacts is available at www.epa.gov/safewater/uic/states.html.

Did You Know?

Tap water costs slightly over \$2.00 per 1,000 gallons in the United States (EPA 1999 report, Drinking Water Costs and Federal Funding).

Monthly Summary of Hotline Service

Total number of calls answered	1,455
Total number of emails received	228
Average wait time (in seconds)	0:31
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	84.8%
Percent of callbacks answered in 5 days	100%
Percent of emails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	1,192
Number of times callers listened to recorded message about arsenic rule	50

Comparison to Previous Years

	Calls	Emails
November 2002	1,455	228
November 2001	1,333	356

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. EPA Internet	201	17
2. State Lab Certification	188	16
3. Local Water System	115	10
4. State PW SS	108	9
5. NSF/WQA/UL	94	8
6. AGWT/WSC	86	7
7. Other Hotlines	50	4
8. Local Public Health	47	4
9. EPA Regions	46	4
10. Other State	43	4

*1,172 total referrals to other resources, agencies, and organizations were provided by the Hotline in November 2002.

Customer Profiles

Customer	Calls	Emails
Analytical Laboratories	25	3
Citizen - Private Well	246	34
Citizen - PWS	803	85
Consultants/Industry/Trade (DW)	90	14
Consultants/Industry/Trade (Other)	59	19
Environmental Groups	4	1
EPA	17	0
Other Federal Agency	4	5
Government, Local	15	6
Government, State	27	10
Government, Tribal	1	3
Spanish Speaking	1	0
International	1	12
Media	4	0
Medical Professional	0	1
Public Water System	86	4
Schools/University	47	31
Other	25	0
TOTALS	1,455	228

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-November	52	00:17
4-November	96	00:51
5-November	74	00:33
6-November	83	00:29
7-November	105	00:17
8-November	68	00:16
12-November	117	01:06
13-November	96	00:26
14-November	79	00:35
15-November	76	00:42
18-November	116	00:28
19-November	69	00:28
20-November	57	00:15
21-November	69	00:25
22-November	68	00:44
25-November	69	00:32
26-November	73	00:21
27-November	55	00:10
29-November	33	00:11
TOTALS	1,455	00:31

Topic Categories

Category	Calls	Emails
Microbials/Disinfection Byproducts		
Chlorine	14	2
Coliforms	74	2
Cryptosporidium	20	0
Disinfection/Disinfection Byproducts (Other)	9	2
Disinfection – Home Water	16	1
Other Microbials	8	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	33	13
Trihalomethane (THM)	6	1
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	29	10
Fluoride	12	4
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	4	0
Perchlorate	4	0
Phase I, II & V	36	7
Sodium Monitoring	3	2
Sulfate	2	0
Lead and Copper		
Copper	7	2
Lead	85	11
Lead Contamination Control Act (LCCA)/Lead Ban	3	0
Radionuclides		
Radionuclides (Other)	4	4
Radionuclides (Radon)	60	6
Secondary DW Regulations		
Secondary DW Regulations	22	7
SDWA Background/Overview		
Definitions & Applicability	14	7
MCL List	32	10
Other Background	57	25
SDWA	22	0

Category	Calls	Emails
Water on Tap	16	1
Other DW Regulations		
Analytical Methods (DW)	11	11
Contaminant Candidate List/ Drinking Water Priority List	0	2
Consumer Confidence Report (DW)	55	4
DW Primacy (PWS)	0	0
Operator (PWS) Certification	0	2
Other Drinking Water Security	8	3
Public Notification (PWS)	27	0
Security Planning Grants	13	6
State Revolving Fund (DW)	1	1
Unregulated Contaminant Monitoring Rule (UCMR)	58	0
Other Drinking Water		
Additives Program	5	4
Bottled Water	32	2
Complaints about PWS	48	8
Compliance & Enforcement (PWS)	14	3
Home Water Treatment Units	76	7
Infrastructure/Cap. Development	3	4
Local DW Quality	157	18
Tap Water Testing	196	14
Treatment/BATs (DW)	11	6
Drinking Water Source Protection		
Ground Water Rule	1	0
Sole Source Aquifer	1	0
Source Water/Wellhead Protect.	13	5
UIC Program	9	3
Out of Purview		
Household Wells	101	22
Non-Environmental	30	13
Non-EPA Environmental	43	11
Other EPA (Programs)	90	25
TOTALS	1,595	292

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

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APPENDIX A: FEDERAL REGISTER SUMMARIES

FINAL RULES

**“National Primary Drinking Water Regulations: Minor Revisions to Public Notification Rule, Consumer Confidence Report Rule and Primacy Rule”
November 27, 2002 (67 FR 70850)**

EPA finalized changes to the health effects language for di(2-ethylhexyl) adipate and di(2-ethylhexyl) phthalate in the Public Notification Rule and the Consumer Confidence Report (CCR) Rule. EPA also made corrections to Appendix A of the CCR Rule. In addition, the Agency is revising the Primacy Rule to remove regulations pertaining to the Administrator's authority to waive national primary drinking water regulations for federally-owned or operated public water systems. Congress removed this authority in the 1996 amendments to the Safe Drinking Water Act. The effective date of this rule is December 27, 2002.

NOTICES

**“Unregulated Contaminant Monitoring Regulation; Approval of Analytical Method for Aeromonas; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical and Microbiological Contaminants”
November 13, 2002 (67 FR 68911)**

EPA announced minor corrections to the rulemaking issued on Tuesday, November 29, 2002 (67 FR 65888).

**“Meeting of the Drinking Water Contaminant Candidate List Classification Process Work Group of the National Drinking Water Advisory Council”
November 26, 2002 (67 FR 70729)**

EPA announced a meeting of the Drinking Water Contaminant Candidate List (CCL) Classification Process Work Group of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act. The next two meetings of the NDWAC CCL Work Group will be held on the following dates: December 16-17, 2002 and February 5-6, 2003.

**“Agency Information Collection Activities; OMB Responses”
November 29, 2002 (67 FR 71164)**

This document announced the Office of Management and Budget's responses to Agency clearance requests, in compliance with the Paperwork Reduction Act. Specifically, EPA ICR No. 2067.02, “Laboratory Quality Assurance Evaluation Program for Analysis of Cryptosporidium,” was approved November 23, 2002. This Information Collection Request, OMB No. 2040-0246, expires November 31, 2005.