

PUBLIC WATER SYSTEM CERTIFIED OPERATOR COMPLIANCE NOTICE

City/Town: _____

PWS Name: _____

PWS ID: _____

A Massachusetts Public Water System may contract the services of a Massachusetts Drinking Water Operator for the purpose of fulfilling its statutory obligation under *MGL Chapter 112 Section 87DDDD* and *310 CMR 22.11 B of the Massachusetts Drinking Water Regulations*. To grant this exemption, the Department of Environmental Protection (MassDEP) requires written approval of a staffing and comprehensive operations plan (310 CMR 22.11B 5(b)). This Compliance Notice (Notice) satisfies that requirement when it is completed, signed, and approved by all parties.

The duties and responsibilities listed in this Notice should act as a guideline for small system owners to be used when they employ a contract operator. A comprehensive list of recommended duties and frequencies is provided to give both the operator and the system owner a better understanding not only of what is expected, but what is required to operate a system to stay in compliance with the *Massachusetts Drinking Water Regulations 310 CMR 22.00*. Operators and owners of systems should use this Notice as a guideline in determining operational requirements of the system. Although this is a comprehensive list of duties, it does not necessarily include all duties required to maintain compliance with MassDEP and Federal regulations and guidelines.

The system intends to comply with the provisions of 310 CMR 22.11B by contracting with a Massachusetts Certified Drinking Water Operator. The system must ensure that the operator holds a full status Massachusetts Drinking Water Operators Certification equal to or greater than the class of the system. The system recognizes its obligation and assumes the responsibility of notifying MassDEP within 24 hours of any change in operators. (System has 30 days to provide documentation for procuring a new operator.)

To insure proper operation, management, and maintenance of the system, the operator agrees to perform his/her duties as specified within this Notice in accordance with *310 CMR 22.00, Massachusetts Drinking Water Regulations* and any other applicable policies and guidelines. The operator will be available on a regular and emergency basis as stated on this form. In certain cases, with MassDEP approval, the operator can supervise the system without being present on a daily basis provided that (1) between scheduled visits the operator has a person affiliated with the system acting under his/her direction, and (2) that this person can properly operate the system and detect operational malfunctions in the absence of the primary operator.

The system and operator will notify all interested parties of the existence and responsibilities of this compliance notice.

Operator's Signature: _____ Date: _____

System Owner's Signature: _____ Date: _____

Section 1 - System Information

Public Water System: _____ PWS ID#: _____

Address: _____ City/Town: _____ MA ZIP: _____

Print Owner's Name: _____ Title: _____

Mailing Address: _____ City/Town: _____ State: _____ Zip: _____

Phone number: __ - __ - __ E-mail Address: _____

System Type: Community Non-Transient Noncommunity Transient Noncommunity

Population: winter _____ summer _____

Distribution Class: I II III IV VND VSS

Treatment: Yes No Treatment Class: I II III IV

If yes, please specify treatment type(s) and purpose of treatment and chemicals used:

Section 2 - Operator's Information

License #: _____ Grade : _____ OIT or Full

Print Name: _____

Address: _____ Phone number: __ - __ - _____

City/Town: _____ State: __ Zip: _____

E-mail Address: _____

will assume responsibility as the [primary / secondary] operator for _____ hours per day, _____ days per [week /month] and will be able to respond to an emergency within _____ minutes.

Please list the names and PWS ID # number of **all** other systems which you currently operate (attach list if necessary).

Public Water System	PWS ID#	Public Water System	PWS ID#

Please describe any sanctions the Board has levied on your operator's license in the past 3 three years:

Section 3 - Typical Duties and Responsibilities

There are several different "Typical Duties and Responsibilities" sheets attached to this Notice. System owner and operator are to jointly complete the sheet that best describes the system. That sheet becomes part of this Notice. Discard the sheets that do not pertain to your particular system.

Section 4 - Other Duties

List other duties to be operator's responsibility:

List other duties to be the system's responsibility:

Section 5 - Department of Environmental Protection

MassDEP Office: _____

Print Name: _____ Title: _____

Signature: _____ Date: _____

Approved Denied

Comments: _____

Original gets mailed back to PWS; copy to certified operator; copy to MassDEP-Boston; and copy for MassDEP-Region.

Typical Duties and Responsibilities of a Certified Operator

PWS Type: Year Round Noncommunity
Treatment: None
Operator Grade Required: VSS

Operator
Owner
Shared

- be responsible for the day-to-day operation and management of the system.
- ensure the delivery of safe drinking water at all times by complying with Massachusetts Drinking Water Regulations.
- inspect the system monthly (source, storage, and distribution).
- test, flush, clean and disinfect the water distribution system and storage tanks when necessary.
- develop, and maintain for accuracy, a site plan showing the water source, a map of the water distribution system and sample location and all other appropriate appurtenances.
- collect /oversee collection of water samples as specified by MassDEP.
- ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- report all results to MassDEP within the time frames specified.
- conduct a sanitary survey of the system as specified by MassDEP.
- complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- notify MassDEP of violations and issue public notices as necessary.
- review the sample monitoring schedule and locations annually.
- protect the water distribution system and storage facilities from corrosion effects.
- observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.
- inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- record quantity of water pumped from source monthly.
- develop, implement, and keep up to date a cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program plan, and a source protection program plan.
- ensure the accuracy of water meters and other flow measuring devices annually or as necessary.
- delineate the wellhead protection zone.
- identify all potential sources of contamination within the wellhead protection zone.
- troubleshoot mechanical equipment, water quality/quantity problems, and take corrective actions as necessary.
- keep abreast of changes in the drinking water regulations.
- attend training programs and workshops for certification renewal as needed .
- accompany regulatory agencies during on-site inspections.
- troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- discuss with consumers their concerns of water quality and quantity.
- develop and maintain a complaint log book.
- keep accurate records and maintain a filing system for correspondence.
- develop, maintain, and keep up to date a public water system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent correspondence or documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 12 to 24 hours. Exceptions to the staffing requirements may be allowed by the Department. Contact your regional office for further information.

Contract Services: A public water system may contract for the services of a certified operator to perform all or some of the duties listed above with written approval from MassDEP. A contract certified operator should spend approximately one hour per on-site visit to perform the various duties listed above. This time may vary from system to system as will the frequency of visits depending on the specific needs of each system as identified by the Department. In some cases, the certified operator can supervise the operation without being present on a daily basis provided the certified operator has a person working with the system on a daily basis under his or her supervision.

Typical Duties and Responsibilities of a Certified Operator

PWS Type: Seasonal Noncommunity
Treatment: None
Operator Grade Required: VSS

operator
owner
shared

- be responsible for the day-to-day operation and management of the system.
- ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- inspect the source, storage facilities, and distribution system prior to start of the season and at the end of the season.
- inspect the system monthly (source, storage and distribution) during the period that the system is operating.
- test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample location, and all other appropriate appurtenances.
- collect /oversee collection of water samples as specified by MassDEP.
- ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- report all results to MassDEP within the time frames specified.
- conduct a sanitary survey of the system as specified by MassDEP.
- complete and submit the Annual Water Supply Statistical Report and all other required forms to MassDEP in a timely manner.
- notify MassDEP of violations and issue public notices as necessary.
- review the sample monitoring schedule and locations annually.
- protect the water distribution system and storage facilities from corrosion effects.
- observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.
- inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- record quantity of water pumped from source monthly.
- develop, implement, and keep up to date a cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, safety program plan, and a source protection program plan.
- ensure the accuracy of water meters and other flow measuring devices annually or as necessary.
- delineate the wellhead protection zone.
- identify all potential sources of contamination within the wellhead protection zone.
- troubleshoot mechanical equipment, water quality/quantity problems, and take corrective actions as necessary.
- keep abreast of changes in the drinking water regulations.
- attend training programs and workshops for certification renewal as needed .
- accompany regulatory agencies during on-site inspections.
- troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- discuss with consumers their concerns of water quality and quantity.
- develop and maintain a complaint log book.
- keep accurate records and maintain a filing system for correspondence.
- develop, maintain, and keep up to date a public water system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent correspondence or documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 6 to 12 hours depending on the length of the season. Exceptions to the staffing requirements may be allowed by MassDEP. Contact your regional office for further information.

Contract Services: A public water system may contract for the services of a certified operator to perform all or some of the duties listed above with written approval from MassDEP. A contract certified operator should spend approximately one hour per on-site visit to perform the various duties listed above. This time may vary from system to system as will the frequency of visits depending on the specific needs of each system as identified by the Department. In some cases, the certified operator can supervise the operation without being present on a daily basis provided the certified operator has a person working with the system on a daily basis under his or her supervision.

Typical Duties and Responsibilities of a Certified Operator

operator
owner
shared

PWS Type: Seasonal Noncommunity
Treatment: Disinfection
Operator Grade Required: VSS

- be responsible for the day-to-day operation and management of the system.
- ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- inspect the source, storage, disinfection process, and distribution system prior to the start of season and at the end of season.
- inspect system daily during the period that the system is operating.
- measure and record the chlorine dosage daily making dosage adjustments as necessary.
- add chemicals when necessary and rotate stand-by pumps monthly.
- test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- develop, and maintain for accuracy, a site plan showing the water source, a map of the water distribution system and sample location, disinfection process, and all other appropriate appurtenances.
- collect /oversee collection of water samples as specified by MassDEP.
- ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- report all results to MassDEP within the time frames specified.
- conduct a sanitary survey of the system as specified by MassDEP.
- complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- notify MassDEP of violations and issue public notices as necessary.
- review the sample monitoring schedule and locations annually.
- protect the water distribution system and storage facilities from corrosion effects.
- observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.
- inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- record quantity of water pumped from source monthly.
- develop, implement, and keep up to date a cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, safety program, and a wellhead protection program plan.
- ensure the accuracy of water meters and other flow measuring devices as necessary.
- delineate the wellhead protection zone.
- identify all potential sources of contamination within the wellhead protection zone.
- troubleshoot mechanical equipment, water quality/quantity problems and take corrective actions as necessary.
- keep abreast of changes in the drinking water regulations.
- attend training programs and workshops for certification renewal when appropriate.
- accompany regulatory agencies during on-site inspections.
- troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- discuss with consumers their concerns of water quality and quantity.
- develop and maintain a complaint log book.
- keep accurate records and maintain a filing system for correspondence.
- develop, maintain, and keep up to date a standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by the Department. Contact your regional office for further information.

Contract Services: A public water system may contract for the services of a certified operator to perform all or some of the duties listed above with written approval from MassDEP. A contract certified operator should spend approximately one hour per on-site visit to perform the various duties listed above. This time may vary from system to system as will the frequency of visits depending on the specific needs of each system as identified by the Department. In some cases, the certified operator can supervise the operation without being present on a daily basis provided the certified operator has a person working with the system on a daily basis under his or her supervision.

Typical Duties and Responsibilities of a Certified Operator

PWS Type: Year Round Noncommunity
Treatment: Disinfection
Operator Grade Required: VSS

operator
owner
shared

- be responsible for the day-to-day operation and management of the system.
- ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- inspect the source, storage, disinfection process, treatment, and distribution system daily.
- measure and record the chlorine dosage daily making dosage adjustments as necessary.
- add chemicals when necessary and rotate stand-by pumps monthly.
- test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- develop, and maintain for accuracy, a site plan showing the water source, a map of the water distribution system and sample location, disinfection process, and all other appropriate appurtenances.
- collect /oversee collection of water samples as specified by MassDEP.
- ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- report all results to MassDEP within the time frames specified.
- conduct a sanitary survey of the system as specified by MassDEP.
- complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- notify MassDEP of violations and issue public notices as necessary.
- review the sample monitoring schedule and locations annually.
- protect the water distribution system and storage facilities from corrosion effects.
- observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.
- inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- record quantity of water pumped from source monthly.
- develop, implement, and keep up to date a cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, safety program, and a wellhead protection program plan.
- ensure the accuracy of water meters and other flow measuring devices as necessary.
- delineate the wellhead protection zone.
- identify all potential sources of contamination within the wellhead protection zone.
- troubleshoot mechanical equipment, water quality/ quantity problems and take corrective actions as necessary.
- keep abreast of changes in the drinking water regulations.
- attend training programs and workshops for certification renewal when appropriate.
- accompany regulatory agencies during on-site inspections.
- troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- discuss with consumers their concerns of water quality and quantity.
- develop and maintain a complaint log book.
- keep accurate records and maintain a filing system for correspondence.
- develop, maintain, and keep up to date a standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

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Typical Duties and Responsibilities of a Certified Operator

PWS Type: Year Round Noncommunity
Treatment: Chemical Treatment
Operator Grade Required: VSS and 1T

operator
owner
shared

- be responsible for the day-to-day operation and management of the system.
- ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- inspect the system daily (source, storage facilities, treatment process, and distribution).
- measure and record the chemical dosage daily making dosage adjustments as necessary.
- add chemicals when necessary and rotate stand-by pumps monthly.
- test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- collect /oversee the collection of samples as specified by MassDEP.
- ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- report all results to MassDEP within the time frames specified.
- conduct a sanitary survey of the system as specified by MassDEP.
- complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- notify MassDEP of violations and issue public notices as necessary.
- review the sample monitoring schedule and locations annually.
- protect the water distribution system and storage facilities from corrosion effects.
- observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.
- inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- record quantity of water pumped from source monthly.
- develop, implement, and keep up to date a cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ensure the accuracy of water meters and other flow measuring devices as necessary.
- delineate the wellhead protection zone.
- identify all potential sources of contamination within the wellhead protection zone.
- troubleshoot mechanical equipment, water quality / quantity problems, and take corrective actions as necessary.
- keep abreast of changes in the drinking water regulations.
- attend training programs and workshops for certification renewal when appropriate.
- accompany regulatory agencies during on-site inspections.
- troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
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- develop and maintain a complaint log book.
- keep accurate records and maintain filing system for correspondences.
- develop, maintain, and keep up to date a standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

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Typical Duties and Responsibilities of a Certified Operator

PWS Type: Seasonal Noncommunity
Treatment: Chemical Treatment
Operator Grade Required: VSS and 1T

operator
owner
shared

be responsible for the day-to-day operation and management of the system.

ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.

inspect the source, storage, treatment process, and distribution system prior to the start of season and at the end of the season.

inspect the system daily during the period that the system is operating.

measure and record the chemical dosage daily making dosage adjustments as necessary.

add chemicals when necessary and rotate stand-by pumps monthly.

test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.

develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.

collect /oversee the collection of samples as specified by MassDEP.

ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.

report all results to MassDEP within the time frames specified.

conduct a sanitary survey of the system as specified by MassDEP.

complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.

notify MassDEP of violations and issue public notices as necessary.

review the sample monitoring schedule and locations annually.

protect the water distribution system and storage facilities from corrosion effects.

observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.

inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.

be present within 24 hours of fecal, second Total Coliform positive, or other water system failures.

record quantity of water pumped from source monthly.

develop, implement, and keep up to date a cross connection control program, preventive maintenance schedule, operation and maintenance budget plan, emergency response plan, safety program, and a wellhead protection program plan.

ensure the accuracy of water meters and other flow measuring devices as necessary.

delineate the wellhead protection zone.

identify all potential sources of contamination within the wellhead protection zone.

troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.

keep abreast of changes in the drinking water regulations.

attend training programs and workshops for certification renewal when appropriate.

accompany regulatory agencies during on-site inspections.

troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.

discuss with consumers their concerns of water quality and quantity.

develop and maintain a complaint log book.

keep accurate records and maintain filing system for correspondences.

develop, maintain, and keep up to date a public water system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

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