



# Typical Duties & Responsibilities of a Certified Operator

**PWS Type: Seasonal Noncommunity**

**Treatment: None**

**Operator Grade Required: VSS**

**Important:**  
When filling out forms on the computer, use only the tab key to move your cursor - do not use the return key.



PWS must complete the COCM and the appropriate "COD" Duty Form for the system. See Instructions.

	Operator	Owner	Shared
1. Be responsible for the day-to-day operation and management of the system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ensure the delivery of safe drinking water at all times by complying with Massachusetts Drinking Water Regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Inspect the source, storage facilities, and distribution system prior to start of the season and at the end of the season.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Inspect the system monthly (source, storage and distribution) during the period that the system is operating.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Test, flush, clean and disinfect the water distribution system and storage tanks when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Collect /oversee collection of water samples as specified by MassDEP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Report all results to MassDEP within the time frames specified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Conduct a sanitary survey of the system as specified by MassDEP.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Complete and submit to MassDEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Post MassDEP-provided Annual Water Quality Report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Notify MassDEP of violations and issue public notices as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Review the sample monitoring schedule and locations annually.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Protect the water distribution system and storage facilities from corrosion effects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Observe pump motors routinely to detect unusual noises, vibrations, or excessive heat.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Record quantity of water pumped from source monthly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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22. Ensure the accuracy of water meters and other flow measuring devices annually or as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Delineate the wellhead protection zone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Identify all potential sources of contamination within the wellhead protection zone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Troubleshoot mechanical equipment, water quality/quantity problems, and take corrective actions as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Keep abreast of changes in the drinking water regulations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Attend training programs and workshops for certification renewal as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Accompany regulatory agencies during on-site inspections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Discuss with consumers their concerns of water quality and quantity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Develop and maintain a complaint log book.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Keep accurate records and maintain a filing system for correspondence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. 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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Report emergencies to MassDEP and Board of Health (BOH) within specified time frames.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Conduct or ensure the annual Emergency Response Program (ERP) training is completed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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.