

Massachusetts Department of Environmental Protection
Bureau of Resource Protection, Division of Watershed Management
Drinking Water Program Policy 06-01

Massachusetts Contract Operator Requirements

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BRP/DWP Policy 06-01

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Approved by: Signature on file

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Purpose

This policy is developed to establish industry-wide minimum standards for the operation of public water systems by Massachusetts certified contract operators. For the purposes of this policy, a contract operator is a Massachusetts certified drinking water operator who provides on-site management, operations or maintenance services, but may not be on-site at the public water system each day. A contract operator may serve more than one individual public water system. This policy is also intended, by providing uniform criteria for contracted operation of public water systems, to eliminate ambiguities in interpretation of roles and responsibilities of owner, certified operator, and day-to-day persons affiliated with the public water system that act under the direction of the certified operator.

Background

A large number of Massachusetts' public water systems employ certified drinking water operators to operate their systems under contract. Potential for misunderstanding roles and responsibilities exists. Guidance is needed to clarify those roles and responsibilities and to ensure that the applicable provisions of 310 CMR 22.00 are understood and met.

Applicability

Statewide. All public water systems employing contract certified public water system operators, and all certified operators contracted to serve such systems.

Policy

It is the policy of the Department of Environmental Protection (MassDEP) to require that all contract water operators and public water system owners served by contract operators complete and submit to the regional office of MassDEP serving the area within which the public water system resides, a completed *Public Water System Certified Operator Compliance Notice (Notice)*. The *Notice* shall not be considered complete unless it includes an accurate list of all public water systems currently operated by the contract operator. The contract operator and public water system (PWS) owner shall complete for each PWS served the *Typical Duties and Responsibilities of a Public Water System Certified Operator* form included with the *Notice*. The contract operator must also complete and submit for each PWS served a *System Staffing and Comprehensive Operations Plan* (System Staffing Plan) which will identify who will be responsible for overseeing the day-to-day operation of the public water system between certified

operator inspections. A completed *System Staffing Plan* will serve as the exemption request required in 310 CMR 22.11B(5)(b).

A completed *Public Water System Certified Operator Compliance Notice*, approved by MassDEP, will be the basis for determining that a public water system has adequately complied with 310 CMR 22.11B, and will serve as the written approval required in 22.11B(6).

At a minimum, contract operators shall conduct monthly on-site inspections, unless specifically exempted in writing by MassDEP. MassDEP may require more frequent inspections on a case-by-case basis, if it deems such increased frequency necessary. **The contract operator must be on-site to mix chemicals, calibrate equipment, adjust chemical dosages, and perform other critical routine functions as may be determined by MassDEP in writing.**

Contract operators are required to respond to emergencies within 1 hour (22.11B(5)(a)(4)). Operators should not enter into contracts for services with public water systems if they cannot respond to an emergency within 1 hour, from either their principal place of business or other staffed location.

Contract operators are responsible for the operation of the public water system between scheduled visits. The person(s) affiliated with the public water system and operating the water system between scheduled visits of the contract operator must act under the direction of the contract operator.

During each inspection, the contract operator shall record the details of the inspection. At a minimum, records should include the information noted on MassDEP's *Certified Operator Inspection Form and Check List (Inspection Form)*. Contract operators should use the Inspection Form to inform PWS owners, in writing, of any hazard that has the potential to jeopardize the sanitary integrity of the water or reduce the reliability of the water system. Appropriate corrective action should also be recommended each hazard or potential hazard identified. Completed inspection forms must be maintained at the site by the public water supplier for a minimum of five years, and shall be made available to MassDEP, or other officials, upon request.

Contract operators are responsible for providing notice to the PWS owner and to MassDEP prior to terminating a contract to provide operator services. Notice must be submitted to the PWS owner and to the appropriate MassDEP Regional Office at least 10 days prior to the intended date of termination using a *Certified Operator Termination Notice*. If a contract operator decides to continue to operate a PWS after submitting a *Certified Operator Termination Notice*, a *Certified Operator Termination Rescind Notice* must be submitted to the PWS owner and MassDEP. If a contract operator continues to operate a PWS after termination, MassDEP may require a new *Public Water System Certified Operator Compliance Notice*.

MassDEP estimates that a minimum of 6-hours of documented on-site operation per year and a minimum of 12 hours of documented total operation per year, are necessary to perform the typical contract operator duties listed below. MassDEP may use the documented time of operation to determine whether a system is being properly operated. If a PWS is unable to

demonstrate, upon request by MassDEP, that a minimum of 12 hours per year of total time (with appropriate on-site time) has been spent operating the system, MassDEP may determine that the system does not meet the operation requirements of 310 CMR 22.11B. Documented operation may be by the primary operator or by an individual operating the system under the primary operator's license. Travel time is not to be included when documenting time of operation.

The following minimum tasks are expected of a contract certified operator:

- Conduct routine visual inspections of all water system components, including sources, well pits, wellheads, entire zone I area, pumps, tanks, and any chemical feed equipment.
- Record the information from each inspection on a form approved by MassDEP and provide a copy of the form to the system owner or responsible party at the end of each inspection.
- Make note of increased activities or new structures within the source's Zone I recharge area or other activities that may impact water quality or operation of the water system.
- Mix chemicals, calibrate equipment, adjust chemical dosages, and be present on-site to perform other critical routine functions as may be determined by MassDEP.
- Sample collection (may be performed by lab or PWS owner).
- Discuss MassDEP (or other drinking water-related) correspondence with the PWS owner or representative.
- Ensure that all forms are completed properly and submitted to MassDEP in a timely manner. This includes, at a minimum, water quality sampling reports, monthly inspection reports (to be retained on site by the public water supplier), annual statistical reports, consumer confidence reports, and cross connection updates.
- Record meter readings at least monthly.
- Ensure the accuracy of flow measuring and chemical addition equipment.
- Ensure the proper operation and maintenance of pumps, storage tanks, and other mechanical components of the water system.
- Develop and implement a preventive maintenance plan which includes the following items when appropriate:
 - ✓ Master meter inspection and calibration every year;
 - ✓ Start-up and shut-down procedures for seasonal systems;
 - ✓ Periodic inspection and calibration of the pump controls;
 - ✓ Preventive maintenance on all equipment based on manufacturer's recommendations;
 - ✓ Valve maintenance;
 - ✓ O & M manuals for all pieces of equipment as well as 'as-built' drawings of each facility (kept on-site or readily available);
 - ✓ Draining, inspecting, and cleaning atmospheric storage tank(s) every five years.
- Oversee the actions of other individuals repairing or calibrating components of the water system.
- Respond to water quality, water shortage, or mechanical emergencies.
- Review the actions of individuals operating the water system between scheduled inspections.
- Accompany state and other officials during inspections of the water system.
- Develop and implement an emergency response plan.
- Ensure that cross-connection surveys and testing are up-to-date.
- Implement corrective measures.

The following list of MassDEP Contract Certified Operator forms are available on the Drinking Water Program's website <http://www.mass.gov/dep/water/compliance/certop.htm> at:

- *Public Water System Certified Operator Compliance Notice (Notice)*
- *Typical Duties and Responsibilities of a Public Water System Certified Operator*
- *Certified Operator Inspection Form and Check List - Contract Operation*
- *System Staffing and Comprehensive Operations Plan*
- *Certified Operator Termination Notice*
- *Certified Operator Termination Rescission Notice*

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.

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: 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.
- 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 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: 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.

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.

Certified Operator Inspection Form and Check List - Contract Operation

PWS Name: _____ City/Town: _____ PWS ID#: _____

Inspection Date: _____ Arrival Time : _____ Departure Time: _____

Primary Operator Name: _____ License #: _____ Expiration Date: _____

Person Conducting Inspection: _____

Owner/Responsible Party: _____ Present at Inspection Y N

Designated Staff: _____ Present at Inspection Y N

	Inspected	Comments	Corrective Action Required
Zone I	Y <input type="checkbox"/> N <input type="checkbox"/>	_____ (Note new activities or structures in Zone I)	Y <input type="checkbox"/> N <input type="checkbox"/>
Wellhead/Pit	Y <input type="checkbox"/> N <input type="checkbox"/>	_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Storage Tank(s)	Y <input type="checkbox"/> N <input type="checkbox"/>	_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Chemical Addition	Y <input type="checkbox"/> N <input type="checkbox"/>	_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Read Meter(s)	Y <input type="checkbox"/> N <input type="checkbox"/>	_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Equipment Calibration	Y <input type="checkbox"/> N <input type="checkbox"/>	_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Water Quality Emergency		_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Water Loss Emergency		_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Third Party Repair/Calibration		_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Cross Connection Inspection/Testing		_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Sample Collection		_____	Y <input type="checkbox"/> N <input type="checkbox"/>
Paperwork (Emergency response plans, chemical addition form, annual stats, etc.)		_____	Y <input type="checkbox"/> N <input type="checkbox"/>

I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Operator Signature: _____ Date : _____
 Date form provided to owner or responsible party: _____

System Staffing and Comprehensive Operations Plan

System Name: _____ City/Town: _____ PWS ID#: _____

System Classification: COM NTNC NC (Check one)

Contract Operator(s) Licensed Staff No Certified Operator (Check one)

Operator Name: _____ Phone# _____ Grade/Cert# _____

Operator Name: _____ Phone# _____ Grade/Cert# _____

Operator Name: _____ Phone# _____ Grade/Cert# _____

Give a brief description of **proposed** operating practices including the number of hours per day, week, or month that the licensed operator will be at the facility. Include the name and telephone number of the person accepted by the licensed operator who will be responsible for the system in the absence of the licensed operator. (See notes below for further information.)

If the system is currently without a certified operator, provide a date by which a certified operator will be retained _____.

Please note the following:

1. The primary operator must be able to respond to emergencies within one hour during those times when he or she is not present at the facility.
2. The primary operator is responsible for the operation of the system during his or her absence between scheduled visits. The person(s) affiliated with the public water system are acting under the direction of the primary operator.
3. The PWS must have the ability to detect any malfunction in the operation of the facility/system in the absence of the primary operator.

I certify under penalty of law that I am the person authorized to fill out this form and the information contained herein is true, accurate and complete to the best of my knowledge and belief.

Signature

Date

Massachusetts Department of Environmental Protection (MassDEP)
Drinking Water Program

Certified Operator Termination Notice
Effective Termination Date

Date: _____
City/Town: _____
PWS Name: _____
PWS ID#: _____

Attention: _____,

Due to the reason(s) listed below, _____, _____, will no
longer provide drinking water certified operator services to your public drinking water
system as of effective date noted above:
Name Certified Operator License #

- Non-payment for services rendered during the period _____ to _____.
- _____.
- _____.

As a public water system in the Commonwealth of Massachusetts you are required by 310 CMR 22.11B to have your system supervised by a Massachusetts certified drinking water operator. MassDEP will take enforcement action against a public water system for failure to have a certified operator.

A copy of this notice has been sent to MassDEP.

If you have any questions about this notice please contact me as follows:

Name: _____
Address: _____
Phone #: _____ Fax #: _____
Email address: _____
Signature: _____ Date: _____

cc: MassDEP/DWP; One Winter Street - 6th Floor; Boston, MA 02108. Attention: Certified Operator

MassDEP _____ Regional Office _____

Massachusetts Department of Environmental Protection (MassDEP)
Drinking Water Program

Certified Operator Termination Rescission Notice

Effective Date Termination Rescinded

Date: _____
City/Town: _____
PWS Name: _____
PWS ID#: _____

Attention: _____;

The Certified Operator Termination Notice issued to you on _____ has been rescinded for the reason(s) checked and listed below:

- Payment for services rendered during the period _____ to _____.
- _____.
- _____.

The prior certified operator contract dated _____ is now in full effect.
_____, _____, will continue to provide drinking water
Name Certified Operator License #
certified operator services to your public drinking water system.

As a public water system in the Commonwealth of Massachusetts you are required by 310 CMR 22.11B to have your system supervised by a Massachusetts certified drinking water operator. MassDEP will take enforcement action against a public water system for failure to have a certified operator.

A copy of this notice has been sent to MassDEP.

If you have any questions about this notice please contact me as follows:

Name: _____
Address: _____
Phone #: _____ Fax #: _____
Email address: _____
Signature: _____ Date: _____

cc: MassDEP/DWP; One Winter Street - 6th Floor; Boston, MA 02108. Attention: Certified Operator

MassDEP _____ Regional Office _____