	OFFICE OF DRINKING WATER AND MUNICIPAL ASSISTANCE POLICY AND PROCEDURE		DEPARTMENT OF ENVIRONMENTAL QUALITY
Original Effective Date: March 4, 2002 Revised Date: August 25, 2014 Reformatted Date:	Subject: Community and Noncommunity Water Supply Systems – Required Operations Oversight		Category: <input type="checkbox"/> Internal/Administrative <input type="checkbox"/> External/Non-Interpretive <input checked="" type="checkbox"/> External/Interpretive
	Division/Office and Program Names: ODWMA-Public Water System Supervision Program		Type: <input type="checkbox"/> Policy <input type="checkbox"/> Procedure <input checked="" type="checkbox"/> Policy and Procedure
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A Department of Environmental Quality (DEQ) Policy and Procedure cannot establish regulatory requirements for parties outside of the DEQ. This document provides direction to DEQ staff regarding the implementation of rules and laws administered by the DEQ. It is merely explanatory; does not affect the rights of, or procedures and practices available to, the public; and does not have the force and effect of law.

INTRODUCTION, PURPOSE, OR ISSUE:

The following policy is established to define the minimum oversight acceptable for community and noncommunity water supplies during standard operation and/or when the operator-in-charge leaves.

AUTHORITY:

- Michigan’s Safe Drinking Water Act, 1976 PA 399, as amended (Act 399), MCL 325.1009, Section 9, “Classification of water treatment and distribution systems; advisory board of examiners; certificates of competency; supervision of public water supply; certificate renewal; training program for certified operator; fees.”
- R 325.11901, R 325.11902, R 325.11905, R 325.11906a, and R 325.11906b of the Administrative Rules adopted pursuant to Act 399 covering the classification of treatment systems, classification of distribution systems, certification of operators, restricted certificates for existing operators, and notices to the DEQ. R 325.11905(3) requires a shift operator be on-site and in charge of each operating shift at a community supply in the F classification when the operator in charge is not on-site. Also, R 325.11905(9) requires water supplies to have in place a plan for proper operation of the waterworks system when the operator in charge is not available.

STAKEHOLDER INVOLVEMENT

No formal stakeholder meeting was conducted, however, stakeholder input was solicited and received prior to approval.

DEFINITIONS:

Community Water Supply (CWS) – A public water supply that provides year-round service to not fewer than 15 living units or which regularly provides year-round service to not fewer than 25 residents. Examples include municipalities, such as cities, villages, and townships; apartment complexes; manufactured housing communities; condominiums; and nursing homes.

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Noncommunity Water Supply (NCWS) - A public water supply that provides service on an average daily basis to 25 or more individuals or 15 or more service connections for not less than 60 days per year, but does not meet the CWS criteria. Examples include schools; day care centers; hotels; and campgrounds.

Operator In Charge (OIC) – A properly certified operator who is designated by the owner of a public water supply as the responsible individual in overall charge of a waterworks system, or portion of a waterworks system, who makes decisions regarding the daily operational activities of the system that will directly impact the quality or quantity of drinking water.

Daily – unless otherwise specified, daily means at least 5 days a week.

POLICY:

The following criteria are established for both standard and interim operation of F, D, and S classified water systems:

F-1, F-2, F-3, F-4, AND F-5 SYSTEMS

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make daily visits to the water treatment plant (WTP), be on call 24 hours per day, and supervise/direct staff responsible for daily operations. This includes OIC's that work full time (40+ hours a week) for a single water supply with only one WTP. For systems with certified shift operators, non-traditional work schedules (i.e. four 10-hour days) may be considered acceptable.

For systems with more than one WTP - the OIC shall make daily visits to each WTP, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. For systems with certified shift operators, the requirement to visit each WTP daily may be reduced if there is a plan in place for proper operation of each WTP when the OIC is not on-site. The plan should include the methods of communication, off-site operation capabilities and the expected response time for the OIC to travel to each WTP in emergencies. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

In cases where an operator is providing OIC services either by contract or an operations agreement - the OIC shall make daily visits to each WTP, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. For these situations, daily means at least 5 days a week, 4 hours per visit.

For F-5 WTPs with acceptable oversight and a plan in place for the proper operation of the WTP when the OIC is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to weekly per approval of the DEQ or Local Health Department staff. System performance should be considered

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in the decision to reduce the frequency of visits. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

INTERIM OPERATION

For interim operation when an OIC is no longer available, it is acceptable to provide the supply time to recruit a replacement or promote a staff member to fill the OIC position. During this interim period, the supply must retain a temporary OIC certified at the appropriate level to visit the WTP daily and be responsible for its daily operation. A temporary OIC for an F-5 supply may be allowed to visit the WTP weekly if approved by the DEQ or Local Health Department staff. The following conditions also apply:

1. If the supply desires to promote a staff member to be the OIC after the staff member has achieved proper certification, this individual must first qualify to write the appropriate certification examination when it is next offered. If this individual fails the examination, the supply must immediately pursue the hiring of a full-time OIC.
2. If the supply does not desire to promote a staff member to be the OIC, then it must immediately pursue hiring a full time OIC. The OIC must be on staff within six months.

Interim Operation may only be considered if ALL of the following apply:

1. The OIC leaves abruptly.
2. The supply cannot or does not immediately appoint an OIC.
3. Properly certified shift operators are present (does not apply to F-5 WTPs).

D-1, D-2, AND D-3 SYSTEMS

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make daily visits to the WTP, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. If a supply has acceptable oversight and has a plan in place for the proper operation of the waterworks system when the operator in charge is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to twice per week per approval of the DEQ. The visit frequency for D-3 systems with only chlorine or chlorine and phosphate addition may be reduced to once per week per approval of the DEQ. System performance should be considered in the decision to reduce the frequency of visits. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

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INTERIM OPERATION

For interim operation when an OIC is no longer available, it is acceptable to provide the supply time to recruit a replacement or promote a staff member to the OIC position. During this interim period, the supply must retain a temporary OIC certified at the appropriate level to visit the WTP at least once per week, be on call 24 hours per day, and supervise/direct staff responsible for its daily operation. The following conditions also apply:

1. If the supply desires to promote a staff member to be the OIC after the staff member has achieved proper certification, this individual must first qualify to write the appropriate certification examination when it is next offered. If this individual fails the examination, the supply must immediately pursue the hiring of a full-time OIC.
2. If the supply does not desire to promote a staff member to be the OIC, then it must immediately pursue hiring a full-time OIC. The OIC must be on staff within six months.

Interim Operation may only be considered if ALL of the following apply:

1. The OIC leaves abruptly.
2. The supply cannot or does not immediately appoint an OIC.
3. The supply has an operator with acceptable knowledge and experience to conduct daily operations under the supervision of the temporary OIC.

D-4 AND D-5 SYSTEMS

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make weekly visits to the WTP, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. If a supply has acceptable oversight and has a plan in place for the proper operation of the waterworks system when the operator in charge is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to twice per month per approval of the DEQ or Local Health Department staff. The standard operation for D-5 systems may be reduced to once per month with the approval of the DEQ or Local Health Department staff. System performance should be considered in the decision to reduce the frequency of visits. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

INTERIM OPERATION – Same as STANDARD OPERATION, above.

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S-1, S-2, AND S-3 SYSTEMS

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make daily visits to the supply, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. If a supply has acceptable oversight and has a plan in place for the proper operation of the waterworks system when the operator in charge is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to once per week per approval of the DEQ. System performance should be considered in the decision to reduce the frequency of visits. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

INTERIM OPERATION

For interim operation when an OIC is no longer available, it is acceptable to provide the supply time to recruit a replacement or promote a staff member to the OIC position. During this interim period, the supply must retain a temporary OIC certified at the appropriate level to visit the supply at least once per week, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. The following conditions also apply:

1. If the supply desires to promote a staff member to be the OIC after the staff member has achieved proper certification, this individual must first qualify to write the appropriate certification examination when it is next offered. If this individual fails the examination, the supply must immediately pursue the hiring of a full-time OIC.
2. If the supply does not desire to promote a staff member to be the OIC, then it must immediately pursue hiring a full-time OIC. The OIC must be on staff within six months.

Interim Operation may only be considered if ALL of the following apply:

1. The OIC leaves abruptly.
2. The supply cannot or does not immediately appoint an OIC.
3. The supply has an operator with acceptable knowledge and experience to conduct daily operations under the supervision of the temporary OIC.

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S-4 SYSTEMS

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make twice a month visits to the supply, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. If a supply has acceptable oversight and has a plan in place for the proper operation of the waterworks system when the operator in charge is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to once per month per approval of the DEQ. System performance should be considered in the decision to reduce standard operation. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

INTERIM OPERATION – Same as STANDARD OPERATION, above.

S-5 SYSTEMS

Class S-5 systems include CWSs and NCWSs with no treatment and a distribution system limited in extent. The following guidelines shall be used to determine if a distribution system is limited in extent:

1. Any supply with a distribution system comprised solely of building piping.
2. Any supply comprised of an external buried distribution system that does not include water supply appurtenances that require maintenance such as fire hydrants, system valves, blow-off assemblies, etc.

STANDARD OPERATION

Under standard operation, an OIC shall be employed by the water supply, make monthly visits to the supply, be on call 24 hours per day, and supervise/direct staff responsible for daily operations. If a supply has acceptable oversight and has a plan in place for the proper operation of the waterworks system when the operator in charge is not available (such as a trained person on site who is capable of performing the daily duties), visit frequency may be reduced to once per quarter per approval of the DEQ or Local Health Department staff. System performance should be considered in the decision to reduce the frequency of visits. This approval shall be in writing and re-assessed when either the person leaves the supply, or if system conditions require increased operator oversight.

INTERIM OPERATION – Same as STANDARD OPERATION, above.

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VIOLATION OF OPERATOR OVERSIGHT REQUIREMENTS

When DEQ staff determines a water supply does not meet the operator oversight criteria established in the policy, a violation shall be issued and tracked in SDWIS per the following:

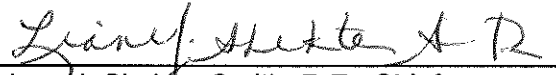
Supplies that Disinfect: The Stage 1 Disinfectants and Disinfection Byproducts Rule requires water supplies that disinfect to have proper certified operator oversight. A supply that fails to do so is in violation of federal requirements and incurs a Tier 2 Treatment Technique violation. For tracking and reporting purposes, the violation shall be entered in SDWIS as a Type 12 violation and will be subject to EPA reporting.

Supplies that DO NOT Disinfect: A supply that does NOT disinfect, is in violation of state operator oversight requirements. Failure to meet these requirements will also be treated as a Tier 2 violation, but is not subject to federal reporting. For tracking purposes, the violation shall be entered in SDWIS as a Type SO violation.

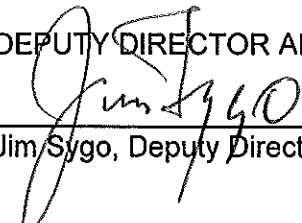
PROCEDURE:

Who	Does What
ODWMA's Drinking Water Program Staff, DEQ Noncommunity Contract Manager and Local Health Department Staff	Incorporates this policy and procedure as part of the review process to determine the adequacy of OIC oversight for a CWS or NCWS. Obtain supervisor approval for oversight reduction requests. This policy and procedure replaces Policy and Procedure ODWMA-399-017, dated January 7, 2013.

OFFICE CHIEF APPROVAL:


Liane J. Shekter Smith, P.E., Chief
Office of Drinking Water and Municipal Assistance

DEPUTY DIRECTOR APPROVAL:


Jim Sygo, Deputy Director