

■ **C & E**, continued from page 2

whatever reasons, will receive escalating enforcement actions. This process follows the Massachusetts DEP Administrative Penalty Regulations and begins with a notice of noncompliance (NON) or an administrative order, depending on the type, severity, or emergency nature of the violation.

Even though systems are engaged in an escalating enforcement process, DWS will allow a cooperating system to come back into compliance at any point without the need for penalties. If the system does not comply with the requirements of the NON, DWS invites these systems to an enforcement meeting to discuss why they continue to be in noncompliance.

DWS also informs them of the potential monetary penalties that could be levied against them. At this point, DWS encourages the systems to enter into a compliance schedule and Consent Order to ensure compliance.

Most systems will come into compliance at this point. However, for the remaining systems that still do not comply, DWS uses its strongest enforcement tools: penalties or referrals to the Attorney General's Office and/or referrals to the EPA. Ultimately, all systems will be brought into compliance.

DEP's Division of Water Supply has been very effective in reducing the number of noncomplying public water suppliers in the Commonwealth. We attribute this success to our compliance assistance activities and to the potential to apply our strongest enforcement tools if necessary.

The success of our compliance/pre-enforcement program is not always clearly seen because of the increasing enforcement actions needed to implement each new regulation. However, a good measure of success is our 100 percent reduction in the number of systems that EPA has determined to be significant noncompliers with two or more violations within a 12-month period. ♦

In The Main

DEP Division of Water Supply
One Winter Street
Boston, MA 02108-4746



Printed on recycled paper

■ **Hats Off**, continued from page 6

Palumbo, Paxton Water Dept.; **Marilyn Lund**, **Paul Lund**, Perry's Campground, Rochester; **James Loscotolf**, Camp Evergreen, Andover; **John McKinnies**, Anne & Hope Warehouse, Franklin; **John Gerry**, Ashby Elementary School.

Easton, September 14, 1995

Russell Varley, **David Olsen**, North Dighton Fire & Water Dist.; **James Cook**, **Joseph**

Borgesi, Provincetown Water Dept.; **Joseph Kwiatkowski**, Wagon Wheel Co-op, Brookfield; **William Corcoran**, Pleasant Water Co., South Wellfleet; **Ed Francis**, North Truro Camping Area; **James Bertarelli**, Easton Spring Co.; **Earle Howard**, **Richard Brown**, Gov. John Carver School, Carver; **Paul McDonald**, Carver High School; **Patrick McGee**, Nauset Inc., Eastham; **Ernie Zielinski**, Soroco Industrial Park, Southbridge. ♦

Systems Submit Innovative Source Protection Plans

Kristin Mutchler

Several small water systems have developed innovative source protection plans that go above and beyond the requirements for approval. Five of those systems are listed below, along with the highlights of their creative plans. These water suppliers deserve commendation for their dedicated efforts.

- **Shaw's Plaza (Carver)**: Developed excellent land use map and employee awareness program.
- **Dover Water Department**: Established active source protection program; upgraded wellhead protection bylaw; diverted footpaths away from the wellfield and installed a new gate.
- **Lunenburg Water District**: Negotiated easements with a sportmen's club and a hay farmer located in the Zone II.
- **Congregation of Marians (Stockbridge)**: Removed all threatening land uses from the Zone I and converted to natural gas.
- **Three Rivers Fire District (Palmer)**: Negotiated reduced road salt use on Rte. 181 and posted water supply protection area signs; removed drainage recharge threats at a school; posted warning signs at storm catch basins; converted some buildings in the Zone II to natural gas. Also enacted an underground storage tank bylaw and removed four tanks. Once all existing tanks are inventoried, the district will educate owners and help them financially. ♦

In The Main

The Technical Assistance Newsletter for Public Drinking Water Professionals • Spring 1996



EPA Praises State Source Water Protection Plan

Tara Gallagher

Last September, Massachusetts became the first state in the nation to have its *Comprehensive Source Water Protection Plan* approved by the U.S. EPA. The plan demonstrated Massachusetts' efforts to protect both ground and surface drinking water

sources through a unified approach. EPA applauded the state for being "a model for the nation in its commitment to comprehensive drinking water protection." DEP has now approved source protection plans for 1,034 (66%) of the state's 1,567 community public water sources and an additional 121 plans for nonresidential sources.

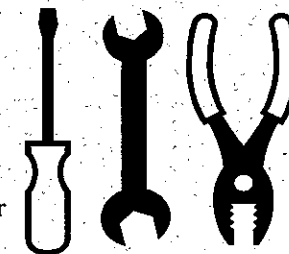
EPA's endorsement will provide Massachusetts with more flexibility in setting its water resource protection priorities. In addition, it will give the state greater flexibility under EPA grants, which should translate into financial savings for both public water suppliers and citizens.

In Massachusetts, public water suppliers, local officials, and residents deserve much credit for recognizing contamination threats and initiating drinking water protection programs to prevent future problems in their communities. DWS looks forward to continuing its partnership with these groups as we work together to strengthen drinking water protection efforts statewide.

The Massachusetts Approach to Compliance and Enforcement

Yvette dePeiza, DWS Water Quality Assurance Manager

We are fortunate in Massachusetts to have an exceptional public drinking water compliance record. This record can be attributed to the dedicated public water suppliers and the unique compliance and enforcement (C & E) program operated by DEP's Division of Water Supply.



The Division bases its C & E program on the following principles:

- Compliance encouragement activities should be the primary step, followed by escalating enforcement action if these activities fail to ensure compliance (the "carrot and stick" approach).
 - Compliance activities go a long way toward minimizing enforcement activities.
 - Compliance activities are more cost-effective than enforcement activities. For example, it takes only five hours to process reminder notices for 2,000+ systems, whereas it takes at least 30 hours to process one enforcement case.
- DWS believes that given the right amount of support, education, and tools, all Massachusetts public water suppliers want to and will comply with the drinking water regulations.

The C & E "Toolbox"

DWS has developed several tools that it uses to encourage compliance. They include:

- **A comprehensive database**

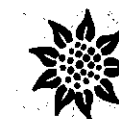
system that can be used to identify all components of a public water supply (PWS), determine compliance status, and generate timely correspondence.

- **A comprehensive training program** through which DWS provides PWS training on all aspects of the regulations. We provide large conference settings as well as

small informal opportunities for our public water suppliers.

Continued on page 2

In This Issue



- ❖ 1996 Drinking Water Week Calendar
- ❖ PWS Registration of XC Devices
- ❖ Tips for Bacteria Sampling
- ❖ Surface Water Log Credits Available
- ❖ We're On the Net!

■ C & E, continued from page 1

- **Training for third parties**, such as consultants and laboratory staff, who routinely interface with our public water suppliers. Called Mobilization Partners, these third parties use their own unique skills to promote compliance. They are particularly valued because they can build a close relationship with a supplier who may be wary of regulators. DWS has access to 22 different Mobilization Partners who help educate our water suppliers, promote compliance, and provide classroom training.

- **The quarterly newsletter** *In the*



In The Main

Massachusetts Department of
Environmental Protection
Division of Water Supply
One Winter Street
Boston, MA 02108

Commonwealth of
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William F. Weld, Governor
Argeo Paul Cellucci, Lt. Governor

Executive Office of
Environmental Affairs
Trudy Coxe, Secretary

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Main. This publication provides water suppliers, boards of health, and other local officials with updates on all requirements, policies, and opportunities.

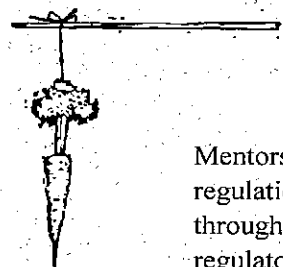
- **Promotion of regulatory involvement** by providing information and opportunities for public comment on all proposed regulations and policies to our regulated community. This allows public water suppliers to help shape future requirements.

- **The Safe Drinking Water Advisory Committee**, which helps DWS develop regulations and programs that reflect the needs of Massachusetts' consumers and water suppliers. The involvement of this committee has helped to create programs that water suppliers can comply with more readily.

- **Comprehensive Compliance Evaluation and Optimization Surveys** to assess and promote compliance. DWS uses these routine surveys to identify potential problems for PWSs. We provide technical assistance in those areas at the time of the survey or at a later date, or we refer systems to our Mobilization Partners for assistance.

- **Annual Community Public Water Systems Awards**, which we present each May during Drinking Water Week to reward systems with outstanding compliance records during the past year.

- **Education about the rigors of enforcement.** We show public water suppliers why it is in their best interest to comply readily. In particular, we explain the potential implications of public notice requirements for



noncomplying systems as well as the various monetary penalties levied against recalcitrant systems. We also advertise lists of noncomplying systems and provide information in our newsletter on the results of enforcement.

- **An innovative PWS mentoring program**, which encourages large or medium-sized water systems to host meetings with surrounding small and noncompliant water suppliers.

Mentors help to explain DWS's regulations and guide small systems through both the technical and regulatory issues they may face.

- **Pre-enforcement correspondence**, such as reminder notices to encourage compliance. This type of assistance is critical because of the complexity and phasing of the federal and state drinking water regulations.

Dealing with Noncomplying Systems

Despite all of the activities described above, approximately 20% of all public water suppliers do not readily comply. Their reasons are varied and may include:

- lack of understanding;
- poorly educated operators;
- negligence;
- difficulty receiving correspondence;
- difficulty attending meetings or training sessions;
- disbelief in the Division's enforcement strength;
- insufficient funding, which could be related to inadequate rate structure or "dis-economy" of scale.

These noncomplying systems, for
Continued on Page 8

1996 Operator Certification Exam Schedule

Certification exams for all levels of Drinking Water Operators will be given on **April 13, July 13, and November 2, 1996**. Exam sites are in Boston, New Bedford, Worcester, and Springfield. To obtain registration forms, please contact the National Assessment Institute, 292 Main St., Suite 1, Northboro, MA 01532, (508) 624-0826. The cost for registration is \$60. For more information, call Darren Hersh at DWS in Boston, (617) 292-5910.

TECHNICAL TIPS

How to Collect Bacteria Samples the Right Way

John Lukin, Northeast Rural Water Association

With warm weather just around the corner, bacteria violations will soon be on the increase. Snow melt, frost action on pipes, mechanical failures, and the start-up of seasonal systems are all contributors to bacteria entry into our water systems.

Operators often hope a bacteria problem will go away by itself or that the laboratory is at fault for a detect. In fact, bacteria hardly ever die out on their own, and the laboratory is rarely to blame. This means that sampling error is the main culprit for violations that aren't caused by actual bacteria in the water. To collect your sample correctly:

1. Always use a lab-prepared sample bottle.
2. Never rinse the bottle.
3. Avoid swivel faucets.
4. Completely remove the aerator.
5. To assure an uncontaminated tap, use bleach rather than a flame to clean it. Pour bleach on a clean rag or paper towel. Wipe the outside of the faucet. Then swab the inside, paying particular attention to the aerator threads. Let the bleach stand for 2-3 minutes.
6. Slowly turn on the cold water to a steady flow, but not so fast as to cause splashback from the sink.
7. Run the water until you feel a definite temperature change.
8. Turn the water down until it drops straight from the end of the faucet (a stream about the thickness of a pencil).
9. Grasp the sample bottle at the bottom. Use your fingertips to remove the cap, then hold the cap with the threads facing down. Never put the cap down.
10. Fill the container to the neck or to the marked fill line.
11. Close the bottle, being careful not to touch its top or the inside of the cap.
12. Turn off the water and clean the sampling site.
13. Be sure to completely fill out the paperwork and label the bottle.
14. Keep the sample chilled and get it to the lab within 48 hours.

Bacteria tests are the most important monitoring you do, so be sure you sample correctly. The last thing you need is a warning to your customers that is not only a false alarm, but a possible public relations nightmare for your system.



■ **Cape Cod**, continued from page 3

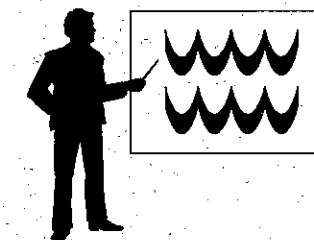
the long-range plan. It continues to coordinate groundwater protection activities and is responsible for submitting an annual progress report.

Members of Barnstable County's Groundwater Guardian Team include the Cape Cod Commission, the Barnstable County Water Utilities Association, the Cape Cod Cooperative Extension, the Association for the Preservation of Cape Cod, the Barnstable Health and Environmental

Department, and the Cape Cod Cranberry Growers Association.

Communities looking for help in tackling local groundwater issues can contact the Groundwater Guardian Foundation at (800) 858-4844. The free program is designed to assist communities in pursuing results-oriented groundwater protection activities.

For information on Barnstable County's efforts, contact the Cape Cod Commission at (508) 362-3828. ♦



Training Calendar

April - June

Coaching the Maintenance Vehicle Operator. April 9 (Easton, MA). 3 TCHs. MWWA. (508) 692-0199.

Operator Certification Review Seminars: Treatment. April 10 (Easton, MA). 6 TCHs. MWWA.

Enhancing Public Trust Through Quality Operations: NEWWA Joint Spring Regional Operations Conference and Exhibition. April 22-24 (Hyannis, MA). Exhibits and technical sessions on Treatment Technologies, Chemical Feed Pumps, Cross Connections, Distribution System Maintenance, Supervision, and more. Earn up to 14 TCHs. NEWWA. (508) 478-6996.

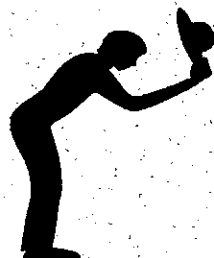
Hands-on Operational Control of Coagulation and Filtration Processes. May 15 (Milford, MA). 6 TCHs. NEWWA.

Cross Connection Control Surveying. May 20 (Milford, MA). NEWWA.

Annual DEP/DWS Distribution Protection - Cross Connection Control Information Workshops. May 23 (Worcester), May 30 (Lakeville), June 6 (Springfield), June 13 (Woburn). (617) 292-5770.

Hydrant Maintenance and Distribution System Flushing. June 6. (Millis, MA). 3 TCHs. MWWA.

Southeastern Massachusetts Drinking Water Fair. June 20, (Bourne, MA). Trade show, roundtables, and technical sessions on Source Water Protection, Record Keeping and Reporting, Corrosion Control, Bacteria Sampling, and more. Earn up to 6 TCHs. Barnstable County Water Utilities Association. (508) 477-6767.



Hats Off to Small Public Water Suppliers in 1995

Catharine Sarafinas

During 1995, the Division of Water Supply's Wellhead Protection Team and the Northeast Rural Water Association (NeRWA) sponsored a series of eight Circuit Rider Workshops for small public water suppliers throughout the state. The emphasis was on source protection planning and monitoring waivers. All participants in Circuit Rider Workshops now receive training contact hours for operator certification.

DWS thanks the many people who contributed their time and efforts to make these workshops a success: **Lynda Laine** and **John Lukin** of NeRWA; **Ted Cady** and **Larry Stepenuck** from the Northeast Rural Community Assistance Program (RCAP); **Alan Cathcart** of the Littleton Water Department; **Wayne Southworth** of the Easton Water Division; **Carl Mailer**, Pioneer Valley Planning Commission; **Jane Peirce**, Franklin County Commission; **Paul Boudreau**, Berkshire County Regional Planning Commission; **Peter Garrett**, Emery & Garrett Consultants; and **David Streeter**, National Rural Water Association.

We would also like to take this opportunity to salute all those who attended workshops in 1995.

Greenfield, February 15, 1995

David Gold, Ashfield Water District; **Paul Cook**, **David Hodgen**, Pine Valley Plantation, Belchertown; **Robert Deane**, **Cifford Grover**, Bernardston Fire and Water District; **Robert Spencer**, Eaglebrook School, Deerfield; **Lisa Rose**, Erving Water Dept.; **Brian Sheedy**, Huntington Water Dept.; **John Kuczek**, Leverett Elementary School; **Dayle Doiron**, Pioneer Valley Regional School District, Northfield; **Doris Balk**, **Marvin Holloway**, Northfield Water District; **Richard Kilhart**, **Richard Martinelli**, Orange Water Dept.; **Francis Caldwell**, Anchorage Nursing Home, Shelburne; **Doug Mollison**, Mohawk Trail Regional High

School; **Guy Wheeler**, **David Wheeler**, Shelburne Falls Fire District; **Fred Laurenitis**, **Stanley Wasilauski**, Sunderland Water District; **Bill Smith**, Whately Water Dept.

Pittsfield, February 21, 1995

Tim Lofland, Belchertown Water District; **Guy Lewis**, **Frank Perras**, Hutchinson Water Co., Cheshire; **Gertrude Droschn**, Ashmere Water Service, Hinsdale; **Dennis Forgea**, Cummington Water Dept.; **Bill Chapman**, Batchelor Knolls, Inc., Granby; **James Van Dyke**, Beaver Pond Meadows Condominium, Hancock; **Theodore Nyllic**, Lanesborough Fire and Water District; **Everett Buffoni**, **Jack Grerar**, **Peter Scoffon**, Lee Water Dept.; **Richard Foure**, **Mike Racicot**, Lenox Water Division; **Kenneth Heath**, Monterey Water Co.; **James Stevens**, Southfield Water Trust, New Marlborough; **Peter Leidt**, Russell Water Dept.; **Tim Fulco**, Berkshire School, Sheffield; **Douglas Weaver**, White Pines Condominiums, Stockbridge; **Peter Provenzano**, Shaggy Dog Studios Water System, Stockbridge; **Janet Comalli**, Congregation of Marians Hill Water Co., Stockbridge; **Elaine Neely**, Sweet Brook Nursing Home, Williamstown.

Woburn, June 8, 1995

Donald Doucette, Needham Water Dept.; **Roger Fotino**, Wakefield Water Dept.; **Fred O'Brien**, West Newbury Water Dept.; **Craig Robinson**, Boxford School Dept.; **Judson Deacon**, Candlelight Motor Inn, Middleton; **Peter Fitzpatrick**, Wreath School Inc., Middleton; **Qingewen Zhu Dickye Palmer**, Cambridge Water Dept.; **Robert Antico**, **David Shulten**, Wilmington, Water Dept.; **Donna Saunders**, Biomarine, Gloucester; **Maurice Caron**, **Paul Barilone**, Concord Water Dept.; **Ed Tarmey**, **John Nelson**, **Diane Henderson**, Lowell Water Dept.; **Mark Clark**, North Reading Water Dept.; **Bill Wood**, Topsfield Water Dept.; **Sean Anderson**, North Sagamore Water District; **Kevin Murray**, Salem-Beverly Water Board; **Jim Courchaine**, Needham Water Dept.; **Bob Worthley**, Dedham Westwood Water District; **Peter Churchill**, Bedford Water Dept.; **Michael Montiero**, Buzzards Bay Water

District; **Bruce Meehan**, **Jay Fine**, Weymouth Water Dept.

Springfield, June 13, 1995

Alfred Lenardson, Mill River Water Takers; **Kenneth Heath**, Monterey Water Co.; **Betsy Bean**, **Bill Pacocha**, Lanesboro Water Dept.; **Mark Makuc**, Gould Farm, Monterey; **Douglas Weaver**, White Pines Condominiums, Stockbridge; **Jane Roberts**, Hancock School; **Bruce Hull**, Great Barrington Fire District; **Gertrude Droschn**, Aquarius Water Co.; **Edward Richards**, Town of Peru; **James Stevens**, Kolburne School, New Marlboro; **Wilbur Chase**, Town of Cheshire; **William Enser**, **Beth Maloney**, Berkshire Environmental Labs; **Jack Komer**, Berkshire Hills Regional School District.

Worcester, June 9 & 27, 1995

Robert Perkins, Nashoba School District; **Paul Hicks**, **John Stewart**, Auburn Water District; **Dan Horgan**, Brewster Water Dept.; **Alan Whipple**, Onset Water Dept.; **Joseph Finn**, Holliston Water Dept.; **Louis Manning**, Sterling Water Dept.; **Bob Flagg**, **Craig Jalbert**, Bondsville Water District; **Wayne Plante**, Whitinsville Water Co.; **Ron Milensk**, **Richard Burgoyne**, The International, Bolton; **Walter Sokolowski**, Town of Maynard; **Joseph Darcy**, **William Buma**, Uxbridge Water Dept.; **David Tuttle**, **Richard Hayes**, Barre; **Tom Burrill**, NEPRC, Southborough; **Roy Wood**, **Jim Malloy**, Sturbridge Water Dept.; **Anne Ford**, Property Mgmt., Acton; **Dawn Pauve**, Standard Methods, Barre; **John Edwards**, Harvard Forest; **Bob Tozeski**, Berlin Retirement Homes; **Paul Varney**, Town of Barre; **Jeff Beauchamp**, East Brookfield Water Dept.

Littleton, September 12, 1995

Paul Forster, St. Joseph's Abbey, Spencer; **Robert Deane**, Bernardston Fire & Water District; **Joan Monfredo**, **Peter Brighton**, Assumption Sisters Residence, Petersham; **Clebe Scott**, Briggsville Water District, Clarksburg; **David Hardman**, Dunstable Water Dept.; **Charles Panagiotakos**, Pine Knoll Apts., Tyngsborough; **Richard Linde**, Ayer Water Dept.; **Samuel Knipe**, **George Johnson**, **Paul**

Continued on page 8



Give drinking water a hand.

Participate in Drinking Water Week: May 5-11

Drinking Water Week is right around the corner, and this year's celebration promises to be the best ever.

Festivities are planned statewide, including open houses, poster contests, and tours of local water systems, Quabbin Reservoir, and Wachusett Reservoir.

State House Day will be held Wednesday, May 8. All water suppliers, legislators, local officials, and others are invited to join in a great program of activities planned by the Massachusetts Drinking Water Week Committee.

State House Day will begin with a multimedia educational program for students, followed by the Governor's proclamation at 11:45 AM in the

Great Hall, the annual drinking water awards program at noon, and DWS's open house and luncheon on the 21st floor of One Ashburton Place.

MWWA's water main tapping contest will begin at 10:00 AM on Boston Common, and information tables and special exhibits will be set up all day in the State House.

A Drinking Water Week booth will also be set up at the Environmental Expo, May 7-9, at the World Trade Center in Boston.

For a full calendar of events, please call Liz Kotowski at (617) 292-5798. To reserve a space at the luncheon, call the Division of Water Supply at (617) 292-5770.

Small Systems Q & A: Ask Dr. Wells



In this column, Dr. Philmore Wells, eminent small systems expert, answers questions pertinent to small water supplies (those serving 3,300 people or less) and nontransient noncommunity water supplies.

Dear Dr. Wells:

I am a small systems owner and don't know what to do about the required lead and copper sampling, which is long overdue. In simple terms, what am I supposed to do?

Sincerely,
Mr. P. B. Sample

Dear Mr. Sample:

The first step is to identify your sampling sites. You may need to identify up to 20 different locations for lead and copper testing, depending on the number of people who drink

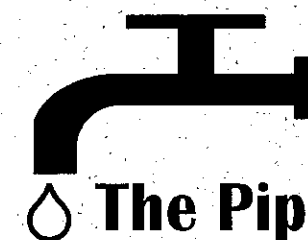
water from your system: 100 people or less = 5 locations; 101-500 people = 10; 501-3,300 = 20.

The locations you identify should be faucets that are routinely used for drinking water, bathing, and/or preparing food.

DEP suggests that you show these locations on a building plan and include a brief description of each location's primary use. For example: #1 = water fountain; #2 = kitchen sink; #3 = bathroom sink. You must submit this plan to your DEP regional office for approval before you start sampling.

Once the plan has been approved, contact a certified water quality testing laboratory. The lab will provide you with sample bottles and sampling instructions. If you still have questions, please call the Division of Water Supply in your DEP region and ask to speak with the Lead and Copper Coordinator.

Very truly yours,
Dr. Philmore Wells



Revised PWS Guidelines to be Published in June

DEP's *Guidelines and Policies for Public Water Systems* are being revised to reflect the Surface Water Treatment Rule and internal policy changes since the last complete revision in 1991. Additions include guidance on new filtration technologies, disinfectants, and criteria for developing a surface water drinking supply. Meetings for PWSs will be held statewide in June. For information, call (617) 292-5770.

DEP to Streamline Drinking Water Protection Regulations

DWS will propose several revisions to the State Drinking Water Regulations (310 CMR 22.00) and the Underground Injection Control Regulations (310 CMR 27.00) this spring. These changes will include a major redesign of the cross connection regulations to give PWSs more control of their programs. Public hearings are expected to be held prior to July. For more information, call James Holeva at (617) 556-1191.

Waiver Applications Still Accepted

Although the deadline for 1996-1998 SOC/VOC/IOC waiver applications has passed, DWS is still accepting applications. If you have not yet submitted yours, the Northeast Rural Water Association can provide free assistance with your forms. Call (802) 660-4988.

Three SOCs No Longer Regulated

The maximum contaminant levels (MCLs) for aldicarb, aldicarb sulfoxide, and aldicarb sulfone have been withdrawn by EPA. These synthetic organic compounds are now considered unregulated, which means that previously published MCLs are no longer enforceable. This correction will be made to 310 CMR 22.00.

CONNECTION UPDATE

DWS Pilots New Approach to Registering Backflow Devices

Alyse A. Rosa and Otavio Paula-Santos

Since September 1995, more than a dozen community systems have been piloting a new DWS program that enables public water suppliers to assign cross connection device identification numbers at their offices. The goal is to allow PWSs to better control and track the registration process for backflow devices in their communities. In addition, the new system is designed to speed up registrations and reduce duplication.

The 13 systems currently participating in the pilot program are Plymouth, Middleboro, Dartmouth, Easton, Amherst, Westfield, Chicopee, Cambridge, Framingham, Southbridge, Fitchburg, Worcester, and Boston.

Under the piloted "self registration" program, DWS provides the PWS with a current list of all owners and devices installed in their city or town. DWS also provides the next available device ID# for that community. The water supplier then assigns numbers sequentially. With this information in hand, the water supplier can easily verify and correct any discrepancy that may exist between DEP's databank and its own records.

If a new device belongs to a previously registered owner or facility, the water supplier uses the same owner ID# and assigns the next device ID# available. The new device ID# and the existing owner ID# should appear on the inspection report form with the initial test result.

In the case of a new owner with a new device, the water supplier will assign only the device ID#. The new owner ID# will be assigned by DWS as we receive the inspection report form with the initial test result.

In order for DEP to efficiently and expeditiously handle these self registrations, suppliers need to submit to DWS all the initial test results for devices registered in that month, as well as any changes and deletions. Within 15 working days of receiving this information, the Division's databank will be updated and the water supplier will receive an updated Owner & Device Listing showing all corrections and/or additions.

DWS is currently evaluating this pilot program and expects to expand it statewide. Workshops will be set up to help public water suppliers establish and manage registration programs in their communities.

Our sincere thanks go to the staff of the systems participating in the new device registration pilot program for their cooperation and valuable input. For more info, call (617) 292-5732. ♦



MWWA President Carol Harris presents the Past President's Plaque to Larry Dayian for his term as President during 1995. Dayian is the DWS Section Chief in DEP's Southeast Regional Office. Dino Eliadi looks on. (Al Codish photo)

Cape Cod Is First MA "Groundwater Guardian"

Nancy Baker

Barnstable County was named as Massachusetts' first Groundwater Guardian Community at the National Conference of the Groundwater Foundation on November 20, 1995.

As one of 50 U.S. and Canadian communities to be designated in 1995, the region was recognized for the efforts of local officials, businesses, citizens, and several private and public organizations who are working together to protect the Cape Cod Sole Source Aquifer.

According to Gabrielle Belfit of the Cape Cod Commission, the Guardian program is a vehicle for doing a better job at coordinating groundwater protection activities. "Communities are chosen as Groundwater Guardians on the basis of how well they educate and increase public awareness about groundwater issues and how well they work to protect groundwater supplies," Belfit said.

To gain recognition for the Cape, a "Groundwater Guardian Team" was formed. The team completed the application, set goals, and developed

Continued on page 7



Lab Corner

Laboratory Errors Now Being Tracked

Damon Guterman

September saw the beginning of a more detailed tracking system designed to catch trends in errors made by the laboratories hired by public water suppliers to do water testing. It is our hope that, working with the laboratories, the Division of Water Supply will be able to use this system to improve the quality of this work and to identify laboratories that show repeated errors.

To date, the most common errors made by the laboratory community are:

- failure to gain certification from DEP's Wall Experiment Station (WES) for each contaminant they test;
- inability to meet the standards for specific methods (including holding the water sample too long before analysis and not measuring for a contaminant at a low enough level of detection); and
- submitting incomplete information about the tests they ran.

Questions about state certification of laboratories should be directed to Ann Marie Allen at WES, (508) 682-5237. Questions about rejected water testing data should be directed to Claire Socher at (617) 574-6878. If you have other questions about laboratory issues, please call Damon Guterman at (617) 574-6811.

Correction:

In the compositing article in the Fall 1995 issue of *In the Main*, the MDL unit of measurement should have been µg/l rather than mg/l.

We're On The Net!

Donovan Bowley

Computer users: DEP's Division of Water Supply is now on the Internet. In conjunction with the Executive Office of Environmental Affairs, DEP can be found on the World Wide Web, with Home Pages posted for each bureau, division, and office.

DWS's Home Page briefly describes our responsibilities, gives divisional contacts, refers readers to related resources at U.S. EPA and elsewhere, and provides a list of publications. Most documents may be downloaded from the Home Page. They include statutes, regulations, guidelines, forms, and other materials useful to water suppliers.

The Universal Resource Locator (URL) addresses for DEP, the Bureau of Resource Protection, the Division of Water Supply, and the Executive Office of Environmental Affairs are:

DEP: <http://www.magnet.state.ma.us/dep/dephome.htm>

BRP: <http://www.magnet.state.ma.us/dep/brp/brphome.htm>

DWS: <http://www.magnet.state.ma.us/dep/brp/dws/dwshome.htm>

EOEA: <http://www.magnet.state.ma.us/envir/eoea.htm>

For anyone unable to access the Web, many of these publications are also available from the DEP Bulletin Board System at (617) 292-5546 (modem speed: up to 9600 baud; modem settings: 8 data, 1 stop, no parity; terminal emulation: either VT100, VT102, or VT104) or from the State House Bookstores in Boston and Springfield. ♦

Surface Water Protection Log Credits Available

Julie Smith and Kathy Romero

Surface water suppliers are reminded that the Division of Water Supply can give credit for up to 0.5 log removal inactivation to filtration facilities with approved surface water protection plans.

Receiving DWS approval for a protection plan enables a surface water supplier to save money by reducing treatment requirements. This means that surface water suppliers can either build smaller disinfection components or use smaller amounts of chemicals in their treatment processes.

As part of the new Massachusetts Source Water Protection Program, DWS staff are currently developing a guidance document to assist surface water suppliers in writing their protection plans. The guidance document will address:

- mapping watershed characteristics;
- inventorying land use impacts;
- assessing local protection needs, including watershed control, management of public access, recreation and wildlife, regulation, and emergency planning; and
- conducting outreach activities.

Additional information, including an outline describing the minimum components of a Surface Water Protection Plan, can be obtained by contacting Kathy Romero at (617) 292-5727. For information on applying to receive log removal credit for filtration plants, please call Julie Smith at (617) 292-5875. ♦