

**STATE OF MAINE
PUBLIC DRINKING WATER COMMISSION**



**2012 ANNUAL REPORT
YEAR ENDING JUNE 30, 2012**

Annual Report of the Maine Public Drinking Water Commission

for the period ending
June 30, 2012

Table of Contents

Introduction.....	3
Enabling Legislation.....	3
Members of the Maine Public Drinking Water Commission.....	4
Drinking Water Program Organizational Chart.....	5
Performance Review of the Drinking Water Program.....	6
MPDWC Objectives for the Coming Year.....	6
Acknowledgements.....	6
Alternative Funding Mechanism.....	7
Types of Public Water Systems Regulated by the DWP.....	8
Fee Billings and Collections.....	8
Drinking Water State Revolving Fund.....	9
Annual Staff Meeting and Annual Staff Merit Award.....	12
DWP Program Accomplishments and Goals.....	12
Director's Report.....	12
Compliance and Enforcement Team.....	14
Field Inspection Team.....	17
Water Resources Team.....	20
Information Management Team.....	25
Laboratory Certification and Capability.....	27
Maine DWP Budget Projection.....	Appendix A

Introduction

The Annual Report of the Maine Public Drinking Water Commission (MPDWC) has been prepared for the Commissioner of the Department of Health and Human Services pursuant to Title 22 MRSA Section 2660-C 4th. The purpose of the report is to provide the Commissioner with an understanding of the issues the MPDWC and the Maine CDC 's Drinking Water Program (DWP) have dealt with during the last year and to outline the goals and work for the upcoming year. This report contains information about the DWP and its operations, with reports from the DWP Director and the Compliance and Enforcement, Field Inspection, Water Resources and Information Management Teams, as well as the Laboratory Certification Program. Background information about the regulated water systems is also provided, along with the current fee structure in place and an explanation of the Drinking Water State Revolving Fund. Copies of this Annual Report are also submitted to the members of the Health and Human Services Committee of the Maine Legislature.

Enabling Legislation

Legislation relating to the MPDWC is found in Title 22 MRSA § 2660-B et seq. The statutes were first established in 1993(c.410) and have been modified five times since (1995.c.581: 1995.c.21: 1997.c.705: 2001.c.232 and 2003.c.601).

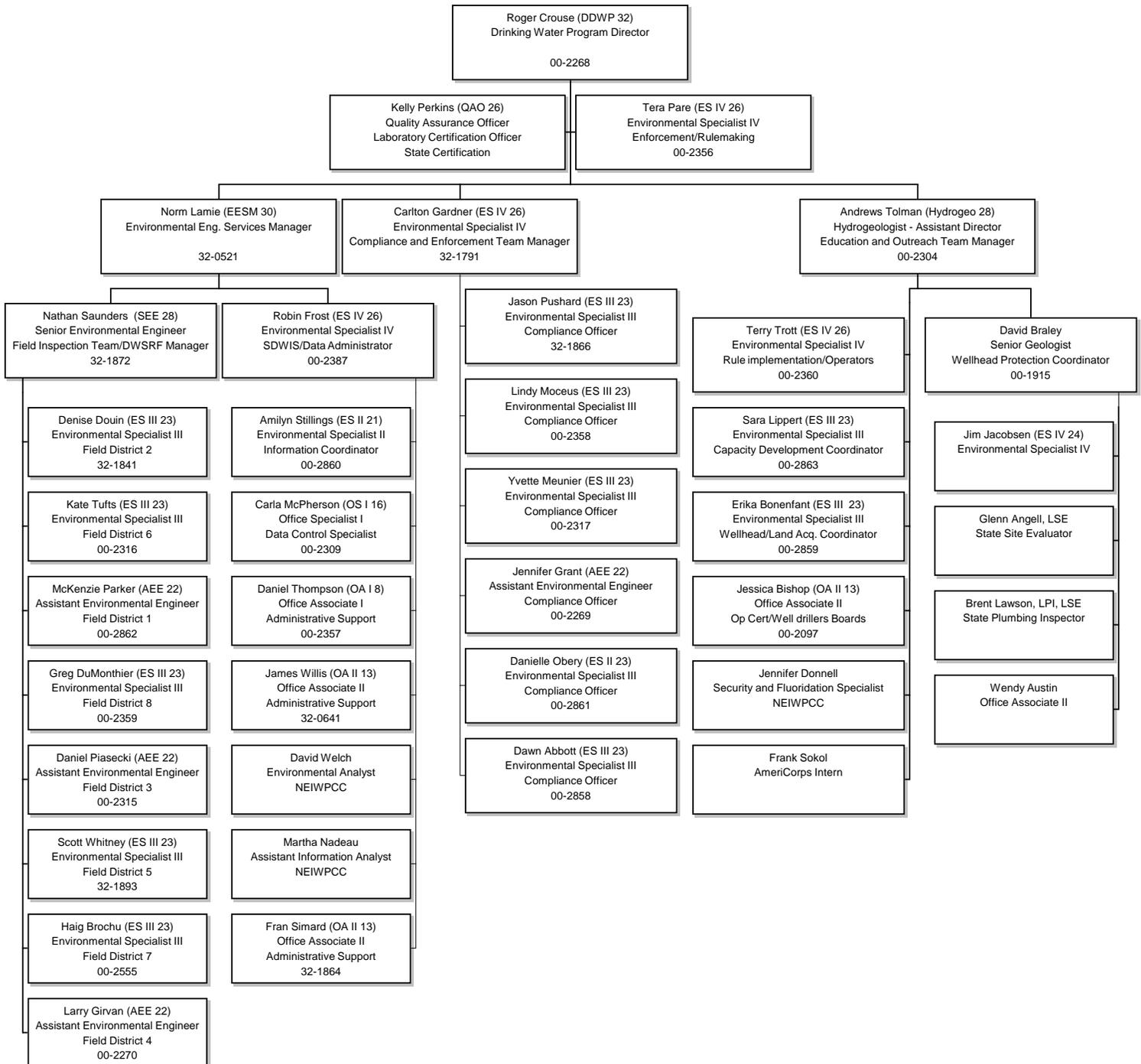
The legislation includes Definitions, Membership Requirements, Chair Responsibilities, Duties, Compensation, an annual work plan submission to the DHHS Commissioner and the Authority to impose an annual public water system (PWS) operation fee.

Members of the Maine Public Drinking Water Commission

Name, Address, E-Mail	Seat # & Expiration Date	Statutory Provisions for Seat
Roger L. Crouse Director, Drinking Water Program 11 State House, Station Augusta, ME 04333-0011 287-5684 FAX 287-4172 E-mail: roger.crouse@maine.gov	<u>Seat 1</u> Until Replaced	Commissioner of Health and Human Services or the Commissioner's designee
Rebecca Laliberte The Meadows PO Box 629 Greene, ME 04236 946-3007 E-mail: RLalib3967@aol.com	<u>Seat 2</u> August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population of not more than 1,000.
Thomas J. Brennan, C.G., <u>Chairperson</u> Nestle Waters North America – Poland Springs 123 Preservation Way Poland Spring, Maine 04274 998-6350 ext. 6350 FAX: 998-5181 E-mail: thomas.brennan@waters.nestle.com	<u>Seat 3</u> August 31, 2013	Must represent the drinking water public
Robert N. MacKinnon, Jr. Yarmouth Water District, Superintendent PO Box 419, 14 Smith Street Yarmouth, ME 04096 846-5821 FAX 846-1240 E-mail: ywdbob@maine.rr.com	<u>Seat 4</u> August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population of at least 1001, but not more than 10,000.
Jeffrey D. LaCasse Kennebec Water District, General Manager PO Box 356, 6 Cool St Waterville, Maine 04901 (207) 872-2763, FAX 861-8964 E-mail: jlacasse@prexar.com	<u>Seat 5</u> August 31, 2015	Represent the water purveying community and be associated with a public water system serving a population greater than 10,000.
Ben C. Worcester, III Smugglers Den Campground PO Box 787 Southwest Harbor, ME 04679-0787 (207)460-9033 E-mail: bcw@smugglersdencampground.com	<u>Seat 6</u> August 31, 2013	Must be a user of a transient, non-community water system
Harvey A. Chesley, Jr. Pine Tree Camp 25 Hill Crest Drive Clinton, ME 04927 397-2141 FAX 397-5324 E-mail: hchesley@pinetreesociety.org	<u>Seat 7</u> August 31, 2012	Must be a user of a non-transient, non-community water system
George Dugovic PO Box 603 Alfred, ME 04002 324-0180 E-mail: dugovics@roadrunner.com	<u>Seat 8</u> August 31, 2015	Must represent the drinking water public
John Storer Superintendent, Auburn Water District PO Box 414 Auburn, ME 04212-0414 (207) 784-6469, FAX (207)784-6460 E-mail: jstorer@awsd.org	<u>Seat 9</u> August 31, 2013	Must represent the drinking water public

Drinking Water Program Organizational Chart

DRINKING WATER PROGRAM, DIVISION OF ENVIRONMENTAL HEALTH, MAINE CDC
 ORGANIZATIONAL CHART
 July 13, 2012



Performance Review of the Drinking Water Program

The MPDWC gets regular updates from the DWP, and assesses the performance of this State agency. Despite suspended merit increases, the Director and the staff of the program are performing extremely well, given the ongoing budget and staffing constraints. Regulations and reporting requirements for drinking water systems continue to evolve and increase under the direction of the EPA, and the DWP continues to handle these increased responsibilities, although not without its challenges. In addition, the DWP has done an excellent job continuing to work with the regulated community to creatively navigate challenges in securing federal matching dollars for the State Revolving Fund. Organizational changes made within the program over the past few years continue to improve service to Maine's water systems and allowed greater field work to insure the safety and reliability of our Maine water systems.

MPDWC Objectives for the Coming Year

The Maine Public Drinking Water Commission will continue to support and guide the Drinking Water Program, as needed, and to continue to prudently oversee the alternative funding mechanism established to fund a portion of the program's budget. However, staffing and funding will continue to be large, and growing, issues for the program. To that, the Commission in the upcoming year will:

- ◆ Continue to work toward greater State general funding to support needed positions, through meetings with administration and/or legislators as well as others in the Drinking Water Community
- ◆ Continue to support and work for the appropriate funding for the State match of the Drinking Water State Revolving Fund
- ◆ Be a resource and an advocate for the DWP, its director and its staff
- ◆ Be knowledgeable of changing State attitudes and rules regarding the use and planning for Maine's water resources, and participate as needed in shaping new policy

Acknowledgements

The Drinking Water Commission would like to once again acknowledge the hard work and dedication of all employees of the Drinking Water Program. There is clearly a culture of Teamwork within the organization that is a testament to the leadership of Roger Crouse, the Director. As water issues continue to escalate nationally, statewide and locally, the stretched staff of this program quietly and efficiently do everything they can to protect the safety and reliability of Maine's over 1900 water systems as they *Work Together for Safe Drinking Water*.

Alternative Funding Mechanism

In 1993, the Legislature created legislation enabling the DWP to assess a fee on all public water systems. This fee is deposited in the Public Drinking Water Fund for the purpose of supporting the DWP. The fee, also known as the Alternative Funding Mechanism (AFM), is calculated using a formula with a base rate and a population multiplier.

The AFM pays the costs of five full-time employees. Each year, the MPDWC reviews the formula, the base fee, the per capita fee and the DWP budget to determine if any changes need to be made to the formula or fee rates. Revenues derived from the collection of these fees are used to retain primacy, or maintaining state control of the DWP, including funding five DWP staff positions.

For all water systems except bottled water and vending machines, the fee is equal to the minimum fee plus the per capita rate, multiplied by the population capacity of the system, minus the exempt population.

A summary of the rate structure for these types of water systems can be found in Table 1 below.

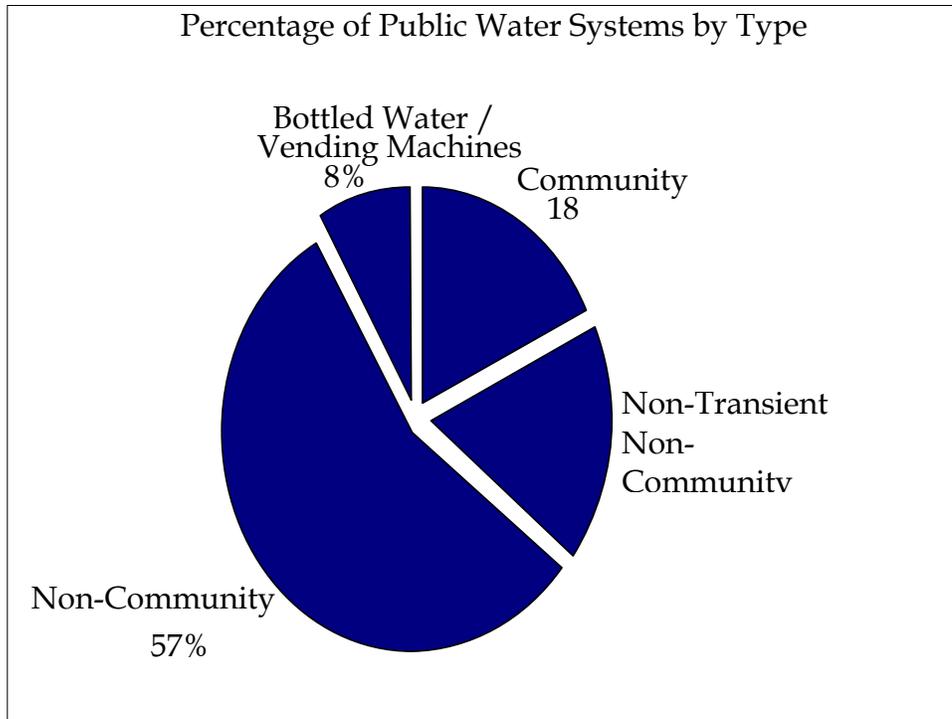
	SFY 2011	SFY 2012
Per capita rate (above base population)	\$0.45	\$0.45
Base fee	\$50	\$50
Maximum fee	N/A*	N/A*
Base population	100	100
* During the 2009 Legislative Session the Legislature removed the maximum fee cap from statute.		

A separate formula and rate structure exists for bottled water facilities and water vending machines. A summary of the rates for these facilities can be found in Table 2 below.

System Type	Description	# of Systems	SFY 2011	SFY 2012
In-State Small	Small (up to 250,000 gallons)	14	\$75	\$75
In-State Medium	Medium (>250,000 to 20 Million gallons)	10	\$225	\$225
In-State Large	Large (>20 Million gallons)	5	\$2900	\$2900
Out-of-State	Out-of-State bottlers selling product in Maine	114	\$300	\$300
Water Vending Machine	Per Water Vending Machine	34	Minimum \$50, \$10 per machine up to \$150 maximum	Minimum \$50, \$10 per machine up to \$150 maximum

During the May 4, 2011 Commission meeting, the MPDWC voted unanimously not to increase the fees for State Fiscal Year 2012, as projected revenues using the current fee structure should be adequate to cover all costs during the State Fiscal Year 2012.

Types of Public Water Systems Regulated by the DWP



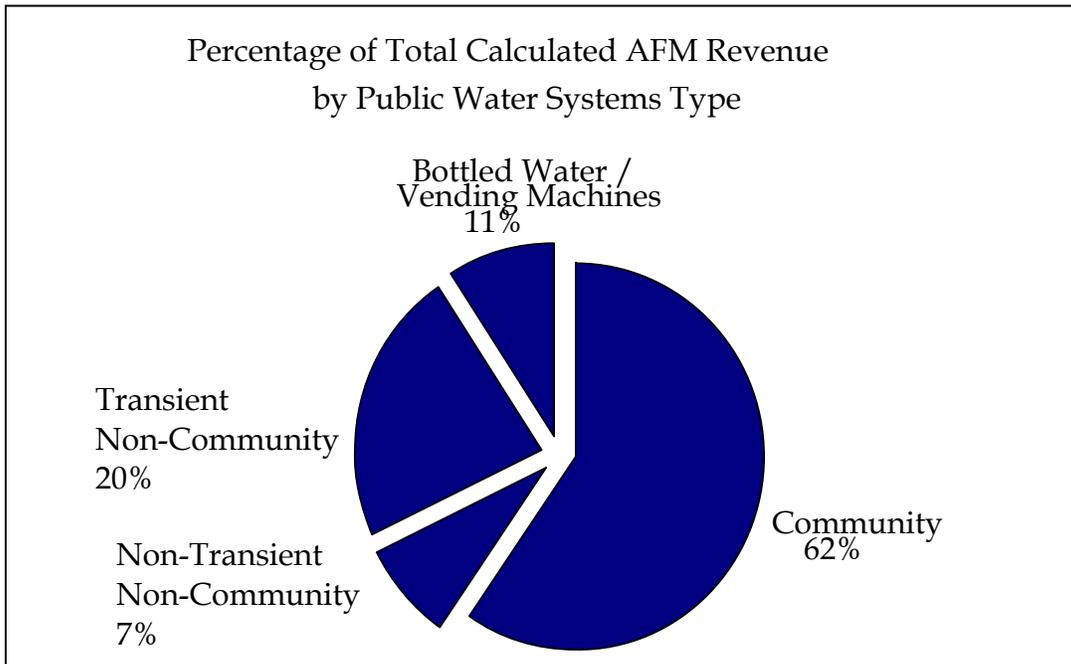
Fee Billings and Collections

State Fiscal Year 2012

Summary of AFM Fee Billings

Data as of April 2012

Types of PWS	Number of Public Water Systems	% of total Public Water Systems	Population Served	Calculated Revenue	% of Total Calculated Revenue
Community	377	19%	666,183	\$ 333,909.50	62%
Non-Transient Non-Community	349	17%	64,396	\$ 34,581.20	7%
Non-Community	1,142	56%	181,676	\$ 99,395.15	20%
Bottled Water / Vending Machines	174	9%	N/A	\$ 24,070.00	11%
Totals	2043	100%	912,255	\$ 491,955.85	100%



Drinking Water State Revolving Fund

The Drinking Water State Revolving Fund (DWSRF) provides financial assistance to public water systems in Maine for infrastructure improvements. From 1997 through 2011, the DWSRF has provided over \$179 million in loans and grants to public water systems throughout Maine. The investment in State Match during this period was \$26 million.

The annual federal grant has varied from a low of \$7.1 million to a high of \$13.5 million with an average annual grant of \$8.7 million. In 2012 FFY a federal grant of \$9.4 million is available on condition that a 20% State Match of is provided. A November 2012 referendum vote already represents a delay in some construction projects. The \$3.59 million requested on the November 2012 ballot would provide two-years of State Match. (\$1.795 Million per year for the federal Fiscal Years 2012 and 2013 federal grants). The 2012-2013 Biennial Budget provided State Match for the 2014 through 2023 federal funds using revenues from the State's renegotiated wholesale liquor contract.

For 2012, the Drinking Water Program received more than \$48 million worth of qualified project requests with \$13.7 million in funding available. The following communities will benefit from the FFY 2012 DWSRF: Bangor, Portland, Kennebunkport, Kennebunk, Wells, Camden, Rockland, Hampden, Eastport, Vinalhaven, Southwest Harbor, Presque Isle, Bucksport, Caribou, Calais, and Hartland.

In addition to funding construction projects, the DWSRF also funds many other activities approved by the U.S. Environmental Protection Agency including well head protection grants, technical assistance providers, operator training, land acquisition loans, source water protection resources, and 17 staff positions at the Drinking Water Program.

Providing a stable funding source significantly benefits the drinking water industry in Maine by reducing the annual uncertainty regarding the timing of when the money will be available as well as reducing the time and effort associated with advocacy.

Other efforts DWSRF Staff have been involved with in Administering the DWSRF Program include:

ARRA project “file reviews”

Thirty-Five State of Maine drinking water utilities were able to undertake important public water improvements with \$19.5 M of funds from the American Recovery and Rehabilitation Act (ARRA) a.k.a. Stimulus Funds in 2009 and 2010. In mid-June, six Maine water utilities were notified by the U.S. Office of Inspector General that two contracted firms, Tetra Tech Inc. and Cadmus would be conducting an “ARRA Document Verification site visit.” The site visit consisted of verification of documents followed by a site visit. The site visits included a review of project documentation including: job creation numbers, Davis-Bacon wage interview documentation, payroll records, Buy American documentation and waivers, de minimis documentation, and Green Reserve documentation.

2011 EPA Needs Survey

Maine’s DWSRF staff coordinated the state’s effort with EPA’s 2011 DWSRF Needs Survey. Twenty five randomly selected utilities were asked to complete a detailed survey listing current assets and provide information on SRF funded drinking water infrastructure needs for the next twenty years. This information will be compiled and will be used for SRF state allocations over the next four years. Maine had a 100% participation rate with the 2011 Needs Survey.

Effective Utility Management

Six Maine public water systems that received ARRA stimulus funds participated, voluntarily, with an Effective Utility Management (EUM) program sponsored by USEPA Region 1. The program’s goal was to enhance the operational sustainability of wastewater and water systems in New England, by providing up to 100 water systems that received ARRA stimulus funds, technical assistance to assess a system’s utility management practices, based on “Effective Utility Management,” (EUM) guidelines. This assessment is designed to improve the long-term management and operation of the water system. The EUM process included a site visit, facilitated self-assessment, and development of the implementation plan. The EUM process can be highly effective in helping utilities identify priority needs and areas for improvement.

Franklin County Asset Management Collaboration Project

The development and implementation of Asset Management has been problematic in our rural communities due to lack of time, fiscal constraints, technical expertise and training for operators and Trustees. Asset Management is a systematic approach to examine and track infrastructure capital assets, minimizing the total cost of operating a system while maintaining a desired level of service. It also provides a framework through which operations, maintenance, repair and capital expenses are viewed as investment decisions. Asset Management increases local capacity by allowing utilities to budget for the replacement of infrastructure in an orderly fashion, increasing their ability to sustain

operations for the long term. In addition to increasing operating efficiency, an Asset Management plan will help guide Trustees to assemble short-term and long-term capital improvement plans and prepare them for the rates necessary to support that investment.

With financial support from the SRF program, Maine Rural Water Association will initiate an Asset Management Training and Technical Assistance project that will benefit all of the PUC regulated water utilities in Franklin County. Franklin County is home to 11 PUC regulated community water suppliers serving a population of nearly 16,000 residents. Ten of these systems utilize groundwater as their primary source. Three systems serve greater than 1,000 residents and only one serves more than 3,300.

The long term vision for this project is to get the eleven public water systems in Franklin County using a similar or same Asset Management tool within the next five years. The water systems will be able to work collaboratively to assist each other to maintain and update the Asset Management system. Success with the Franklin County Asset Management Project could lead to similar efforts in other Maine regions.

USDA-EPA Preliminary Engineering Report (PER) Task Force

The goal of this national Task Force is to develop a standard PER outline for all agencies to adopt as a single format. Federal agencies would recommend it in cases where they are not providing direct assistance, and adopt it in cases where they are. State governments could also choose to adopt the outline.

ASCE Infrastructure Report Card

An update to the ASCE Infrastructure Report is being prepared by the Maine Chapter of ASCE. On the last ASCE Maine Report Card, drinking water in Maine received a grade of "C." We have since provided an updated perspective of progress on drinking water progress and current needs.

Drinking Water System Matrix

To provide a clear understanding of current and future public drinking water infrastructure needs, a data gathering has been initiated by the DWP. Information from various sources, including Annual Reports filed to the Public Utilities Commission by the 150 PUC regulated public water systems, will identify changes occurring over the last ten years. This data will be used to develop a vision of drinking water infrastructure needs for the next ten years.

Preliminary data analysis of PUC reports over the period 2001-2011 reveals drinking water system infrastructure assets increased by \$465 Million, or nearly 50%. Much of that investment was in new treatment plants to meet new treatment requirements. Larger utilities (the 17 largest) replaced water mains at a rate of 0.7% per year, below the 1% threshold that would keep all mains less than 100 years old. These same utilities also experienced a 6% growth in total distribution system water main lengths over the ten year period, despite a decrease in demand averaging 16% over the period. For many utilities, this resulted in significant upward user rate pressure, with an average annual increase of 5%, and with a few utilities having to double rates to pay for needed improvements.

Annual Staff Meeting and Annual Staff Merit Award

The Drinking Water Program annual staff meeting was held on August 16, 2012. Jim Jacobsen from DWP's Subsurface Wastewater Unit provided a history and outlined the roles and responsibilities of the Unit. John Leach of the South Berwick Water District and Christine Feurt of the Wells National Research Reserve, both members of the Salmon Falls Watershed Collaborative spoke about the Collaborative. John Leach gave a unique perspective of how the Collaborative has helped his water system in their source water protection endeavors, while Christine Feurt provided a history of how and why the Collaborative was formed. Christine then went on to outline the goals and action strategies the Collaborative is implementing and described how each of the partners that make up the Collaborative play an important role in its successes. Lastly, Jason Bartlett of the Department of Marine Resources gave a presentation about the history, geography, and importance of Diadromous fish in Maine. The staff meeting also included a team building exercise consisting of a game which challenged DWP staff to work together in teams to solve puzzles and compete in challenges that tested their knowledge of drinking water across team roles and functions.

An announcement and presentation of the Annual Staff Merit Award was also made. This award, given annually by the MPDWC, recognizes an employee of the Drinking Water Program who has made a significant contribution in the past year to the goals and mission of the program. Nominations are solicited and received from the drinking water "community" in Maine, including the DWP staff, other Maine water industry associations, and public water systems.

This year, the Commission expressed how difficult their job was to select an award recipient from a number of worthy and deserving nominees. In the end, the Commission was pleased to present the award to **two** staff members this year: Field Inspector Daniel Piasecki and Compliance Officer Jennifer Grant.

DWP Program Accomplishments and Goals

Director's Report

Responsibilities

- ◆ Provide program direction and leadership.
- ◆ Develop staffing and budgetary needs to meet primacy requirements.
- ◆ Provide DWP Staff with the resources to effectively perform their work.
- ◆ Set priorities for staff time and resources.
- ◆ Adopt drinking water regulations that are no less stringent than the federal regulations.
- ◆ Adopt and implement adequate procedures for the enforcement of State regulations.
- ◆ Provide technical assistance to PWS to assure compliance with the SDWA.
- ◆ Work with state and federal entities to ensure adequate funding of the DWP.
- ◆ Advocate for Safe Drinking Water.
- ◆ Ensure the state lab's ability to perform analytical measurements of all National Primary Drinking Water Regulations.

- ◆ Work with Department Leadership to maintain and, when possible, increase support for the DWP.
- ◆ Respond as needed to all proposed legislation that affects the ability of public water systems to provide safe and reliable drinking water.

Accomplishments

- ◆ Worked with the Department of Agriculture, Food and Rural Resources (DAFRR) to create a Memorandum of Understanding between DHHS and DAFRR for the regulation and oversight of bottled water. DHHS has statutory requirements to regulate bottlers as “transient” public water systems as well as issue permits for some bulk water transporters. DAFRR has statutory requirements to regulate manufacturers and bottlers of non-alcoholic beverages including bottled water. Because statutory overlap exists, this Memorandum of Understanding was developed between the DHHS and the DAFRR to ensure the laws are properly enforced, State staff is making appropriate use of their time, water bottlers have a clear and consistent regulatory message, and public health is protected. This MOU will affect DHHS in the following ways:
 - Eliminates all DHHS responsibility for out-of-state bottlers in Maine – this will all be handled by DAFRR. This elimination of responsibility will also be a loss in revenue of approximately \$34,000 because we currently charge each out-of-state bottler \$300 annually to be regulated as a “public water system.” This reduction in revenue will ultimately be offset by higher fees on all the other public water systems. However, our expenses have been running under our revenue for a few years due to pay freezes so the fees on public water systems will not go up again for at least a couple of years.
 - Eliminates DHHS responsibility with directly handling consumer complaints. DAFRR will be the lead agency on consumer complaints. DHHS will serve in a technical assistance role when needed.
 - DHHS will be responsible for approval and inspection of water sources and treatment. DAFRR will be responsible for approval and inspection of all bottling processes.
- ◆ Applied for 2012 DWSRF grant (\$8,975,000). Award anticipated by the end of December 2012, if the state match bond passes in November election.
- ◆ Published the third annual DWSRF Construction Project Report.
- ◆ Received annual Public Water System Supervision Grant (\$900,000).
- ◆ Maintained a strong, committed workforce.
- ◆ Continued to foster strong relationships with EPA, state agencies, water utilities, water associations, and non-profit agencies.
- ◆ Maintained compliance with federal primacy requirements.
- ◆ Staff participated on many state and national boards, commissions and workgroups.
- ◆ Worked with other Programs in the Division of Environmental Health to find efficiencies and provide better customer service. Continued to refine the Health Inspection Program License application process to integrate the requirements for public water systems and on-site septic systems. This will streamline the process for applicants as well as the internal process for handling applications.

Goals

- ◆ Update the Rules Relating to Bottled Water to reflect the terms of the Memorandum of Understanding created in 2012 with the Department of Agriculture, Food and Rural Resources.
- ◆ Continue to implement the Safe Drinking Water Act. The DWP will continue to be creative and efficient. In particular, we will compare the work we are doing with our statutory authority to ensure we are operating within the authority given to us.
- ◆ Continue to work with Division of Environmental Health management team to find efficiencies through inspection and administrative staff.
- ◆ Work with contractors and other water industry partners to improve outreach and technical assistance to public water systems.
- ◆ Work with the Drinking Water Commission to support initiatives of the DWP.
- ◆ Maintain and promote good staff morale.
- ◆ Provide staff with the necessary resources and support so they can accomplish their work.
- ◆ Provide excellent customer service.
- ◆ Maintain and foster strong alliances and working relationships which further DWP goals.
- ◆ Strive for Continuous Program Improvement.
- ◆ Continue to shape state and national drinking water policy.

Compliance and Enforcement Team

Responsibilities

- ◆ Administer and enforce all State and Federal safe drinking water rules and regulations promulgated from the Safe Drinking Water Act and Maine Water for Human Consumption Act, including the Maine Rules Relating to Drinking Water (10-144 CMR 231) and the Code of Federal Regulations (40 CFR 141, 142, and 143).
- ◆ Adopt New EPA Regulations and File the necessary Primacy Packages.
- ◆ Administer and Enforce the State of Maine Rules Relating to Bottled Water, Bulk Water, and Water Vending Machines.
- ◆ Identify any rule violations, input appropriate violation data, and notify public water systems of such violation(s) through notices of violation, notices of noncompliance, consent orders, compliance orders and notices of penalty assessment.
- ◆ Create and change monitoring schedules for public water systems.
- ◆ Train public water system owners and operators on new, existing, or upcoming rules and procedures.
- ◆ Review water quality and monitoring data from public water systems and bottled water producers and sellers, to determine contaminant levels, appropriate collection and analysis times, as well as sampling methods.
- ◆ Review submitted reports, such as monthly operating reports and consumer confidence reports.
- ◆ Issue and Remove Boil Water Orders, Boil Water Advisories and Do Not Drink Orders.
- ◆ Track water quality results for new source/system approval.
- ◆ Conduct watershed inspections and review watershed reports.

- ◆ Communicate and collaborate, internally and externally, with DWP staff and State and federal agencies and stakeholders regarding any relevant compliance and enforcement information associated with public water system issues, applications, or reviews.
- ◆ Review and approve or deny treatment installation plans affecting water quality.
- ◆ Review and approve or deny sampling plans
- ◆ Review and approve or deny synthetic organic compound waivers applications, which can save public water systems hundreds of dollars in testing costs.
- ◆ Enforcement staff draft, negotiate, and revise formal enforcement actions.
- ◆ Enforcement staff work directly with public water systems and other state agencies to explain and resolve formal enforcement actions related to violations of the SDWA, collect AFM fees, assist with posting public notification and negotiate terms for returning to compliance.
- ◆ Enforcement staff refer any recalcitrant public water systems to the Office of the Maine Attorney General and provide testimony, background, and technical expertise for administrative and civil hearings.
- ◆ Enforcement & Rulemaking Coordinator oversees and ushers all proposed rule changes within the Division of Environmental Health through internal approval, advertising, public hearing, and the adoption process.
- ◆ Enforcement & Rulemaking Coordinator oversees all public requests for information and ensures compliance with Maine's Freedom of Access Act.
- ◆ Enforcement staff report to EPA the compliance status of any public water systems scored as nationally significant on the Enforcement Targeting Tool (ETT). Enforcement staff also work to address those systems identified as needing formal enforcement actions.

Accomplishments

- ◆ Compliance staff fully regionalized their coverage by geographic areas. There is no longer one compliance officer for 1,200 Transient public water systems. Instead, all compliance officers have a variety of public water systems in their district. Enforcement staff provided input on EPA's Enforcement Targeting Tool (ETT), designed to prioritize unaddressed public water systems with health-based violations.
- ◆ Compliance staff provided input on EPA's review of the Consumer Confidence Report (CCR) Rule.
- ◆ Compliance staff participated in a series of trainings to assist public water systems, boards, organizations and agencies within Maine on drinking water regulations, including, but not limited to, sampling requirements and the Stage 1 and Stage 2 Disinfectants/Disinfection Byproducts (DBP) Rules.
- ◆ Compliance staff adeptly responded to a number of drinking water emergency calls and events, resulting from weather disasters, lack of water, acute contamination and treatment failures.
- ◆ Prepared for revision and update of the *Rules Relating to Drinking Water* (10-144 CMR 231).
- ◆ Compliance and enforcement staff provided thoughtful feedback and input on all proposed policies and procedures proposed by DWP staff and the Health Inspection

Program staff. In particular, staff worked on the Drinking Water Orders Policy, the Total Coliform Recheck Sample Policy, and the HIP Application Policy.

- ◆ Trained certified labs on reporting results electronically, which will improve data reliability.
- ◆ Continued to improve the process of receiving information from public water systems, communicating that information to all appropriate staff, and storing it in an easily retrievable format, when necessary.
- ◆ Improved communication and working relationship with the Health Inspection Program, to present a clear and consistent message to public water systems that are licensed by HIP. This improvement included working on a unified application for new systems and systems changing ownership.
- ◆ Protected public health by working with HIP to hold license renewals for public water systems in formal DWP enforcement.
- ◆ Provided refresher training for existing compliance staff on regulations and SDWIS, as well as provided training for new compliance staff.
- ◆ Acquired a new compliance officer, whose experience includes knowledge of drinking water quality analyses and specific laboratory procedures.
- ◆ Improved the review process of compliance reports, which strengthened data quality for compliance.
- ◆ Identified and recorded specific Compliance and Enforcement Team tasks, why they are performed, how it relates to the DWP mission, how long each task is expected to be completed, as well as specific measures for completion of those tasks.
- ◆ Identified and recorded areas where the Compliance and Enforcement Team rely on other DWP teams to complete their tasks, along with expectations for how long each task is expected to be completed.
- ◆ Created 24 template violation letters for compliance officers to issue a consistent message to public water systems.
- ◆ Rulemaking Coordinator facilitated the adoption of the Health Inspection Program's Rules Relating to the Administration and Enforcement of Establishments Licensed by the Health Inspection Program, the Drinking Water Program's Drinking Water Rules, and the Board of Licensure of Water System Operators' Rules Relating to the Licensure of Water System Operators.
- ◆ Rulemaking Coordinator assisted the DWP with folding the Rules Relating to Fluoridation into the Rules Relating to Drinking Water.

Goals

- ◆ Work with the Information Management Team to develop stronger tracking efforts in compliance follow-up, including, but not limited to, resolving monitoring violations within SDWIS when samples are reported, in a more timely fashion.
- ◆ Strategize on how to better address systems scoring high on the ETT. Work on identifying potential future high-scorers before they appear on the list, and address them earlier. Offer feedback and determine which public water systems require action first.
- ◆ Continue efforts to collaborate with other agencies and businesses to offer a more cohesive message to public water systems and avoid confusion. Specific emphasis will be placed on day care and seasonal facilities.

- ◆ Continue to work with data and administrative staff at the Drinking Water Program, on issues that directly affect compliance, in order to maintain data integrity and secure the highest accuracy of rule compliance.
- ◆ Update the Enforcement Strategy to clarify formal enforcement procedures, as well as roles and responsibilities, establish a specific penalty matrix, and set clear priorities for enforcement actions.
- ◆ Continue to update any formal rulemaking, policies or procedures relating to drinking water compliance. Currently on the agenda are reviews of several internal standard operating procedures, the Rules Relating to Bottled Water, Bulk Water, and Water Vending Machines and the Laboratory Certification Rules.
- ◆ Continue working with all certified laboratories to foster a stronger relationship between labs and the DWP.
- ◆ Keep apprised and participate in proposed changes to EPA regulations, such as Revisions to the Total Coliform Rule and the Lead/Copper Rule, Long Term Revisions, Unregulated Contaminant Monitoring Rule, the Consumer Confidence Report Rule, the Perchlorate Rule, and amendments to the Safe Drinking Water Act (regarding low-lead fixtures).
- ◆ The Rulemaking Coordinator's goal is to facilitate the adoption of the Health Inspection Program's Food Code and the Rules Relating to the Administration and Enforcement of Establishments Licensed by the Health Inspection Program; the Environmental & Occupational Health Program's Rules Relating to the Lead Poison Control Act; and the Radiation Control Program's Radon Rules and Tanning Rules.

Field Inspection Team

Responsibilities:

- ◆ Conduct sanitary surveys and field investigations.
- ◆ Oversee new system and new well approval projects for public water supply wells.
- ◆ Work with public water systems to complete the process for obtaining a general operations permit.
- ◆ Review proposed septic system variances that could impact public water supply sources
- ◆ Provide follow up inspections and field technical assistance to PWSs with violations.
- ◆ Provide on-site advice and assistance to PWSs regarding operation, maintenance, treatment, quality control, testing waivers and testing requirements.
- ◆ Investigate water quality complaints made by the public.
- ◆ Provide technical advice to PWSs in emergency situations.
- ◆ Provide waterborne disease investigation.
- ◆ Investigate requests for deregulation and authorize deregulation of water system as warranted.
- ◆ Maintain a Sanitary Survey Priority List.
- ◆ Draft, issue, and track Engineering Orders.
- ◆ Inform and interact with all other pertinent DWP teams regarding field conditions of PWSs.
- ◆ Provide field assistance on the placement and removal of all Boil Water Orders.
- ◆ Inspect the construction of PWS facilities, both DWSRF and non-DWSRF funded.
- ◆ Conduct watershed inspections.

- ◆ Evaluate water system's operator classification.
- ◆ Ensure PWS compliance to rules pertaining to licensed operators
- ◆ Review and provide comments on preliminary plans and engineering reports for PWSs.
- ◆ Review and approve final plans and specifications for new or modified water facilities.
- ◆ Provide engineering assistance and guidance to PWSs.
- ◆ Provide assistance and guidance on optimization of treatment processes.
- ◆ Review and approve all requests for waivers of main separation requirements and tank painting/coating.
- ◆ Review and approve all requests for waivers to the 300 foot setback requirement between a PWS well and septic leach field.
- ◆ Review and provide input on the approval of requests for waivers to the 1000 foot setback requirement between a PWS well and Underground Storage Tanks (USTs).
- ◆ Develop and maintain controlled documentation of pertinent policies and standard operating procedures.
- ◆ Conduct facility reviews and evaluate the ability of systems, both engineered and non-engineered, to provide safe and reliable drinking water to the public. Facility evaluations include sanitary surveys; new system and new well approval projects from preliminary approval through final system approval; records, data, performance reviews; and engineering inspections.
- ◆ Engineering enforcement actions are initiated and tracked as necessary.
- ◆ Conduct routine inspections of public water systems throughout fiscal year.
- ◆ Conduct additional inspections in response to violations, customer complaints, known health threats, siting and approving new public water supply wells and their water systems, or at the request of the system.
- ◆ Field Engineers oversee DWSRF projects as they proceed through the construction phase, starting with a preconstruction meeting and contract signing. During the construction phase, projects are inspected monthly in conjunction with pay requisition meetings. At the end of a project, an inspection is done to verify substantial completion and final pay requisitions.
- ◆ Review and evaluate new and emerging technologies, preliminary and final water system plans and specifications, engineering studies, engineering orders and pilot projects.
- ◆ Provide technical assistance to consulting engineers and public water systems regarding engineering issues. Inspect all facilities construction in a timely manner.

Accomplishments

- ◆ In this sixth year after the DWP restructuring of 2006, the Field Inspection Team continues to see a reduction in the number of sanitary surveys due at any given time. Individual sanitary survey goals have been given to each inspector and results are reviewed on a quarterly basis.
- ◆ Approximately 406 sanitary surveys of public water systems were completed along with 990 other field visits relating to various activities including new system or well approval projects, sample rechecks, construction inspections, boil water orders, and miscellaneous events.

- ◆ Emergency responses, investigations, water system inspections, follow up inspections for Total Coliform Rule violations and the issuance of engineering orders were performed.
- ◆ Maintained the Electronic Field Manual which includes all pertinent policies and procedures related to field inspection activities. The manual is controlled and available for downloading onto electronic equipment brought into the field.
- ◆ Participated in the development or revision of several DWP policies including the Drinking Water Orders Policy, Total Coliform Recheck Policy and Procedure, Multiplication Factors Policy, DWP Document Control Policy, Small System Sanitary Survey Procedure, three different Large Community Sanitary Survey Forms updated and put under document control, DWP Procedure for Processing the Health Inspection Program Application (HHE-602), Field Inspector Personal Safety Check Procedure, Water Main and Sewer Separation Policy, SRF Force Account Policy. Field Inspectors oversaw the issuance of General Operations Permits for Community and Non Community–Non Transient public water systems that are new or have substantially changed their operation after October 1st, 1999.
- ◆ During sanitary surveys, field inspectors verified that public water systems have designated operators with licenses that are commensurate with the operational class of the water system.
- ◆ During the 2011 fiscal year, the DWP received the annual \$9.4 million DWSRF grant. The DWP was able to fund 16 drinking water related construction projects ranging from \$97,055 to \$2.5M in scope. Four field inspectors worked as project managers to oversee these projects to ensure that projects were constructed to safe drinking water standards and to verify that funds were spent appropriately for these projects. These projects involve: new sources or source modification, new storage facilities, new treatment or treatment modifications, and major transmission and distribution main work.
- ◆ Completed the plan review process for numerous water system projects.
- ◆ Completed watershed inspections on the State’s water systems that have filtration avoidance approvals.
- ◆ The DWP’s computer database records were updated to include information gained as a result of sanitary surveys and other inspections.
- ◆ Technical assistance activities continued to be enhanced through the use of documented policies and procedures. These have allowed the field staff to consistently and efficiently administer SDWA rules and State of Maine Rules Relating to Drinking Water.

Goals

- ◆ Continue to perform sanitary surveys on regulated water systems based on a three-year and five-year rotation plan, depending on water system type.
- ◆ Continue to monitor data on sanitary survey completion.
- ◆ Provide review and approval of new public water supply wells and water systems.
- ◆ Review septic setback waiver requests to ensure public health is protected.
- ◆ Review underground storage tank (UST) setback waiver requests to ensure public health is protected.
- ◆ Perform annual inspections of all surface water source systems with filtration waivers.
- ◆ Provide on-site technical assistance to small water systems.

- ◆ Provide on-site training to small water system operators.
- ◆ Complete construction inspections on all projects submitted for review.
- ◆ Respond to emergency situations including boil water orders.
- ◆ Conduct rechecks sampling for routine coliform bacteria positive samples.
- ◆ Complete plan reviews within 30 days of receipt of all necessary review information.
- ◆ Oversee the issuance of General Operations Permits.
- ◆ Oversee and review the application of the Cross Connection Rules.
- ◆ Incorporate future EPA regulations into the review process.
- ◆ Ensure compliance with DWP rules regarding requirements of final plans and specifications submission and approval prior to the initiation of construction of water facilities by PWSs.
- ◆ Complete inspection forms for all construction inspections on DWSRF funded and non-DWSRF projects.
- ◆ Continue New System Approval work on Manufactured Housing Communities.
- ◆ Review, update, and modify, as necessary, all databases.
- ◆ Continue to document Field Inspection and SRF Project Management related SOPs that describe the details of our work.
- ◆ Continue to use documentation control best practices with DWP policies and SOPs.
- ◆ Continue development of the DWP staff of eight field inspectors for both new system/well approval and field inspection work.

Water Resources Team

The Water Resources Team provides technical assistance, outreach and training for DWP staff, Public Water Systems, and the public. Areas where we focus that assistance include Water Operator and Well Driller licensing, System Capacity Development assessment and improvement, Security, Source Protection, and new regulations. We also work with the Subsurface Wastewater Unit, and provide them with direction.

Responsibilities

- ◆ Participate in Maine's Board of Licensure of Water Treatment Plant Operators. This includes administration of exams and reviewing training courses for relevancy.
- ◆ Provide DWP support to the Board of Licensure of Water Treatment Plant Operators for license renewal, tracking of required training and examination process (see annual Operator Certification Report for details).
- ◆ Organize and conduct training for PWS owners, operators, and supervisors.
- ◆ Ensure that DWP personnel receive appropriate training related to their current and anticipated duties.
- ◆ Assist Field Inspection Team in evaluating water systems classification.
- ◆ Assist Field Inspection Team in assessing water system compliance with licensed operator requirements.
- ◆ Provide guidance and direction to MRWA's circuit riders. Administer charges to DWSRF 2% Technical Assistance account.
- ◆ Perform Environmental Review for DWSRF funded projects and prepare an Environmental Assessment.
- ◆ Review DWSRF recipient systems' technical, financial and managerial procedures to address system capacity

- ◆ Inform PWS management of methods to improve capacity development.
- ◆ Utilize and monitor the Security Grant to assist the DWP and Public Water Systems in improving their security and emergency preparedness (See Security Grant reports for details).
- ◆ Disseminate *Emergency Action Plans* to assist systems in the development of plans for water system emergencies.
- ◆ Participate in the development of intrastate and interstate Water/wastewater Agency Response Networks, (WARN).
- ◆ Represent the DWP on the WARN Steering Committee as an associate member.
- ◆ Utilize and monitor the ERG grant to assist in training and administration of water operators. (See ERG grant reports for details).
- ◆ Manage and administer the Water Well Drillers' and Pump Installers' Board.
- ◆ Manage the Sanitary Well Seal Cap Program.
- ◆ Provide technical assistance and review for public water systems that provide fluoridated water.
- ◆ Continue to implement a Source Water Assessment and Protection Program for Maine.
- ◆ Operate and maintain the DWP Geographic Information System.
- ◆ Make source water protection and security information available in appropriate forums, including the Internet.
- ◆ Provide maps depicting source water protection areas and water resource features to utilities, all affected municipalities, consultants, and others.
- ◆ Encourage and facilitate source water protection activities of public water systems.
- ◆ Market and administer the Land Acquisition Loan Program
- ◆ Administer Maine's Wellhead and Source Water Protection Grant Programs.
- ◆ Administer the Capacity Development Grant Program.
- ◆ Coordinate the DWP education and outreach program, including exhibiting at conferences, publishing a quarterly newsletter and maintaining the DWP website.
- ◆ Update and maintain the Subsurface Wastewater Rules to provide protection for public health and groundwater quality.
- ◆ Manage the Licensure of Site Evaluators.
- ◆ Coordinate and conduct training for Local Plumbing Inspectors, Code Enforcement Officers, and Licensed Site Evaluators with the State Planning Office.
- ◆ Provide support for and review of municipal programs for internal and external plumbing permits.
- ◆ Provide technical assistance, training, and interpretation of rules for municipalities.
- ◆ Develop and Provide Educational Materials as requested and needed for public water systems, DWP staff, and other interested parties

Accomplishments

- ◆ Assisted the MEWARN in developing promotional materials and a website.
- ◆ Achieved 96 percent compliance rate for the 732 PWS required to be operated by a licensed operator. This is a shared task between Field Inspection Team and Operator Certification program.
- ◆ Operator training credit tracking process in-place.
- ◆ Continued to provide opportunity for operator licensure examination preparatory classes in order to increase operator availability.

- ◆ Restructured Operator licensing rules to separate exam and licensing fees providing for computer based testing and lowering overall cost of licensure to operators.
- ◆ Conducted 19 capacity reviews for DWSRF loan applicants.
- ◆ Reimbursed 5 systems for projects through Capacity Development Grants; 29 projects are ongoing.
- ◆ Provided technical support for the general operations permitting process and operator compliance to the Field Inspection Team.
- ◆ Completed 11 environmental reviews in SFY 2012.
- ◆ Worked with the Maine Conservation Corps to hire staff to geo-locate wells, conduct source water assessments of public water supplies brought on line since the completion of the assessments in 2003, and to work with those systems to develop source protection plans.
- ◆ Worked closely with the MECDC Oral Health Program to enhance water operator understanding of water fluoridation and increase monitoring and compliance with fluoridation rules.
- ◆ Combined the Water fluoridation Rules into the Drinking Water Rules for clarification and simplicity.
- ◆ Increased communication with county emergency management agencies to help identify public water system strengths and weaknesses in developing and maintaining water system emergency preparedness plans.
- ◆ Developed templates for small system Emergency Action Plans.
- ◆ Worked with the Well Driller's Board to obtain legislative authorization to regulate geothermal well installation, and completed the process of writing regulations.
- ◆ Processed consumer complaints, unlicensed practice investigations, and examinations of new well drillers for the Well Driller's Board. Worked closely with the DWP on the installation of proposed public water supply wells.
- ◆ Approved \$63,000 in Wellhead Protection Grants
- ◆ Approved \$52,000 in Source Water Protection Grants
- ◆ Distributed the *Service Connection* newsletter quarterly to more than 4,000 readers
- ◆ Continued the process of transitioning the DWP's quarterly newsletter, the *Service Connection*, to an electronic transmission to enable improved and upgraded design capabilities and save resources.
- ◆ Maintained DWP website to highlight rule changes, emergency information and resources for public water systems
- ◆ Exhibited at Maine Municipal Association Annual Conference, Maine Water Utilities Association Annual Trade Show, and Maine Rural Water Association annual conference to promote safe drinking water and network with public and private stakeholder groups.
- ◆ DWP staff members provided training to students in water/wastewater managerial preparation classes concerning regulations related to drinking water systems.
- ◆ Provided regular monthly oversight and direction to MRWA Water Quality Specialists (WQS) funded by the DWSRF technical assistance set-aside. With closer targeting and oversight, the WQS conducted 916 site visits. The site visits help water systems with violations, operator licensing, trouble-shooting, installing, and operating treatment systems.
- ◆ Worked with public water suppliers, Maine Rural Water Association, Maine Water Utilities Association, The Wells National Estuarine Research Reserve, Maine NEMO, as well as other state agencies to facilitate the implementation of the

recommendations resulting from the source water assessments. WRT also worked with the State Planning Office to provide source protection education and information to municipal officials.

- ◆ Completed site visits and provided System Design Capacity determinations to fifty public water systems for the water flow and level requirements associated with DEP Chapter 587.
- ◆ Served on several Association of State Drinking Water Administrators (ASDWA) committees that work with other states, EPA, and professional organizations to develop guidance, build comments and perform studies for small system operations, security initiatives, water resource vulnerabilities and revisions to the Total Coliform Rule.
- ◆ Staff represents EPA Region I on the Groundwater Protection Council's National Board.
- ◆ Continued working with the Salmon Falls Watershed Collaborative, an interstate group working to protect drinking water and other water resources along the Maine-New Hampshire border. The Collaborative was awarded a 2012 US Water Prize for its work in bringing together disparate groups to protect drinking water. Negotiated a memorandum of understanding with the Maine Department of Agriculture to simplify the regulation of bottled water facilities, and initiated rulemaking to implement the new procedures.
- ◆ Completed the rulemaking process to revise and update the Subsurface Wastewater Rules
- ◆ Continued to participate in the Kennebec Woodland Partnership to assist in development and maintenance of the forest economy to protect drinking water quality. Participated in a national webinar on developing woodland/watershed partnerships.
- ◆ Developed, organized, and published the Annual DWSRF Project report to highlight the importance and value of the DWSRF to public water systems in Maine
- ◆ Reimbursed 9 water systems for the installation of a sanitary well seal caps.
- ◆ Developed outreach strategy and campaign around DWP's core message and the four principals that make up the core message. Developed and delivered outreach materials based on the core message to public water systems.
- ◆ Worked with DHHS Staff Education and Training Unit to provide facilitated training to Program on DWP mission, further defining team goals, products, and services, teamwork within the DWP, and customer service.
- ◆ Completed and distributed a Business Owners Handbook for transient public water systems.
- ◆ Helped organize and participated in the Southern Maine Water Resources Network planning process, initiated by The Nature Conservancy, to bring together groups working in Piscataqua-Salmon Falls, Saco, and Casco Bay watersheds to facilitate information exchange, catalyze innovation, and coordinate action.
- ◆ Worked with the Dexter Utilities District to assist them in resolving a proposed development immediately adjacent to their intake. Engaged other state agencies, MWUA, MRWA in providing coordinated assistance.

Goals

- ◆ Continue to maintain DWP data in the DEP's Google Earth/Google Maps application, providing downloadable GIS data to suppliers, municipalities, and the general public with appropriate security screening.
- ◆ Continue to implement the Trust for Public Land recommendations for improving the fabric of water supply protection in Maine.
- ◆ Develop alliances with land conservation groups and regional planners to encourage good land use planning leading to more effective source protection.
- ◆ Continue and expand education and outreach efforts to assist both water suppliers and municipalities in making good land use decisions in source water protection areas.
- ◆ Provide support and coordination with DEP, Land Use Regulation Commission, and other state agencies to assure that source water protection issues are considered in their permitting processes.
- ◆ Emphasize the need for active management plans in wellhead protection areas in source approval, waiver review, and consultation with systems.
- ◆ Continue to use the Capacity Development Strategy Implementation Plan.
- ◆ Continue to streamline the environmental review process while maintaining a high level of -integrity.
- ◆ Support the Board of Licensure of Water System Operators in their actions to maintain the professionalism of the water operator license.
- ◆ Provide staff and logistical assistance to the Well Drillers' and Pump Installers' Board, administering the examination, licensing, complaint, and discipline process.
- ◆ Assist training organizations in the development and approval of relevant training for water system personnel.
- ◆ Develop outreach programs with DWP staff to increase operator knowledge concerning regulatory requirements.
- ◆ Provide DWP staff members with training pertinent to their job performance and relationship to water system operations.
- ◆ Involve the Water Operator Board to make improvements to clarify operator responsibility in system compliance matters.
- ◆ Continue to aid community and non-transient, non-community systems in retaining appropriately licensed operators.
- ◆ Ensure systems requiring licensed operators have satisfactory coverage.
- ◆ Continue oversight of MRWA Circuit Rider program.
- ◆ Continue to improve and streamline the Grant administration process.
- ◆ Continue conducting DWSRF capacity reviews for capital projects.
- ◆ Continue conducting capacity reviews of those systems identified as particularly needing TFM capacity development improvements.
- ◆ Continue to provide capacity development grant money to assist systems in maintaining or improving TFM capacity.
- ◆ Work cooperatively with the PWS and the DWP compliance section to bring non-compliant systems into compliance.
- ◆ Enhance the capacity review documentation to address differences in system types and needs.
- ◆ Continue to balance the improvement of the human environment through safe and adequate water systems with the protection of natural, historical and cultural features.

- ◆ Finalize a procedure to address historical Significant Non-compliers through capacity development.
- ◆ Provide technical assistance in the form of operator training and directed workgroups.
- ◆ Work with the Board of Licensure of Water System Operators and water system professional organizations to improve success for water operator examinations.
- ◆ Support industry efforts to address water operator workforce sustainability.
- ◆ Continue to collaborate with professional organizations and State agencies that concentrate on post secondary job training and workforce development.
- ◆ Continue a presence on MWUA, NEWWA, JETCC, and other professional organization committees to enhance training opportunities and capacity development awareness.
- ◆ Continue working with PWS's to improve their emergency preparedness through interactive exercises.
- ◆ Participate in the development of the Maine WARN and an Interstate WARN.
- ◆ Raise awareness of emergency response procedures to all PWS.
- ◆ Continue system outreach to assist systems in developing Emergency Action Plans, partner with the Department of Education to disseminate information to schools for inclusion in their all hazard plans.
- ◆ Continue to implement the electronic publication of DWP's quarterly newsletter, the *Service Connection*.
- ◆ Continue using the tracking system to track education and outreach message delivery and materials development and expand its use to entire DWP.
- ◆ Implement a pilot program to test integrated outreach for small community systems, combining source protection, capacity, and emergency preparedness into one implementable package.
- ◆ Continue to develop, organize, publish, and improve the Annual DWSRF Project report to highlight the importance and value of the DWSRF to public water systems in Maine
- ◆ Evaluate, re-organize, and make improvements to the DWP website to make the site more user-friendly, easier to navigate, and more comprehensive to include up-to-date information on rules, policies, news, technical assistance, education, training, resources, and procedures of the DWP.
- ◆ Continue to provide funding to water systems for the installation of sanitary well seal caps.
- ◆ Continue to develop, refine, and deliver outreach materials and messages related to DWP's core message to public water systems

Information Management Team

Responsibilities

- ◆ Manage data flow into the DWP, both electronically and by hard copy - this includes incoming and outgoing mail, sample data, MOR data, GIS data, AFM payments, etc.
- ◆ Manage and maintain Document Imaging system.
- ◆ Create and maintain database and GIS applications to support all functions of the DWP.
- ◆ Manage financial aspects of the DWP.

- ◆ Manage QA/QC processes of all DWP data.
- ◆ Manage New Source Approval / New Well Approval processes, including tracking and coordination between DWP personnel and other State agencies.
- ◆ Provide quarterly data to EPA.
- ◆ Run queries and provide data to EPA contractors, Maine CDC, other State agencies and for FOIA requests.
- ◆ Create maps as requested by PWS and towns.
- ◆ Provide technical support and training to DWP staff for SDWIS, GPS units, and other technology.

Accomplishments

- ◆ Continued Implementation of Document Imaging/Management system (Kofax /Orbit) to replace paper files.
- ◆ Assisted staff in becoming familiar with SDWIS Web application. Maintaining production database on the enterprise server.
- ◆ Provided cross training to IMT staff for better coverage of all IMT duties.
- ◆ Expanded on existing training and guidance documents to staff (mostly FIT/CET) for SDWIS Web use.
- ◆ Worked closely with the Health Inspection Program and Department of Agriculture to identify PWSs that are under their regulation.
- ◆ Maintained quarterly EPA reporting.
- ◆ Worked with the State Health and Environmental Testing Lab (HETL) staff to refine PWS sample kit shipping and sample data transfer processes.
- ◆ Provided private and utility labs with files and guidance documents to assist them in implementing electronic sample data transfer.
- ◆ Developed an MS Access application to provide to small private and utility labs that will give them the ability to enter sample data automatically and create a properly formatted electronic sample data file to provide to the DWP.
- ◆ Began running Compliance Reports as support to Compliance Staff. As part of this process, IMT staff also began doing preliminary data investigation on the Compliance Reports.
- ◆ Implemented a temporary contract position within the Information Management Team to increase the support provided to the Compliance and Enforcement Team. Because we cannot create any new State positions, we have created a new contract position called an "Assistant Information Analyst."
- ◆ Continued to increase QA /QC of DWP data in all applications, including SDWIS. QA /QC of Legal Entities data has led to a significant decrease in returned mail on mass mailings.
- ◆ Provided training and support to FIT and CET groups in a variety of areas, including use of SDWIS.
- ◆ Provided weekly updates for all DWSRF/ARRA projects
- ◆ Modified the Memorandum of Agreement with the Maine Municipal Bond Bank increasing the allocation to the DWP from the DWSRF set-aside from 70% to 90%.
- ◆ Provided all Community Systems with data for their Consumer Confidence Reports.

Goals

- ◆ Maintain or increase the same level of service to the program, recognizing changes in staff and added responsibilities. Identify creative and more efficient ways to

manage/QC/enter data to reduce overall staff time. Use contract labor as necessary to manage workload.

- ◆ Prepare for next SDWIS upgrade to implement the GWR changes and SDWIS updates. Provide training to staff in added SDWIS functionality for the GWR.
- ◆ Continue working with HETL to reduce the amount of rejected samples from electronic sample data transfer.
- ◆ Complete imaging the backlog (old) files in the file room with a goal of getting all the DWP's files into the Orbit Imaging Viewer. 100% of all Transient system folders will be transferred to the electronic file management systems by December 31, 2012.
- ◆ Make improvements to all DWP supporting applications (including the Shipping File process, HETL sample data import, AFM, Field Data, SRF, etc.).
- ◆ Continue cross training of IMT staff for better coverage of all functions.
- ◆ Create and maintain SOP documents for all IMT functions.
- ◆ Continue assistance to private labs for electronic sample data transfer, with a goal of 100% of labs submitting samples electronically by SFY 2013.
- ◆ Maintain/increase QA/QC of all DWP data, including lab samples (units of measure, correct sample points), Inventory data, and Legal Entity data.
- ◆ Implemented running Failure to Monitor Compliance Reports as support to Compliance Staff, from running the reports and doing data investigation, through printing and mailing the letters.
- ◆ Maintain routine GIS updates.
- ◆ Continue working with SAIC and OIT to finalize upgrade to SDWIS Web 2.3 for added GWR functionality.
- ◆ Improve timeliness of Federal Violations Reporting.
- ◆ Continue to provide support and training to DWP staff, including training for SDWIS Web 2.3 GWR functionality.
- ◆ Priority rank all New Source Approvals / New Well Approvals.
- ◆ Work with EPA and their SDWIS contractor, through conference calls and webinars, to provide input for SDWIS NextGen functionality.

Laboratory Certification and Capability

Responsibilities

- ◆ Issues laboratory certificates that clearly reflect the analytical capabilities of participating laboratories.
- ◆ Provides technical assistance that results in improved quality and defensibility of analytical data generated by laboratories for use in the DWP.
- ◆ Develops, reviews and revises State rules and regulations for laboratory certification to clearly reflect consistency with the *"Manual of Certification of Laboratories Analyzing Drinking Water"* and recognized national standards on laboratory quality management systems.
- ◆ Evaluates laboratory PT results to determine compliance with rule requirements.
- ◆ Maintains the electronic files which contain applications, certificates, audit reports, PT results and correspondence for all laboratories.
- ◆ Participates actively in the development of a national laboratory standard.

Accomplishments

- ◆ Provided training and technical support to laboratories and the DWP on laboratory issues.
- ◆ Processed applications for certification and generated initial, renewal and replacement certificates for regulated laboratories.
- ◆ Tracked laboratory results of PT samples.
- ◆ Maintained the computer database of certified laboratories, including a web posting of a certified laboratories list on the DWP web site.
- ◆ Maintained the central files which contain applications, certificates, audit reports and correspondence for all laboratories.
- ◆ Provided training sessions on the requirements of the new laboratory certification rule.
- ◆ Held a semi-annual meeting with the certified laboratories to improve communication and provide DWP and DEP program updates.
- ◆ Evaluated fees collected for laboratory certification and reduced fees for majority of certification categories offered.
- ◆ Created checklists to aid in onsite review of regulated laboratories.
- ◆ Maintained Standard Operating Procedures for Laboratory Certification.

Goals

- ◆ To continue all ongoing operational details as mentioned above.
- ◆ To continue implementation of the new laboratory certification rule.

Appendix A

Maine Drinking Water Program
Alternative Funding Mechanism
Five Year Budget Projection

Position / Expense Category	Actual	Estimate	Estimate	Estimate	Estimate									
	SFY2004	SFY2005	SFY2006	SFY2007	SFY2008	SFY2009	SFY2010	SFY2011	SFY2012	SFY2013	SFY2014	SFY2015	SFY2016	SFY2017
Office Asst II - Dan T. (50%)										14,321	14,894	15,489	15,489	15,489
Envir. Specialist III - Danielle (50%)										24,575	25,558	26,581	26,581	26,581
Envir. Specialist III - Greg (50%)										24,263	25,234	26,243	26,243	26,243
Office Spec I - Carla (50%)										18,970	19,728	20,518	20,518	20,518
Envir. Specialist III - Kate (50%)										23,327	24,260	25,231	25,231	25,231
Envir. Specialist III - Dawn (50%)										24,263	25,234	26,243	26,243	26,243
Envir. Specialist III - Haig (50%)										24,263	25,234	26,243	26,243	26,243
Envir. Specialist III - Jason (50%)										24,263	25,234	26,243	26,243	26,243
Envir. Specialist IV - Robin (50%)										23,743	24,693	25,681	25,681	25,681
Asst Envir. Engineer - Larry (50%)										28,237	29,366	30,541	30,541	30,541
Total Salaries	187,789	157,846	184,015	180,062	203,693	223,255	214,972	191,051	219,822	230,225	239,434	249,012	249,012	249,012
Fringe Benefits	96,685	86,644	106,748	102,741	125,876	137,112	122,176	152,031	110,521	112,732	114,987	117,286	119,632	122,025
Travel	9,209	2,374	16,420	3,465	2,997	4,451	3,426	5,190	4,351	4,322	4,621	4,432	4,458	4,504
Training		775	702	692	-	-	-	-	-	-	-	-	-	-
Office Equipment/Computers	4,683	19,319	6,044	-	-	-	-	-	-	-	-	-	-	-
Office Space (Rent, Utilities, MIS)	21,640	21,235	12,591	39,129	19,822	31,932	27,127	28,435	32,372	33,020	33,680	34,354	35,041	35,742
Supplies	5,160	4,911	3,498	1,047	2,022	158	992	523	2,318	1,278	1,373	1,656	1,436	1,488
Information Technology	973	-	40	12,935	22,186	30,285	12,322	14,542	12,621	12,874	13,131	13,394	13,662	13,936
Contracts				85	17,906	3,947	85	2,612	71					
Indirect Cost	2,138	2,306	2,350	3,282	2,636	36,595	55,329	59,975	39,912	40,711	41,525	42,355	43,202	44,067
Total Expenses	329,052	295,338	332,907	343,352	397,139	467,735	436,429	454,359	421,989	435,162	448,751	462,489	466,443	470,771
Other Sources					43,148			(710.68)	126,439					
AFM Fees Billed/Collected	327,305	302,820	289,694	306,236	389,513	419,242	409,468	481,429	487,575	459,256	459,256	459,256	459,256	459,256
Total Revenues	327,305	302,820	289,694	306,236	432,661	419,242	409,468	480,718	614,014	459,256	459,256	459,256	459,256	459,256
Annual Surplus / (Deficit)	(1,747)	7,483	(43,213)	(37,116)	35,522	(48,493)	(26,962)	26,359	192,025	24,094	10,505	(3,233)	(7,187)	(11,515)
AFM Carryover	177,635	185,118	116,737	79,622	113,628	65,135	38,173	64,533	256,558	280,652	291,157	287,924	280,737	269,222
AFM Fee History														
Per Capita Rate	0.30	0.30	0.30	0.30	0.40	0.40	0.40	0.45	0.45	0.45	0.45	0.45	0.45	0.45
Minimum Fee	35,000	35,000	35,000	35,000	45,000	45,000	45,000	50,000	50,000	50,000	50,000	50,000	50,000	50,000
Maximum Fee	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000
Minimum Population	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Bottled Water Fee	(see below)													
Estimated Revenue by Type														
Community				184,087	242,648	244,148	244,148	303,382	303,382	303,382	303,382	303,382	303,382	303,382
Non-Transient, Non-community				25,667	32,833	33,172	35,772	35,772	35,772	35,772	35,772	35,772	35,772	35,772
Transient, Non-community				71,043	91,158	91,869	91,869	98,725	98,725	98,725	98,725	98,725	98,725	98,725
Bottled Water						46,765	46,765	52,560	52,560	21,377	21,377	21,377	21,377	21,377
Small (up to 250,000 gallons)				750	1,040	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100	1,100
Medium (250,000 to 20 million)				1,050	2,400	2,350	2,350	2,350	2,350	2,350	2,350	2,350	2,350	2,350
Large (over 20 million gallons)				6,000	7,800	15,665	15,665	17,597	17,597	17,597	17,597	17,597	17,597	17,597
Out-of-State				20,200	27,300	27,320	27,320	31,183	31,183	-	-	-	-	-
Water vendors (Min. \$50 Max. \$150)				510	420	330	330	330	330	330	330	330	330	330
Total Estimated Revenue (AFM Fees Billed)			309,631	309,307	405,599	415,954	415,954	490,439	490,439	459,256	459,256	459,256	459,256	459,256