



April 2004
Monthly Report

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Local Drinking Water Quality	250	13
Tap Water Testing	222**	11
Lead	154	8
Consumer Confidence Reports	128	7
MCL List	77	4
Other EPA	73	4
Complaints About PWSs	67	3
Household Wells	67	3
Home Water Treatment Units	64	3
Other Drinking Water Background	53	3

*A total of 1,931 questions were answered by the Hotline (via telephone and e-mail) in April 2004.

**Citizens who obtain their drinking water from private household wells asked 15 percent of the tap water testing questions.

Calls	E-mails	Total***
1,234	225	1,459

***A single call or e-mail may generate multiple questions.

Published Monthly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National
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(202) 564-4621

Operated by Booz Allen Hamilton
Under Contract #GS-10F-0090J

What's New

New Publications:

- Information about the Draft Contaminant Candidate List (CCL) is available at www.epa.gov/safewater/ccl/cclfs.html.
- The Standardized Monitoring Framework: A Quick Reference Guide* (EPA816-F-04-010) is now available at www.epa.gov/safewater/pws/pdfs/grg_smonitoringframework.pdf.
- Drinking Water Data Reliability Analysis and Action Plan (2003)* (EPA816-R-03-021) is available at www.epa.gov/safewater/data/pdfs/reports_draap_final_2003.pdf.
- Fiscal year 2004 allotments for the Public Water System Supervisor (PWSS) Grant Program are now available at www.epa.gov/safewater/pws/pwsgrant.html.
- State grant allotments for fiscal year 2004 for the Drinking Water State Revolving Fund (DWSRF) are now available at www.epa.gov/safewater/dwsrf.html.
- Tribal Drinking Water Operator Certification Program Draft Final Guidelines* (EPA816-D-04-001) is now available at www.epa.gov/safewater/tribal/pdfs/draft-final_tribal-op-cert-guidelines.pdf.

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Lead and Copper Rule Workshops	St. Louis, MO	May 11-12 and May 12-13	
NDWAC	Meeting	Arlington, VA	May 18-20	

Did You Know?

National Drinking Water Week is May 2-8, 2004, and 2004 marks the 30th anniversary of the Safe Drinking Water Act. Activities for citizens, water utilities, and teachers and students to celebrate water are available at www.epa.gov/safewater/waterweek/index.html.

(EPA, Office of Groundwater and Drinking Water)

Monthly Trends

The Unregulated Contaminant Monitoring Rule (UCMR) sampling period expired on December 31, 2003; however, the Safe Drinking Water Hotline continues to receive questions regarding UCMR reporting requirements. In April of 2004, Hotline Information Specialists addressed 35 UCMR related questions. The number of UCMR questions addressed in January, February, and March of 2004 were 20, 19, and 16, respectively. The increase of UCMR questions in April may be in relation to a compliance reminder sent by some state drinking water program offices. PWSs contacted the Hotline for guidance on registering with the Central Data Exchange (CDX) and reviewing and approving UCMR data. PWSs were directed to www.epa.gov/safewater/standard/ucmr/reporting.html for detailed instructions on CDX registration and UCMR data upload, approval, and review. Several systems also inquired how the Environmental Protection Agency (EPA) confirms receipt of UCMR data and completion of UCMR obligations. The following Questions and Answers were developed by the Hotline in coordination with EPA to address these issues.

Q: Our water system recently reviewed and approved our Unregulated Contaminant Monitoring Regulation (UCMR) data. Will EPA confirm receipt of UCMR data?

A: EPA does not issue confirmation of receipt of public water system (PWS) UCMR data. After approval of its monitoring data in the Safe Drinking Water Accession and Review System (SDWARS/UCMR), a PWS should conduct a final sample search and print out the "PWS Approved" results. This printout can serve as confirmation.

Q: Our water system recently completed the Unregulated Contaminant Monitoring Regulation (UCMR) monitoring requirements and reviewed and approved all data. Will EPA confirm fulfillment of all UCMR requirements?

A: EPA does not issue confirmation regarding full compliance with the UCMR requirements.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: What is an injection well?

A: The Safe Drinking Water Act underground injection control (UIC) program defines an injection well as any bored, drilled, or driven shaft, or a dug hole where the depth is greater than the largest surface dimension, that is used to discharge fluids underground. This definition covers a wide variety of injection practices ranging from technically sophisticated and highly monitored wells which pump fluids into isolated formations far below the Earth's surface to more numerous on-site drainage systems that discharge fluids a few feet underground, such as septic systems, cesspools, and storm water wells. More information about injection wells and the UIC program is available at www.epa.gov/safewater/uic.html.

Q: What is the rationale for extending the ban on new and existing large-capacity cesspools nationwide?

A: EPA believes that extending the ban nationwide is the most appropriate course of action given the ban of new large-capacity cesspools in many states, the acute nature of the risks posed by these wells, and the relative ease of developing alternative means to dispose of sanitary waste on-site (64 FR 68546, 68553; December 7, 1999).

Q: Under the Public Notification Rule, the Consumer Confidence Report may be used for Tier 3 violations (40 CFR 141.204(d)). A public water system used their 2002 annual water quality report to provide public notification of a Tier 3 violation. Do they need to include the same information on the current report they are preparing for 2003?

A: The public water system must repeat the notice annually for as long as the situation persists (40 CFR 141.204(b)(1)).

Q: The 1996 Amendments to the Safe Drinking Water Act (SDWA) require states to develop and implement Source Water Assessment Programs (SWAP) to analyze existing and potential threats to the quality of public drinking water throughout the state (SDWA Section 1435). What are the major components of a SWAP?

A: Each SWAP must include four major elements: delineating the source water assessment area, conducting an inventory of potential sources of contamination in the delineated area, determining the susceptibility of the water supply to those contamination sources, and releasing the results of the determinations to the public. However, individual SWAPs may differ because they are tailored to each state's water resources and drinking water priorities. More information regarding the specific aspects of a SWAP is available at www.epa.gov/safewater/protect/assessment.html.

Q: Where can I find summaries of current and past National Drinking Water Advisory Council (NDWAC) working group meetings?

A: Summaries of past and present NDWAC working group meetings can be found at www.epa.gov/safewater/ndwac/council.html.

Q: I'm concerned that the old galvanized pipes in my home are contaminating my drinking water. I have considered replacing them with PVC pipe, but I've heard it can leach chemicals into my drinking water. Which type of pipe is safer for plumbing?

A: Section 1417(a)(1) of the Safe Drinking Water Act requires the use of "lead free" pipe in the installation or repair of any plumbing in a residential or nonresidential facility providing water for human consumption. The Act does not regulate the use of galvanized or PVC pipe. The corrosion of some galvanized plumbing can release cadmium into drinking water (*Contaminant Specific Fact Sheets: Inorganic Chemicals*; EPA811-F-95-002C, October 1995). PVC and CPVC systems have the potential to release organotin compounds into drinking water (63 FR 10273, 10282; March 2, 1998). EPA is evaluating occurrence and toxicological data for organotins and has placed them on the contaminant candidate list, which is available at www.epa.gov/safewater/ccl/cclfs.html. For more information about the safety of galvanized or PVC pipe, you should contact NSF International at (877) 867-3435.

Hotline Statistics

Monthly Summary of Hotline Service

Total number of calls answered	1,234
Total number of e-mails received	225
Average wait time (in seconds)	0:39
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	84.1%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	274
Number of times callers listened to recorded message about CCRs	234
Number of times callers listened to recorded message about local drinking water quality for PWS customers	223
Number of times callers listened to recorded message about tap water testing and quality for household well owners	129
Number of times callers listened to recorded message about tap water testing for PWS customers	307

Comparison to Previous Year

	Calls	E-mails
April 2004	1,234	225
April 2003	1,705	279

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. State Lab Certification		
EPA Internet	140	16
2. Local Water System	126	14
3. State PWSS	125	14
4. EPA Internet	123	14
5. EPA Regions	66	7
6. NSF/WQA/UL	62	7
7. AGWT/WSC	38	4
8. Local Public Health	33	4
9. FDA/IBWA	29	3
10. Other Hotlines	29	3

**A total of 894 referrals to other resources, agencies, and organizations were provided by the Hotline in April 2004.*

Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	12	3
Citizen - Private Well	99	44
Citizen - PWS	689	73
Consultants/Industry/Trade (DW)	70	9
Consultants/Industry/Trade (Other)	73	33
Environmental Groups	3	0
EPA	22	0
Other Federal Agency	10	3
Government, Local	13	1
Government, State	22	5
Government, Tribal	2	1
Spanish Speaking	4	0
International	3	12
Media	5	1
Medical Professional	5	0
Public Water System	125	11
Schools/University	38	28
Other	39	1
TOTALS	1,234	225

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-April	63	00:54
2-April	47	00:46
5-April	55	00:23
6-April	43	00:22
7-April	64	00:19
8-April	39	00:29
9-April	41	00:48
12-April	48	00:17
13-April	64	00:14
14-April	50	00:34
15-April	54	00:51
16-April	52	01:14
19-April	70	00:31
20-April	68	00:52
21-April	44	00:35
22-April	57	00:23
23-April	64	00:57
26-April	63	00:46
27-April	85	01:19
28-April	59	00:36
29-April	57	00:19
30-April	57	00:25
TOTALS	1,234	00:39

Topic Categories

Category	Calls	E-mails
Microbials/Disinfection Byproducts		
Chlorine	27	6
Coliforms	28	2
Cryptosporidium	35	0
Disinfection/Disinfection Byproducts (Other)	19	3
Disinfection – Home Water	14	1
Other Microbials	35	0
Storage – Home Water	6	0
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	17	4
Trihalomethane (THM)	4	2
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	19	2
Fluoride	6	1
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	3	0
Perchlorate	1	1
Phase I, II & V	9	0
Sodium Monitoring	0	0
Sulfate	1	1
Lead and Copper		
Copper	23	1
Lead	146	8
Lead Contamination Control Act (LCCA)/Lead Ban	5	1
Radionuclides		
Radionuclides (Other)	9	3
Radionuclides (Radon)	36	3
Secondary DW Regulations		
Secondary DW Regulations	34	3
SDWA Background/Overview		
Definitions & Applicability	16	4
MCL List	57	20
Other Background	36	17
SDWA	28	2

Category	Calls	E-mails
Water on Tap	4	1
Other DW Regulations		
Analytical Methods (DW)	20	7
Contaminant Candidate List/ Drinking Water Priority List	0	1
Consumer Confidence Report (DW)	125	3
DW Primacy (PWS)	3	0
Operator (PWS) Certification	6	1
Other Drinking Water Security	33	4
Public Notification (PWS)	33	0
Security Planning Grants	7	0
State Revolving Fund (DW)	3	3
Unregulated Contaminant Monitoring Rule (UCMR)	35	0
Other Drinking Water		
Additives Program	8	2
Bottled Water	39	6
Complaints about PWS	56	11
Compliance & Enforcement (PWS)	20	11
Home Water Treatment Units	53	11
Infrastructure/Cap. Development	4	1
Local DW Quality	216	34
Tap Water Testing	208	14
Treatment/BATs (DW)	14	0
Drinking Water Source Protection		
Ground Water Rule	2	1
Sole Source Aquifer	0	0
Source Water/Wellhead Protection	20	10
UIC Program	20	2
Out of Purview		
Household Wells	42	25
Non-Environmental	16	4
Non-EPA Environmental	18	2
Other EPA (Programs)	60	13
TOTALS	1,679	252

EPA DISCLAIMER

Answers to questions in the Safe Drinking Water Hotline monthly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally -binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

April 2004

APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

“Drinking Water Contaminant Candidate List 2; Notice”

April 2, 2004 (69 FR 17408)

EPA has announced a preliminary decision to carry over the remaining 51 contaminants on the 1998 Contaminant Candidate List to the draft CCL 2 and requested comment on CCL-related activities to improve the drinking water contaminant listing process. The draft CCL 2 includes 42 chemicals or chemical groups and nine microbiological contaminants. The Agency's approach to the draft CCL 2 is to continue using the remaining contaminants on the 1998 CCL for prioritizing research and making regulatory determinations while working with the National Drinking Water Advisory Council and stakeholders to complete a review of the National Research Council recommendations for developing a more comprehensive and transparent CCL listing process. The EPA seeks comment on the range of CCL issues and activities addressed in this notice.

“State of Alabama, Underground Injection Control Program Revision; Proposed Response to Court Remand”

April 8, 2004 (69 FR 18478)

The Environmental Protection Agency requested public comment on its proposed response to the Eleventh Circuit Court of Appeals' remand in *Legal Environmental Assistance Foundation, Inc., v. United States Environmental Protection Agency*, 276 F.3d 1253 (11th Cir. 2001) (hereinafter LEAF II). The remand directed EPA to determine whether Alabama's revised underground injection control (UIC) program covering hydraulic fracturing of coal bed seams to recover methane gas complies with the requirements for Class II wells. EPA has preliminarily determined that the hydraulic fracturing portion of the State's UIC program relating to coal bed methane production, which was approved under section 1425 of the SDWA, complies with the requirements for Class II wells within the context of section 1425's approval criteria.

“Notice of Availability: Tribal Drinking Water Operator Certification Program Draft Final Guidelines”

April 19, 2004 (69 FR 20874)

EPA announced the availability of the Tribal Drinking Water Operator Certification Program Draft Final Guidelines (Draft Final Guidelines). The Safe Drinking Water Act (SDWA) Amendments of 1996 directed the EPA, in cooperation with the states, to develop guidelines specifying minimum standards for certification and recertification of operators of state community and non-transient non-community public water systems. The requirements pertaining to states do not apply to tribes; however, since having a certified operator is a key factor in public health protection, EPA has developed a voluntary Tribal Drinking Water Operator Certification Program. This program is intended to protect public health by providing operators of drinking water systems in Indian country with additional opportunities to become trained and certified, by developing baseline standards for non-state organizations certifying operators of

systems in Indian country, and by establishing a consistent method of assessing, tracking, and addressing certification and training needs of those operators.

**“Public Water System Supervision Program Revision for the State of North Carolina”
April 20, 2004 (69 FR 21098)**

EPA gave notice that the State of North Carolina is revising its approved Public Water System Supervision Program. North Carolina has adopted drinking water regulations for Minor Revisions to the Lead and Copper Rule, Arsenic, the Radionuclides Rule and Filter Backwash Recycling Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA tentatively decided to approve this state’s program revision.

**“Public Water Supply Supervision Program Revision for the Commonwealth of Puerto Rico”
April 22, 2004 (69 FR 21831)**

EPA gave notice of a determination to approve an application by the Commonwealth of Puerto Rico to revise its Public Water Supply Supervision Primacy Program to incorporate regulations no less stringent than the EPA's National Primary Drinking Water Regulations for the following: Public Notification Rule; Final Rule, promulgated by EPA on May 4, 2000 (65 FR 25982), two associated technical corrections to the Public Notification Rule; Final Rule; technical correction, promulgated by EPA June 21, 2000 (65 FR 38629) and Public Notification; Final Rule; technical correction, promulgated by EPA June 30, 2000 (65 FR 40520), and the Radionuclides; Final Rule, promulgated by EPA on December 7, 2000 (65 FR 76709).

**“Lead and Copper Rule; Expert Panel Workshops on Simultaneous Compliance and Monitoring Protocols”
April 23, 2004 (69 FR 21958)**

EPA gave notice that the Agency is convening two expert panel workshops to discuss issues associated with the Lead and Copper Rule (LCR). The first of these workshops, Simultaneous Compliance and the Lead and Copper Rule, will discuss how utilities manage treatment decisions to ensure simultaneous compliance with the LCR and National Primary Drinking Water Regulations. The second workshop, LCR Monitoring Protocols, will examine and discuss potential issues associated with the current LCR sampling and monitoring requirements for lead, copper, and water quality parameters.

**“Meeting of the National Drinking Water Advisory Council”
April 26, 2004 (69 FR 22511)**

Notice was given of the forthcoming meeting of the National Drinking Water Advisory Council (NDWAC or Council) on May 18, 2004. The Council was established under the Safe Drinking Water Act (SDWA), as amended, to provide practical and independent advice, consultation and recommendations to the Agency on the activities, functions and policies related to the implementation of SDWA. The Council will hear presentations and have discussions on topics important to the Environmental Protection Agency's national drinking water program, including, but not limited to: updates and current issues related to regulatory activities, program

implementation concerns, critical water infrastructure protection activities, and status reports on NDWAC workgroups including a report from the Contaminant Candidate List Work Group.

PROPOSED RULE

“National Primary Drinking Water Regulations and National Secondary Drinking Water Regulations; Analysis and Sampling Procedures; Proposed Rule”

April 6, 2004 (69 FR 18165)

EPA proposed changes to drinking water analysis and monitoring. These changes include proposal of vendor-developed methods; new EPA and VCSB methods; and updated VCSB methods. The addition of new and updated methods to the wastewater and drinking water regulations will provide increased flexibility to the regulated community and laboratories in the selection of analytical methods. Finally, EPA solicited comment on the guidance document *EPA Microbiological Alternate Test Procedure (ATP) Protocol for Drinking Water, Ambient Water, and Wastewater Monitoring Methods*.