

# Water Lines

## SDW Hotline Report

### In This Issue

<a href="#">Monthly Trends</a> .....	1
<a href="#">What's New</a> .....	1
<a href="#">Did You Know</a> .....	1
<a href="#">Calendar</a> .....	2
<a href="#">Frequently Asked Qs &amp; As</a> .....	3
<a href="#">Hotline Stats</a> .....	4
<a href="#">Appendix A</a> .....	6

### Top Ten Topics

Topic	Questions (phone & e-mail)	Percent of Total* Questions
Local Drinking Water Quality	182	10
Tap Water Testing	140**	7
Public Notification	108	6
Coliforms	103	5
Household Wells	92	5
Home Water Treatment Units	90	5
SWT Rule and FBRR	89	5
Other Background	86	4
Other EPA	85	4
Lead	82	4

\*A total of 1,915 questions were answered by the Hotline (via telephone and e-mail) in September 2003.

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

Calls	E-mails	Total***
1,337	224	1,561

\*\*\*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 Toll-free No.: (800) 426-4791 or (877) EPAWATER

For More Information Contact:  
Harriet Hubbard, EPA Project Officer  
(202) 564-4621

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

## Monthly Trends

In recent months, the Long Term 2 Enhanced Surface Water Treatment Proposed Rule and the Stage 2 Disinfectants/Disinfection Byproducts Proposed Rule have been topics of interest for Safe Drinking Water Hotline callers. EPA published the rules in the *Federal Register* on August 11, 2003 and August 18, 2003, respectively (68 FR 47640 and 68 FR 49548). When finalized, these proposed rules will further reduce the risk of illness from microbial pathogens, specifically *Cryptosporidium*, and decrease cancer risks from byproducts that form during drinking water treatment. Caller's questions included inquiries about a timeframe for final action on both rules, how to obtain copies of the proposed rules and associated guidance documents, and additional information about how to submit comments.

## What's New

### New Publications:

- *Funding for Source Water Protection Activities*, EPA816-K-03-004, is now available at [www.epa.gov/safewater/protect/pdfs/guide\\_swp\\_swp\\_funding\\_matrix.pdf](http://www.epa.gov/safewater/protect/pdfs/guide_swp_swp_funding_matrix.pdf), or by contacting the Safe Drinking Water Hotline.
- *Funding Water Efficiency Through the State Revolving Fund Program*, EPA816-F-03-022, is now available at [www.epa.gov/safewater/dwsrf/pdfs/fact\\_dwsrf\\_water\\_efficiency03-09-02.pdf](http://www.epa.gov/safewater/dwsrf/pdfs/fact_dwsrf_water_efficiency03-09-02.pdf), or by contacting the Safe Drinking Water Hotline.

## Did You Know?

Manufacturers sold more than \$7.7 billion worth of bottled water in the United States in 2002, an increase of 12.3 percent from 2001.

(Beverage Marketing Corporation)

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Stage 1 DBPR Train The Trainer Session	New Chelmsford, MA	9/8/2003 – 9/9/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Hartford, CT	9/10/2003 – 9/11/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	9/17/2003 – 9/18/2003	
EPA	Stage 1 DBPR Train The Trainer Session	EPA HQ - Satellite	Postponed	For more information: <a href="http://www.epa.gov/safewater/dwa/satellite.html">www.epa.gov/safewater/dwa/satellite.html</a>
EPA	Stage 1 DBPR Train The Trainer Session	Kent, WA	9/29/2003 – 9/30/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Dover, DE	9/30/2003 – 10/1/2003	To register, contact the SDW Hotline
EPA	LT2ESWTR and Stage 2 DBPR Stakeholder Meeting	Teleconference	10/9/2003	For more information: <a href="http://www.epa.gov/safewater/stage2/index.html">www.epa.gov/safewater/stage2/index.html</a>
EPA	LT2ESWTR and Stage 2 DBPR Stakeholder Meeting	Teleconference	10/16/2003	For more information: <a href="http://www.epa.gov/safewater/stage2/index.html">www.epa.gov/safewater/stage2/index.html</a>
EPA	Stage 1 DBPR Train The Trainer Session	Atlanta, GA	10/22/2003 – 10/23/2003	To register, contact the SDW Hotline
EPA	Stage 1 DBPR Train The Trainer Session	Chicago, IL	10/28/2003 – 10/29/2003	To register, contact the SDW Hotline
EPA	UCMR Stakeholder Meeting	Arlington, VA	10/29/2003	
EPA	Stage 1 DBPR Train The Trainer Session	Phoenix, AZ	11/6/2003 – 11/7/2003	To register, contact the SDW Hotline
NDWAC	Contaminant Candidate List Classification Process Work Group	Washington, DC	11/13/2003 – 11/14/2003	
NDWAC	Public Meeting	Cincinnati, OH	11/19/2003	

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.

---

## Frequently Asked Qs & As

---

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

**Q:** The Surface Water Treatment Rule requires the residual disinfectant concentration in water entering the distribution system to be no less than 0.2 mg/L for more than four consecutive hours (40 CFR 141.72(a)(3) and (b)(2)). How did EPA arrive at the four-hour time interval?

**A:** EPA believes that some time allowance should be allotted for systems to restore the disinfectant residual rather than categorically defining this absence as a treatment technique violation. Once systems are aware that the disinfectant concentration level is low or absent, four hours is a reasonable amount of time for operators to adjust and/or repair the disinfection or monitoring equipment or to bring backup disinfection or monitoring units on-line (54 FR 27486, 27494; June 29, 1989).

**Q:** Where can I get a list of addresses for public water systems?

**A:** An EPA MS Excel PivotTable with SDWIS/FED data containing public water system addresses can be downloaded at the following URL: <http://www.epa.gov/safewater/data/zips>.

**Q:** Are drinking water additives such as chemicals used for fluoridation and coagulation, regulated by the Safe Drinking Water Act?

**A:** The Safe Drinking Water Act does not require EPA to regulate the use of additives in drinking water. Originally, EPA assisted states and public water systems with the use of water additives; however, in 1988 EPA established a cooperative agreement with NSF International to develop voluntary consensus safety standards for drinking water additives (53 FR 25586, 25586; July 7, 1988).

**Q:** EPA has set standards (maximum contaminant levels and treatment techniques) for approximately 90 contaminants. What guidelines does EPA follow to determine if a particular contaminant should be regulated?

**A:** The Safe Drinking Water Act requires EPA to consider three evaluation criteria when determining whether or not to regulate a substance: potential adverse health effects from the contaminant, occurrence of the contaminant in public water systems including the frequency it is present at levels of public health concern, and whether regulation of the contaminant would present a meaningful opportunity for health risk reduction for persons served by public water systems (SDWA 1412(b)(1)(A)).

**Q:** The Safe Drinking Water Act requires EPA to review and revise the national primary drinking water regulations at least every six years (SDWA 1412(b)(9)). Can EPA establish a less stringent standard for an existing national primary drinking water regulation?

**A:** Yes. If new peer-reviewed scientific health effects research indicates that a regulation could be raised while maintaining public health protection, then such a change is permitted. The statute precludes EPA from using economic impacts as the sole basis for a revision that would provide less health protection than the current standard (*EPA Protocol for the Review of Existing National Primary Drinking Water Regulations*, EPA815-R-03-002, June 2003).

**Q:** What can I do to prepare for Hurricane Isabel or other drinking water emergencies?

**A:** EPA recommends that you should have at least a three-gallon supply of water per person. Typically, this would be enough water for three days. Water should be stored in thoroughly washed plastic, glass, fiberglass or enamel-lined metal containers. Soft drink bottles, for instance, work very well. The containers should be tightly sealed, labeled and stored in a cool, dark place. Under these conditions, water can be stored for six months.

If you do not have stored water and there is an emergency, you can use the water in your hot-water tank, pipes and ice cubes. The water in the reservoir tank of your toilet (not the bowl) can also be used as a last resort. The following Web sites provide additional information, including where to find water outside your home, ways to purify water and other steps you can take to prepare for natural disasters.

Federal Emergency Management Agency -- <http://www.fema.gov/>  
American Red Cross -- <http://www.redcross.org/home>  
Department of Homeland Security -- <http://www.ready.gov/>



## Monthly Summary of Hotline Service

Total number of calls answered	1,337
Total number of e-mails received	224
Average wait time (in seconds)	0:43
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	81.7%
Percent of callbacks answered in 5 days	100%
Percent of e-mails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	208
Number of times callers listened to recorded message about CCRs	179
Number of times callers were transferred to the WSC Wellcare Hotline	306
Number of times callers listened to recorded message about tap water testing	289

## Comparison to Previous Year

	Calls	E-mails
September 2003	1,337	224
September 2002	2,061	329

## Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. EPA Internet	211	19
2. Local Water System	153	14
3. State PWSS	133	12
4. State Lab Certification	121	11
5. NSF/WQA/UL	105	10
6. AGWT/WSC	65	6
7. Local Public Health	58	5
8. Non-EPA Internet	50	5
9. Other Hotlines	46	4
10. Other	39	4

\*A total of 1,091 referrals to other resources, agencies, and organizations were provided by the Hotline in September 2003.

## Customer Profiles

Customer	Calls	E-mails
Analytical Laboratories	18	5
Citizen - Private Well	128	27
Citizen - PWS	756	95
Consultants/Industry/Trade (DW)	83	13
Consultants/Industry/Trade (Other)	102	18
Environmental Groups	2	0
EPA	24	1
Other Federal Agency	7	4
Government, Local	12	3
Government, State	55	7
Government, Tribal	2	1
Spanish Speaking	2	1
International	1	20
Media	2	0
Medical Professional	3	0
Public Water System	94	10
Schools/University	20	18
Other	26	1
<b>TOTALS</b>	<b>1,337</b>	<b>224</b>

## Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
2-September	98	00:28
3-September	93	00:35
4-September	72	00:21
5-September	68	00:49
8-September	68	00:32
9-September	71	00:31
10-September	58	00:40
11-September	70	00:57
12-September	59	00:32
15-September	74	00:28
16-September	59	00:29
17-September	61	00:59
22-September	81	00:39
23-September	78	00:26
24-September	77	01:22
25-September	77	00:46
26-September	54	01:01
29-September	53	01:25
30-September	66	00:53
<b>TOTALS</b>	<b>1,337</b>	<b>00:43</b>

## Topic Categories

Category	Calls	E-mails
<b>Microbials/Disinfection Byproducts</b>		
Chlorine	16	3
Coliforms	99	4
Cryptosporidium	20	2
Disinfection/Disinfection Byproducts (Other)	11	2
Disinfection – Home Water	13	5
Other Microbials	18	2
Storage – Home Water	10	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	84	5
Trihalomethane (THM)	6	4
<b>Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)</b>		
Arsenic	17	3
Fluoride	14	2
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	5	2
Perchlorate	7	1
Phase I, II & V	24	3
Sodium Monitoring	1	0
Sulfate	1	0
<b>Lead and Copper</b>		
Copper	9	1
Lead	77	5
Lead Contamination Control Act (LCCA)/Lead Ban	5	0
<b>Radionuclides</b>		
Radionuclides (Other)	27	8
Radionuclides (Radon)	33	9
<b>Secondary DW Regulations</b>		
Secondary DW Regulations	20	3
<b>SDWA Background/Overview</b>		
Definitions & Applicability	16	2
MCL List	49	6
Other Background	58	28
SDWA	16	1

Category	Calls	E-mails
Water on Tap	3	3
<b>Other DW Regulations</b>		
Analytical Methods (DW)	20	7
Contaminant Candidate List/ Drinking Water Priority List	5	0
Consumer Confidence Report (DW)	63	5
DW Primacy (PWS)	0	0
Operator (PWS) Certification	2	2
Other Drinking Water Security	22	4
Public Notification (PWS)	102	6
Security Planning Grants	6	2
State Revolving Fund (DW)	6	2
Unregulated Contaminant Monitoring Rule (UCMR)	22	0
<b>Other Drinking Water</b>		
Additives Program	5	1
Bottled Water	39	8
Complaints about PWS	41	8
Compliance & Enforcement (PWS)	18	4
Home Water Treatment Units	76	14
Infrastructure/Cap. Development	3	0
Local DW Quality	161	21
Tap Water Testing	130	10
Treatment/BATs (DW)	2	7
<b>Drinking Water Source Protection</b>		
Ground Water Rule	6	0
Sole Source Aquifer	0	0
Source Water/Wellhead Protection	20	9
UIC Program	14	1
<b>Out of Purview</b>		
Household Wells	70	22
Non-Environmental	23	2
Non-EPA Environmental	48	27
Other EPA (Programs)	65	20
<b>TOTALS</b>	<b>1,628</b>	<b>287</b>

## SAFE DRINKING WATER HOTLINE MONTHLY REPORT

September 2003

### APPENDIX A: FEDERAL REGISTER SUMMARIES

#### NOTICES

**“Stakeholder Meeting Concerning Development of 'Revisions to the Unregulated Contaminant Monitoring Regulation for Public Water Systems'; Notice of Public Meeting”  
September 11, 2003 (68 FR 53607)**

EPA announced a public stakeholder meeting to present information to stakeholders concerning the status of the Agency's efforts in the areas of analyte selection, analytical methods, sampling design, determination of minimum reporting levels, and other possible revisions to the current unregulated contaminant monitoring regulation. The meeting will be held on October 29, 2003 in Arlington, VA.

**“Stakeholder Meetings Concerning the Long-Term 2 Enhanced Surface Water Treatment Rule and Stage 2 Disinfectants and Disinfection Byproducts Rule Proposals; Notice of Public Meetings”  
September 22, 2003 (68 FR 55023)**

EPA announced two public stakeholder meetings on the following proposed drinking water regulations: The Long-Term 2 Enhanced Surface Water Treatment Rule (68 FR 47639; August 11, 2003) and the Stage 2 Disinfectants and Disinfection Byproducts Rule (68 FR 49547; August 18, 2003). The purpose of these meetings is to provide information that will assist stakeholders in evaluating the proposals, which are currently open for public comment. The first meeting will be held on October 9, 2003. The second meeting will be held on October 16, 2003.

**“Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request: Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002: Drinking Water Security and Safety, EPA ICR Number 2103.02, OMB Control Number 2040-0253”  
September 30, 2003 (68 FR 56290)**

EPA announced that the Information Collection Request (ICR), "Title IV of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002: Drinking Water Security and Safety," has been forwarded to the Office of Management and Budget for review and approval. This ICR is scheduled to expire September 30, 2003. Additional comments may be submitted on or before October 30, 2003.

**“Meeting of the National Drinking Water Advisory Council; Notice of Public Meeting”  
September 30, 2003 (68 FR 56292)**

EPA announced a meeting of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act. The Council will hear presentations and have discussions on topics important to EPA's national drinking water program, including, but not limited to: an overview of EPA research activities; status reports from NDWAC's work groups on Affordability and the Contaminant Candidate List; an update on security, regulatory, and

implementation activities; and an update on drinking water data quality. The Council meeting will be held on November 19 and 20, 2003.