



# DWS Lead & Copper Rule Compliance Operator Training Course

Operational Responsibilities and Practices

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Drinking Water Section



# Operational Responsibilities and Practices - Requirements

- ☉ Required: Chief Operators are required to have the direct responsible charge (active daily responsibility) for the operation and maintenance of the PWS,
- ☉ Operational decisions about water quality or quantity, that affect public health, shall be the responsibility of an appropriately CT DPH Certified Operator,



# Operational Responsibilities and Practices – Overall Expectations

- 1. Be responsible for the daily operation of the Public Water System,
- 2. Ensure the delivery of safe water by complying with the Regulations of Connecticut State Agencies (RCSA),



# Operational Responsibilities and Practices – Core Expectations

- 1. Develop or Have Sufficient Knowledge of the Public Water System's (PWS's) Components, Plans, Schedules and the Regulations of CT State Agencies (RCSA),
- 2. Operate Public Water System per the RCSA and per the Established Plans and Schedules,
- 3. Verify Compliance and Submission of Reports,

# Core Expectations

- 💧 1. Develop or Have Sufficient Knowledge of the Public Water System's ....
  - 💧 Have a fundamental thorough understanding of the water system components and specifications: source construction, system component capacity, treatment, storage tanks and distribution system,
  - 💧 Have a thorough understanding of the system's water quality compliance history;
  - 💧 Develop and/or be familiar with the PWS's approved sampling site plan,



# Core Expectations

- 💧 1. Develop or Have Sufficient Knowledge of the Public Water System's ....
  - 💧 Have a thorough understanding of the RCOSA and maintain an awareness of changes to the RCOSA that apply to your system,

# Core Expectations

- 2. Operate Public Water System per the RCSA and per the Established Plans ....
  - Record, where meters are required, the quantity (gallons) and instantaneous flow (gallons per minute) of water pumped from each source at least on a weekly basis,
  - Collect or oversee the collection of water samples according to the approved sampling site plan and the CT DPH “Water Quality Monitoring Schedule”; Ensure that all samples are delivered to and analyzed by a CT DPH approved laboratory,



# Core Expectations

- 💧 2. Operate Public Water System per the RCOSA and per the Established Plans ....
  - 💧 Issue public notifications or public education materials or advise the PWS owner of the need for public notification or public education materials, using approved language for violations or exceedances by RCOSA required timelines,
  - 💧 Maintain and arrange for the calibration of instrumentation associated with the operation of the system including monitoring equipment, pumping equipment and flow meters,



# Core Expectations

- 💧 2. Operate Public Water System per the RCSA and per the Established Plans ....
  - 💧 Take timely corrective measures, following investigations of water quality and quantity problems and customer complaints,
  - 💧 Conduct or oversee and maintain a record of all installations, maintenance and repairs of distribution system according to manufacturer instructions, industry standards and/or the established preventative maintenance schedule,

## Core Expectations

### 2. Operate Public Water System per the RCOSA and per the Established Plans ....

- operate and monitor the treatment plant processes and appurtenances according to manufactures instructions, industry standards and the water system's written procedures, policies, guidelines that include, where applicable, one or more the following items:

Prepare solutions - calculate, measure and record all chemical dosage rates,(pH adjustment, corrosion inhibitor),

- Ensure that pH levels and corrosion control parameters are properly measured and recorded as required by the RCOSA,

# Core Expectations

- 💧 3. Verify Compliance and Submission of Reports ....
  - 💧 Review all water quality results for completeness and compliance with established standards prior to submitting the results to the CT DPH DWS,
  - 💧 Ensure that all drinking water additives (i.e. water treatment chemicals), filter media and water system components in contact with drinking water are certified to the standards of the NSF/ANSI,
  - 💧 Maintain a customer complaint log including how complaints are investigated and resolved,



# Questions:

**Questions /Comments:**

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