

**Idaho Department of Environmental Quality**



**Idaho 2009 Annual Capacity Development  
Program Implementation Report  
to the  
U.S. Environmental Protection Agency**

**State Fiscal Year 2009  
(July 1, 2008 – June 30, 2009)**

**October 2009**

# **Idaho 2009 Annual Capacity Development Program Implementation Report**

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## Introduction

In Idaho the Department of Environmental Quality's Drinking Water Program implements the state's Capacity Development Program. The following **Idaho Annual Capacity Development Program Implementation Report** describes Capacity Development efforts during State Fiscal Year 2009 (July 1, 2008 – June 30, 2009).

This 2009 report contains all of the required EPA reporting elements for the Annual State Capacity Development Program Implementation Report.

These Capacity Development Program accomplishments are funded primarily with set-aside monies from the Drinking Water State Revolving Fund for implementing Capacity Development. The Operator Training and Operator Licensing programs and the Small Systems Technical Assistance Program provide additional funding.

**Idaho's Small Public Water Systems.** DEQ continues to provide ongoing technical, financial, and managerial (TFM) training for the state's small systems. In fact, 97% of Idaho's 1,966 public water systems are classified as "small" or "very small" based on EPA's classification of drinking water systems.\* DEQ's training program is designed primarily to meet the needs of these small or very small systems.

(Of the 1,966 systems, 31 are "medium" sized and 19 are "large." Idaho has one "very large" system serving a population of 186,000).

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\* *Based on EPA size classifications for public water systems:*

Very Small water systems serve 25-500 people  
Small water systems serve 501-3,300 people  
Medium water systems serve 3,301-10,000 people  
Large water systems serve 10,001-100,000 people  
Very Large water systems serve 100,001+ people

## 1. Capacity Development Strategy

**Strategy Background.** In Idaho, the Department of Environmental Quality (DEQ) is responsible for implementing the Capacity Development Program strategy.

In 1989, the Department Director appointed the Drinking Water Citizens Advisory Committee (DWAC) to determine the current status of Idaho's public water systems and to make recommendations for improving system capacity to deliver safe drinking water to the citizens of Idaho.

The July 2000, the *Report of Findings*\* listed the findings and recommendations of the DWAC, which helped to establish the state's Capacity Development Strategy. As a result of the DWAC findings, DEQ published *A Strategy for Improving the Financial, Technical, and Managerial Capacity of Idaho's Public Drinking Water Systems* in July 2000, which guides the state's Capacity Development Program. The report is available on request.

The DWAC continues to serve in an advisory role by reviewing and making recommendations on all Capacity Development projects.

*This report details the efforts and milestones of the Capacity Development Program for SFY 2009 (July 1, 2008 – June 30, 2009).*

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\* *Report of Findings: On Improving the Technical, Financial, and Managerial Capacity of Idaho's Public Water Systems*, Drinking Water Citizens Advisory Committee to the Idaho Department of Environmental Quality, included the section "A Strategy for Improving the Technical, Financial, and Managerial Capacity of Idaho's Public Water Systems, Idaho Department of Environmental Quality, Boise, Idaho, July 2000."

## 2. Enhanced Sanitary Survey (ESS)

**Idaho's Enhanced Sanitary Survey (ESS).** Comprehensive sanitary surveys continue to be a fundamental public health protective tool for assessing, evaluating, and documenting the technical, financial, and managerial (TFM) capacity of public water systems throughout the state. The surveys are used to assist owners and operators in both short-term and long-term planning activities associated with their systems.

These tools are also used to assist in coordination of activities between DEQ (the primacy agency) and third party service providers such as Brown Environmental, Inc., the Idaho Rural Water Association (IRWA), the Rural Community Assistance Corporation (RCAC), and the Environmental Finance Center at Boise State University (EFC). These collaborative efforts become increasingly important to leverage limited resources among organizations for the collective benefit of the public.

**Enhanced Sanitary Survey Refinement.** In 2007, DEQ made modifications to the *Idaho Rules for Public Drinking Water Systems* (IDAPA 58.01.08), which refined the Enhanced Sanitary Survey procedures. Portions of several other documents, previously adopted by reference, were incorporated directly into the rules.

The 2007 changes to the rules required updating and modifications of the ESS form to correlate with the revised drinking water rules. As a result, each question in the ESS has a corresponding rule citation associated with it. DEQ's fine-tuning efforts ensure that the usefulness of the ESS is retained backed by the enforceability of the rule requirements, should that become necessary to protect public health.

The highlights of the updated ESS form are listed below:

- Incorporates managerial and financial capacity assessments (along with technical evaluations) into the modified form.
- The ESS Excel spreadsheet automatically identifies "Significant Deficiencies" and "Recommendations."
- Each question in the ESS has an "Enhanced Sanitary Survey Report Statement" form (see page 6 of this report) associated with it, for more efficient report generation.
- Each Report Statement identifies the rule under which DEQ or the Health District has the authority to regulate the PWS.

**Statewide Improvement.** The Idaho Drinking Water Program has posted the current ESS inspection form on its website (*see URL, page 6*) to assist water systems throughout the state in being better prepared for the ESS questions. It allows water system operators or managers to collect data in advance that they might not have readily available under

## 2. Enhanced Sanitary Survey (ESS), *continued*

regular operations. It also decreases the amount of time necessary to complete the inspection for both the inspector and the water system representative.

Finally, it is a clear demonstration of the standardized nature of the inspection. Every water system is held to the same standard, regardless of which part of the state the system is located in or which inspector is conducting the ESS.

**ESS Inspection Form Now On-line.** Public water system owners and operators can now review a copy of the complete “State of Idaho Public Water System Enhanced Sanitary Survey” form used by state inspectors by going to DEQ’s web site at:

[http://www.deq.idaho.gov/water/assist\\_business/pws/enhanced\\_sanitary\\_survey.pdf](http://www.deq.idaho.gov/water/assist_business/pws/enhanced_sanitary_survey.pdf).

*Public water systems are encouraged to use this form as a checklist in preparation for their next sanitary survey.*

**Enhanced Sanitary Survey Report Statements.** ESS Report Statements are standardized statements that assist inspectors in identifying significant deficiencies and making recommendations to alleviate the problems.

The six DEQ regional offices and the seven district health departments use the ESS Report Statements to standardize reporting statewide. The 2009 Enhanced Sanitary Survey Report Statements are located at

[http://www.deq.idaho.gov/water/permits\\_forms/forms/drinking\\_water/enhanced\\_sanitary\\_survey\\_report.pdf](http://www.deq.idaho.gov/water/permits_forms/forms/drinking_water/enhanced_sanitary_survey_report.pdf).

**PIFF (Preliminary Inspection Findings Form).** The PIFF is a tri-copy form that allows the sanitary survey inspectors to leave a list of identified deficiencies with the system operators so they can begin to correct these priority problem areas immediately. See URL below for the PIFF form:

[http://www.deq.idaho.gov/water/permits\\_forms/forms/drinking\\_water/piff\\_form.pdf](http://www.deq.idaho.gov/water/permits_forms/forms/drinking_water/piff_form.pdf)

*Following completion of the PIFF form for the water system, an additional copy is scanned and provided electronically to all third party service providers including the **Environmental Finance Center** at Boise State University, the **Rural Community Assistance Corporation**, and the **Idaho Rural Water Association**. This coordination activity is designed to leverage the organizational resources to the collective public health benefit of water system customers.*

- ❑ **Rural Community Assistance Corporation (RCAC).** Using the PIFF forms above, which provide a list of water system deficiencies as the result of an Enhanced Sanitary Survey, RCAC provided technical assistance to five (5) public drinking water systems. Assistance ranged from arsenic compliance, fee rates, action plans for

## 2. Enhanced Sanitary Survey (ESS), *continued*

Cross-connection Control Programs, accounting for water loss, and working with an engineer to complete a facility plan.

- ❑ **Idaho Rural Water Association (IRWA).** At the time of this report, IRWA was unable to provide information documenting any technical assistance for, or contact with the state's public drinking water systems following a PIFF referral.

Both RCAC and IRWA provide the state with quarterly summary reports of their activities centered around the water systems deficiencies outlined in the PIFF forms they receive after an enhanced sanitary survey has been conducted. Copies of those quarterly summary reports will be included as attachments in future Idaho Annual Capacity Development Reports.

### 3. Operator Training

**Operator Training.** DEQ hosts the Idaho Water and Wastewater System Licensing and Classification web site at <http://www.idahocertificationtraining.com/index.htm>. This site explains the state licensing requirements for all drinking water and wastewater operating personnel, and provides links to important training sites.

- ❑ **Brown Environmental, Inc.** For operators seeking specific licensing classes, DEQ continues to offer training support by contracting with Brown Environmental, Inc. to provide 75 days of training and related support services throughout Idaho. Operator response to these classes continues to be very positive.

For a description of the classes offered, class schedules, and the Continuing Education Units (CEUs) available from Brown Environmental, go to <http://www.idahooperatortraining.com/>.

- ❑ **Idaho Rural Water Association (IRWA).** On a smaller scale, the Idaho Rural Water Association also offers classes for operators. For classes and schedules, go to <http://www.idahoruralwater.com/>.
- ❑ **AWOP Training.** In SFY 2009, the Area Wide Optimization Program (AWOP) conducted a Comprehensive Performance Evaluation (CPE) of the Kamiah Water Treatment Plant for the City of Kamiah. In this case, the CPE sought to improve the performance of the City's surface water treatment plant and to achieve compliance with the Surface Water Treatment Rule.

The evaluation provided the plant staff members with on-site training and outlined procedures the staff and City can take to improve plant performance.

*Note:* Due to limited DEQ resources, Idaho will no longer be able to maintain the current level of involvement in the AWOP program. AWOP, however, has resulted in improved water quality of thousands of Idahoans. This disinvestment is likely not permanent and will be revisited periodically to ensure that the limited amount of available resources are being utilized for maximum benefit within the state.

- ❑ **Idaho Bureau of Occupational Licenses (IBOL).** Additional information for operators regarding training requirements is also provided by the Idaho Bureau of Occupational Licenses (IBOL) at its Idaho Training and Continuing Education Reference Guide web site at [http://www.ibol.idaho.gov/WWP/General/WWP\\_Training\\_Links.htm](http://www.ibol.idaho.gov/WWP/General/WWP_Training_Links.htm).

**Training Reimbursement.** DEQ continues to manage the Drinking Water Operator Reimbursement Program, which benefits operators of "small and very small systems," some of whom are volunteers and are therefore unusually burdened by training costs.

### 3. Operator Training, *continued*

Reimbursement forms are available at

<http://www.idahocertificationtraining.com/forms.htm#reimbursement>.

**DEQ's FAQs for Operators.** DEQ posts a "Frequently Asked Questions Regarding Drinking Water Operator Licensing for System Owners and Operators" on its web site. The FAQ, which is extensive and detailed, answers many of the questions operators are concerned about. The Operator FAQ is located at

[http://www.deq.idaho.gov/water/prog\\_issues/drinking\\_water/dw\\_operator\\_faqs.cfm](http://www.deq.idaho.gov/water/prog_issues/drinking_water/dw_operator_faqs.cfm).

In addition, the Idaho Bureau of Occupational Licenses (IBOL) web site has linked to DEQ's Operator FAQs for operators seeking additional information.

**Operator Training and Sanitary Surveys.** System operators have identified a need for training related to sanitary surveys. To address these needs IDEQ staff and contractors are conducting classes related to the Enhanced Sanitary Survey (ESS). It is our belief that increased awareness of the sanitary survey requirements results in improved operations, which results in better protection for the customers.

The ultimate plan for these training materials will be to incorporate them into an on-line learning management system allowing universal access to training modules without requiring staff to be devoted to preparing and delivering the presentations.

**Complete ESS Inspection Form Now on DEQ Web Site.** As noted on page 6, drinking water systems can now review, on-line, a complete copy of the *State of Idaho Public Water System Enhanced Sanitary Survey* form used by DEQ drinking water inspectors to conduct sanitary surveys. System owners and operators can use this form as a checklist to prepare for their next sanitary survey by going to DEQ's web site at [http://www.deq.idaho.gov/water/assist\\_business/pws/enhanced\\_sanitary\\_survey.pdf](http://www.deq.idaho.gov/water/assist_business/pws/enhanced_sanitary_survey.pdf).

**Operator Manuals.** Brown Environmental, Inc. (under contract to DEQ) continues to use their manual *Introduction to Small Water Systems: Idaho Student Manual* in conjunction with training for small public water systems. This manual is helpful to operators and managers of small systems who start with limited knowledge of water production. A copy of the cover and the table of contents for this 450-page introductory manual are included with this report (see URL below).

[http://www.deq.idaho.gov/water/data\\_reports/drinking\\_water/intro\\_small\\_water\\_systems\\_toc.pdf](http://www.deq.idaho.gov/water/data_reports/drinking_water/intro_small_water_systems_toc.pdf).

**Sanitary Survey Fundamentals Prep Course.** A "Sanitary Survey Fundamentals Prep Course" can be downloaded at the URL provided below or is available, at no charge, in CD-Rom format from the Montana Water Center (in cooperation with EPA). The course is aimed at sanitary survey inspectors, but operators may find the course useful as well.

### 3. Operator Training, *continued*

DEQ notified public water system owners of the availability of the CD-Rom in Issue # 48 (June 2008) of the Idaho Drinking Water Newsletter. The short course discusses the basics of small public water system operations, and is a good preparation tool for advanced sanitary survey inspectors and the operators of the water systems they inspect. <http://watercenter.montana.edu/training/ssf/default.htm>  
[http://www.deq.idaho.gov/water/assist\\_business/pws/H2O\\_newsletter\\_48.pdf](http://www.deq.idaho.gov/water/assist_business/pws/H2O_newsletter_48.pdf).

#### **EPA's Interactive Sampling Guide for Drinking Water System Operators.**

Basically, EPA's "Interactive Sampling Guide for Drinking Water System Operators" is a guide that demonstrates sampling techniques for various contaminants. DEQ has copies of the guide on hand in CD-ROM format, free of charge, to distribute to owners and operators upon request. The CD-ROM is available in English or Spanish.

**Web-based Initiatives to Assist with Succession Planning.** In Idaho, frequent turnover in small system operators is estimated at 10%-15% annually. This turnover contributes to an ongoing loss of institutional memory about how a particular system functions. Turnover may also contribute to a lack of continuity in recordkeeping and monitoring.

Anticipating the potential adverse impact of the frequent loss of operator personnel and retirements throughout the industry, the Idaho Drinking Water Program is focusing on making additional resources and training materials available on-line.

The program continues its efforts in educating members of the water industry through its web site and the quarterly Idaho Drinking Water Newsletter. From the website, water operators can obtain information about various DEQ programs; download copies of state and federal regulations, policies, compliance and guidance documents; and download instructional aids such as (to list a few) the previously mentioned Sanitary Survey Fundamentals Prep Course, the state's sanitary survey form used by inspectors, the Total Coliform Rule Handbook for Small Noncommunity Water Systems, and EPA's CUPSS Program (**C**heck **U**p **P**rogram for **S**mall **S**ystems). CUPSS is a management tool for small drinking water systems.

## 4. Operator Licensing: Annual Report & Hiring an Operator

**2008 Idaho Drinking Water Operator Licensing Report.** Each year, DEQ submits a report regarding the state's Operator Licensing Program to EPA. In addition to drinking water operator licensing, the report includes information for wastewater operator licensing. The *2008 Idaho Drinking Water Operator Licensing Report – Annual Report – January 1, 2008-December 31, 2008* is available at the URL below:

[http://www.deq.idaho.gov/water/data\\_reports/drinking\\_water/dw\\_operator\\_cert\\_annual\\_report\\_2008.pdf](http://www.deq.idaho.gov/water/data_reports/drinking_water/dw_operator_cert_annual_report_2008.pdf)

**Hiring a Licensed Operator Web Site.** For water systems seeking licensed operators, DEQ continues to maintain its web site listing licensed operators who are “available for hire” (i.e., contract operators). This tool provides convenience for both operators and systems in need.

- **Contract Operators.** If a system wants to hire a contract operator to fulfill the utility's requirements for licensed operators, they can go to <http://www.deq.idaho.gov/Applications/WWDWOper/WWDWSearchContractOperatorInfo.cfm>. As set up, the search can be narrowed to include only a certain type of license (such as “drinking water distribution”) and for a particular county or city.
- **“Hiring a Contract Operator” Booklet Available.** The booklet “Recommendation for Hiring a Contract Operator,” includes such items as important questions to ask a prospective contract operator, is available from DEQ offices or on-line at [http://www.idahocertificationtraining.com/dw\\_ww\\_contractor.pdf](http://www.idahocertificationtraining.com/dw_ww_contractor.pdf).

**Operators for Hire Web Site.** DEQ maintains a list of licensed operators that have requested to be listed as being available to hire for contract work. This list does not constitute an endorsement and those listed are not the only licensed operators in the state. An operator may request to be added to or deleted from the list at any time.

Operators with a current license that are interested in being contract operators can go to the on-line database and list themselves as available at:

<http://www.deq.idaho.gov/Applications/WWDWOper/WWDWOperatorAcceptDisclaimer.cfm>.

This database tool will cross-check with the Idaho Bureau of Occupational Licenses (IBOL) records and post operator names only if they are, in fact, properly licensed. (IBOL is the licensing agency for water and wastewater professional operators in Idaho.) The system performs this cross-check weekly using information retrieved from the IBOL database. If the listed operator's license lapses, the database tool will automatically drop the individual from the list, as only those that are appropriately licensed are displayed.

## 5. Technical, Financial, and Managerial (TFM) Capacity Reviews for New Public Water Systems

**Background.** States participating in the Drinking Water State Revolving Loan Fund (SRF) Program are required by the 1996 Amendments to the federal Safe Drinking Water Act to ensure that all new community and non-transient non-community water systems demonstrate adequate technical, financial, and managerial (TFM) capacity (i.e., capabilities) before being allowed to begin operation.

**DEQ's Legal Authority and Related Guidance.** To fulfill the federal Safe Drinking Water Act requirements, the *Idaho Rules for Public Drinking Water Systems* (IDAPA 58.01.08.500) require that all new public water systems demonstrate TFM capacity.

**Reviewing TFM Capacity for New Systems.** DEQ reviews the technical, financial, and managerial aspects of new public water system plans and specifications. A portion of this review is funded by the SRF 2% Technical Assistance Set Aside Grant.

In SFY 2009, DEQ's Regional Offices completed 1,154 plans and specification reviews for water systems with a population of less than 10,000.

**TFM Guidance.** The DEQ guidance document, *How to Demonstrate Financial, Technical, and Managerial Capacity in New Public Water Systems*, describes how to determine if a new system has the capability to function as a public water system. A copy of the document is located at [http://www.deq.state.id.us/water/assist\\_business/pws/managerial\\_capacity\\_guidance.pdf](http://www.deq.state.id.us/water/assist_business/pws/managerial_capacity_guidance.pdf).

DEQ expects that the guidance document will not be a static document, but will evolve as the agency, engineers, consultants, and the public learn more about public water system capacity.

## 6. Proactive Distribution of Information Regarding Capacity Development

Information about capacity development topics is distributed to public water systems by several methods:

- ❑ **DEQ Regional Staff and District Health Department Drinking Water Staff.** One avenue of disseminating information is through contacts with drinking water staff in DEQ's six regional offices and the drinking water staff in the state's seven district health departments. (Idaho's seven district health departments are under contract to DEQ to provide technical assistance to the state's small drinking water systems.)

One-on-one contacts either in person or by telephone or e-mail consumes a large portion of staff's time, but remains a major method of assisting system operators. Work was initiated in SFY 2007 to make more monitoring information available on-line through DEQ's SDWIS database. This work was completed in the spring of 2009, following migration from SDWIS to a new web-based database. The information is available via a tool called Drinking Water Watch which can be viewed at [http://www.deq.idaho.gov/Applications/SDWISReports/pws\\_index.cfm](http://www.deq.idaho.gov/Applications/SDWISReports/pws_index.cfm).

- ❑ **DEQ Regional Operator Workshops.** Idaho's six DEQ regional offices realize the need for local, face-to-face training, and as a result, hold drinking water workshops in their areas on an as-needed basis for system operators and owners. Subjects cover technical assistance on a variety of subjects such as operation and maintenance issues, regulatory requirement reviews, and implementation of new upcoming or amended rules.
- ❑ **DEQ Operator Training Web Site.** Another aid is the operator training web site hosted by DEQ, which provides information about state licensing requirements for all drinking water and wastewater operating personnel with links to training opportunities at [www.idahocertificationtraining.com](http://www.idahocertificationtraining.com).
- ❑ **Public Water System Switchboard.** Using information from DEQ's Safe Drinking Water Information System (SDWIS), the Switchboard provides public drinking water systems with quick links to rules, monitoring schedules, plans and specifications, public notification templates, sanitary survey forms, drinking water system classification requirements, and operator licensing. See [http://www.deq.idaho.gov/Applications/SDWISReports/pws\\_index.cfm](http://www.deq.idaho.gov/Applications/SDWISReports/pws_index.cfm).
- ❑ **Idaho Drinking Water Newsletter.** *The Idaho Drinking Water Newsletter* is a quarterly newsletter published by DEQ and distributed to all public water systems in the state. A partial list of recipients of this newsletter includes owners, administrative

## 6. Proactive Distribution of Information, *continued*

contacts, and operators of water systems, as well as interested individuals from the general public.

The newsletter serves as a vehicle to disseminate information about upcoming changes to existing regulations or new forthcoming regulations, monitoring deadlines, specific actions that systems need to take to protect public health and to stay in compliance, and announcements of upcoming seminars and training.

Each edition is posted on the DEQ website and is sent to approximately 3,200 people (e.g., owners and operators of Idaho's 1,966 systems; one copy to each city – for the mayor and council members; and individuals requesting to be on the mailing list such as consulting engineers, counties, etc.) Systems can also sign up to receive notification through DEQ's [gov.delivery](#) (look for "Sign up for E-mail Updates") notifying them that the current issue of the newsletter is available electronically.

Occasionally, DEQ publishes special issues that cover specific topics such operator licensing requirements or issuing boil water advisories.

Copies of the four newsletters (Issues 49 through 52) published and distributed during SFY 2008 can be accessed below:

[http://www.deq.idaho.gov/water/assist\\_business/pws/H2O\\_newsletter\\_49.pdf](http://www.deq.idaho.gov/water/assist_business/pws/H2O_newsletter_49.pdf)

[http://www.deq.idaho.gov/water/assist\\_business/pws/H2O\\_newsletter\\_50.pdf](http://www.deq.idaho.gov/water/assist_business/pws/H2O_newsletter_50.pdf)

[http://www.deq.idaho.gov/water/assist\\_business/pws/H2O\\_newsletter\\_51.pdf](http://www.deq.idaho.gov/water/assist_business/pws/H2O_newsletter_51.pdf)

[http://www.deq.idaho.gov/water/assist\\_business/pws/H2O\\_newsletter\\_52.pdf](http://www.deq.idaho.gov/water/assist_business/pws/H2O_newsletter_52.pdf)

□ **DEQ's Web Site: Fact Sheets/Guidances.** During SFY 2009, the Drinking Water Program continued to build on and improve the existing information available to systems on DEQ's web site. A *partial list* is given below:

- [After the Flood: Protecting Your Drinking Water](#)
- [Boil Water Door Hanger](#)
- [Nitrate Door Hanger](#)
- [Coliform Bacteria](#)
- [Cross-Connection Control Program](#)
- [Enhanced Sanitary Survey Form](#)
- [Filter Backwash Recycling Rule \(FBRR\), Implementation Guidance for](#)
- [Frequently Asked Questions about Drinking Water](#)
- [Frequently Asked Questions about Drinking Water Operator Licensing](#) (cross-linked with the IBOL site)
- [Ground Water Rule, Implementation Guidance for the Drinking Water Program](#)
- [IDWARN](#)
- [Mercury Seals and Submersible Pumps](#)

## **6. Proactive Distribution of Information, *continued***

- [Operator Licensing Database and Search Tool](#)
- [Public Notification Requirements](#)
- [Public Water System Switchboard](#)
- [Stage 1 Disinfectants and Disinfection By-products Rule, Guidance for](#)
- [Stage 2 Disinfectants and Disinfection By-products Rule Implementation Guidance](#)
- [Surface Water Treatment Rule \(Interim Enhanced\), Guidance for](#)
- [Surface Water Treatment Rule \(Long-Term 1 Enhanced\), Implementation Guidance](#)
- [Surface Water Treatment Rule \(LT2 Enhanced\)](#)
- [govdelivery.com](#) (look for the box entitled “Sign up for E-mail Updates”)

## **7. Additional Technical Assistance: District Health Departments/CCR Assistance Tool**

**DEQ Contracts with District Health Departments.** The state's seven district health departments provided technical assistance under contract with DEQ to the 1087 water systems districts supervise.

The districts provided direct technical assistance to the "very small systems" - those within the 10 to 25 connection size category. These are the systems most challenged by the Safe Drinking Water Act requirements because they typically depend on volunteer or part-time operators and have limited financial resources.

The most common requests for technical assistance in SFY 2008 continued to be requests for assistance with contamination events, monitoring questions, and the preparation of the annual Consumer Confidence Reports (CCRs).

**Idaho's Seven District Health Departments.** DEQ contracts with the state's seven district health departments listed below on a biennial basis:

- Panhandle District Health Department
- North Central District Health Department
- Southwest District Health Department
- Central District Health Department
- South Central District Health Department
- Southeastern District Health Department
- Eastern Idaho Public Health District Department

### **Consumer Confidence Report (CCR) Assistance.**

In response to high volume requests for CCR assistance, DEQ developed and maintains on-line report templates and instructions for submitting the reports plus the most recent calendar year violations and detections for each system on its web site at:

[http://www.deq.idaho.gov/water/assist\\_business/pws/ccr.cfm](http://www.deq.idaho.gov/water/assist_business/pws/ccr.cfm).

This on-line tool has made the task of preparing the annual report, for Idaho's 750 community water systems, much easier for DEQ and district health department staff as well as the systems. The feedback indicates that on-line assistance tool is successful, because it provides quick access to the pertinent instructional documents along with summary data for each system's violations and detections.

Systems that do not have access to a computer or the Internet, can contact DEQ directly or through a special telephone number (208-373-0227) and hard copies of the CCR templates with instructions plus the system's violations and detections will be mailed to them. The decreasing trend of the number of these requests is expected to continue as more operators become comfortable with accessing their information via the internet.

### **7. Additional Technical Assistance, *continued***

For the 2008 CCR due this year by July 1, 2009, DEQ mailed hard copies to less than 3% of Idaho's community water systems while the remaining 97% of the community systems obtained their information on-line.

## **8. Triennial Capacity Development Report to the Governor of Idaho**

**Triennial Report.** Every three years, DEQ submits a report regarding the state's Capacity Development Program to the Governor of Idaho. In September 2008, DEQ filed Idaho's **2008 Triennial Capacity Development Report to the Governor**, which covers the 2006-2008 Federal fiscal years, and is available on-line at [http://www.deq.idaho.gov/water/data\\_reports/drinking\\_water/capacity\\_development\\_08.pdf](http://www.deq.idaho.gov/water/data_reports/drinking_water/capacity_development_08.pdf).