

# THE WATER SPOT

HAWAII STATE DEPARTMENT OF HEALTH • SAFE DRINKING WATER BRANCH

## SYSTEM SPOTLIGHT - KAWELA PLANTATION

When you buy a home within some communities in Hawaii, you are also becoming an owner of a public water system that is regulated by the Department of Health. Being a member of a homeowners association often brings with it some unique challenges, and adding the ability to provide sustainable, safe, clean and affordable drinking water to the community takes a lot of hard work, dedication, and commitment towards a common goal. The Kawela Plantation Homeowners Association has achieved their goal and has become a model for small water systems in the State.



The Kawela Plantation Water System consists of three deep wells and their pumps, booster pumps, three concrete reservoir tanks with a total capacity of 450,000 gallons, a distribution system, and meters and backflows at each of its 150 customer connections. The entire delivery system is controlled and its data collected by an electronic monitoring Supervisory Control and Data Acquisition (SCADA) system. The chlorination system, SCADA system, two of the wells, and a crossover transmission line are all newly constructed and operating well. The operators have diligently maintained the system so that no significant deficiencies were found during the last sanitary survey.

While the system and the rest of the common grounds is maintained by a staff of only five

operators, amongst them they have two certified backflow testers, two distribution grade ones, two distribution grade twos, one distribution grade four, and one treatment grade one certification. The management of the system values training and time is often set aside during the working hours for continuing education. The knowledge base of the operators has soared as demonstrated by their top three placements in the American Water Works Association (AWWA) Top-Ops competitions. Juanita Colon who is the General Manager for the Homeowners Association is also the AWWA Small System's Chair. In addition to operator training, the Board has adopted a policy of training new members in a comprehensive water board training shortly after they join the Board so that they understand their obligations for running a water system. The Board adopted a strategic plan and after having accomplished many of the tasks over a period of years, they updated the strategic plan to continue their forward momentum.

It's hard to believe that it was only several years ago that the Kawela Plantation Water System was experiencing water outages and was a failing water system with no plan to understand or deal with the system problems. By uniting its board of directors, general manager, water system operators, and technical assistance provider, they have hit their goal of becoming one of the best small water systems in Hawaii.



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## SANITARY SURVEY PHOTO DOCUMENTATION

The Safe Drinking Water Branch (SDWB) is introducing the following policy change regarding acceptable responses to significant deficiencies identified during a sanitary survey. Effective January 1, 2014, a response including photo documentation of all corrected significant deficiencies will be required. This change is effective for all regulated public water systems inspected under either the Ground Water Rule or the Surface Water Treatment Rule. As an informal policy, photo documentation has helped both the SDWB and water system staff by eliminating the need for follow up visits in between surveys, which requires remobilization of limited staff resources on both sides. However, the SDWB will continue to reserve the right to conduct follow-up inspections as necessary.

The format for photo documentation can be as simple as an e-mail response from the PWS with clearly labeled photos, a formal letter with photos of corrections attached, or some other similar format. Before and after photos are not required but are appreciated. Responses to “recommendations” may also be submitted in this way. This policy is being formalized to ensure uniform application statewide and to clarify the requirements for photo documentation.

The SDWB will be using calendar year 2013 to get the word out to water systems of this requirement. The circuit riders, Rural Community Assistance Corporation’s (RCAC) Kevin Baughman and Joy Gannon and Hawaii Rural Water Association’s (HRWA) Jim Watts, Mahana Gomes and Jill Parker, were briefed on this policy and will also inform water systems. Water systems were also notified of this new policy via letter dated February 12, 2013.

If there are any questions, please call Michael Miyahira, SDWB Engineering Section Supervisor at 808 586-4258.

## CAPACITY DEVELOPMENT CORNER COMMUNICATION WITH CUSTOMERS IN THE FIELD

As water utility employees, operators and field staff have opportunities every day to interact with the public and customers and become the “face” of your utility. How can operators and field staff create a positive relationship with the public and customers?

- ◆ Dress appropriately and have identification. Imposters have been known to impersonate utility staff to case neighborhoods, and the police have been called to investigate suspicious people in neighborhoods. Ensure that your staff is dressed appropriately with utility identification and using equipment and vehicles that are appropriately signed. Staff should be able to clearly explain that they work for the utility and what work they are doing in the field. Staff should also be able to provide the office phone number for the public or customers to verify their identity.
- ◆ Communicate internally. Ensure that your staff understands all information that your utility distributes to customers and public.
- ◆ Know your audience. Find out who you’re talking to. Is it a customer? Reporter? Emergency personnel? Your answers and terminology will be different depending on the audience. If a reporter approaches you in the field, forward him/her to

your manager and don’t feel pressured to answer on the spot. Answer clearly and directly and drop the technical jargon as much as possible. Try to understand what is important to the audience and direct your answer to them.

- ◆ Answer to the best of your ability. Answer clearly and directly, if possible. You won’t always know the answer off the top of your head or the answer may not be in your area of expertise. If you don’t know the answer, take the customer’s name and phone number and follow-up as soon as possible. Also provide your name and phone number in case the customer wants to follow-up.
- ◆ Get to know your customers and the neighborhood. In many cases, neighbors of water facilities (e.g. tanks, pump stations, etc.) are the first to know when a problem arises. Get to know these neighbors and express to them the importance of security at the water facilities and make sure they have the 24 hour emergency phone numbers for the utility.

With little effort, your utility can develop a positive relationship with your customers and the public. Developing this relationship every day will increase the public’s understanding of the importance of drinking water and your utility’s services and costs.

# OPERATOR CERTIFICATION

## WTPO PASSING RATE INCREASES AGAIN

The last Water Treatment Plant Operator (WTPO) exam was held on January 22-23 at four locations: Maui, Oahu, Kona and Hilo. Out of the sixteen that sat for the exam, eleven passed, raising the passing rate to a high of 69%. This is over double of the 29% passing rate achieved just one year ago.

Congratulations to all who passed the exam!

For all three grade levels of the exam taken, math questions were the most missed and in need of improvement. The Operator Library has a *Math*

WTPO Applications  
Due  
4/23/2013

*for Water Treatment Operators* study guide that provides questions and step by step

Grade	Passed	Examinees	Passing Rate
1	7	9	78%
2	3	4	75%
3	-	-	-
4	1	3	33%
Total	11	16	69%

calculated answers for each grade level. Anyone who is approved to take the exam may borrow it by contacting Jodi Yamami at 808 586-4263.

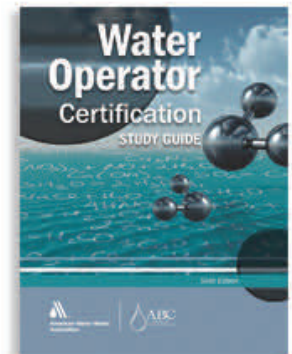
WTPO exams are only held twice a year with the next one being held around July 23, 2013. If you would like to sit for the next exam, please submit your application by April 23, 2013. Applications may be found on the operator certification website at [www.hawaii.gov/drinkingwater/opcert](http://www.hawaii.gov/drinkingwater/opcert).

## SIXTH EDITION AWWA STUDY GUIDE

Along with the recent changes made to the standardized water treatment and distribution exams, the sixth edition of the American Water Works Association (AWWA) Water Operator Certification Study Guide was developed with the Association of Boards of Certification (ABC) updated Need-to-Know Criteria. There are more than 1,000 sample questions and answers aligned with this new criteria to help you study for any water

treatment or distribution exam. The questions are broken down by grade levels and then separated by the new criteria. The study guide also provides the exam breakdown for each type of criteria so you can concentrate your studies on the appropriate topics.

The new AWWA study guides are now available in the Operator Library and may be borrowed if you have been approved to take an exam.



Please contact Jodi Yamami at 808 586-4263 for borrowing instructions.

## DSO EXAM ADDED

A Distribution System Operator (DSO) exam will be added to the July exam dates. Operators approved for both the DSO and Water Treatment Plant Operator (WTPO) exams may choose to take either exam but not both. The deadline for applications is April 23, 2013. The exam dates and locations are not confirmed yet, however, they will be held during the week of July 22, 2013.

## Overdue Library Books?

*If you have an overdue library book, please return it to the Operator Library or call Jodi Yamami to renew the due date. Other operators are waiting to borrow them.*

Contact: Jodi Yamami  
Phone: 808 586-4263  
Fax: 808 586-4351  
Email:  
[jodi.yamami@doh.hawaii.gov](mailto:jodi.yamami@doh.hawaii.gov)

[www.hawaii.gov/  
drinkingwater/opcert](http://www.hawaii.gov/drinkingwater/opcert)

**SDWA TRAINING BY TEEEX**

The Texas A&M Engineering Extension Service (TEEX) Water and Wastewater Training Program was recently awarded a US EPA Training Grant. As part of the grant, TEEEX will be providing free one-day training events on various topics that will help small public water systems understand and comply with the provisions of the Safe Drinking Water Act (SDWA).

The Safe Drinking Water Branch has customized this training based on specific needs. Some of the topics that will be covered as part of this training include: General Overview of the SDWA,

Consumer Confidence Reports, Public Notification Rule, and Radionuclides. Also, TEEEX has agreed to do similar training of the SDWA specifically for board members.

In early June, TEEEX will be on Molokai, Kauai, and Lanai for operator training and on Maui, Kona, and Hilo for board member training. See the Quarterly Calendar for exact dates. Registration information will be mailed shortly from TEEEX.

If you have any questions, please contact Jodi Yamami at 808 586-4263.

**BACKFLOW TESTER EXAM AND TRAINING**



The American Backflow Prevention Association (ABPA), Hawai'i Chapter will be offering the next Backflow Tester Certification Examination on May 24, 2013. The examination will be limited to 12 applicants so sign-up quickly. For certification examination applications, testers or potential testers can go to the ABPA website at <http://www.abpa.org/tester.htm>. Additional information regarding the Tester Certification Examination can be found at this site. If further information is needed, please contact Ernie Havlina, ABPA Program Administrator at 877 227-2127 or email [certification@abpa.org](mailto:certification@abpa.org).

The Hawai'i Rural Water Association (HRWA) is planning a one-day review session for those individuals that would like to review the FCCC Manual, 10th Edition for the ABPA written examination and have the chance for "hands-on" practice with the different backflow prevention assemblies (RP, DCV, PVB and SVB). The cost of the session will be \$240.00 per person with a 50% discount for current HRWA and ABPA members. Individuals interested in the HRWA review session may contact HRWA at [hrwaoffice@hawaiiirwa.org](mailto:hrwaoffice@hawaiiirwa.org) or Gary Byrd, HRWA Executive Director at [gary@hawaiiirwa.org](mailto:gary@hawaiiirwa.org). Also, watch your emails at the end of April for an official registration form.



**FREE DSO Exam Preparation Training by HRWA**

Call Jodi Yamami at 808 586-4263 to register

Hilo, Big Island April 2 & 3 Tues., Wed. 1582 Kamehameha Ave.	Wailuku, Maui April 4 & 5 Thurs., Fri. State Building, 54 High St. 3rd Floor Conference Room B	Honolulu, Oahu April 10, 11, 12 Wed., Thurs., Fri. 919 Ala Moana Blvd. 5th Floor	Lihue, Kauai April 17, 18, 19 Wed., Thurs., Fri. Kauai DOW 4398 Pua Loke St. Board Room, 2nd Floor
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**CEU Training Program  
for  
Water System Operators**

*See next page for Course Listing*

**HRWA**  
808-495-0264



[hrwaoffice@hawaiiirwa.org](mailto:hrwaoffice@hawaiiirwa.org)

**39th Annual AWWA  
Hawaii Section  
Conference & Exposition**

May 7, 2013 Pre-Conference  
May 8-10, 2013 Conference  
Honolulu Convention Center



# Hawai'i Rural Water Association



## Continuing Education Training Program for Water System Operators

### Course Listing

April 2013 through June 2013

Course	CEUs	Date and Time	Location	Tuition Fee		
				Public Water System Employee	HRWA Member (non-water system employee)	Non-member
		8:30 am to 3:30 pm (1 hour lunch break)				
Trenching & Shoring Safety	0.6	4/15/2013	Kaua'i	\$60	\$240	\$490
Trenching & Shoring Safety	0.6	4/16/2013	Mauui	\$60	\$240	\$490
Trenching & Shoring Safety	0.6	4/17/2013	O'ahu	\$60	\$240	\$490
Trenching & Shoring Safety	0.6	4/18/2013	Hilo	\$60	\$240	\$490
Chlorine Safety & Handling	0.6	4/24/2013	Kona	\$60	\$240	\$490
Chlorine Safety & Handling	0.6	4/25/2013	Mauui	\$60	\$240	\$490
Cross Connection Control Program Overview	0.6	4/30/2013	Waimea	\$60	\$240	\$490
Ground Water & Total Coliform Rules	0.6	5/2/2013	Moloka'i	\$60	\$240	\$490
Cross Connection Control Program Overview	0.6	5/14/2013	O'ahu	\$60	\$240	\$490
Cross Connection Control Program Overview	0.6	5/15/2013	Mauui	\$60	\$240	\$490
Ground Water & Total Coliform Rules	0.6	5/21/2013	Kaua'i	\$60	\$240	\$490
Ground Water & Total Coliform Rules	0.6	5/23/2013	Kona	\$60	\$240	\$490
Ground Water & Total Coliform Rules	0.6	6/4/2013	O'ahu	\$60	\$240	\$490
Ground Water & Total Coliform Rules	0.6	6/5/2013	Mauui	\$60	\$240	\$490

### REGISTRATION FORM

**Registration forms must be received two weeks in advance of class scheduled date.**

Name \_\_\_\_\_ Public Water System (PWS) \_\_\_\_\_

Public Water System (PWS) # \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

Telephone \_\_\_\_\_ Position \_\_\_\_\_

E-mail \_\_\_\_\_ Certification # \_\_\_\_\_

Session/Date/Location \_\_\_\_\_ Class Fee \$ \_\_\_\_\_

**Email registration to:** [hrwaoffice@hawaiiirwa.org](mailto:hrwaoffice@hawaiiirwa.org)

**Mail registration and payment to:** Hawai'i Rural Water Association, 1325 S. Kihei Rd., Suite 200, Kihei, HI 96753

**Payment by Visa and MasterCard:** contact our office @ 808-495-0264 or [hrwaoffice@hawaiiirwa.org](mailto:hrwaoffice@hawaiiirwa.org) for further information.

Note: This program is partially funded by the United States Environmental Protection Agency and the State of Hawaii, Department of Health using Federal Drinking Water State Revolving Fund monies.



1325 South Kihei Road, Suite 200  
 Kihei, Hawai'i 96753  
 808-495-0264  
[www.hawaiiirwa.org](http://www.hawaiiirwa.org)



## CCR ELECTRONIC DELIVERY OPTIONS

Effective January 3, 2013, the US EPA interprets the existing Consumer Confidence Report (CCR) Rule language to allow for the electronic delivery of CCRs if the delivery will meet the regulatory requirement to “mail or otherwise directly deliver.” The official US EPA memorandum (January 3, 2013) and guidance document (CCR Rule Retrospective Review Summary, December 2012) can be found on our website at: <http://hawaii.gov/health/environmental/water/sdwb/sdwb/pdf/CCR-Rule.pdf>. After reading these documents, what does it all mean?

The three elements which must be met in order to use electronic delivery to comply with the “direct delivery” requirement are:

1. Electronic delivery must provide the CCR in a manner that is “direct.” The US EPA interprets this rule requirement to mean that community water systems (CWS) can use separate mailings, such as utility bills with a URL, to meet their CCR requirement if the URL provides a direct link to the CCR and if the communication

prominently displays the URL and a notice explaining the nature of the link.

2. If a CWS is aware of a customer’s inability to receive a CCR by the chosen electronic method, it must provide the CCR by an alternative method allowed by the rule.
3. A CWS must prominently display a message and the direct URL in all mail notifications of CCR availability.

A major emphasis regarding electronic delivery of CCRs is the “one-click” rule. Any URL or website link to your entire CCR must be accomplished with one click of the mouse. Having to make a second or third click to access any part of the CCR is not allowed.

The SDWB’s advice is not to feel pressured to make a switch to electronic delivery of your CCRs at this time. All CWSs have been successful with their current delivery methods. Put some thought into it first, and if you have any questions, please contact Kumar Bhagavan at 808 586-4258.

## CCR DELIVERY - ITEMS TO CONSIDER

- ◆ Which delivery approach benefits my customers and my system?
- ◆ Would a gradual transition benefit my system?
- ◆ Delivery is your responsibility. A CWS must certify delivery to every bill-paying customer so keep in touch with the SDWB. CWSs may need to use a combination of methods for their service areas.
- ◆ Know your customer base. Be aware of specified electronic delivery method capabilities.
- ◆ Give customers a heads up and an option. Inform customers of the change in delivery approach before delivery of the CCRs. Give them a chance to choose if they prefer paper or electronic CCRs.
- ◆ Know your costs. What are the resource implications of each delivery approach? Can we provide the needed resources? You may not see savings in the first year and it may take a few years for people to be comfortable with e-delivery.
- ◆ If you choose to convert your CCR into an electronic format, choose a format (e.g., pdf) that the CCR can be delivered both electronically and on paper.
- ◆ Make it bold. Make it short. Create a short, direct URL in typeface that is at least as large as the largest type on the statement or other mailing notification.
- ◆ A CWS should display the direct URL on every mailing.
- ◆ Catch customers’ attention. Include a short informational statement to promote and encourage readership of the CCR.
- ◆ Tell everyone, all the time. A CWS mailing a direct URL should include an option on every water bill for a customer to elect to receive a paper CCR (i.e., a check box on every water bill, similar to change of address or pay by credit card).
- ◆ Make a good faith effort to deliver CCRs to non-bill paying customers. Electronic delivery can provide additional avenues to reach all customers (e.g., electronic newsletter, website signups)
- ◆ Email delivery. Provide CCRs through an alternative means if emails bounce back. Respond to additional requests for mailed paper CCRs and update email databases routinely.
- ◆ Keep a record. Remember customer delivery preferences for future CCR deliveries.
- ◆ Remind auto-pay customers. To ensure that electronic bill and auto-pay customers are aware of their CCR, a CWS should send a separate CCR-related email.
- ◆ Remember delivery certification is required.
- ◆ Maintain a copy of your CCR for three years.

# QUARTERLY CALENDAR

- ◆ **4/1 Operations & Emergency Plan Due**  
*Surface Water Systems*
- ◆ **4/2-3 DSO Exam Prep**  
*Hilo*
- ◆ **4/4-5 DSO Exam Prep**  
*Maui*
- ◆ **4/10-12 DSO Exam Prep**  
*Oahu*
- ◆ **4/10 CT Report Due**  
*Surface Water Systems*
- ◆ **4/10 MRDL Report Due**  
*Disinfection Systems*
- ◆ **4/10 TCR Report Due**  
*Systems who complete their own tests*
- ◆ **4/10 Enhanced Coagulation Report Due**  
*Conventional Treatment Systems*
- ◆ **4/10 Chemical Quarterly Monitoring Report Due**  
*Systems with quarterly monitoring requirements*
- ◆ **4/17-19 DSO Exam Prep**  
*Kauai*
- ◆ **4/22-24 DSO Exam**  
*Maui, Kona, Oahu, Hilo & Kauai*
- ◆ **4/23 DSO/WTPO Applications Due**  
*July 2013 Examinees*
- ◆ **5/7-10 AWWA HI Conference**  
*Honolulu*
- ◆ **5/10 CT Report Due**  
*Surface Water Systems*
- ◆ **5/10 TCR Report Due**  
*Systems who complete their own tests*
- ◆ **5/28 Board of Certification Meeting**  
*SDWB Honolulu, 10:15 am*
- ◆ **6/4-14 SDWA Training**  
*Molokai, Kauai, Lanai, Maui, Kona & Hilo*
- ◆ **6/10 CT Report Due**  
*Surface Water Systems*
- ◆ **6/10 TCR Report Due**  
*Systems who complete their own tests*
- ◆ **7/1 CCR Distribution Deadline**  
*Community Systems*

## APRIL 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 O&E Plan Due	2 Hilo DSO Exam Prep	3 Hilo DSO Exam Prep	4 Maui DSO Exam Prep	5 Maui DSO Exam Prep	6
7	8	9	10 Oahu DSO Exam Prep CT Report Due MRDL Report Due TCR Report Due Enhanced Coagulation Report Due Chemical Quarterly Monitoring Report Due	11 Oahu DSO Exam Prep	12 Oahu DSO Exam Prep	13
14	15	16	17 Kauai DSO Exam Prep	18 Kauai DSO Exam Prep	19 Kauai DSO Exam Prep	20
21	22 Maui & Kona DSO Exam	23 Oahu & Hilo DSO Exam DSO/WTPO Applications Due	24 Kauai DSO Exam	25	26	27
28	29	30				

## MAY 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7 AWWA HI Pre-Conference	8 AWWA HI Conference	9 AWWA HI Conference	10 AWWA HI Conference CT Report Due TCR Report Due	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27 HOLIDAY	28 Board of Certification Meeting	29	30	31	

## JUNE 2013

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 Molokai SDWA Training	5 Molokai SDWA Training	6 Kauai SDWA Training	7 Kauai SDWA Training	8
9	10 Lanai SDWA Training CT Report Due TCR Report Due	11 Lanai SDWA Training HOLIDAY	12 Maui SDWA Training	13 Kona SDWA Training	14 Hilo SDWA Training	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1 CCR Distribution Deadline					



**HAWAII STATE  
DEPARTMENT OF HEALTH  
SAFE DRINKING WATER  
BRANCH**

919 Ala Moana Blvd.  
Room 308  
Honolulu, HI  
96814-4920

Tel: 808 586-4258  
Fax: 808 586-4351

E-mail: [SDWB@doh.hawaii.gov](mailto:SDWB@doh.hawaii.gov)



**NEIL ABERCROMBIE**

Governor of Hawaii

**LORETTA J. FUDDY,  
A.C.S.W., M.P.H.**

Director of Health  
*Promoting Lifelong Health & Wellness*

**GARY GILL**

Deputy Director for Environmental Health

*The mission of the Safe Drinking Water Branch of the Department of Health is to safeguard public health by protecting Hawaii's drinking water sources (surface water and groundwater) from contamination and assure that owners and operators of public water systems provide safe drinking water to the community. This mission is accomplished through the administration of the Safe Drinking Water Program, Underground Injection Control Program (UIC), Groundwater Protection Program (GWPP), and the Drinking Water State Revolving Fund (DWSRF).*

**We're on the Web!**

[www.hawaii.gov/health/environmental/water/sdwb/index.html](http://www.hawaii.gov/health/environmental/water/sdwb/index.html)

*We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. Write or call our Affirmative Action Officer at Box 3378, Honolulu, HI 96801-3378 or at 808 586-4616 (voice) within 180 days of a problem.*

**CHAUNCEY HEW (CH) RETIRES**

The Safe Drinking Water Branch (SDWB) bid a fond aloha to Chauncey Hew. After 25 years of service with the Department of Health, all within the SDWB, Chauncey retired on April 1. As the first Geologist within the branch, Chauncey was the one man Underground Injection Control Program, and as the program grew, he became supervisor of the group. He is most thankful for his "two strong, unflinching arms, Jaime Rimando and Norris Uehara, and a pencil that never got dull, Norma Polendey." Chauncey led his program effectively in protecting the quality of Hawaii's underground sources of drinking water from chemical, physical, radioactive, and biological contamination that could originate from injection well activity.

Chauncey has grown with the SDWB, relocating twice and working with four branch chiefs so it will be very unsettling on the morning of April 2 when there will be no one

greeting us by our initials. We will all miss his little quirks like ringing the bell to alert everyone for a meeting time or posting neatly cut recycled paper with instructional messages on everything including which refrigerator is which.

When asked what he will be doing in retirement, he answered with a typical Chauncey answer, "What every other retiree does." But his friendly advice to everyone is, "Truly, one's days are numbered but secret. Attend to the most important matter now. Everything else will then fall into place nicely."

Congratulations on your retirement, CH!



CH, you will be missed!