



Drinking Water Academy Bulletin



Spring 2003

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DWA Set to Conduct First Web Conference

Spurred by the rising costs of travel and the desire to reach larger audiences, the Drinking Water Academy is beginning a series of nationwide Web conferences. On May 8, 2003, the DWA will conduct its first conference. The topic will be security considerations when conducting a sanitary survey of a small water system.

Web conference technology allows trainees to participate from their personal computers. They may use either computers at their individual desks or a projector to display the conference to multiple participants in a conference room. The visual portion of the conference is accessed by logging onto a Web site. The audio connection is made through a toll-free telephone line.

Web conferencing has several advantages over other forms of distance learning:

- ◆ It provides real-time communication.
- ◆ It allows for student-to-teacher and student-to-student interaction.
- ◆ It provides both visual and audio connections.
- ◆ It is easily accessible and requires no special equipment.

Because the Web conference is conducted on a secure Web site, participation is by invitation only and participants must register prior to the conference. If you are interested in being on the mailing list for

future Web conferences, please send your e-mail address to Murlene Lash at lash.murlene@epa.gov. For more information about the Web conferences, contact your [DWA representative](#) listed on page 3. ◆

DWA Video Will Address Small System Security

Keeping drinking water safe has always been a concern for local water systems, but in these times the security of our drinking water is receiving increased attention. The DWA is creating a video on issues of security for small drinking water systems. Based on the EPA manual *Learner's Guide to Security Considerations for Small Drinking Water Systems: Major Security Considerations When Performing a Sanitary Survey of a Small Water System*, the video is designed for state personnel and operators of water systems serving 10,000 or fewer persons. It focuses on three questions relating to security:

1. Are we ready?
2. Can we respond?
3. Can we recover?

The video also stresses that:

- ◆ Good security involves common sense, communication, planning, and training.

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Drinking Water Academy Offers More Options for Risk Communication Training

EPA's Northwest Regional Office wanted to help rural water systems meet the enormous challenges in delivering safe water to customers. In 2001, the DWA conducted four 2-day classes on risk communication, "a science-based approach for communicating effectively in high concern or low trust situations and sensitive or controversial situations." Sponsored by National Rural Water Association affiliates, the American Water Works Association, and state and federal drinking water programs, the courses were held in Washington, Oregon, and Idaho. They were well received by the staff of small water systems, who requested more frequent offerings and a 1-day format that would let operators attend.

The impact of new regulations, lack of capacity, and strained local budgets put many small utility managers in the hot seat to successfully meet their mission. A key part of success is gaining public support for the need to upgrade facilities, increase rates, or respond to emergencies. Recognizing this reality, EPA and state drinking water agencies asked the DWA to develop a 1-day risk communication class that could be offered by state and EPA regional staff throughout the year.

The Seven Cardinal Rules of Risk Communication

1. **Accept and involve the public as a legitimate partner**
2. **Plan carefully and evaluate your efforts**
3. **Listen to the public's specific concerns**
4. **Be honest, frank and open**
5. **Coordinate and collaborate with other credible sources**
6. **Meet the needs of the media**
7. **Speak clearly and with compassion**

How Decisionmakers and the Affected Public Process Information

Decisionmakers	Public
Objective	Subjective
Quantitative	Qualitative
Population	Community
Macro	"Me"

The Need for Risk Communication

Why risk communication? Dealing with the need for enhanced treatment to meet health-based standards for arsenic and the Surface Water Treatment Rule were identified as the biggest regulatory challenges for the many systems in the Northwest serving fewer than 3,300 persons. State drinking water staff also identified effective public notification about fecal coliform detections as a common communication challenge for small systems. So, the Academy tailored the existing risk communication class into a train-the-trainer module that focused on these topics.

In January 2003, seven state and EPA staff received 3 days of training on how to present the case studies, concepts, and principles in the risk communication course. All agreed that the in-depth videotaped coaching was invaluable in improving comfort at handling tough questions and sensitive audiences. Over and over, the instructors stressed the importance of designing communication about risk from the viewpoint of the affected public.

Now that the team is trained, the Region plans to offer the 1-day class at conferences, such as regional meetings

Did you know? DWA courses may be presented as requested. See the course catalog on the DWA Web site for more information (www.epa.gov/safewater/dwa/course.html).

of the National Rural Water Association affiliates and other associations, as in-house Agency courses, and to water system operators and public health professionals. The training cadre is looking forward to this opportunity to present a service to the regulated community from Agency staff at both the federal and state levels.

For more information, contact Maryann Helferty at (206) 553-1582 or helferty.maryann@epa.gov.

DWA Presents Plaques Recognizing Innovative Use of Technology

During the Association of State Drinking Water Administrators (ASDWA) Winter Member Meeting, Jamie Bourne, Chancellor of the Drinking Water Academy, made a surprise presentation to Lance Nielsen of Idaho's Department of Environmental Quality. Jamie presented plaques for Mr. Nielsen and his colleague, Chris Lavelle, during a session that Mr. Nielsen was moderating on enhanced sanitary surveys.

The plaques acknowledge the innovative work by Mr. Nielsen and Mr. Lavelle in using personal digital assistants to enhance sanitary surveys in Idaho. (See [related story](#) on page 3.)



DWA Chancellor Jamie Bourne, right, presents Lance Nielsen with a plaque acknowledging his innovative work in using Personal Digital Assistants to enhance the conduct of sanitary surveys in Idaho.

Electronic Sanitary Survey Update

The DWA anticipates that the national software will be available to all states in July 2003.

EPA's DWA is proceeding to develop an electronic version of a sanitary survey. The electronic format will incorporate the eight elements of a sanitary survey and will be used by state sanitary inspectors equipped with personal digital assistants (PDAs). States will be able to tailor the national software to suit their specific requirements and needs.


PDAs will contain a sanitary survey form that the inspector will use to gather and record data as he or she conducts a survey. When the sanitary survey is complete, the inspector will download the data to a Microsoft Access data base on a desktop computer. A report-writing mechanism will generate reports from the data base.

The benefits of using PDAs for sanitary surveys include standardizing the sanitary survey format, increasing the inspectors' efficiency both in performing the survey and in preparing a report following the survey, enhancing tracking of and follow up on system

deficiencies, making the data from sanitary surveys more accessible to managers, and providing the ability to analyze the data from the surveys.

A work group of state staff, sanitary survey experts, and the Association of State Drinking Water Administrators (ASDWA) has begun to develop the national sanitary survey form. EPA SDWIS/State staff are also participating to ensure compatibility between the two programs. The software will provide a significant amount of flexibility for the states to customize the tool, based on their requirements and the particular water system being inspected. The software is being developed as an Access database and data will be migrated from the PDAs using XML protocol. Use of XML will make it easier for states that do not use Access to migrate the data to their databases, and will make it easier for states to migrate the data to SDWIS/State.

After the software is developed, the DWA will pilot the program in several states by assisting states in modifying the national database to include any state-specific requirements. The DWA will also provide training and technical assistance to the pilot states, which must purchase the hardware to support the project. The DWA anticipates that the national software will be available to all states in August 2003.

For more information on the project, contact Jamie Bourne at bourne.james@epa.gov or (202) 564-4095. 

Drinking Water Academy Contacts

Contact	Location	Telephone	E-mail
Jackie LeClair	EPA Region	(617) 918-1549	leclair.jackie@epa.gov
Norma Ortega	EPA Region	(212) 637-4234	ortega.norma@epa.gov
Rick Rogers	EPA Region	(215) 814-5711	rogers.rick@epa.gov
Janine Morris	EPA Region	(404) 562-9480	morris.janine@epa.gov
Bill Spaulding	EPA Region	(312) 886-9262	spaulding.william@epa.gov
Bill Davis	EPA Region	(214) 665-7536	davis.williamh@epa.gov
Stephanie Lindberg	EPA Region	(913) 551-7423	lindberg.stephanie@epa.gov
Dan Jackson	EPA Region	(303) 312-6155	jackson.dan@epa.gov
Barry Pollock	EPA Region	(415) 972-3563	pollock.barry@epa.gov
Bill Chamberlain	EPA Region 10	(206) 553-8515	chamberlain.william@epa.gov
Mark Anderson	Virginia	(804) 786-5569	manderson@vdh.state.va.us
James Weddell	Texas	(512) 239-4798	jweddell@tnrcc.state.tx.us
Stew Thornley	Minnesota	(651) 215-0771	stew.thornley@health.state.mn.us
Murlene Lash	EPA HQ	(202) 564-3818	lash.murlene@epa.gov
Mario Salazar	EPA HQ	(202) 564-3894	salazar.mario@epa.gov
James Bourne	EPA HQ	(202) 564-4095	bourne.james@epa.gov

DWA Completes Revisions to the *Sanitary Survey Learner's Guide* and Develops a Security Addendum

The DWA regularly presents sanitary survey training to state inspectors. The full three-and-a-half day training covers both ground and surface water systems and includes site visits to water systems to conduct sanitary surveys. The training can also be presented over two days, covering either ground water or surface water systems. This format will meet the needs of those who inspect only one type of water system. All of the training focuses on small water systems. The course is extensively documented in a learner's guide, first published in 1983.

The DWA has just completed an update of the learner's guide. It includes information on the rules promulgated since the last printing of the guide in 1999:

- ◆ Interim Enhanced Surface Water Treatment Rule
- ◆ Long Term 1 Surface Water Treatment Rule
- ◆ Filter Backwash Recycling Rule
- ◆ Stage 1 Disinfectants and Disinfection Byproduct Rule
- ◆ Consumer Confidence Report Rule

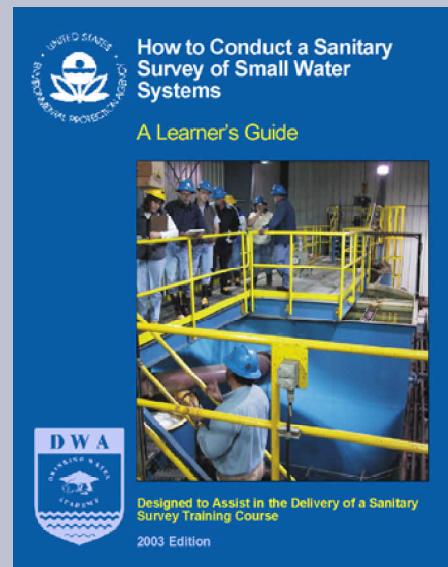
It also includes information on how sanitary surveys can be used to support water system capacity development.

Security Guide Developed

The DWA has also developed an addendum to the learner's guide that addresses security issues and sanitary surveys, *Learner's Guide to Security Considerations for Small Drinking Water Systems*. This document was developed in collaboration with the Association of State Drinking Water Administrators/EPA Sanitary Survey Workgroup. The addendum can be used by sanitary survey inspectors in states that choose to incorporate security provisions into their sanitary survey activities. It can also be used as a tool

in a basic water security review for systems serving fewer than 10,000 persons.

Both documents are distributed in conjunction with sanitary survey training. For information about scheduling a sanitary survey training, contact Ken Hay at hay.ken@epa.gov or (202) 564-4619 or Bill Davis at davis.williamh@epa.gov or (214) 665-7536. ◆



DWA Produces New Brochure

The Drinking Water Academy has available a new brochure. It provides, in a handy format, a complete listing and description of courses offered by the DWA. The curriculum includes courses covering 10 topics:

- ◆ Safe Drinking Water Act overview
- ◆ National Primary Drinking Water Regulations
- ◆ Public water system operations
- ◆ Public water system supervision implementation
- ◆ Sanitary survey training
- ◆ Source water protection
- ◆ Underground injection control
- ◆ SDWIS
- ◆ Laboratory certification
- ◆ Special interest

It also provides a list of training materials available in Spanish and a list of training videotapes. To obtain your copy (or to obtain multiple copies to hand out at state meetings), contact Murlene Lash at lash.murlene@epa.gov or (202) 564-3818. ◆

Small System Security Video in Production (Continued from Page 1)

- ◆ Proper security not only protects against terrorist attacks, it also creates barriers against the more common problems of vandalism and sabotage by local outsiders and disgruntled employees.
- ◆ System personnel should be aware of key areas to inspect for vulnerability, redundancy, and multiple barriers of protection.

The DWA is known for its innovative use of videos for training. This new

video builds on, and continues, this concept. It highlights key issues by presenting dramatic scenarios demonstrating several security threats, ranging from malicious terrorism to childhood pranks. The National Environmental Training Association (NETA), producer of several series of training videos and related learning materials for EPA, is now completing production of the video under contract to The Cadmus Group, Inc. The video will be available in summer 2003. ◆

Training Course Schedule

Course Title	Audience	Schedule	Location	Contact
Source Water Contamination Prevention Measures	Region 10 drinking water staff	May 12 & 13, 2003	Seattle, WA	Jennifer Parker (206) 553-1900 parker.jennifer@epa.gov
Sanitary Survey Training	Alaska sanitary survey inspectors	May 12-16, 2003	Anchorage, AK	Nicole Duclos (907) 747-7756 nicole.duclos@uas.alaska.edu
Introduction to the Underground Injection Control Program	State and regional staff	May 14, 2003	Seattle, WA	Jennifer Parker (206) 553-1900 parker.jennifer@epa.gov
Source Water Contamination Prevention Measures	Region 7 source water staff	May 28, 2003	Kansas City, KS	Steve Ainsworth (202) 564-3873 ainsworth.steve@epa.gov
Source Water Contamination Prevention Measures	Nebraska source water staff	May 30, 2003	Lincoln, NE	Steve Ainsworth (202) 564-3873 ainsworth.steve@epa.gov
American Government Roles	Headquarters staff	June 3 & 4, 2003	Washington, DC	Murlene Lash (202) 564-3818 lash.murlene@epa.gov
SDWIS/State Advanced User	Texas SDWIS staff	June 3-5, 2003	Dallas, TX	Clint Lemmons (202) 564-4623 lemmons.clint@epa.gov
Laboratory Certification: Chemical Parameters	Regional and state staff with responsibilities for certifying laboratories that analyze drinking water samples	June 16-20, 2003	Cincinnati, OH	Pat Hurr (513) 569-7678 hurr.pat@epa.gov
SDWIS/State Advanced User	Delaware SDWIS staff	June 23-26, 2003	Dover, DE	Clint Lemmons (202) 564-4623 lemmons.clint@epa.gov
Laboratory Certification: Microbiological Parameters	Regional and state staff with responsibilities for certifying laboratories that analyze drinking water samples	June 23-27, 2003	Cincinnati, OH	Pat Hurr (513) 569-7678 hurr.pat@epa.gov
Introduction to the Public Water System Supervision Program	Headquarters staff	Sept. 9, 2003	Washington, DC	Jamie Bourne (202) 564-4095 bourne.james@epa.gov
Introduction to EPA's Drinking Water Source Protection Programs	Headquarters staff	Sept. 16, 2003	Washington, DC	Jamie Bourne (202) 564-4095 bourne.james@epa.gov
American Government Roles	Headquarters staff	Nov. 5 & 6, 2003	Washington, DC	Jamie Bourne (202) 564-4095 bourne.james@epa.gov

Office of Water (4606)
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