

EPA Drinking Water Treatment Plant
eSurvey
User's Guide

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1.0 INTRODUCTION

The U.S. Environmental Protection Agency (EPA) is conducting a survey of water treatment plants as part of its effort to evaluate the need for national effluent guidelines regulations for the water treatment point source category. The survey requests information on water treatment plants operating during the 2006 calendar year.

The survey is conducted under the authority of Section 308 of the Clean Water Act (Federal Water Pollution Control Act, 33 U.S.C. Section 1318). All water treatment systems that receive the survey must respond to it within 45 days of receiving it. Failure to respond, late filing, or failure to comply with the instructions may result in criminal fines, civil penalties, and other sanctions, as provided by law.

The survey is being mailed to a representative number of systems that serve populations greater than 10,000. Since many water treatment systems consist of multiple water treatment plants, EPA is requesting that each system complete a portion of the survey for *each* of its water treatment *plants* (WTPs) that generated residuals and served a population of 10,000 or greater in 2006.

EPA will use the technical data collected in the survey to determine rates and characteristics of residuals generation and residuals management and treatment options at water treatment plants. EPA will use this data to evaluate incremental costs and benefits associated with different regulatory options for the effluents identified in the rulemaking. For detailed information on how EPA plans to use the data obtained from each of the questions, see the document titled “Questionnaire Supporting Statement” at <http://www.epa.gov/waterscience/guide/dw>.

The electronic version of the Water Treatment Plant Survey (eSurvey) allows you to complete and return your response in an electronic format. This user’s guide describes how to use the eSurvey and includes the following topics:

- Section 2 describes how to install and operate the WTP eSurvey;
- Section 3 provides guidance for before you begin your response to the WTP eSurvey;
- Section 4 describes the functionality of the WTP eSurvey menus;
- Section 5 describes the reports generated by the WTP eSurvey;
- Section 6 provides question-specific help; and
- Section 7 describes how to import and export treatment plant information.

1.1 When to Return the Survey

The response to this survey is due 45 days after receiving it. If you wish to request an extension, you must do so **in writing** within 30 days of receipt of this survey. Written requests may be e-mailed to Mr. M. Ahmar Siddiqui at Siddiqui.Ahmar@epa.gov or may be mailed to:

United States Postal Service

Mr. M. Ahmar Siddiqui
U.S. Environmental Protection Agency
Engineering and Analysis Division (4303T)
1200 Pennsylvania Avenue, NW
Washington, DC 20460

One- or Two-Day Delivery (e.g., FedEx)

Mr. M. Ahmar Siddiqui
U.S. Environmental Protection Agency
Engineering and Analysis Division
Room 6231S, EPA West
1301 Constitution Avenue, NW
Washington, DC 20004

Extension requests will be evaluated on a case-by-case basis. Submittal of an extension request to EPA does **not** alter the due date of your survey unless and until EPA agrees to the extension and establishes a new date.

1.2 Where to Return the Survey

After completing the survey and certifying the information that it contains, use the enclosed mailing label to mail the completed survey and associated documents to:

U.S. Environmental Protection Agency
Water Treatment Survey
c/o Eastern Research Group, Inc.
14555 Avion Parkway, Suite 200
Chantilly, VA 20151

1.3 Considerations When Completing the Questionnaire

Read all question-specific instructions and definitions of key terms. Carefully read the definitions of key terms and any instructions for specific questions.

Saving Responses. The eSurvey saves responses as they are entered.

Enter the system's PWSID on the Start Up Page. Each system has a unique identification number for entering information into EPA's Safe Drinking Water Information System (SDWIS) called the Public Water System Identification (PWSID) (e.g., AK2110342). The nine character PWSID must be entered in the Start Up Screen before the survey accepts any other data entries. This identification number will be used to validate the system submissions to EPA. If there is more than one PWSID associated with your utility, complete the survey information for only the system identified by the PWSID listed in the cover letter and use the Comment function to list the other PWSIDs. If for any reason the PWSID listed in the cover letter is not the most appropriate one for identifying the system managed by your utility, please indicate what the most appropriate PWSID for your system is in the Comment function and complete the survey for your system..

Enter a unique WTP ID for each in-scope WTP that is part of your system. Questions 2 and 3 of this survey pertain to individual water treatment plants in your system. Please complete these questions for each plant that generated residuals and served a population greater than 10,000 people in 2006. Indicate the WTP name in the first screen for Question 2.

Answer each question. Answer the appropriate response(s) to each question. Answer the questions in sequence unless you are directed to SKIP. Do not leave any entry blank. If the answer is zero, write "0" or "zero." If a question is not applicable to your facility, write "NA." If necessary, go to the "Comments on Survey" section to provide information you think is relevant to the rulemaking but not requested by a specific question.

Include any clarifying attachments. If additional attachments are required to clarify a response, please place the associated question number, the water treatment plant name, and the PWSID ID in the top right corner of each page of the attachments. The following are examples of items that may be included as attachments to this survey: water treatment plant brochure, pamphlet, general description; piping and residuals/wastewater treatment flow diagrams; and hard copy summaries of analytical data collected from monitoring locations.

Provide best estimates when data are not available. EPA intends that responses to all questions be based upon **available** data and information. Please provide best estimates when exact data are not available. *You are not required to perform new or non-routine tests or measurements solely for the purpose of responding to this survey.*

Indicate information that should be treated as confidential. You may claim as confidential all information included in the response to a question by checking the Confidential Business Information (CBI) box next to the question number. Note that you may be required to justify any claim of confidentiality at a later time. See the Confidential Business Information section for additional information.

Certification. After completion of this survey, a responsible official or an authorized representative must print out and sign the certification statement included in the Certification Statement section. The corporate official or designee responsible for directing or supervising the response to the survey for the water treatment system must sign one of the Certification Statements to either (1) verify and validate the information provided, or (2) certify that the system did not perform water treatment operations during the 2006 calendar year.

Questions? If you have any questions regarding the completion of this survey, refer to Section 1.4 of this document for the e-mail and website addresses. See the WHEN AND WHERE TO RETURN THE SURVEY section for submission instructions. For terminology questions, see the DEFINITION OF KEY TERMS section.

BE SURE TO PRINT AND RETAIN A COPY OF THE COMPLETED SURVEY FOR YOUR RECORDS.

1.4 Survey Assistance

For help in completing the survey, please use the following information resources:

General Support E-Mail Address WTSurvey@erg.com
Financial Section Support E-Mail Address.....wtsurvey_econsupport@abtassoc.com
Website.....<http://www.epa.gov/waterscience/guide/dw>

1.5 How to Complete the Survey

The survey is being provided to you in an electronic format. If you would like additional hardcopies or you are unable to complete the survey electronically, a PDF version of the survey is available on the EPA website at <http://www.epa.gov/waterscience/guide/dw>. You may submit the completed electronic survey on a CD, floppy disk, or other media.

Many water systems include more than one water treatment plant; certain survey questions request information specific to the system and certain questions request information specific to the in-scope plants (see note below) included in the system. As the water system, you are responsible for preparing and submitting the complete survey response, including information for all plants that you operate. The water system is responsible for answering Question 1 and Questions 4 through 13. Questions 2 and 3 are designed to be answered by individual water treatment plants. Any system containing multiple plants should send a copy of the full electronic installation file to each plant. The designated plant respondent(s) should then complete Questions 2 and 3. The plant may then “export” the file and either save to a disk or on a network for their parent utility to “import” into the master response file. The utility should then follow validation steps to assure completeness of the master file, prepare the file for submission, and lastly print and sign the certification statement.

IMPORTANT NOTES:

The scope of this information collection includes only those plants that generate residuals and served a population greater than 10,000 people in 2006. The term “plants” as used in this document and the eSurvey refers to in-scope plants.

All treatment plants that are part of the system must be included in a single response file for EPA to accept responses as complete.

1.6 Confidential Business Information

If no business confidentiality claim accompanies the information when it is received by EPA, EPA may make the information available to the public without further notice.

Regulations governing the confidentiality of business information are contained in the Code of Federal Regulations (CFR) at Title 40 Part 2, Subpart B. You may assert a business confidentiality claim covering part or all of the information you submit, other than: (1) effluent

data; and (2) information or data that is otherwise publicly available, as described in 40 CFR 2.203(b):

“(b) Method and time of asserting business confidentiality claim. A business which is submitting information to EPA may assert a business confidentiality claim covering the information by placing on (or attaching to) the information, at the time it is submitted to EPA, a cover sheet, stamped or typed legend, or other suitable form of notice complying language such as ‘trade secret,’ ‘proprietary,’ or ‘company confidential.’ Allegedly confidential portions of otherwise nonconfidential documents should be clearly identified by the business, and may be submitted separately to facilitate identification and handling by EPA. If the business desires confidential treatment only until a certain date or until the occurrence of a certain event, the notice should so state.”

You may claim as confidential all information included in the response to a question by checking the Confidential Business Information (CBI) box located on the right-hand side of each question’s title bar. You may also claim any comments you supply in the eSurvey as confidential by checking the CBI box associated with a particular comment. Note that you may be required to justify any claim of confidentiality at a later time. Note also that water treatment plant effluent data are not eligible for confidential treatment, pursuant to Section 308(b) of the Clean Water Act, and thus will be treated as non-confidential even if the CBI box is checked. In addition, information that is publicly-available should not be claimed confidential. Note also that information claimed confidential cannot be accessed or used by the industry to evaluate data and analyses supporting the national effluent guidelines regulations.

Information covered by a claim of confidentiality will be disclosed by EPA only to the extent of, and by means of, the procedures set forth in 40 CFR Part 2, Subpart B. In general, submitted information protected by a business confidentiality claim may be disclosed to other employees, officers, or authorized representatives of the United States concerned with implementing the Clean Water Act.

Information covered by a claim of confidentiality will be made available to EPA contractors to enable the contractors to perform the work required by their contracts with EPA. All EPA contracts provide that contractor employees use the information only for the purpose of performing the work required by their contracts and will not disclose any CBI to anyone other than EPA without prior written approval from each affected business or from EPA's legal office.

1.7 Definitions of Key Terms

Aeration - Process that mixes air and water, normally by injecting air into water, spraying water into the air, or allowing water to pass over an irregular surface, to release compounds from the water through oxidation, precipitation, or evaporation.

Batch (Intermittent) Discharge - A discreet volume or mass of liquid or solid residuals are collected and discharged periodically.

Clarification - Separation and concentration of solids from liquid/solid mixtures that are mostly liquid (contrast with dewatering and thickening). Examples for residuals treatment include plate settlers used to clarify spent filter backwash.

Clean Water Act (CWA) - Federal legislation enacted by Congress to “restore and maintain the chemical, physical, and biological integrity of the Nation’s waters” (Federal Water Pollution Control Act of 1972, as amended, 33 U.S.C. 1251 et seq.).

Community Water System (CWS) - A system that is connected to 15 year-round residences or serves 25 persons in a residential setting on a year-round basis.

Continuous Discharge - A volume or mass of liquid or solid residuals are discharged at constant flow without significant interruption.

Conventional Filtration - A method of water treatment with the primary goal of removing particulates. The method consists of the addition of coagulant chemicals, flash mixing, coagulation/flocculation, sedimentation, and filtration.

Creek - A small, natural stream that is often a shallow or intermittent tributary to a river.

Dewatering - Separation of liquid from liquid/solid mixtures that are predominantly solids, often containing very low moisture content to start with (contrast with clarification and thickening).

Direct Discharge - The discernible, confined, and discrete conveyance of pollutants to United States surface waters such as rivers, lakes, and oceans. See 40 CFR 122.2.

Discharge - The discernible, confined, and discrete conveyance of pollutants to: (1) United States surface waters such as rivers, lakes, and oceans (“direct discharge”), or (2) a publicly owned, privately owned, federally owned, combined, or other treatment works (“indirect discharge”). See 40 CFR 122.2.

Disposal - Intentional placement of residuals into or on any land, in either a permitted waste disposal facility (e.g., landfill) or land application for agricultural or other purposes. Does not include direct or indirect discharge of residuals.

Electrodialysis - A method of water treatment that utilizes electric current applied to permeable membranes to remove minerals and salts from water.

Emergency Discharge - A volume or mass of liquid or solid residuals are discharged only during extenuating circumstances (i.e., a treatment process malfunction).

Equalization - A tank or other device to collect residuals streams for later treatment or discharge. Note that a lagoon can also provide equalization, but is defined separately.

Evaporation - The process by which water or other liquid becomes a gas. Water from land areas, bodies of water, and all other moist surfaces is absorbed into the atmosphere as a vapor.

Evaporation Ponds - Dewatering and concentration of brines using evaporation.

Filter-To-Waste - Provision in a filtration process to allow the first filtered water, after backwashing a filter, to be washed or reclaimed.

FOTW (Federally Owned Treatment Works) - Any device or system owned and/or operated by a United States federal agency to recycle, reclaim, or treat liquid wastes or residuals. The wastes or residuals being treated may be directly delivered to the treatment works via contract haul or discharged into a sewer connected to the treatment works.

Freeze-Assisted Sand Beds - A structure used to freeze and thaw residuals to change the characteristics to a more granular consistency that is easier to dewater. Most commonly used with alum residuals.

FTE - Full-time employee

Groundwater - Water in a saturated zone or stratum beneath the surface of land or water.

Indirect Discharge - The discernible, confined, and discrete conveyance of pollutants to a publicly owned, privately owned, federally owned, combined, or other treatment works. See 40 CFR 122.2.

Ion Exchange (IX) - Process using a resin formulated to have capability to adsorb cationic or anionic species, such as arsenate.

Lagoon - Water is decanted from liquid/solid mixtures in lagoons due to long periods (e.g., 10 to 20 years) of compressive settling, though the lagoons are exposed to atmosphere and therefore lose some water via evaporation. Solids are often collected and stored for long periods within the lagoon, and in fact can be considered “disposal” as defined in this survey if there are not direct or indirect discharges of pollutants.

Lake - A body of freshwater or saltwater surrounded by land.

Mechanical Dewatering Device - A device that operates mechanically to remove water from residuals and produce a non-flowing residual. Examples include centrifuges, filter presses, belt presses, plate press, and vacuum filters. Contrast with non-mechanical dewatering.

Microfiltration - A method of water treatment that utilizes a membrane to separate micrometer or submicrometer particles from a solution. The method clarifies water by trapping particles and

microorganisms in the membrane, while passing dissolved substances with the permeate.

Miscellaneous Residuals - Residuals produced by peripheral water treatment processes (e.g., laboratory wastewater, regeneration wastewater for boiler make-up, chlorine analyzer wastewater, equipment washdown wastewater, contact and non-contact cooling water, boiler blow-down, and raw water pumping from sample collection).

Nanofiltration - A method of water treatment that utilizes membranes and has the primary goal of removing hardness, bacteria, viruses, and organic-related color.

Non-contact Stormwater - Stormwater runoff that does not come into direct contact with any water treatment raw material, product, byproduct, or residual.

Non-mechanical Dewatering - Structure to separate solids from liquids in liquid/solid mixtures without the use of mechanical devices, examples include sand or similar drying beds, dewatering lagoons (lagoons designed for routine solids clearing), and freeze-assisted sand beds. Contrast with mechanical dewatering and disposal, which includes long-term lagoons (i.e., lagoons that are cleaned of solids every 10 to 20 years or more).

NPDES (National Pollutant Discharge Elimination System) - National program for issuing, modifying, revoking and reissuing, terminating, monitoring and enforcing permits, and imposing and enforcing pretreatment requirements, under sections 307, 318, 402, and 405 of the Clean Water Act. The state enforced version is called the SPDES program. See 40 CFR 122.2.

Other Treatment Works - Any facility that recycles, reclaims, or treats any hazardous or nonhazardous waste received from off site and/or waste generated on site by the facility, including liquid and solid residuals streams from water treatment plants, and is not defined as a POTW, PrOTW, or FOTW (e.g., a centralized waste treater).

Pollutant - Under the Clean Water Act, a dredged spoil, solid waste, incinerator residue, filter backwash, sewage sludge, munitions, chemical waste, biological material, certain radioactive material, heat, wrecked or discarded equipment, rock sand, cellar dirt, and industrial, municipal, and agricultural waste. This definition includes residuals (including miscellaneous residuals) generated by water treatment plants. See 40 CFR 122.2.

Pollution Prevention - The use of materials, processes, or practices that reduce or eliminate the creation of pollutants or residuals.

POTW (Publicly Owned Treatment Works) - Any device or system owned by a state or municipality that is used to recycle, reclaim, or treat liquid municipal sewage and liquid wastes or residuals. The wastes or residuals being treated may be directly delivered to the treatment works via contract haul or discharged into a sewer connected to the treatment works.

Precipitative Softening - A method of water treatment with the primary goal of reducing water hardness. The method may include lime softening, sedimentation/precipitation, filtration, and disinfection.

Presedimentation - This water treatment operation is at the head of the plant. Its primary purpose is to remove a significant percentage of suspended solids and other contaminants in the water prior to other water treatment operations (e.g., conventional filtration, precipitative softening). This water treatment operation may require a small addition of water treatment chemicals, such as polymer coagulants (e.g., 0.5 to 1 mg/L), to aid sedimentation. For this survey, the term "presedimentation" does not include conventional filtration or precipitative softening water treatment operations.

PrOTW (Privately Owned Treatment Works) - Any device or system owned and operated by a private company that is used to recycle, reclaim, or treat liquid wastes or residuals not generated by that company. The wastes or residuals being treated may be directly delivered to the treatment works via contract haul or discharged into a sewer connected to the treatment works.

Purchased Water - Water obtained from a third-party vendor.

RCRA ID - Identification number used by EPA to track entities regulated under the Federal Resource Conservation and Recovery Act's hazardous waste regulations. For more information, see http://www.epa.gov/enviro/html/rcris/rcris_query_java.html.

Recovery - The process of extracting some other useable constituent from one or more residuals streams, for example, recovery of alum or lime.

Recycle - The principle use of the term "recycle" associated with water and residuals treatment is the process of returning liquid or combined liquid/solid residuals streams back to the water treatment process (e.g., filter backwash recycling).

Residuals - The solid, liquid, or mixed solid/liquid materials generated during water treatment. Examples of residuals include: sludges and wastewaters generated from pre-sedimentation, coagulation, flocculation, sedimentation, clarification, precipitative softening, filter backwash operations, and filter-to-waste; membrane reject wastewaters; ion exchange resins and brine wastewaters; activated carbon wastes; and other miscellaneous residuals. Residuals include accumulated solids, liquids, or solid-liquid mixtures accumulated for batch discharge. For the purposes of this survey, non-contact stormwater is not considered a residual.

Residuals Treatment - Any activity designed to change the character or composition of liquid and solid residuals streams from water treatment processes as needed to render it amenable to recycle, recovery, reduce its volume, or prepare it for transportation, storage, disposal, or discharge. For example, this would include "equalization," as well as "thickeners," "mechanical dewatering devices," "non-mechanical dewatering," and other processes defined separately.

Reverse Osmosis - A method of water treatment that involves the application of pressure to a concentrated solution which causes the passage of a liquid from the concentrated solution to a weaker solution across a semipermeable membrane. The membrane allows the passage of the solvent (water) but not the dissolved solids (solutes). This method is typically used for desalinization and the removal of ions, radionuclides, bacteria, and viruses.

River - Water which flows in a channel from high ground to low ground and ultimately to a lake or sea.

Sand Drying Beds - Similar to evaporation ponds, and mostly utilize evaporation to dewater and concentrate liquid/solid residuals mixtures. One difference is that these structures are also engineered to filter out solids so that a portion of the liquid is removed via subsurface infiltration into groundwater or the vadose zone.

SDWIS (Safe Drinking Water Information System) - Database containing information about drinking water treatment systems and plants that is maintained by EPA's Office of Ground Water and Drinking Water. SDWIS identification numbers (SDWIS IDs) are nine characters in length, with the first two digits usually composed of the state abbreviation. SDWIS IDs correspond directly to PWSIDs and for the purpose of this survey they are the same number. A water treatment utility may have more than one SDWIS ID.

Sedimentation - Separation of solids and liquids from mixtures. Discrete and hindered settling principally involves separation of solids from mixtures that are predominantly liquids, and these processes are referred to as "clarification." Sedimentation refers to the physical separation process, in contrast to nonmechanical dewatering, which is a residuals treatment process, and disposal, which is a residuals destination.

Sludge - The accumulated solids separated from liquids during processing.

Source Reduction - Any practice prior to recycling, treatment, or disposal that reduces the amount of any hazardous substance, pollutant, or contaminant entering any residuals stream or otherwise released into the environment. Source reduction can include equipment or technology modifications, process or procedure modifications, substitution of raw materials, and improvements in housekeeping, maintenance, training, or inventory control.

Stormwater - Any surface runoff related to storm events or snow melt; street wash waters related to street cleaning; or maintenance, infiltration, and drainage.

Surface Waters - Waters including, but not limited to, oceans and all interstate and intrastate lakes, rivers, streams, creeks, mudflats, sand flats, wetlands, sloughs, prairie potholes, wet meadows, playa lakes, and natural ponds.

System - One or more water treatment facilities that produce and deliver finished water to customers over the same distribution network.

Thickening - Concentration of liquid/solid mixtures from residuals streams. In general, clarification removes solids from liquids, thickening further concentrates these clarification solids, and dewatering removes water from clarified or thickened solids. A "thickener" refers to a liquid-solids separation process using gravity.

Ultrafiltration - A method of water treatment that utilizes membranes in a pressure-driven process for concentrating solutions containing colloids and higher molecular weight materials. The method typically removes viruses, colloids, clays, bacteria, humic acids, and fulvic acids.

Underground Injection - The technology of placing fluids underground, in porous formations of rocks, through wells or other similar conveyance systems.

Utility - The public or private entity managing the business aspects of the production and distribution of finished water from one or more water treatment systems (e.g., billing customers for water service, paying utility employees and third-party vendors for services and products provided to the utility, paying servicing fees for any outstanding debts).

Vacuum-Assisted Drying Beds - Dewatering technology in which a vacuum is applied to the underside of porous media plates to remove the water from residuals.

Water Treatment (WT) - Any activity associated with altering the character or composition of source water prior to storage, transmission, distribution, and consumption by public water utility consumers. This treatment takes place at a water treatment plant (see definition).

Water Treatment Plant - A water treatment facility (see also definition for “water treatment”) where untreated groundwater, surface water, or other source water is processed to produce potable water for storage, transmission, distribution, or consumption by public water utility consumers. For the purposes of this survey, this term does not encompass off-facility treatment stations (e.g., booster chlorination stations, fluoridation stations, corrosion control treatment stations) or off-site water transfer infrastructure (e.g., tunnel transferring turbid water from one watershed body to another waterbody upstream of the facility, water towers that are downstream of the facility).

Water Treatment System - One or more water treatment facilities that produce and deliver finished water to customers over the same distribution network.

Water Treatment Utility - The public or private entity managing the business aspects of the production and distribution of finished water from one or more water treatment systems (e.g., billing customers for water service, paying utility employees and third-party vendors for services and products provided to the utility, paying servicing fees for any outstanding debts).

Wedgewire/Wedgewater Beds - Dewatering process in which residuals are placed on a septum with wedge-shaped slots and water is drained via suction.

Wetland - A tidal or nontidal area characterized by saturated or nearly saturated soils the majority of the year that form an interface between terrestrial and aquatic environments. Examples include freshwater marshes, brackish marshes, and salt marshes.

Zero Discharge - Disposal of process and/or miscellaneous residuals other than by direct discharge to a surface water or by indirect discharge to a publicly owned, privately owned, federally owned, combined, or other treatment works.

2.0 GETTING STARTED

The WTP eSurvey allows you to complete your survey and submit your response in an electronic format, as well as generate a hardcopy summary report for documentation.

2.1 Hardware and Software Requirements

The WTP eSurvey is a Windows application that can be installed and run on Windows 98, Windows XP, or Windows 2000.

The minimum PC configuration requirements for installation and use of the WTP eSurvey are:

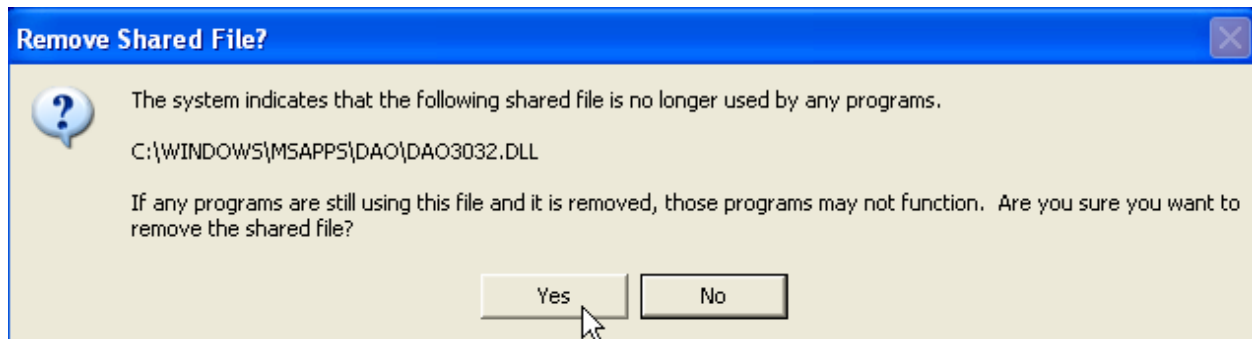
- 800 MHz processor speed;
- 256 MB RAM; and
- Monitor with screen resolution of at least 800 x 600 pixels.

2.2 Installing the WTP eSurvey

To install the WTP eSurvey from the CD-ROM:


1. Exit from any open applications, including tool bars.
2. Insert the WTP eSurvey CD-ROM into your CD-ROM drive.
3. From the Windows START menu, select Run...
4. Click the Browse button and navigate to the directory assigned to your CD-ROM drive.
5. Type "setup.exe" and click OK.
6. The install will prompt you to enter a name for the directory in which the WTP eSurvey will be installed. Follow the instructions on the screen.

You may receive the following error message when installing the eSurvey:



If you receive this error message during an install, it is recommended that you select Yes to remove the file.

2.3 Starting and Navigating the WTP eSurvey

You can start the WTP eSurvey by double clicking on the WTPQ icon  or by clicking the Start menu and selecting WTPQ.

2.4 Using the WTP eSurvey

The WTP interface is divided into three components: the survey menu, the navigation panel, and the work area. Figure 2-1 displays the WTP eSurvey interface as it appears on a Windows desktop.



Figure 2-1. Components of WTP eSurvey User Interface

2.4.1 Survey Menu

Table 2-1 describes the WTP eSurvey menu options. Each menu, including descriptions of available menu items, is discussed in detail in Section 4.

Table 2-1. WTP eSurvey Menus

Menu	Description
File	Exit the eSurvey.
Import/Export	Import or export survey response information. Use this function to collate individual plant responses into a complete utility response.
Print	Print various WTP eSurvey reports, including a blank survey, a partially completed response, and a full response.

Menu	Description
Validation	Evaluate response validity and generate reports summarizing completion status, as well as any errors/warnings received.
Help	Access the WTP eSurvey Help content.

2.4.2 Navigation Panel

You can access the navigation panel by clicking in the left-hand side of the eSurvey interface screen, as shown in Figure 4-1. The navigation panel operates similarly to Windows explorer—you can click on a file folder or other icons to expand or collapse the links to survey questions and other information. As you click on and highlight a specific item in the navigation pane, the part of the survey associated with that item is displayed in the work area to the right of the screen. For example, clicking and highlighting “How to Obtain Assistance” will display contact information if you need assistance completing the survey.

The navigation panel is designed to be followed in order from top to bottom. The introductory sections provide a useful overview applicable to both utility and plant users. ***The “Start Survey” section must be completed before you can respond to any subsequent survey questions.***

The folders in the navigation panel are organized as follows:



- Survey Authority and Introduction—Contains links to display the following content in the work area:
 - OMB Public Reporting Statement;
 - When and Where to Return Survey;
 - Considerations, Guidance;
 - How to Use this Electronic Survey;
 - How to Obtain Assistance;
 - Confidential Business Information (CBI);
 - Definitions of Key Terms; and
 - Certification Statement.
- Start Survey—Allows you to specify whether you are a “utility user” or a “plant user.” Utility users have access to all eSurvey questions and are responsible for combining responses for all of their water treatment plants into one response using the eSurvey import function. Utility users must also certify the response and submit the electronic file to EPA. Note that for EPA to consider an electronic response complete, information for all in-scope treatment plants that are part of the system must be included in a single response file. Plant users have access to plant-specific technical questions and are responsible for exporting their responses and sending them to their parent utility. The Start Survey section must be completed before you can respond to any subsequent survey questions.

- **Technical Section**— Contains expandable folders for Questions 1 through 3. Click on any item under the expanded folders to display and respond to any part of a question in the work area.
- **Financial Section**— Contains expandable folders for Questions 4 through 13. Click on any item under the expanded folders to display and respond to any part of a question in the work area.
- **Comments on Survey Questions**—Allows you to view a summary of the comments you entered for individual questions, and to enter or edit additional comments addressing general or question-specific issues (i.e., explanations or elaboration on responses provided).
- **Survey Response Validation**—Allows you to view any validation or error messages you received and did not address during completion of the survey, and lists questions that do not have valid responses. You can use this display to evaluate the completeness and validity of the responses you entered. You can access the response entry screen for any question with a validation message by clicking the [...] icon on the validation summary.

Note that if you would like to print validation status and error messages as a report, click the [Print] button at the top of the screen, or **Validation** menu and select *View Errors/Warnings Received*. Additional information about this report is provided in Section 4.3.

- **Import/Export**—Allows utility users to electronically import (receive and collate) individual water treatment plant survey responses; or allows water treatment plants to electronically export their responses. After exporting a response, the water treatment plant would then need to forward the electronic file containing their responses to a parent utility. Import/Export is described in more detail in Section 4.1 and Section 7.
- **Survey Certification**—Generates a certification report that allows you to review and print a hardcopy summary of your completed survey responses with an attached certification statement. A utility-designated individual is required to certify the accuracy and completeness of responses submitted by signing the certification statement. This report can also be generated by clicking the Print menu and selecting “Print Certification Statement.”
- **Survey Submission**—Guides you through the process of submitting your completed survey response, including completing the required certification statement and generating the electronic file to submit to EPA.

2.4.3 Work Area

The eSurvey work area is located to the right of the navigation panel and displays the content associated with whichever item you select in the navigation panel. A scroll bar may be displayed on the right side of this area if there is additional content for you to view on a particular page (e.g., Considerations and Guidance, Question 2.k.i.). You can move between questions by clicking on items in the navigation pane, or by clicking the Next  and Previous  arrows at the bottom right corner of each screen in the work area.

3.0 BEFORE YOU BEGIN YOUR RESPONSE

The eSurvey requests information for a parent utility and all in-scope water treatment plants that are part of your system. Question 1 and Questions 4 through 13 request information from your system, while Questions 2 and 3 request information from each in-scope plant associated with your system. Since each response to this eSurvey is likely to incorporate information compiled through multiple sources and respondents, it is important for a primary contact to perform the following:

- Identify the key personnel responsible for providing the required system information (utility users);
- Identify the key personnel responsible for providing required plant information for each plant that you operate (plant users);
- Provide appropriate instructions to all those who are contributing to the eSurvey response;
- Ensure all system and plant data are compiled into a final eSurvey response file;
- Perform final validation checks on the full response;
- Certify the response; and
- Create and submit the electronic response file to EPA.

The *Start Survey* screen shown in Figure 3-1 requires that each eSurvey user to specify whether they are a “utility user” or a “plant user.” Utility users can access all survey questions and responses, including those for any plants associated with the system. Plant users may view all questions, but can only enter responses to Questions 2 and 3. All users can access the menu options to generate reports and perform validation checks, as described in Sections 4 and 5.

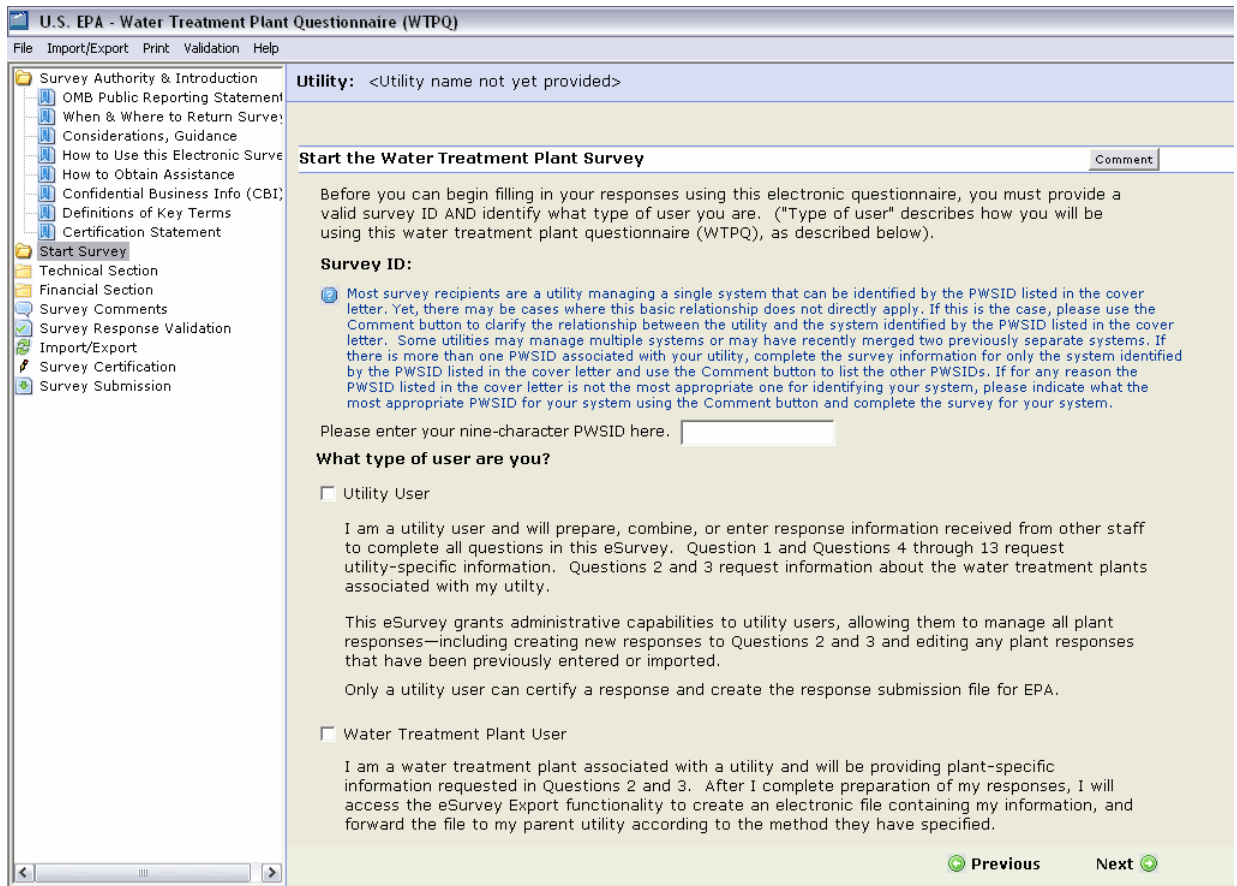


Figure 3-1. Start Survey Screen

Figure 3-2 presents a diagram of the expected flow of activities required to prepare an eSurvey response. Before beginning your response to the eSurvey, you should perform the following steps to identify the key system and plant personnel responsible for completing each part of the eSurvey:

- Step 1: Identify who will be responsible for providing general system information in the response to Question 1 (utility users).
- Step 2: Identify who will be responsible for providing system financial data and information in the responses to Question 4 through Question 13 (utility users).
- Step 3: Prepare a list of all in-scope water treatment plants that are part of your system.
- Step 4: Identify who will be responsible for providing the required information for each of the in-scope water treatment plants that are part of the system (plant users).
- Step 5: Develop specific instructions for each of the key personnel plant users for:

- Obtaining the eSurvey software install file;
 - Installing and running the eSurvey software;
 - Completing their designated questions within the eSurvey;
 - Performing validation checks of their responses; and
 - Returning to the utility their completed responses for Questions 2 and 3 of the survey.
-
- Step 6: Identify the methods by which the eSurvey and instructions will be transmitted to key personnel, methods to be used in completing the eSurvey, and methods by which the key personnel will transmit their completed responses to the utility. Each of these methods may incorporate electronic or hard copy elements, or a combination. You should choose the methods that work most efficiently, given your utility's and plants' resources.

 - Step 7: Identify who will receive the electronic files containing individual plant responses to Questions 2 and 3, import those plant responses into the final eSurvey response file for the system, and perform a final validation check (utility users).

 - Step 8: Identify who will certify the accuracy and completeness of information submitted in the eSurvey (utility user).

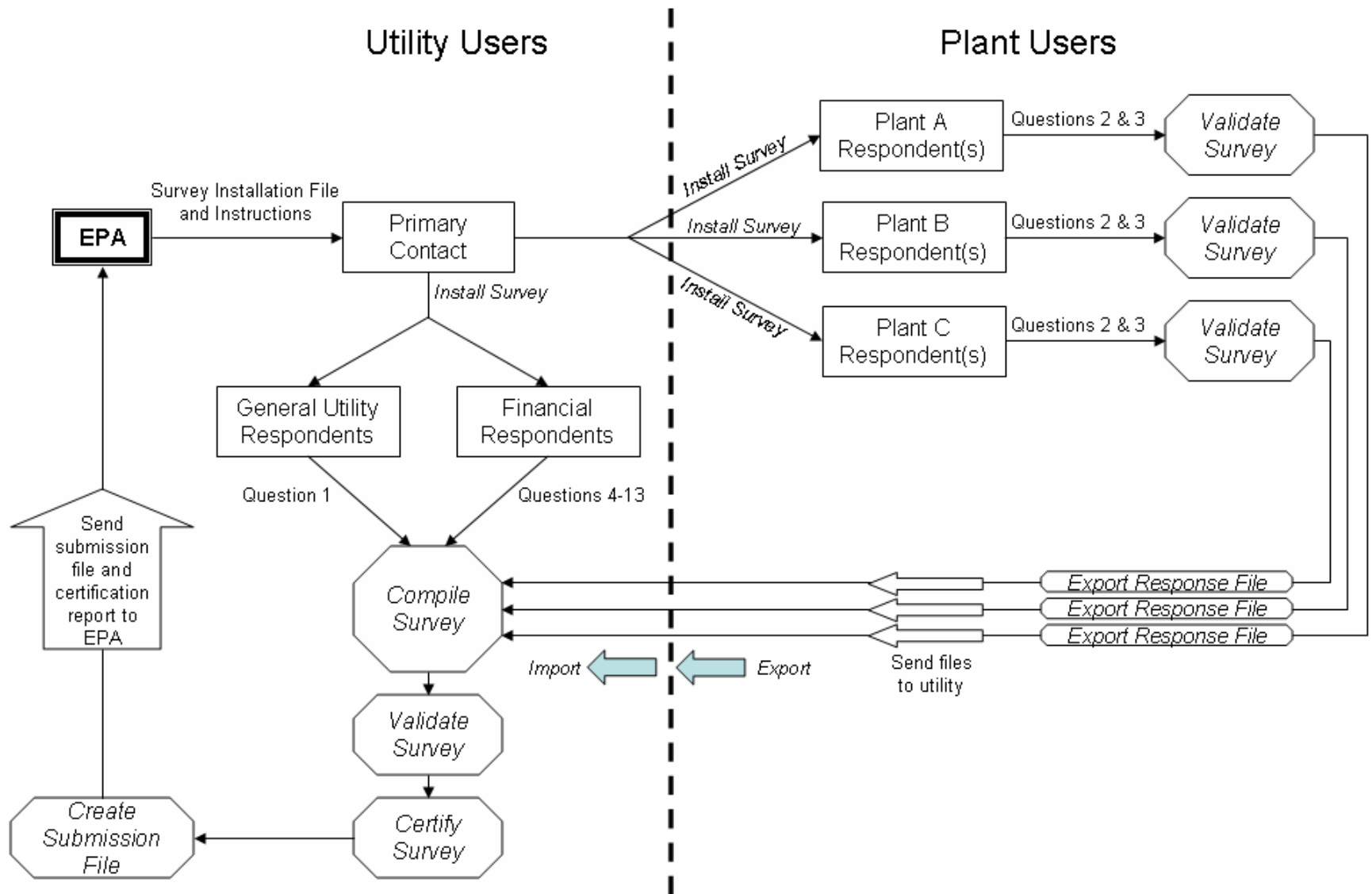


Figure 3-2. Flow Chart of User eSurvey Tasks by User Type

Note that an individual may perform more than one of the above listed functions in completing the final system eSurvey response. In addition multiple individuals may share responsibilities associated with one of the roles described above.

A sample form that you can use to organize the various personnel and tasks to completing the eSurvey is provided in Appendix A.

A sample set of instructions you may provide to individual plants is provided in Appendix B.

4.0 WTP eSURVEY MENUS

This section describes the WTP eSurvey menus and associated options.

4.1 Import/Export Menu

This section describes how to use the WTP eSurvey **Import/Export** menu. The **Import/Export** menu options are listed in Table 4-1 and described in the subsections below.

Table 4-1. Import/Export Menu Options

Import/Export Menu Option	Description
Import WTP Info (Questions 2, 3)	Allows utilities to incorporate into the eSurvey electronic response files created by one of their plants for Questions 2 and 3.
Export WTP Info (Questions 2, 3)	Allows plants to create an electronic file that includes their responses to Questions 2 and 3. Plants should forward the response file to their parent utility.

4.1.1 **Import WTP Info**

The *Import WTP Info* menu option is available only to utility users. If you are a utility user, click **Import/Export** and select *Import WTP Info* to import Questions 2 and 3 containing technical information provided from one of your individual plants into your full survey response. You must import each plant response separately. You can find additional information describing how to use this import functionality in Section 7.1.

4.1.2 **Export WTP Info**

The *Export WT Plant Info* menu option is available only to plant users. If you are a plant user, click **Import/Export** and select this option to export Questions 2 and 3 containing plant-specific technical information to an electronic file. Send the electronic file to your parent utility using the method specified by your utility so that it can combine it into the full survey response. You can find additional information describing how to use this export function in Section 7.2.

4.2 Print Menu

This section describes how to use the WTP eSurvey **Print** menu. The **Print** menu options are listed in Table 4-2.

Table 4-2. Print Menu Options

Print Menu Option	Description
Print Instructions	Generates a printable report containing survey instructions.
Print Errors/Warnings Received	Generates a report summarizing any errors/warnings you received but did not address while completing the survey.
Print Complete Blank Survey	Generates a printable report containing the complete blank survey.
Print Survey Certification	Generates a printable report containing the certification statement.
Print Complete Survey	Generates a printable report containing the survey questions and any associated responses.
Print System Info	Generates a printable report containing the survey questions applicable to your system (Questions 1, 4-13).
Print Current WTP Info	Generates a printable report containing the survey questions applicable to your plant (Questions 2 and 3) and any associated responses.
Print All WTP Info	Generates a printable report containing the survey questions applicable to all plants (Questions 2 and 3) for which you have entered or imported information and any associated responses.
Print Survey Comments	Generates a printable report containing a summary of any question-specific and general comments you have entered while completing your response.
Create Survey Submission	Allows you to save survey submission file for transmittal to EPA.

Each of the **Print** menu options automatically generates a report that can be viewed, but not edited. Additional information on the content of each report available using the **Print** menu is provided in Sections 5.1 through 5.8.

4.3 Validation Menu

This section describes how to use the WTP eSurvey **Validation** menu. The **Validation** menu options are listed in Table 4-3.

Table 4-3. Validation Menu Options

Validation Menu Option	Description
View Errors/Warnings	Generates a report summarizing any errors/warnings you received but did not address while completing the survey.

The *View Errors/Warnings* option generates a report that can be viewed, but not edited. You can find additional information on the content of this report in Section 5.9.

4.4 **Help Menu**

This section describes how to use the **Help** menu in the WTP eSurvey. The **Help** menu options are listed in Table 4-4.

Table 4-4. Help Menu Options

Help Menu Options	Description
Introduction	Displays the Introduction section contents of the eSurvey User's Guide
Getting Started	Displays the Getting Started section contents of the eSurvey User's Guide
Before You Begin	Displays the Before You Begin Your Response section contents of the eSurvey User's Guide
WTP eSurvey Menus	Displays the WTP eSurvey Menus section contents of the eSurvey User's Guide
WTP eSurvey Reports	Displays the WTP eSurvey Reports section contents of the eSurvey User's Guide
Question-Specific Help	Displays the Question-Specific Help section contents of the eSurvey User's Guide
Import/Export WTP Info	Displays the Import/Export WTP Info section contents of the eSurvey User's Guide
How to Use this Electronic Survey	Displays general usage instructions for the eSurvey
How to Obtain Assistance	Displays contact information for eSurvey technical support
About	Displays the eSurvey version number

4.4.1 **Introduction**

Clicking **Help** and selecting *Introduction* displays the upper level heading contents for the Help system. You can click on a topic to view more information.

4.4.2 **Getting Started**

Clicking **Help** and selecting *Getting Started* opens the Help system and displays Section 2 of this User's Guide.

4.4.3 Before You Begin

Clicking **Help** and selecting *Before You Begin* opens the Help system and displays Section 3 of this User's Guide.

4.4.4 WTP eSurvey Menus

Clicking **Help** and selecting *WTP eSurvey Menus* opens the Help system and displays Section 4 of this User's Guide.

4.4.5 WTP eSurvey Reports

Clicking **Help** and selecting *WTP eSurvey Reports* opens the Help system and displays Section 5 of this User's Guide.

4.4.6 Question-Specific Help

Clicking **Help** and selecting *Question-Specific Help* opens the Help system and displays Section 6 of this User's Guide.

4.4.7 Import/Export WTP Info

Clicking **Help** and selecting *Import/Export WTP Info* opens the Help system and displays Section 7 of this User's Guide.

4.4.8 How to Use this Electronic Survey

Clicking **Help** and selecting *How to Use this Electronic Survey* displays general usage instructions for the eSurvey in the work area.

4.4.9 How to Obtain Assistance

Clicking **Help** and selecting *How to Obtain Assistance* displays contact information for eSurvey technical support in the work area.


4.4.10 About

Clicking **Help** and selecting *About* displays the current WTP eSurvey version number, and copyright. Click OK to return to the main interface.


5.0 WTP eSURVEY REPORTS

You can access all eSurvey reports under the **Print** and **Validation** menus. You can also generate the certification report (described in Section 5.3), comments report (described in Section 5.8), and errors/warnings report (described in Sections 5.10) by clicking on their names in the navigation panel.

5.1 Print Instructions


Under the **Print** menu, select *Print Instructions* to generate a report preview that shows the eSurvey instructions. Click the printer icon  to print the report. You can also view the instructions by selecting “Survey Authority & Introduction” in the navigation panel, or under the **Help** menu.

5.2 Print Complete Blank Survey


Under the **Print** menu, select *Print Complete Blank Survey* to generate a report preview that contains the blank survey in its entirety (including all instructions, questions, and the certification statement language). Click the printer icon  to print the report. You can use this option if you would like to fill out a hardcopy survey as a draft before entering responses electronically, or if you intend to submit a hardcopy survey rather than use the electronic format.

NOTE: For your final submission, EPA encourages you to use the electronic format. The electronic format is designed to reduce burden associated with completion of the survey—for example, changing one of your responses requires significantly less effort in the electronic version than in a hardcopy form. The eSurvey also provides validation options for you to assure that you are submitting a complete and accurate survey, which reduces the likelihood of follow-up communication by EPA to clarify responses and/or correct errors.


5.3 Print Certification Statement

Under the **Print** menu, select *Print Certification Statement* to generate the certification report preview that a utility-designated individual is required to review, sign, and submit in hard copy with your final eSurvey response (refer to Section 8). Click the printer icon  to print the report. You can also generate this report by clicking “Survey Certification” from the navigation panel. **NOTE: This report is available only to utility users.**


5.4 Print Complete Survey

Under the **Print** menu, select “*Print Complete Survey*” to generate a preview of the survey in its entirety (including all instructions, questions, and the certification statement language), showing any responses you have entered or imported. Click the printer icon  to print the report. Use this option if you would like to print and keep a hardcopy of your complete survey responses for your records.


5.5 Print System Info

Under the **Print** menu, select *Print System Info* to generate a report preview similar to that in the “Print Complete Survey” option, except that it will only contain Questions 1 and 4-13, and any associated responses you have provided. Click the printer icon  to print the report. **NOTE: This report is available only to utility users.**


5.6 Print Current WTP Info

Under the **Print** menu, select *Print Current WTP Info* to generate a report preview similar to that in the “Print Complete Survey” option, except that it will only contain Questions 2 and 3 for the current plant, and any associated responses you have provided or imported. Click the printer icon  to print the report. If you are a utility user, this menu item will only be available if you are currently viewing one of your WTPs in the work area. If you are a plant user, the report will contain Questions 2 and 3 and any associated responses you have provided.


5.7 Print All WTP Info

Under the **Print** menu, select *Print All WTP Info* to generate a report preview similar to that in the “Print Current WTP Info” option, except that it will contain information on all plants for which you have entered or imported information. Click the printer icon  to print the report. **NOTE: This report is available only to utility users.**


5.8 Print Comments

Under the **Print** menu, select *Print Comments* to generate a comments report preview that summarizes all comments you entered or that are associated with information that you imported. Click the printer icon  to print the report. You can also generate this report by selecting “Comments on Survey” from the navigation panel.

5.9 View Errors/Warnings Received

Under the **Validation** menu, select *View Errors/Warnings Received* to generate a report preview that describes the status of any responses you entered which prompted error or warning messages. The report lists question numbers and the associated error/warning. Click the printer icon  to print the report. You can also generate this report by selecting “View Errors/Warnings Received” from the navigation panel under “Validation.”

6.0 QUESTION-SPECIFIC HELP

Generally, additional information for answering the questions and examples is provided below each question in blue text and designated by a question mark icon . Additional help information is provided for Questions 2 and 2j by clicking on the *Help* button in the upper right corner of the screen.

Help for Question 2

Separate responses are required for each in-scope water treatment plant associated with the system. The utility can enter information for each plant, or request a knowledgeable person at each plant complete an electronic version of Questions 2 and 3, and use the Import/Export functions to combine the information into the master response file.

Help for Question 2,j Parts i and ii

For each type of residual generated at a water treatment plant in 2006, describe the residual, amount of residuals generated, and treatment, discharge, and/or disposal practice or process used to manage the stream.

Part i

- Click on the “Select Residuals” button provided to identify and choose the residual streams generated at the water treatment plant.
- If you have the same residual stream (e.g., untreated SFBW) coming from multiple units (e.g., filters) and going to a single treatment or disposal unit (e.g., equalization basin), please add the flows together and present the streams as one residual stream from water or residuals treatment.
- Please indicate the quality of the data provided for the amount of residuals generated as follows:
 - “H” (high), indicating a known value from existing data;
 - “M” (medium), indicating a value derived, at least partially, using existing data;
 - or
 - “L” (low), indicating an estimate made using best professional judgment.

Part ii

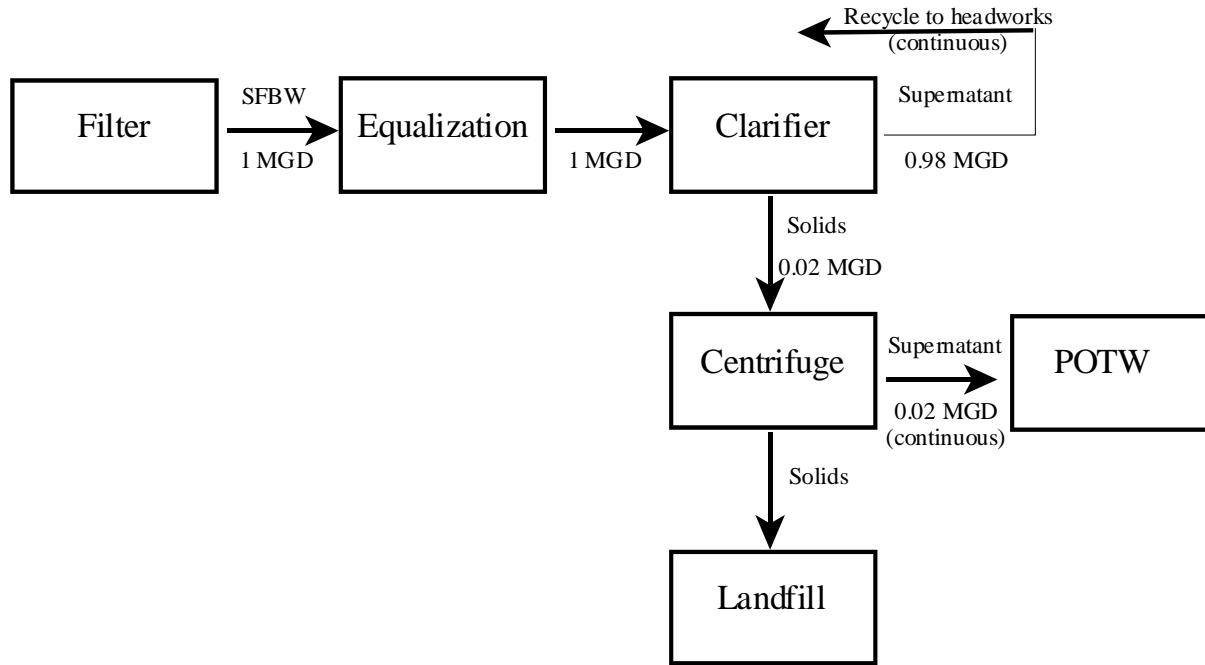
- Click on the button on the left hand side of the residual stream identified in Part i to identify and select the corresponding treatment, management, disposal practices associated with that residual stream.

You do not need to provide process schematics. Two examples of how to answer the question are provided below. These examples include schematics for illustration purposes only.

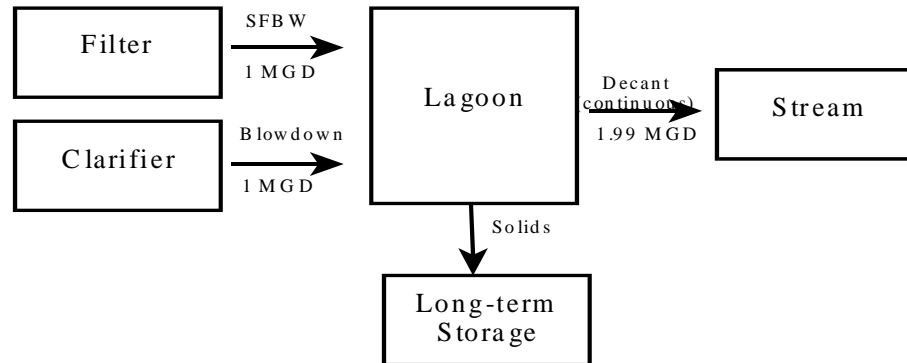
EXAMPLE RESIDUAL STREAM TABLE:

Residuals Stream from Water or Residuals Treatment		Amount of Residuals Generated				Treatment, Management, Disposal Practices	
Description	Code	Flow (mgd)	Solids (dry tons/day)	Percent Solids (%)	Data Quality (H/M/L)	Description	Code
<i>Example 1: A facility that clarifies equalized spent filter backwash (SFBW), recycles clarified SFBW, and dewateres SFBW clarifier solids in a centrifuge or other mechanical dewatering device.</i>							
Untreated SFBW	S100	1	--	0.1	M	Equalization	T101
Equalized SFBW	S100	1	--	0.1	M	SFBW clarifier (continuous)	T102
SFBW clarifier supernatant	S101	0.98	--	0.001	L	Recycle to head of DW process (continuous)	D106C
SFBW clarifier solids	S102	0.02	--	1	L	Centrifuge	T103
Centrifuge supernatant	S101	0.02	--	0.01	M	Sewer to POTW (continuous)	D103C
Centrifuge concentrated solids	S102	--	1	20	H	Off-site non-hazardous landfill	D202
<i>Example 2: A facility that sends untreated SFBW and clarified lime-softening solids to a lagoon, with decant discharged to a stream and solids remaining in lagoon for long-term storage (>50 years), meaning the lagoon is essentially "disposal" for solids.</i>							
Untreated SFBW	S100	1	--	0.1	M	Lagoon (same as for blowdown)	T105
Clarifier blowdown	S110	1	--	1	M	Lagoon (same as for SFBW)	T105
Decant from lagoon	S101 & S111	1.99	--	0.001	L	Discharge to stream (continuous)	D101C
Concentrated solids from lagoon	S102 & S112	--	1	20	L	Long-term storage/disposal in lagoon	D211

PROCESS FLOW DIAGRAM FOR EXAMPLE 1 :



PROCESS FLOW DIAGRAM FOR EXAMPLE 2 :



Residuals Streams, Treatment, Disposal, and Discharge Codes (table continues on next page)

Residual Streams		Treatment, Management, Disposal Practices		
Description	Code	Description	Code	
Untreated SFBW	S-100	Equalization	T-101	
Supernatant, centrate, or filtrate from dewatering or clarification of SFBW	S-101	Clarification	T-102	
Concentrated solids after dewatering or clarification of SFBW	S-102	Mechanical dewatering	T-103	
Untreated filter-to-waste	S-103	Nonmechanical dewatering (drying/evaporation)	T-104	
Supernatant, centrate, or filtrate from dewatering or clarification of filter-to-waste	S-104	Lagoon	T-105	
Concentrated solids after dewatering or clarification of filter-to-waste	S-105	Thickening	T-106	
Untreated coagulation basin blowdown	S-110	pH adjustment	T-107	
Supernatant, centrate, or filtrate from dewatering/clarification of clarifier blowdown	S-111	Lime recovery	T-108	
Concentrated solids after dewatering/clarification of clarifier blowdown	S-112	Coagulant recovery	T-109	
Supernatant, centrate, or filtrate from dewatering/clarification of combined residuals (e.g., SFBW, clarifier, filter-to-waste, precipitative softening, etc.)	S-121	Dechlorination	T-110	
Concentrated solids after dewatering/clarification of combined residuals (e.g., SFBW, clarifier, filter-to-waste, precipitative softening, etc.)	S-122	Other treatment (specify)	T-300	
Untreated precipitative softening basin blowdown	S-130	Discharge to surface water	D-101B (Batch)	D-101C (Continuous)
Supernatant, centrate, or filtrate from dewatering/clarification of precipitative softening basin blowdown	S-131	Discharge to municipal storm sewer	D-102B (Batch)	D-102C (Continuous)
Concentrated solids after dewatering/clarification of precipitative softening basin blowdown	S-132	Discharge to POTW	D-103B (Batch)	D-103C (Continuous)
Sedimentation tank or lagoon cleaning	S-140	Discharge to PrOTW	D-104B (Batch)	D-104C (Continuous)
Untreated filter-to-waste	S-150	Discharge to FOTW	D-105B (Batch)	D-105C (Continuous)
Supernatant, centrate, or filtrate from dewatering or clarification of filter-to-waste	S-151	Recycle (return to WTP, pre-coagulation)	D-106B (Batch)	D-106C (Continuous)

Residual Streams		Treatment, Management, Disposal Practices	
Description	Code	Description	Code
Concentrated solids after dewatering or clarification of filter-to-waste	S-152	Evaporation in disposal lagoon	D-107
Membrane cleaning solution	S-161	On-site spray irrigation	D-108
Membrane (desalination) reject	S-162	Off-site spray irrigation	D-109
Membrane backwash	S-163	Off-site underground injection - Class I	D-110
Solids from pre-sedimentation basins with added coagulant	S-170	Off-site underground injection - Class II	D-111
Supernatant, centrate, or filtrate from dewatering/clarification of presedimentation blowdown with added coagulant	S-171	Off-site underground injection - Class V	D-112
Concentrated solids from dewatering/clarification of presedimentation blowdown with added coagulant	S-172	Other off-site disposal of liquids	D-113
Solids from pre-sedimentation basins without added coagulant	S-180	On-site landfill disposal	D-201
Supernatant, centrate, or filtrate from dewatering/clarification of presedimentation blowdown without added coagulant	S-181	Off-site municipal non-hazardous landfill disposal	D-202
Concentrated solids from dewatering/clarification of presedimentation blowdown without added coagulant	S-182	Off-site hazardous landfill disposal	D-203
Exhausted IX or other sorptive media	S-190	Off-site low-level radioactive waste disposal	D-204
Residual regenerant (with desorbed materials from sorptive media)	S-200	On-site land application (e.g., soil amendment)	D-205
Salt recovered from dried regenerant brine	S-201	Off-site land application (e.g., soil amendment)	D-206
Other residual stream (specify)	S-300	On-site composting	D-207
		Off-site composting	D-208
		Off-site disposal with POTW biosolids	D-209
		Off-site recovery of chemicals	D-210
		Lagoon storage	D-211
		Other disposal (specify)	D-300

7.0 **IMPORT/EXPORT TREATMENT PLANT INFORMATION**

Depending upon which type of user you are, you can electronically import (receive and combine) individual water treatment plant (WTP) survey responses, or electronically export your responses to plant-specific questions.

7.1 **Utility Users – Import Individual WTP Responses**

If you are a Utility User, you may import Questions 2 and 3 (containing responses of plant-specific technical information from one of your individual plants) into your full survey response from any or all water treatment plants associated with your system. If multiple plants sent you data for import, you must process them one at a time as described below.

To import an individual plant's responses into your full survey form, click the *Import/Export* item on the navigation panel, or on the main eSurvey menu. The screen will provide some instructional text, as well as a button that will launch the import routine. Click the *Select an Import File* button to browse to the file location of the database file you would like to import, click on the filename, and then click the *Open* button.

The eSurvey will compare the import database with your main eSurvey database to verify that their structures are identical (i.e., the database that you are importing is associated with the WTP eSurvey). If their structures are not identical, you will receive an error and the import will not be completed. In this case, you should communicate with your plant to ensure that you are accessing the correct file path. If problems persist, contact WTSurvey@erg.com for technical support.

Once the eSurvey determines that the import database and your main eSurvey database structures are identical, the eSurvey will check to see if data were previously entered or imported for the plant found in the import database. If data already exists for the plant, you will be notified and asked if you would like to continue anyway. If you select Yes, the data for the selected plant in the main eSurvey database will be overwritten with data contained in the import database. If you select No, the import process will be cancelled.

After importing WTP data, the plant will appear in the Water Treatment Plant List. You can access this list by expanding the *Technical Section* in the navigation panel and then clicking *2. Treatment Plant Info*.

7.2 **WTP Users – Export Answers to Plant-Specific Questions**

If you are a WTP User, click *Export WTP Info* to export Questions 2 and 3 into a stand-alone database file that you can forward to your utility. Your utility will then import your information into their full survey response. Instructions for performing the export are provided below.

To export your plant-specific responses into a database file that you can forward to your utility for inclusion in their full survey response, click the *Import/Export* item on the

navigation panel, or on the main eSurvey menu. The screen will provide some instructions, as well as a button that will launch the export routine. Click the *Export* button to browse to the location where you would like to save your export file. Find the location where you wish to store your file and enter a valid name for the file. (Note that the file will be a Microsoft Access database and must, therefore, have the extension ".mdb".) Make sure to note the name and location of your export file and click the *Open* button.

The eSurvey will check to see if a file with the name you entered exists in the location you specified. If a file does already exist, you will be asked to enter a new file name and/or location. After you enter a unique file name and location, the eSurvey will begin the export process. After the export process is complete, you will receive a message that the export was successfully completed along with a reminder of the file name and location.

After exporting your plant-specific data, you will need to send the newly-created file to your utility to import into their full survey response.

Appendix A
Sample Survey Response Team Organization Sheet

This sample sheet may be modified as necessary and used to identify the key personnel providing responses to the WTP survey. It is recommended that copies of this contact sheet be provided to all key personnel.

Role	Name	Contact Information (Phone/email/address)	Responsibilities
Primary Utility Contact			<ul style="list-style-type: none"> -Overall coordinator for completion of the utility's master WTP eSurvey response. -Selects team of key personnel who will provide responses to each part of the survey, and for each of the system's treatment plants. -Provides direction and instructions to the key personnel in: 1) obtaining the survey, 2) responding to the questions, 2) performing validation of the responses, 3) submitting the responses for compilation into the master system eSurvey response, 4) compiling the individual responses into the master system eSurvey response, 5) performing a final validation of the master survey response, and 6) certifying the master survey response. -Installs the master version of the eSurvey software. Any staff responding to Question 1, and Questions 4 through 13 will need to enter response information in this location. -Respond to Question 1. -Imports water treatment plant responses -Certifies the master survey response -Submit file to EPA. -Serves as primary contact to EPA in responding to follow up questions on the responses provided in the survey.
Utility Financial Responder			<ul style="list-style-type: none"> -Access the installed version of the eSurvey application that the Primary Contact installed. -Respond to Questions 4-13. -Check and Validate Responses. -Notify utility primary contact that responses to Questions 4-13 are complete.

Role	Name	Contact Information (Phone/email/address)	Responsibilities
Plant Responder 1			<ul style="list-style-type: none"> -Obtain and install the eSurvey software. -Respond to Questions 2-3. -Validate responses. -Export or print Questions 2-3 responses and transmit to utility.
Plant Responder 2			<ul style="list-style-type: none"> -Obtain and install the eSurvey software. -Respond to Questions 2-3. -Validate responses. -Export or print Questions 2-3 responses and transmit to utility.
Plant Responder 3			<ul style="list-style-type: none"> -Obtain and install the eSurvey software. -Respond to Questions 2-3. -Validate responses. -Export or print Questions 2-3 responses and transmit to utility.
[insert as many Plant responders as needed]			<ul style="list-style-type: none"> -Obtain and install the eSurvey software. -Respond to Questions 2-3. -Validate responses. -Export or print Questions 2-3 responses and transmit to utility.

Note: One person may fill multiple roles in the eSurvey response.

Appendix B
Sample Instructions for Individual WTPs

We are required to provide information about our water treatment plant operations to EPA. Please complete the following activities:

- Install the provided file
 - ✓ The minimum PC configuration requirements for installation and use of WTP eSurvey are:
 - Windows 98, Windows XP, or Windows 2000.
 - 800 MHz processor speed.
 - 256 MB RAM.
 - Monitor with screen resolution of at least 800 x 600 pixels.
 - ✓ To install the WTP eSurvey from the CD-ROM:
 - Exit from any open applications, including tool bars.
 - Insert the WTP eSurvey CD-ROM into your CD-ROM drive.
 - From the Windows START menu, select Run...
 - Click the Browse button and navigate to the directory assigned to your CD-ROM drive.
 - Type “setup.exe” and click OK.
 - The install will prompt you to enter a name for the directory in which the WTP eSurvey will be installed. Follow the instructions on the screen.
- On the Start Survey Screen, indicate that you are a plant user.
- Review the Getting Started Guide
- At a minimum, read the following sections of the User’s Guide
 - Section 1.7 – Definition of Key Terms;
 - Section 2 (all) – Getting Started;
 - Section 4 (all) – WTP eSurvey Menus; and
 - Section 5 (all) – WTP eSurvey Reports.
- Respond to Questions 2 and 3.
- Verify your responses by clicking the Validation option in the left navigation panel or using the Validation menu.
- Make any adjustments as needed to address validation errors.
- Click the Import/Export menu and export your response to an electronic file.
- Forward that file to [insert name of appropriate utility staff personnel] at [insert location information] via [insert method to transfer file].

Please contact [insert name of appropriate utility staff personnel] at [insert contact information] if you need assistance preparing your response.