

- Monitoring and Reporting.
 - A. **BACTERIOLOGICAL MONITORING**; As per approved Sample Siting Plan (attached), required monthly, report to the Department by the 10th of each month, following the sample.
 1. If sample positive, take four repeat samples at once.
 2. Take five routine samples the month following a positive sample.
 3. Keep bacteriological results for five years.
 4. Keep any corrective action for sampling for three years.
 5. Description of system-wide disinfection procedures.
 - B. **CHEMICAL MONITORING**; as required by the Department, forward results to the Department.
 1. Keep chemical results for ten years.
 2. Keep variance and exemptions for five years.
 3. List responsibilities, qualifications, and training of operating personnel.
- Component repair and replacement.
 - A. **SCHEMATIC**
 1. A schematic or accurate diagram of all distribution lines and valves will allow the water system to respond to emergency breaks effectively and is an integral part of the O & M Plan.
 2. Who is contacted if the repair cannot be done by the water system?
 3. Disinfection and bacteriological testing must be performed after completion of the repair.
- Response to violations.
 - A. **PUBLIC NOTIFICATION** of violation required.
 1. Notification shall be given as per "Emergency public notification" method on record with the Department (attached), or in a manner directed by the Department.
 2. State problem and what has been done to correct it.
 3. Send a copy of the notification to the Department.
 4. Keep Tier 1, 2, or 3 public notification for three years.
- Consumer complaint response procedures.
 - A. **CONSUMER COMPLAINT** procedures.
 1. Record in complaint log (name, address and nature of the problem).
 2. Investigate the complaint.
 3. Verify or dismiss the complaint.
 4. Record the steps taken to address or correct the problem.
 5. Notify complainant of action taken.
 6. Keep complaint records with corrective action for five years.
- Emergency Operational Practices.
 - A. List of **equipment on hand** for emergency repairs.
 1. Miscellaneous wrenches.
 2. Leak clamps.
 - B. List of sources of needed **equipment, not on hand**.

Name	Address	Phone #	Equipment	Rental/ Contract
			Steel Tank Welder	
			Electrical repair	
			Digging equipment	
			Generator	
			Chemicals	

C. List of distributors or suppliers of **replacement parts** for the system.

Name	Address	Phone #	Equipment
			PVC pipe, valves, and fittings
			pumps, pressure tank and gauges
			Chlorinator

D. List of **emergency contact numbers**:

	Name	Phone #
1.	Health Department or DHS District Office	
2.	Law Enforcement -	
3.	Electrician	
4.	Laboratory	
5.	Pump repair service	
6.	Chemical disinfectant supplier	
7.	Equipment supplier	
8.	Owner	

(Attachments)