### Example: OPERATIONS PLAN FOR GROUNDWATER SYSTEMS

Brief description:

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- Routine Operational Procedures for each component of the system:
  - A. Visual inspection of **WELL** (daily).
    - 1. Check for the following; leaks, openings, lubricants, electrical hazards, chemical hazards, etc. (record observations and correct problem).
    - 2. Check the pump for proper operation.
  - B. Visual inspection of the **STORAGE TANK** (daily).
    - 1. Inspect for any leaks or damage (record observations and repair as needed).
    - 2. Check **PRESSURE GAUGE**, record system pressure. Record the pressure the pump turns on, the pressure the pump turns off and the duration of the run time.
    - 3. Cleaning of **STORAGE TANK** (semi-annually). Record date cleaned and observations.

### C. Maintenance of **GAUGES and METERS**.

- 1. Inspect all gauges and meters for leaks and proper function daily. Repair or replace as needed (keep record of date).
- 2. Maintenance and testing of backflow prevention devices, if present.
- D. Inspection and exercising of the VALVES.
  - 1. Inspect valves for leaks (record observations, repair or replace if leaking).
  - 2. Exercise valves (semi-annually, record dates on attached sheet).
- E. Operation and maintenance of **DISTRIBUTION** facilities.
  - 1. Visually inspect the distribution system for leaks on a regular basis. Record date and observations.
  - 2. Flush dead end mains (semi-annually, record date and observations).

- Monitoring and Reporting.
  - A. **BACTERIOLOGICAL MONITORING**; As per approved Sample Siting Plan (attached), required monthly, report to the Department by the 10<sup>th</sup> 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.

Α.

- 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)