OPERATIONS PLAN FOR \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Water System

Type of System: [ ] Community [ ] NTNC [ ]  TNC [ ]  Cal Code [ ]  State Small

Number of People Served: \_\_\_\_\_\_\_\_\_ Number of Service Connections: \_\_\_\_\_\_\_\_\_

Water system consists of the following components (indicate # if more than 1)

[ ] Groundwater well(s) [ ] Storage tank(s)

[ ] Pressure tank(s) [ ] Treatment unit (Chlorine/Nitrate Removal/Arsenic Removal)

Responsible Personnel (Title and Signature):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Routine Operational Procedures (with suggested frequencies)**

* 1. Inspection of **WELL** (weekly)
		1. Check for the following: leaks, openings, lubricants, electrical hazards, chemical hazards, operational problems, pump issues.
		2. Record observations and correct problems.
	2. Inspection of the **PRESSURE/STORAGE TANK** (weekly)
		1. Check for **LEAKS OR DAMAGE.**  Record observations and repair as needed.
		2. Check **PRESSURE GAUGE**. Record system pressure.
		3. Clean **STORAGE TANK** (semi-annually). Record date cleaned and observations.
	3. Inspection of **GAUGES and METERS**.
		1. Check all gauges and meters for leaks and proper function. Repair or replace as needed. Record dates.
	4. Inspection and exercising of the **VALVES**
		1. Check valves for leaks (monthly). Record observations, repair or replace if leaking.
		2. Exercise valves (semi-annually). Record dates.
	5. Operation and maintenance of **DISTRIBUTION** facilities.
		1. Visually inspect the distribution system for leaks on a regular basis.

Record date and observations.

* + 1. Flush dead end mains (semi-annually). Record date and observations.
	1. Operation and maintenance of **TREATMENT** facilities (if applicable). Please address thoroughly in a separate document.

* 1. Maintenance and testing of **BACKFLOW PREVENTION** devices.
		+ 1. Have all testable backflow prevention devices tested by a Certified Backflow Tester on a yearly basis. Submit backflow test reports to YCEH within 30 days of the test date.
			2. Inspect all other backflow prevention devices (such as hosebibb vacuum breakers) for appropriate placement and function. Replace all missing devices.

**Monitoring and Reporting**

1. **BACTERIOLOGICAL MONITORING**; As per approved Sample Siting Plan (attached), report analysis results to YCEH by the 10th of the following month.
	1. If sample is positive, YCEH will direct you to take four repeat samples within 24 hours.
	2. Transient Non Community Systems on quarterly sampling: Take 3 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. Submit a description of system-wide disinfection procedures.
2. **CHEMICAL MONITORING**; as required by YCEH. Report analysis results to YCEH by the 10th of the following month.
	1. Keep chemical results for ten years.
	2. Keep variance and exemptions for five years.
	3. List responsibilities, qualifications, and training of operating personnel.

**Repairs and Emergency Procedures**

# Prepare an updated WATER SYSTEM SCHEMATIC or diagram of all distribution lines and valves. This will aid the water system in responding to emergency breaks effectively.

# After completion of a repair, DISINFECTION AND BACTERIOLOGICAL TESTING must be performed. (Please describe emergency disinfection procedures including holding times, target chlorine levels, flushing): Only NSF 60 certified disinfection products may be used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# List of EMERGENCY CONTACT NUMBERS – Who will be contacted if the water system cannot perform the required repairs?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Emergency Contact | Name | Phone Number |
| 1. | Environmental Health/State Water Board |  |  |
| 2. | Law Enforcement  |  |  |
| 3. | Electrical Repair |  |  |
| 4. | Water System Owner/Operator |  |  |
| 5. | Hydropneumatic Tank Repairs |  |  |
| 6. | Well and Pump repair service |  |  |
| 7. | Water System Equipment supplier |  |  |
| 8. | Chemical disinfectant supplier |  |  |
| 9 | Emergency power generator |  |  |
| 10. | Laboratory |  |  |

**Response to violations**

1. **PUBLIC NOTIFICATION** of violation required.
	1. Notification shall be given according to the method described in the system’s "Emergency Notification Plan" on record with YCEH, or in a manner directed by YCEH
	2. Emergency Notification Templates can be found at the State Water Resources Control Board website: <https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Notices.html>
	3. Send a copy of the notification to YCEH.
	4. Keep Tier 1, 2, or 3 public notification for three years.

**Consumer complaint response procedures**

1. **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.