

Waterworks Operator Training Newsletter

April 2016

Good afternoon! Attached is the April 2016 Operator Training Newsletter for all MSDH-BPWS Regions and following this message are the trainings for your particular region. If you have questions about the counties in your MSDH region, please see the map on the fourth page of the attachment to this e-mail.

Also, remember to please contact the training agency to make sure the training will be held. The information contained in this document was gathered from the MSDH-BPWS Training Calendar, so we have no information about if a particular training may be cancelled due to unforeseen circumstances.

The water situation in Flint, MI, has steadily gained media coverage and has caused water quality to become nationwide front-page news. The Flint water crisis has even been addressed in various presidential debates. This level of media coverage leads to customers developing skepticism about the quality of their own drinking water, even if there's nothing wrong.

The attached article from EPA outlines some best practices suggestions for talking to customers about possible contaminants in drinking water. Technical language and inaccurate media coverage tends to lead to customer alarm. Often, customers only need a simple explanation of what's being discussed in the media and how it affects them directly in order to feel more secure about their drinking water. Systems that provide this type of reassuring and informative discussion or outreach are developing better informed customers. As the article states, every communication with the public provides an opportunity to:

- Build the public's trust
- Develop closer ties to your community
- Explain your utility's commitment to delivering safe drinking water
- Prepare the public for future communication about health risks
- Gain support for investment in their water system

Thank you for your dedication and cooperation.

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Talking To your Customers about Chronic Contaminants in Drinking Water

a best Practices guide



This fact sheet will help you understand the importance of communicating with the public about chronic contaminants – both regulated and unregulated. It also describes effective strategies for getting your message out.

What Are Chronic Contaminants?

Drinking water contaminants that can cause health effects after continuous long-term exposure at levels greater than the maximum contaminant level (MCL) are considered “chronic” contaminants. Examples of chronic drinking water contaminants regulated by EPA include inorganic contaminants like arsenic, cadmium, and copper; organic contaminants such as pesticides and industrial chemicals; and radiological contaminants like radium and uranium.

In contrast, “acute” contaminants can cause short-term health effects within hours or days of exposure. Microbes such as *E. coli* and *Cryptosporidium* are examples of contaminants that can cause an acute health risk. Some chronic-type contaminants can also fall in this category if they are present at high enough concentrations to cause immediate health effects. For example, nitrate levels over the MCL can cause “blue-baby” syndrome in children less than 6 months.

What Do My Customers Want To Know About Chronic Contaminants?

Your customers are likely to wonder:

- What types of chronic contaminants are in my drinking water?
- How do they get into my drinking water?
- Should I be concerned?
- What are the health effects?
- What is EPA’s standard for these contaminants?
- What is my drinking water utility doing to reduce or remove these contaminants?

EPA’s Web site has extensive information on each regulated contaminant and has several fact sheets on chronic contaminants that you can print out or order for your customers. For more information on the contaminants that are currently regulated by EPA, go to the EPA Web site at <http://www.epa.gov/safewater/contaminants/>.

Why Should I Talk To My Customers About Chronic Contaminants?

It is important that the public understands that there are no immediate health risks from consuming drinking water containing a regulated chronic contaminant at levels below the MCL. Customers should be aware that chronic contaminant levels exceeding the MCL could cause cancer, liver or kidney problems, reproductive difficulties, or other health effects. In addition, sensitive groups of people, such as the young, elderly, pregnant women, and cancer patients may be more susceptible to adverse health effects at any level of exposure.

Every communication with the public provides an opportunity to:

- Build the public’s trust;
- Develop closer ties to your community;
- Explain your utility’s commitment to delivering safe drinking water;
- Prepare the public for future communication about health risks; and
- Gain support for investment in their water system.

How Are Chronic Contaminants Regulated?

In 1974, Congress passed the Safe Drinking Water Act (SDWA) to give EPA the authority to set standards to ensure the safety of drinking water provided by public water systems. The SDWA, which was amended in 1986 and 1996, directs EPA to establish non-enforceable health goals called maximum contaminant level goals (MCLGs) which reflect the level at which no adverse health effects are expected from a particular contaminant. Once an MCLG is established, EPA sets enforceable standards for contaminants called maximum contaminant levels (MCLs). MCLs are set as close to the health goals as possible considering cost, benefits, and the ability of public water systems to detect and remove contaminants using appropriate treatment technologies. When there is no reliable method to measure a contaminant that is economically and technically feasible, EPA develops a treatment technique requirement rather than an MCL. EPA continues to assess the occurrence of unregulated contaminants through the Unregulated Contaminant Monitoring Regulation (UCMR). Information about the UCMR can be found at <http://www.epa.gov/safewater/ucmr/>.

What Kind of Public Notification about Chronic Contaminants is Required?

EPA published a revised Public Notification Rule on May 4, 2000 to make it easier and more effective to communicate with consumers. Public notification is required for any of the following SDWA violations:

- Exceedances of maximum contaminant levels (MCLs) or maximum residual disinfectant levels (MRDLs);
- Violation of treatment techniques;
- Monitoring and testing procedure violations; and
- Failure to comply with the schedule of a variance or exemption.

Other situations (not violations) that require public notification include:

- Operation under a variance or exemption;
- Occurrence of a waterborne disease outbreak or other waterborne emergency;
- Exceedance of the secondary maximum contaminant level for fluoride;
- Availability of unregulated contaminant monitoring results;
- Exceedance of the nitrate MCL in non-community systems that have been granted permission by the primacy agency to continue to exceed the nitrate MCL of 10 mg/l (although they must not exceed 20 mg/l).

More information on public notification requirements can be found at <http://www.epa.gov/safewater/publicnotification/>.

How Can I Talk To My Customers?

When proactively engaging the public about chronic contaminants, public water systems have many options. In addition to providing required annual Consumer Confidence Reports, other avenues for communication may include:

- Host public meetings;
- Invite the public on facility tours;
- Publish articles in local newspapers;
- Provide interviews on local television and radio programs;
- Host a Web-based discussion forum;
- Post notices in places groups congregate (grocery stores, community centers, health clinics, etc.);
- Use bill inserts; and
- Partner with local government officials, healthcare providers, religious institutions, elder care providers, and other community leaders to share information.



What Are Some Best Practices For Effective Communication About Chronic Contaminants?

If you expect that your public water system will exceed EPA's standard for a contaminant or that the costs of compliance may require public funding, communicate early and often. The most effective communication efforts follow these simple steps:

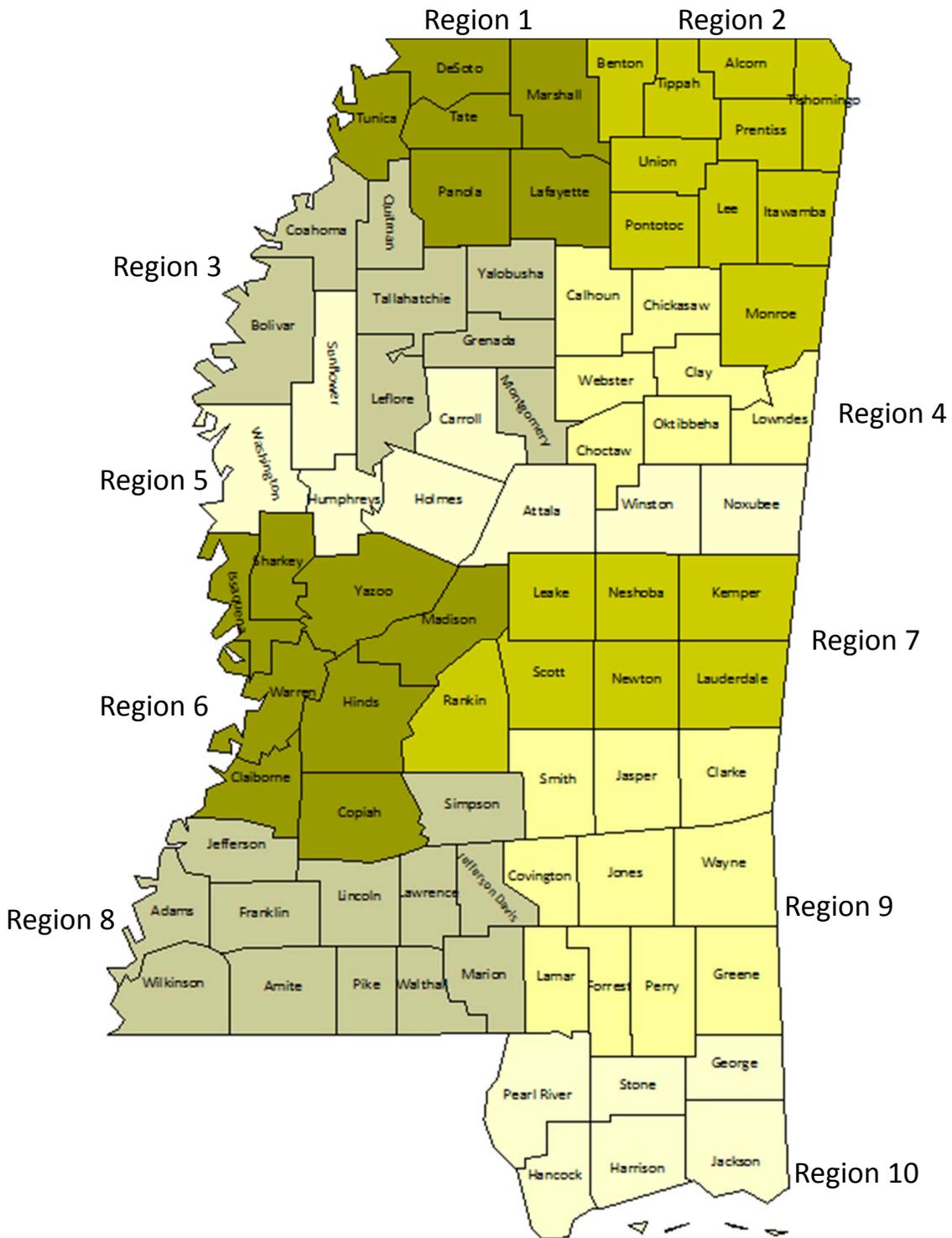
- Provide simple, straightforward, and consistent messages;
- Describe potential adverse health effects and populations at risk;
- Describe actions you are taking to correct the situation and when you anticipate it will be resolved;
- Describe actions the consumer can take such as using alternate water supplies and when to seek medical help;
- Provide links to useful information resources such as EPA's Web site.
- Use graphics, photographs, maps, charts, and drawings to illustrate your messages;
- Assume that consumers will only read the top half of the notice or what can be read in ten seconds;
- Display important elements in bold and/or large type in the top half of the notice;
- Communicate in multiple languages to meet the needs of your non-English speaking consumers; and
- Include contact information for further information in all communications.

Where Can I Learn More About Chronic Contaminants and Communication?

To learn more about chronic contaminants, visit EPA's Safe Drinking Water Web site at <http://www.epa.gov/safewater> or call the Safe Drinking Water Hotline at 1-800-426-4791.

A useful primer on health risk communication can be found at <http://www.atsdr.cdc.gov/risk/riskprimer/>.

MSDH-BPWS Region Map



**MSDH Region 1 includes the counties of:
Desoto, Lafayette, Marshall, Panola, Tate and Tunica**

Tuesday, April 12

MWPCOA Operator Training

9:00 AM - 4:00 PM

Contact Person: David Karr at 662-563-6623

Training Location: Batesville Civic Center, 290 Civic Center Dr., Batesville (Panola County)

Training Topics:

- Distribution System Water Quality
- Distribution Components
- Chlorine Residual
- Sampling
- Flushing

Total Training Hours: 6 with 3 Regulatory

Wednesday, April 20

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Batesville City Hall, 106 College St., Batesville (Panola County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, April 21

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Northeast EPA, Hwy 30 at Hwy 7 Bypass, Oxford (Lafayette County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, April 28

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: City Hall, 160 S. Memphis St., Holly Springs (Marshall County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

**MSDH Region 2 contains the counties of:
Alcorn, Benton, Itawamba, Lee, Monroe, Prentiss, Pontotoc, Tippah,
Tishomingo and Union**

Thursday, April 7

MS811 Training

9:00 AM - 10:45 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Saltillo City Hall, 395 Mobile St., Saltillo (Lee County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, April 7

MsRWA Operator Training

8:00 AM - 3:30 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: City of Pontotoc, Public Works Building, 140 W. Reynolds St., Pontotoc (Pontotoc County)

Training Topics:

- GPS/ GIS
- Mapping
- RTCR
- MS811
- Preventing Damage to Underground Utilities

Total Training Hours: 6 with 3 Regulatory

Tuesday, April 12

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Corinth Gas and Water, 305 W. Waldron St., Corinth (Alcorn County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, April 14

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Prentiss County Agri-Center, 230 N 2nd St., Booneville (Prentiss County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Tuesday, April 19

MS811 Training

10:00 AM - 12:00 PM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: 112 Fairground Cr., New Albany (Union County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Tuesday, April 26

MS811 Training

10:00 AM - 12:00 PM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Country Inn Too, 716 South Line St., Ripley (Tippah County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

**MSDH Region 3 contains the counties of:
Bolivar, Coahoma, Grenada, Leflore, Montgomery, Quitman, Tallahatchie, and
Yalobusha**

Tuesday, April 5

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Jerry Kennemur at 662-415-2904

Training Location: Atmos Energy, 13000 New Afrida Rd., Clarksdale (Coahoma County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Wednesday, April 6

MsRWA Operator Training

8:00 AM - 3:30 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Coahoma Community College, Pinnacle Building, 3240 Friars Point Rd., Clarksdale (Coahoma County)

Training Topics:

- GPS/ GIS
- Mapping
- RTCR
- MS811
- Preventing Damage to Underground Utilities

Total Training Hours: 6 with 3 Regulatory

Tuesday, April 12

MsRWA Hands On Operator Training

8:00 AM - 3:00 PM

Contact Person: Randy Turnage at 601-857-2433

Training Location: Taylor Hall, 600 Butler St., Grenada (Grenada County)

Training Topics:

- RWEAC/ Emergency Response
- Energy Conservation
- Altitude Valve Maintenance/ Repair
- MSDH Update
- Chlorine Safety

Total Training Hours: 6 with 3 Regulatory

Thursday, April 21

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Henry Greer at 601-942-2106

Training Location: Atmos Office, Greenwood (Leflore County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

**MSDH Region 4 contains the counties of:
Calhoun, Chickasaw, Choctaw, Clay, Lowndes, Oktibbeha and Webster**

Thursday, April 14

MWPCOA District 8 Bimonthly Meeting

6:30 PM - 8:30 PM

Contact Person: George Hinnant at 662-295-2792

Training Location: Ruben's Fish and Steakhouse, 171 Moore's Creek Rd., Columbus (Lowndes County)

Training Topics:

- Business Meeting
- Operator Forum

Total Training Hours: 2 with 0 Regulatory

**MSDH Region 5 contains the counties of:
Attala, Carroll, Holmes, Humphreys, Noxubee, Sunflower, Washington and
Winston**

There are no trainings for the month of April for this region.

**MSDH Region 6 contains the counties of:
Copiah, Claiborne, Hinds, Issaquena, Madison, Sharkey, Warren and Yazoo**

Thursday, April 21

MsRWA Operator Training

8:00 AM - 3:30 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: City of Jackson, OB Curtis Water Treatment Plant, 100 OB Curtis Rd., Ridgeland (Madison County)

Training Topics:

- GPS/ GIS
- Mapping
- RTCR
- Generators

Total Training Hours: 6 with 2 Regulatory

**MSDH Region 7 contains the counties of:
Kemper, Lauderdale, Leake, Neshoba, Newton, Rankin and Scott**

Tuesday, April 5

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Henry Greer at 601-942-2106

Training Location: Central Water Association, Philadelphia (Neshoba County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Thursday, April 14

MWPCOA Operator Training

9:00 AM - 4:00 PM

Contact Person: Rusty Lyons at 601-572-7783

Training Location: MSU Scott County Extension Office, 230 South Davis St., Forest (Scott County)

Training Topics:

- Distribution System Water Quality
- Distribution Components
- Chlorine Residual
- Sampling
- Flushing

Total Training Hours: 6 with 3 Regulatory

**MSDH Region 8 contains the counties of:
Adams, Amite, Franklin, Jefferson, Jefferson Davis, Lincoln, Marion, Pike,
Simpson, Walthall, Wilkinson**

Wednesday, April 6

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: City Hall Brookhaven, 301 First St., Brookhaven (Lincoln County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Tuesday, April 12

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: City Hall Columbia, 201 Second St., Columbia (Marion County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Wednesday, April 20

MsRWA Hands On Operator Training

8:00 AM - 3:30 PM

Contact Person: Robby Mayfield at 601-857-2433

Training Location: Lincoln Rural Water Association, 1436 East Monticello Rd. Hwy 184, Brookhaven (Lincoln County)

Training Topics:

- GPS/ GIS
- Mapping
- RTCR
- Generators

Total Training Hours: 6 with 2 Regulatory

Thursday, April 28

MWPCOA District 7 Bimonthly Meeting

11:00 AM - 1:00 PM

Contact Person: Cathy Van Dan at 601-814-0998

Training Location: Golden Corral, 200 Anna Dr., McComb (Pike County)

Training Topics:

- Radio Read Meters
- History of Water Meters

Total Training Hours: 2 with 0 Regulatory

**MSDH Region 9 contains the counties of:
Clarke, Covington, Forrest, Greene, Jasper, Jones, Lamar, Perry, Smith and
Wayne**

Thursday, April 7

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: Wilmut Gas Operation Center, 1614 W 4th St., Hattiesburg (Forrest County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory

Tuesday, April 12

MsRWA Board Member Management Training

8:00 AM - 5:00 PM

Contact Person: Monica Adcock at (601) 857-2433

Training Location: Magnolia Center, 1457 Ellisville Blvd., Laurel (Jones County)

Training Topics:

- Laws & Regulations
- Duties & Responsibilities
- Operation & Maintenance
- Management & Finance
- Rate Setting
- Long Range Planning
- Customer Service
- Community Relations
- Emergency Preparedness

Total Training Hours: 8 with 2 regulatory hours

**MSDH Region 10 contains the counties of:
George, Hancock, Harrison, Jackson, Pearl River and Stone**

Wednesday, April 13

MS811 Training

9:00 AM - 11:00 AM

Contact Person: Charles Stallings at 228-234-1795

Training Location: Sr Center, 1912 Live Oak Ave., Pascagoula (Jackson County)

Training Topics:

- MS Dig Law
- Damage Prevention

Total Training Hours: 2 with 1 Regulatory
