

Water Lines

What's New

SDW Hotline Report

In This Issue

| | |
|---|--------------------|
| What's New..... | 1 |
| Quarterly Trend..... | 2 |
| Frequently Asked Qs & As..... | 3 |
| Did You Know..... | 4 |
| Hotline Stats..... | 5 |
| Appendix A..... | 11 |

Top Ten Caller Topics

| Topic | Number of Questions | Percent of Total Questions |
|------------------------------|---------------------|----------------------------|
| Local Drinking Water Quality | 340 | 13 |
| Tap Water Testing | 301** | 12 |
| CCR | 178 | 7 |
| Bottled Water | 146 | 6 |
| Lead | 136 | 5 |
| Home Water Treatment Units | 127 | 5 |
| Coliforms | 110 | 4 |
| MCL List | 107 | 4 |
| Household Wells | 96 | 4 |
| Public Notification | 94 | 4 |

*A total of 2,537 questions from callers were answered by the Hotline in the 2nd Quarter of FY 2008.

**Citizens who obtain their drinking water from private household wells asked 10 percent of the tap water testing questions.

Calls and ECSS Questions and Comments

| Calls*** | ECSS Questions**** | Total |
|----------|--------------------|-------|
| 1,993 | 201 | 2,194 |

***A single call may generate multiple questions.

**** Questions registered through EPA's Enterprise Customer Service Solution knowledge base at the OGWDW Web site.

Published Quarterly

See past reports at

<http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National

Toll-free No.: (800) 426-4791

For More Information Contact:

Harriet Hubbard, EPA Project Officer

(202) 564-4621

Operated by

The Track Group / Booz Allen Hamilton

Under Contract #GS-23F-0135N/1140

New Publications/Resources:

National Capacity Development Strategic Plan (EPA816-K-07-003) is available at www.epa.gov/safewater/smallsys/ssinfo.htm.

Total Coliform Rule Monitoring Requirements: Community Water Systems Serving 1,001 - 10,000 People (EPA816-F-08-004) is available at www.epa.gov/safewater/tribal.html.

Total Coliform Rule Monitoring Requirements: Community Water Systems Serving 25 - 1,000 People (EPA816-F-08-005) is available at www.epa.gov/safewater/tribal.html.

Total Coliform Rule Monitoring Requirements: Noncommunity Water Systems Serving 1,001 - 10,000 People (EPA816-F-08-006) is available at www.epa.gov/safewater/tribal.html.

Total Coliform Rule Monitoring Requirements: Noncommunity Water Systems Serving 25 - 1,000 People (EPA816-F-08-007) is available at www.epa.gov/safewater/tribal.html.

Surface Water Treatment Rules Monitoring Requirements (SWTR/LT1ESWTR): Systems Serving Less Than 10,000 People Using Conventional or Direct Filtration (EPA816-F-08-001) is available at www.epa.gov/safewater/tribal.html.

Surface Water Treatment Rules Monitoring Requirements (SWTR/LT1ESWTR) Systems Serving Less Than 10,000 People Using Slow Sand, Diatomaceous Earth, or Alternative Filtration (EPA816-F-08-002) is available at www.epa.gov/safewater/tribal.html.

Surface Water Treatment Rules Monitoring Requirements (SWTR/LT1ESWTR): Unfiltered Systems Serving Less Than 10,000 People (EPA816-F-08-003) is available at www.epa.gov/safewater/tribal.html.

Nitrate Monitoring Requirements: Community and Non Community Water Systems (EPA816-F-08-008) is available at www.epa.gov/safewater/tribal.html.

Fact Sheet: Third Drinking Water Contaminant Candidate List (CCL 3) (EPA815-F-08-001) is available at www.epa.gov/safewater/ccl/ccl3.html.

Candidate Contaminant List Microbes: Identifying the Universe (EPA815-R-08-005) is available at www.epa.gov/safewater/ccl/ccl3.html.

Candidate Contaminant List 3 Microbes: Screening to the PCCL (EPA815-R-08-006) is available at www.epa.gov/safewater/ccl/ccl3.html.

Candidate Contaminant List 3 Microbes: PCCL to CCL Process (EPA815-R-08-007) is available at www.epa.gov/safewater/ccl/ccl3.html.

Candidate Contaminant List 3 Chemicals: Identifying the Universe (EPA815-R-08-002) is available at www.epa.gov/safewater/ccl/ccl3.html.

New Publications/Resources (continued):

Candidate Contaminant List 3 Chemicals: Screening to a PCCL (EPA815-R-08-003) is available at www.epa.gov/safewater/ccl/ccl3.html.

Candidate Contaminant List 3 Chemicals: Classification of the PCCL to CCL (EPA815-R-08-004) is available at www.epa.gov/safewater/ccl/ccl3.html.

Fact Sheet: Aircraft Drinking Water Rule (EPA816-F-08-011) is available at www.epa.gov/safewater/airlinewater/regs.html.

Ground Water Rule Source Water Monitoring Methods Guidance (EPA815-R-07-019) is available at www.epa.gov/safewater/disinfection/gwr/compliancehelp.html.

Calendar:

| Who? | What? | Where? | When? | More Information |
|------|---|----------------|----------------------|--|
| EPA | National Drinking Water Week | Nationwide | May 4-10, 2008 | www.epa.gov/safewater/waterweek |
| EPA | Meeting of the Total Coliform Rule Distribution System Advisory Committee | Washington, DC | April 9-10, 2008 | |
| EPA | National Ground Water Awareness Week | Nationwide | March 9-15, 2008 | www.epa.gov/safewater/groundwaterawareness |
| EPA | Public Workshop to Discuss Management of Underground Injection of Carbon Dioxide for Geologic Sequestration | Arlington, VA | February 26-27, 2008 | |
| EPA | Meeting of the Total Coliform Rule Distribution System Advisory Committee | Washington, DC | February 20-21, 2008 | |
| EPA | Meeting of the Total Coliform Rule Distribution System Advisory Committee | Washington, DC | January 16-17, 2008 | |
| EPA | Drinking Water Security Workshops | Various | On-going | www.epa.gov/safewater/security |
| DWA | SDW Regulatory Compliance Training | Various | On-going | www.epa.gov/safewater/dwa/calendar.html |

Quarterly Trend

In February 2008, *Reader's Digest* magazine published an article looking at the safety of bottled water and the plastic packaging it comes in. The article also touched on how the use of tap water and transporting it in reusable containers can be a viable option for reducing the stress placed on the planet through the manufacture and disposal of plastic water bottles. The Safe Drinking Hotline phone number was included in this article for those looking for more information on the safety of tap water. Because the article did not contain any other phone numbers, the Hotline received many calls from citizens who read the article and had very specific bottled water questions that the Hotline could not answer. Hotline Staff used their public service skills to offer information concerning the purview of the SDW Hotline, EPA's regulations for tap water, as well as referrals to the Food and Drug Administration, International Bottle Water Association, and organizations such as NSF International that perform testing on bottled water.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: Is there a requirement to include Initial Distribution System Evaluation (IDSE) monitoring results for TTHMs and HAA5s in the CCR?

A: Yes. The system is required to include individual sample results for the IDSE when determining the range of TTHM and HAA5 results to be reported in the annual consumer confidence report for the calendar year that the IDSE samples were taken (40 CFR 141.153(d)(4)(iv)(C)). However, the IDSE standard monitoring results are not to be used to determine compliance with the MCLs (71 FR 388, 420; January 4, 2006).

Q: A water system is on reduced monitoring for lead and copper. If this system adds new or revised treatment, must the system resume lead and copper sampling as a new system?

A: The State may require a system to resume sampling and collect the number of samples specified for standard monitoring or take other appropriate steps such as increased water quality parameter monitoring or re-evaluation of its corrosion control treatment (40 CFR 141.86(d)(4)(vii)).

Q: Does the Lead and Copper: Short-Term Regulatory Revisions and Clarifications, Final Rule (72 FR 57782; October 10, 2007) require community water systems (CWSs) to include an informational statement about lead in their Consumer Confidence Report (CCR)?

A: Yes. EPA is now requiring that all CWSs include an informational statement about lead in their CCR (40 CFR 141.154(d)). Previously, only CWSs that detected lead above the action level in more than five percent of the homes sampled and up to and including 10 percent of homes, had to include an informational statement in their CCRs (72 FR 57782, 57794; October 10, 2007).

Q: What issues did EPA consider before deciding to require that all water systems include educational lead information in their CCRs?

A: Because exposure to lead can be a localized phenomenon the rule was revised based on concerns that exposure to lead may be taking place, even though the action level is not exceeded. Consumers may not have been receiving sufficient information on how to reduce their exposure to lead. Furthermore, in the situation where there has been a lead action level

exceedance, public education materials may not be delivered immediately. Vulnerable populations could potentially drink water with high levels of lead for months before knowing of the risk. Previous versions of the LCMR mandated that all water systems which detected lead above the action level in more than 5 percent of the homes sampled had to include a short informational notice about lead in their CCR. The 2007 revisions require all CWSs provide information in their CCRs on lead in drinking water. This short statement will be educational in nature and help to ensure that all vulnerable populations or their caregivers receive information concerning how to reduce their risk to lead in drinking water. The new language is intended to help consumers understand the health effects associated with lead, that lead levels can vary from home to home, that they can take steps to reduce their exposure, and provide them with a source for further information (72 FR 57782, 57794; October 10, 2007).

Q: The 2007 Lead and Copper revisions require all community water systems to include lead information in their Consumer Confidence Reports (CCRs) (72 FR 57782; October 10, 2007). Must a water system use the lead statement in 40 CFR 141.154(d)(1) in their CCR or can they incorporate their own language?

A: Systems may write their own educational statements, but only after consulting with the State (40 CFR 141.154(d)(2)).

Q: The Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) requires all public waters systems that use surface water or ground water under the direct influence of surface water to monitor their source water for *Cryptosporidium* (40 CFR 141.701). Are community water systems that are monitoring *Cryptosporidium* as part of the LT2ESWTR required to include the results in the Consumer Confidence Report?

A: Yes. Community Water Systems are required to include the results of source water monitoring for *Cryptosporidium* in their Consumer Confidence Report (*Complying with the Long Term 2 Enhanced Surface Water Treatment Rule: Small Entity Compliance Guide*, EPA815-R-07-015; February 2007).

Q: Did the Arsenic and Clarifications to Compliance and New Source Contaminants Monitoring Final Rule (66 FR 6976; January 22, 2001) modify compliance determination protocol for IOCs, SOCs, and VOCs?

A: Yes. The compliance determination protocol was modified in this rulemaking to provide consistency for all IOCs, SOCs and VOCs. However, an editorial oversight in the publication of this rule resulted in the retention of language for IOC compliance determination in the Code of Federal Regulations at 40 CFR 141.23(i)(2) that does not reflect the intentions of the agency. EPA intends to

consistently implement compliance determinations for IOCs, SOCs, and VOCs, as described in the preamble of the final rule (66 FR 6976, 6990) (*Implementation Guidance for the Arsenic Rule Drinking Water Regulations for Arsenic and Clarifications to Compliance and New Source Contaminants Monitoring*, EPA816-K-02-018; August 2002).

Did You Know?

May 4 – 8, 2008 was National Drinking Water Week. Information and resources about drinking water is available at www.epa.gov/safewater/waterweek.

Quarterly Summary of Hotline Service

| | |
|--|--------|
| Total number of calls received | 8,323 |
| Total number of calls answered | 1,993 |
| ECSS comments and questions requiring a response | 201 |
| Average wait time (in seconds) | 68 |
| Percent of calls satisfied immediately | 99.9% |
| Percent of all calls answered in < 5 min | 96.64% |
| Percent of callbacks answered in 5 days | 100% |
| Number of times callers were transferred to the WSC Wellcare Hotline | 605 |
| Number of times callers listened to recorded message about CCRs | 298 |
| Number of times callers listened to recorded message about local drinking water quality for PWS customers | 404 |
| Number of times callers listened to recorded message about tap water testing and quality for household well owners | 288 |
| Number of times callers listened to recorded message about tap water testing for PWS customers | 591 |

Comparison to Previous Quarter

| | Calls Answered | ECSS Questions and Comments |
|---------------------|----------------|-----------------------------|
| 2nd Quarter FY 2008 | 1,993 | 201 |
| 1st Quarter FY 2008 | 1,762 | 157 |

Top Ten Referrals

| Inquiry Referred to: | Number of Referrals | Percent of Total* Referrals |
|--|---------------------|-----------------------------|
| Local Water System | 317 | 23 |
| State Laboratory Certification Officer | 271 | 20 |
| NSF/WQA/UL | 167 | 12 |
| State Public Water System Supervisor | 123 | 9 |
| EPA Internet | 116 | 9 |
| FDA/IBWA | 112 | 8 |
| Other | 34 | 3 |
| Other Hotlines | 29 | 2 |
| Local Public Health | 29 | 2 |
| AGWT/WSC | 27 | 2 |

*A total of 1,360 referrals to other resources, agencies, and organizations were provided by the Hotline in the 2nd Quarter of FY 2008.

Customer Profiles

| Customer | Calls |
|------------------------------------|--------------|
| Analytical Laboratories | 10 |
| Citizen - Private Well | 142 |
| Citizen - PWS | 1,329 |
| Consultants/Industry/Trade (DW) | 86 |
| Consultants/Industry/Trade (Other) | 34 |
| Environmental Groups | 9 |
| EPA | 12 |
| Other Federal Agency | 0 |
| Government, Local | 12 |
| Government, State | 26 |
| Government, Tribal | 2 |
| Spanish Speaking | 63 |
| International | 2 |
| Media | 4 |
| Medical Professional | 7 |
| Public Water System | 186 |
| Schools/University | 15 |
| Other | 54 |
| TOTALS | 1,993 |

ECSS Activities

| Topic | Number of Questions and Comments |
|-------------------------------|----------------------------------|
| Arsenic | 3 |
| Bottled Water | 8 |
| Compliance/Issues (PWS) | 16 |
| Consumer Concerns | 27 |
| Contaminants and Standards | 33 |
| Definitions | 1 |
| Facts, Figures, and Databases | 6 |
| Household Wells | 23 |
| Other | 50 |
| Local Drinking Water Quality | 14 |
| Long Term 2 ESWT Rule | 3 |
| Source Water Protection | 4 |
| Stage 2 D/DBP Rule | 9 |
| Tap Water Testing | 4 |
| TOTALS | 201 |

Caller Question Topics

| Topics | Number of Questions |
|--|---------------------|
| Microbials/Disinfection Byproducts | |
| Chlorine | 29 |
| Coliforms | 110 |
| Cryptosporidium | 8 |
| Disinfection/Disinfection Byproducts (Other) | 14 |
| Long Term 2 ESWTR | 30 |
| Other Microbials | 35 |
| Stage 2 D/DBPR | 59 |
| Surface Water Treatment (SWTR, ESWTR, LT1FBR) | 1 |
| Trihalomethane (THM) | 11 |
| Home Water Disinfection | 37 |
| Home Water Storage | 1 |
| Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC) | |
| Arsenic | 24 |
| Fluoride | 17 |
| Methyl- <i>tertiary</i> -butyl-ether (MTBE) | 2 |
| Perchlorate | 2 |
| Phase I, II & V | 14 |
| Sodium Monitoring | 5 |
| Sulfate | 3 |
| Lead and Copper | |
| Copper | 20 |
| Lead | 136 |
| Lead Contamination Control Act (LCCA)/Lead Ban | 8 |
| Radionuclides | |
| Radionuclides (Other) | 21 |
| Radionuclides (Radon) | 50 |
| Secondary DW Regulations | |
| Secondary DW Regulations | 46 |
| SDWA Background/Overview | |
| Definitions & Applicability | 13 |
| MCL List | 107 |
| Other Background | 57 |
| SDWA | 72 |

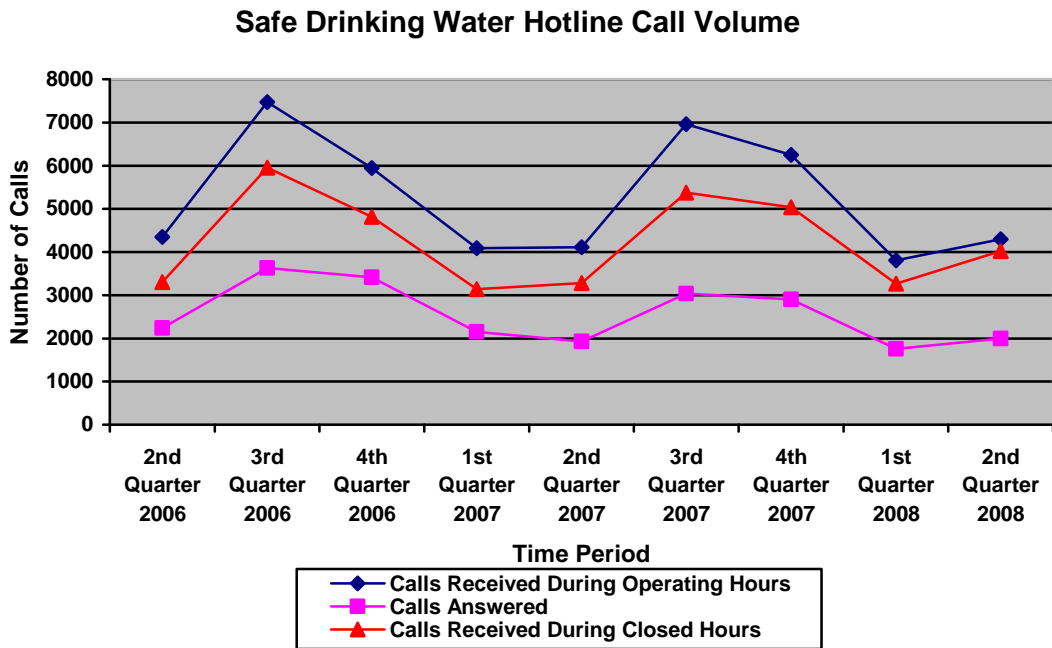
| Topics | Number of Questions |
|--|---------------------|
| Water on Tap | 0 |
| Other DW Regulations | |
| Analytical Methods (DW) | 13 |
| Contaminant Candidate List/ Drinking Water Priority List | 7 |
| Consumer Confidence Report (DW) | 178 |
| DW Primacy (PWS) | 5 |
| Operator (PWS) Certification | 2 |
| Other Drinking Water Security | 4 |
| Public Notification (PWS) | 94 |
| Security Planning Grants | 0 |
| State Revolving Fund (DW) | 2 |
| Unregulated Contaminant Monitoring Rule (UCMR) | 30 |
| Other Drinking Water | |
| Additives Program | 8 |
| Bottled Water | 146 |
| Complaints about PWS | 63 |
| Compliance & Enforcement (PWS) | 53 |
| Home Water Treatment Units | 127 |
| Infrastructure/Cap. Development | 9 |
| Local DW Quality | 340 |
| Tap Water Testing | 301 |
| Treatment/BATs (DW) | 4 |
| Drinking Water Source Protection | |
| Ground Water Rule | 1 |
| Sole Source Aquifer | 2 |
| Source Water/Wellhead Protection | 14 |
| UIC Program | 11 |
| Out of Purview | |
| Household Wells | 96 |
| Non-Environmental | 21 |
| Non-EPA Environmental | 43 |
| Other EPA (Programs) | 31 |
| TOTALS | 2,537 |

EPA DISCLAIMER

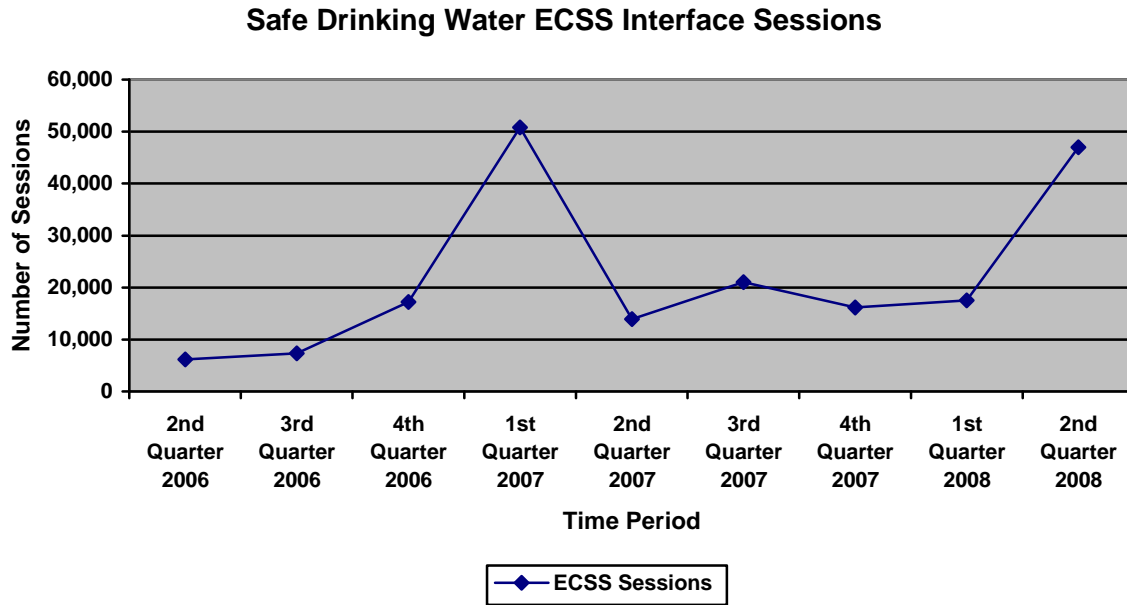
Answers to questions in the Safe Drinking Water Hotline quarterly report are intended to be purely informational and are based on SDWA provisions, EPA regulations, guidance, and established policy effective at the time of publication. The answers given reflect EPA staff's best judgment at the time and do not represent a final or official EPA interpretation. This report does not substitute for the applicable provisions of statutes and regulations, guidance, etc., nor is it a regulation itself. Thus, it does not impose legally-binding requirements on EPA, States, or the regulated community. An answer to a question in this report may be revised at any time to reflect EPA's revisions to existing regulations, changes in EPA's approach to interpreting its regulations or statutory authority, or for other reasons. EPA may provide a different answer to a question in this report in the future.

Also, an answer provided in this report may not apply to a particular situation based upon the circumstances. Any decisions regarding a particular case will be made based on the applicable statutes and regulations. Therefore, interested parties are free to raise questions and objections about the appropriateness of the application of an answer in this report to a particular situation, and EPA will consider whether or not the recommendations or interpretations in the answer are accurate and appropriate in that situation. The information in this report is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States.

Statistical Trends



The above graph shows the number of calls received during operating hours, the number of calls received during closed hours, and the number of calls answered by Hotline Information Specialists. The difference in the number of calls received during operating hours and the calls that were not answered by Information Specialists can be attributed to several reasons. In the 2nd Quarter of 2008 for example, just over 4,000 callers called the Hotline during operating hours and the Hotline answered approximately half of those calls. The remaining callers may have received the information they needed from one of the recorded messages on the phone tree and then ended the call. Others may have elected to be transferred to the Water Systems Council (WSC) directly before speaking with a Hotline Information Specialist. During the 2nd Quarter of 2008, 605 callers chose to be transferred directly to the WSC and phone tree messages were listened to over 1,500 times. Finally, callers may have just ended the call before speaking with an Information Specialist.



Over the last two years, the number of ECSS sessions per quarter has leveled off to around 20,000 sessions per quarter. A session is defined as, “the use of the end-user pages. A session ends when the end-user, submits an Ask a Question request, leaves the end-user pages, or a two-hour period of time has elapsed, whichever comes first”. There have been two noticeable spikes; the 1st Quarter of 2007 and the 2nd Quarter of 2008. During the first spike, the number of sessions each day of that quarter was higher than normal, but it is difficult to determine the cause for this increase. The Hotline did not receive a spike in the number of incoming ECSS questions and comments and the Hotline call volume for that period was lower than other quarters, which is typical during these months. The second spike may not be accurate as over 27,000 sessions occurred on March 28, 2008 (see ECSS Service Summary). ECSS developers do not have logs to determine if the surge is an accurate representation of actual customers using ECSS.

ECSS Service Summary

| Date | Searches | Answers Viewed | Sessions | Hits | Web Questions |
|-----------|----------|----------------|----------|-------|---------------|
| 1/1/2008 | 23 | 96 | 329 | 403 | 1 |
| 1/2/2008 | 39 | 504 | 118 | 655 | 0 |
| 1/3/2008 | 62 | 296 | 158 | 525 | 1 |
| 1/4/2008 | 37 | 1,823 | 262 | 2,107 | 4 |
| 1/5/2008 | 54 | 67 | 97 | 218 | 0 |
| 1/6/2008 | 5 | 47 | 103 | 132 | 1 |
| 1/7/2008 | 42 | 3,215 | 344 | 3,608 | 2 |
| 1/8/2008 | 31 | 1,056 | 202 | 1,270 | 1 |
| 1/9/2008 | 99 | 73 | 112 | 275 | 1 |
| 1/10/2008 | 40 | 56 | 78 | 186 | 2 |
| 1/11/2008 | 75 | 74 | 96 | 256 | 3 |
| 1/12/2008 | 9 | 47 | 56 | 123 | 0 |
| 1/13/2008 | 9 | 26 | 73 | 105 | 0 |
| 1/14/2008 | 112 | 200 | 321 | 569 | 3 |
| 1/15/2008 | 55 | 268 | 577 | 665 | 1 |
| 1/16/2008 | 19 | 106 | 168 | 285 | 3 |
| 1/17/2008 | 52 | 98 | 197 | 350 | 7 |
| 1/18/2008 | 78 | 84 | 142 | 299 | 4 |
| 1/19/2008 | 24 | 68 | 159 | 247 | 3 |
| 1/20/2008 | 2 | 71 | 121 | 188 | 3 |
| 1/21/2008 | 23 | 1,106 | 293 | 1,364 | 1 |
| 1/22/2008 | 40 | 1,380 | 265 | 1,658 | 1 |
| 1/23/2008 | 144 | 784 | 241 | 1,132 | 1 |
| 1/24/2008 | 46 | 97 | 176 | 301 | 2 |
| 1/25/2008 | 25 | 44 | 110 | 181 | 3 |
| 1/26/2008 | 3 | 22 | 46 | 71 | 1 |
| 1/27/2008 | 55 | 109 | 145 | 283 | 1 |
| 1/28/2008 | 62 | 1,520 | 211 | 1,794 | 0 |
| 1/29/2008 | 33 | 1,998 | 259 | 2,314 | 3 |
| 1/30/2008 | 74 | 101 | 163 | 312 | 1 |
| 1/31/2008 | 31 | 1,517 | 215 | 1,724 | 0 |
| 2/1/2008 | 83 | 1,560 | 220 | 1,871 | 5 |
| 2/2/2008 | 74 | 63 | 98 | 227 | 1 |
| 2/3/2008 | 21 | 60 | 106 | 160 | 1 |
| 2/4/2008 | 46 | 95 | 117 | 267 | 2 |
| 2/5/2008 | 35 | 81 | 148 | 250 | 2 |
| 2/6/2008 | 32 | 66 | 123 | 206 | 1 |
| 2/7/2008 | 61 | 108 | 121 | 308 | 2 |
| 2/8/2008 | 23 | 545 | 145 | 723 | 2 |
| 2/9/2008 | 11 | 33 | 67 | 126 | 2 |
| 2/10/2008 | 26 | 53 | 71 | 160 | 1 |
| 2/11/2008 | 55 | 1,009 | 173 | 1,254 | 5 |
| 2/12/2008 | 52 | 128 | 204 | 339 | 3 |
| 2/13/2008 | 64 | 72 | 145 | 281 | 3 |
| 2/14/2008 | 62 | 58 | 131 | 255 | 1 |
| 2/15/2008 | 52 | 568 | 228 | 813 | 1 |
| 2/16/2008 | 20 | 47 | 59 | 147 | 3 |
| 2/17/2008 | 41 | 526 | 132 | 717 | 1 |
| 2/18/2008 | 47 | 265 | 487 | 642 | 4 |
| 2/19/2008 | 54 | 124 | 141 | 342 | 5 |
| 2/20/2008 | 82 | 100 | 160 | 341 | 3 |
| 2/21/2008 | 28 | 59 | 126 | 216 | 1 |

| Date | Searches | Answers Viewed | Sessions | Hits | Web Questions |
|--------------|---------------|----------------|---------------|---------------|---------------|
| 2/22/2008 | 41 | 97 | 182 | 284 | 1 |
| 2/23/2008 | 35 | 57 | 209 | 281 | 1 |
| 2/24/2008 | 70 | 139 | 208 | 376 | 1 |
| 2/25/2008 | 87 | 617 | 191 | 887 | 0 |
| 2/26/2008 | 27 | 555 | 331 | 895 | 1 |
| 2/27/2008 | 81 | 102 | 304 | 510 | 4 |
| 2/28/2008 | 111 | 133 | 367 | 621 | 5 |
| 2/29/2008 | 41 | 599 | 365 | 948 | 1 |
| 3/1/2008 | 9 | 188 | 622 | 600 | 0 |
| 3/2/2008 | 11 | 58 | 231 | 306 | 1 |
| 3/3/2008 | 109 | 144 | 161 | 408 | 3 |
| 3/4/2008 | 69 | 112 | 145 | 344 | 3 |
| 3/5/2008 | 46 | 117 | 140 | 278 | 1 |
| 3/6/2008 | 64 | 128 | 217 | 371 | 2 |
| 3/7/2008 | 77 | 579 | 136 | 784 | 1 |
| 3/8/2008 | 22 | 73 | 108 | 185 | 1 |
| 3/9/2008 | 20 | 69 | 86 | 174 | 0 |
| 3/10/2008 | 114 | 174 | 206 | 567 | 10 |
| 3/11/2008 | 92 | 212 | 258 | 542 | 6 |
| 3/12/2008 | 46 | 104 | 216 | 355 | 4 |
| 3/13/2008 | 93 | 145 | 222 | 459 | 6 |
| 3/14/2008 | 144 | 2,027 | 360 | 2,473 | 5 |
| 3/15/2008 | 16 | 63 | 113 | 193 | 5 |
| 3/16/2008 | 13 | 69 | 123 | 190 | 1 |
| 3/17/2008 | 75 | 124 | 155 | 360 | 5 |
| 3/18/2008 | 100 | 138 | 188 | 444 | 5 |
| 3/19/2008 | 197 | 514 | 328 | 860 | 1 |
| 3/20/2008 | 117 | 512 | 250 | 813 | 0 |
| 3/21/2008 | 36 | 534 | 166 | 747 | 3 |
| 3/22/2008 | 16 | 26 | 85 | 132 | 1 |
| 3/23/2008 | 27 | 68 | 83 | 206 | 2 |
| 3/24/2008 | 114 | 119 | 157 | 380 | 4 |
| 3/25/2008 | 1,072 | 122 | 1,108 | 1,345 | 2 |
| 3/26/2008 | 75 | 68 | 168 | 262 | 1 |
| 3/27/2008 | 81 | 93 | 131 | 332 | 4 |
| 3/28/2008 | 27,542 | 524 | 27,654 | 28,217 | 1 |
| 3/29/2008 | 1,589 | 29 | 1,633 | 1,714 | 3 |
| 3/30/2008 | 62 | 27 | 144 | 159 | 0 |
| 3/31/2008 | 92 | 536 | 199 | 808 | 3 |
| Total | 35,005 | 32,568 | 46,989 | 83,055 | 201 |

Searches: The number of searches performed.

Answers Viewed: The total number of times Answers were viewed. This represents the number of Answer pages viewed. That is, if only one Answer was selected, but it was viewed ten times, the Answers Viewed value would be ten.

Sessions: The number of sessions for the time unit specified. A session is use of the end-user pages. A session ends when the end-user submits an Ask a Question request, leaves the end-user pages, or a two-hour period of time has elapsed, whichever comes first.

Hits: The number of page turns during the time period selected for the report.

Web Questions: The number of questions generated from an Ask a Question request.

SAFE DRINKING WATER HOTLINE QUARTERLY REPORT
Second Quarter FY 2008

APPENDIX A: FEDERAL REGISTER SUMMARIES

NOTICES

**“Determination of Sole Source Aquifer Petition”
January 22, 2008 (73 FR 3723)**

EPA provided notice that it approves the petition to designate the Espantildeola Basin Aquifer System a Sole Source Aquifer. The aquifer is eligible for designation because it is the principal source of drinking water for the area covered by the petition.

**“Agency Information Collection Activities: Proposed Collection; Comment Request; Coalbed Methane Extraction Sector Questionnaire (New)”
January 25, 2008 (73 FR 4556)**

Coalbed methane (CBM) extraction requires removal of large amounts of water from underground coal seams before CBM can be released. CBM wells have a distinctive production cycle characterized by an early stage when large amounts of water are produced to reduce reservoir pressure which in turn encourages release of gas; a stable stage when quantities of produced gas increase as the quantities of produced water decrease; and a late stage when the amount of gas produced declines and water production remains low. Pollutants often found in these wastewaters include chloride, sodium, sulfate, bicarbonate, fluoride, iron, barium, magnesium, ammonia, and arsenic.

**“Notice of Public Workshop To Discuss Management of Underground Injection of Carbon Dioxide for Geologic Sequestration Under the Safe Drinking Water Act”
January 30, 2008 (73 FR 5563)**

EPA held a second public workshop to discuss the development of proposed regulations for the underground injection of carbon dioxide (CO₂) for geologic sequestration under the SDWA. The SDWA requires EPA to protect underground sources of drinking water from contamination due to underground injection activities. The Underground Injection Control Program works with States and Tribes to oversee underground injection activities and prevent endangerment of drinking water sources. This public workshop will provide an opportunity for dialogue with representatives from industry, government, public interest groups, and the general public on geologic sequestration of carbon dioxide.

The workshop was held on February 26, 2008, in Arlington, VA.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”
February 4, 2008 (73 FR 6501)**

EPA gave notice of a public meeting to discuss the Total Coliform Rule (TCR) revision and information about distribution systems issues that may impact water quality.

The TCRDSAC advises and makes recommendations to the Agency on revisions to the TCR, and on what information should be collected, research conducted, and/or risk management strategies evaluated to better inform distribution system contaminant occurrence and associated public health risks.

Topics discussed in the meeting included possible options for revising the Total Coliform Rule, performance of analytical methods, EPA's plans for compliance with the Small Business Regulatory Enforcement Fairness Act, and topics for upcoming TCRDSAC meetings.

The meeting was held February 20 and 21, 2008, in Washington, DC.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Disinfectants/Disinfection Byproducts, Chemical and Radionuclides Rules Renewal Information Collection Request”
February 15, 2008 (73 FR 8865)**

The Disinfectants/Disinfection Byproducts, Chemical and Radionuclides Rules ICR examines PWS, primacy agency and EPA burden and costs for recordkeeping and reporting requirements in support of the chemical drinking water regulations. These recordkeeping and reporting requirements are mandatory for compliance. The following chemical regulations are included: The Stage 1 Disinfectants and Disinfection Byproducts Rule (Stage 1 DBPR), the Stage 2 Disinfectants and Disinfection Byproducts Rule (Stage 2 DBPR), the Chemical Phase Rules (Phases II/IIB/V), the 1976 Radionuclides Rule and 2000 Radionuclides Rule, the Total Trihalomethanes (TTHM) Rule, the Disinfectant Residual Monitoring and Associated Activities under the Surface Water Treatment Rule, the Arsenic Rule, and the Short-Term Revisions to the Lead and Copper Rule (LCR). Future chemical-related rulemakings, such as Radon, will be added to this consolidated ICR after the regulations are finalized and the initial, rule-specific, ICRs are due to expire.

**“Drinking Water Contaminant Candidate List 3--Draft; Notice”
February 21, 2008 (73 FR 9627)**

EPA published for public review and comment a draft list of contaminants that are currently not subject to any proposed or promulgated national primary drinking water regulations, that are known or anticipated to occur in public water systems, and which may require regulations under the Safe Drinking Water Act (SDWA). This is the third Contaminant Candidate List (CCL 3) published by the Agency since the SDWA amendments of 1996.

This draft CCL 3 includes 93 chemicals or chemical groups and 11 microbiological contaminants. The EPA seeks comment on the draft CCL 3, the approach used to develop the list, and other specific contaminants. Comments must be received on or before May 21, 2008.

**“Public Water System Supervision Program Variance and Exemption Review for the State of Colorado”
February 21, 2008 (73 FR 9567)**

EPA Region 8 has completed its statutory review of variances and exemptions issued by the State of Colorado under the Safe Drinking Water Act (SDWA) Public Water System Supervision

(PWSS) program. This review was announced in the Federal Register published on September 25, 2008, (72 FR 54445), and provided the public with an opportunity to comment. No comments related to Variances and/or Exemptions issued or proposed by the State of Colorado were received. Region 8 determined as a result of this review that Colorado did not abuse its discretion on any variance or exemption granted or proposed as of the date of the on site review on September 25, 2008.

“Public Water System Supervision Program Variance and Exemption Review for the State of Montana”

February 21, 2008 (73 FR 9567)

Region 8 conducted a statutory review of variances and exemptions issued by the State of Montana under the Safe Drinking Water Act (SDWA) Public Water System Supervision (PWSS) program. The SDWA requires that EPA periodically review variances and exemptions issued by states with primary enforcement authority to determine compliance with requirements of the statute. In accordance with these provisions in the SDWA, and its regulations, EPA is giving public notice that Region 8 will conduct a review of the variances and exemptions issued by MT to water systems under its jurisdiction. The review will be conducted during February, 2008. The public is invited to submit comments on any or all variances and/or exemptions issued by the State of Montana, and on the need for continuing them, by March 15, 2008. Results of this review will be published in the Federal Register.

“Public Water System Supervision Program Revisions for the State of North Carolina”

February 22, 2008 (73 FR 9801)

North Carolina Department of Environment and Natural Resources has adopted drinking water regulations for the Public Notification Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve North Carolina's PWSS program for this rule.

The effective date for this action was March 22, 2008.

“Public Water System Supervision Program Revisions for the State of Tennessee”

February 22, 2008 (73 FR 9801)

Tennessee Department of Environment and Conservation has adopted drinking water regulations for the Long Term 2 Surface Water Treatment and the Stage 2 Disinfection By-Products Rules. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. EPA will approve these programs.

The effective date for this action was March 22, 2008.

“Agency Information Collection Activities; Proposed Collection; Comment Request; EPA Strategic Plan Information on Source Water Protection”

February 29, 2008 (73 FR 11108)

The EPA Strategic Plan 2006-2011 (www.epa.gov/ocfo/plan/plan.htm) provides an overview of the voluntary programs and measures taken by States to ensure minimal health risks to the public by protecting source water and preventing contamination. The information collection request

supports the EPA Strategic Plan by gathering information on protective actions for sources of water used for public water supplies, and to measure progress towards the Strategic Target SP-4- public health risks minimized in 50% of community water systems and the related 62% of the population served by those community water systems by 2011. EPA is collecting data from States, on a voluntary basis, concerning the number of community water systems (CWS) in localities that have substantially implemented source water protection programs according to that State's definition, and the population served by those community water systems. The Safe Drinking Water Act, while authorizing the generation of this data, does not require the implementation of source water protection programs by States.

**“Public Water System Supervision Program Revisions for the State of South Carolina”
March 6, 2008 (73 FR 12172)**

South Carolina is revising their Public Water System Supervision (PWSS) program to meet the requirements of the Safe Drinking Water Act (SDWA). South Carolina Department of Health and Environmental Control adopted drinking water regulations for the Long Term 2 Surface Water Treatment and the Stage 2 Disinfection By-Products Rules. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve South Carolina's PWSS program for these rules.

The effective date for this action is April 5, 2008.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee-Notice of Public Meeting”
March 26, 2008 (73 FR 16010)**

EPA gave notice of a meeting of the Total Coliform Rule Distribution System Advisory Committee (TCRDSAC). The purpose of this meeting is to discuss the Total Coliform Rule (TCR) revision and information about distribution systems issues that may impact water quality. The TCRDSAC advises and makes recommendations to the Agency on revisions to the TCR, and on what information should be collected, research conducted, and/or risk management strategies evaluated to better inform distribution system contaminant occurrence and associated public health risks. Topics to be discussed in the meeting include options for revising the Total Coliform Rule, for example, rule construct, monitoring provisions, system categories, action levels, investigation and follow-up, public notification, and other related topics. In addition, the Committee discussed possible recommendations for research and information collection needs concerning distribution systems and topics for upcoming TCRDSAC meetings. The public meeting was to take place in Washington, D.C., on April 9 and 10, 2008.

SAFE DRINKING WATER HOTLINE QUARTERLY REPORT
Second Quarter FY 2008

APPENDIX B: CONTRACT MANAGEMENT INFORMATION

Internet Activities

The SDW Hotline reported that the link for the *Underground Injection Control Inspection Manual* on the Underground Injection Control Program publications page, www.epa.gov/safewater/uic/publications.html, was not working. The issue has been resolved.