



**Fiscal Year 2008
Annual Report**

October 2007 – September 2008

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Safe Drinking Water Hotline

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

See past monthly reports at

<http://www.epa.gov/safewater/hotline>

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

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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.

Introduction

The Safe Drinking Water Act (SDWA) is the national law that ensures the quality of America's drinking water and furthers EPA's mission to protect human health and safeguard the environment. The Act, as amended in 1996, requires the U.S. Environmental Protection Agency (EPA) to provide a toll-free hotline that consumers can call to obtain accurate and real-time information about annual water quality reports and drinking water contaminants (42 U.S.C. 300g-3, Section (4)(A) and (4)(B)). The Safe Drinking Water (SDW) Hotline, operated by Booz Allen Hamilton, provides this essential public outreach service for EPA's Office of Ground Water and Drinking Water (OGWDW), the office that is responsible for implementing the SDWA. The Hotline also answers questions about federal drinking water regulations and standards, source water protection, and the Underground Injection Control (UIC) program. **In fiscal year 2008 (FY 2008), the Hotline responded to 9,141 phone calls and 751 e-mails generated through the Enterprise Customer Service Solution (ECSS), which resulted in more than 17,000 questions.** The questions came from a diverse audience including public water systems (PWSs), federal, state and local governments, businesses, and citizens.

The SDW Hotline's staff of drinking water regulatory experts responded to an average of 36 questions from callers each operating day of FY 2008, providing real-time assistance to Hotline users' questions regarding regulatory and policy clarifications, document requests, and referrals for additional sources of information. Questions were received from federal and state officials, non-governmental organizations, local public water system operators, and consumers, among others. Additionally, Spanish-speaking staff responded to more than 164 requests for drinking water information from Spanish-speaking individuals. Information Specialists recommended thousands of documents and processed requests for hard copies, provided over 6,900 referrals to relevant agencies and organizations (when inquirers required information beyond the purview of the Hotline), and drafted 21 formal Questions and Answers and 38 Federal Register summaries.

The Hotline's mission of providing quality technical assistance continues to be enhanced through technological advances and operational improvements. The SDW Hotline phone system offers callers several self-serve options intended to provide useful information and reduce the hold time required to reach an Information Specialist. During this fiscal year, over 8,000 callers opted to hear recorded messages about consumer confidence reports (CCRs), local drinking water quality and tap water testing for public water system (PWS) customers, and drinking water quality and tap water testing for household well owners. The phone system also provides an option for direct transfers to the Water System's Council Wellcare Hotline for callers seeking information on private household wells. More than 2,400 callers utilized this option.

In order to provide real-time outreach service to water professionals, regulators, and the general public, the Hotline must maintain the most current information and consistently strive to understand each caller's needs and interests. The SDW Hotline report, *Water Lines*, is published in response to those needs. *Water Lines* contains typical questions answered by Hotline staff, abstracts of pertinent Federal Register entries, call and ECSS question and comment statistics, and caller profiles. The FY 2008 Safe Drinking Water Hotline Annual Report is a review of the cumulative statistics, trend analyses, questions and answers, and Federal Register summaries gathered from the *Water Lines* reports.

Note: Booz Allen Hamilton produces three quarterly issues of *Water Lines*. Information from the fourth quarter of each fiscal year is incorporated into an annual report, which is a cumulative review of the fiscal year. This annual report includes an addendum of statistics for the fourth quarter of the fiscal year.

Hotline Annual Statistics Summary

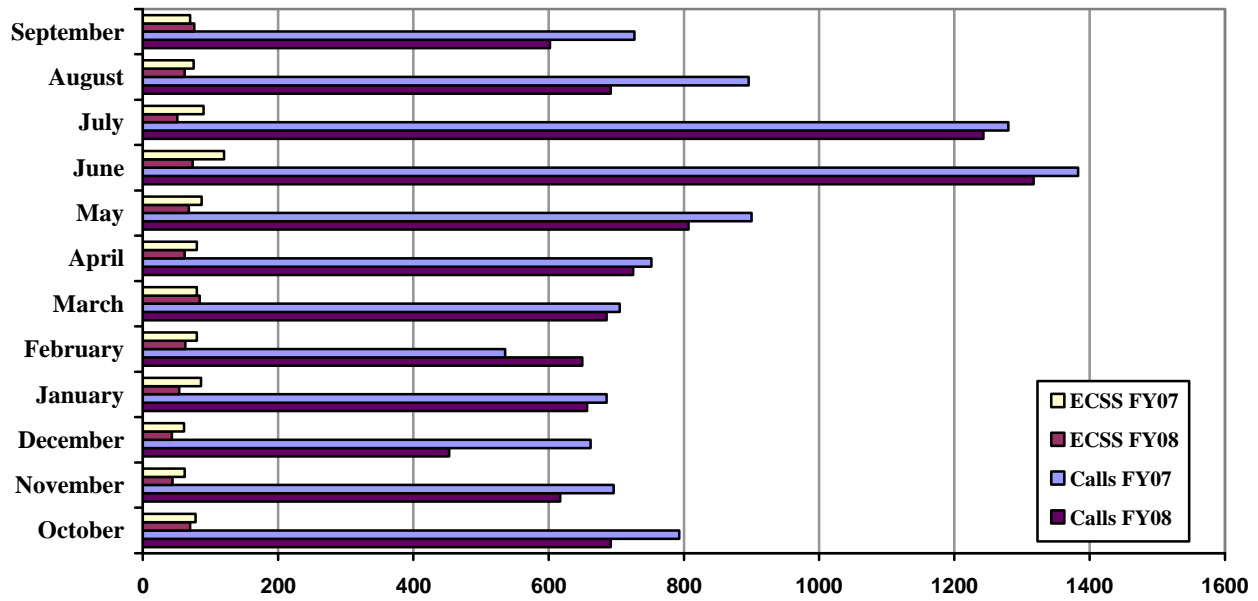
The Safe Drinking Water Hotline answers questions, via telephone and through the ECSS application, related to the Safe Drinking Water Act and the National Primary Drinking Water Regulations. The Hotline previously responded to questions through e-mail but discontinued the practice in favor of ECSS. ECSS is an interactive knowledge base, accessible through the Office of Ground Water and Drinking Water's Web site, that allows Web users the opportunity to search for answers to common questions or to submit a question to the Hotline. Hotline Information Specialists also assist customers in accessing relevant regulations, Federal Register notices, and EPA guidance documents, via Internet and in hard copy, and by providing helpful referrals for questions beyond the Hotline's purview. The Hotline offers its services in both English and Spanish. **During FY 2008, there were more than 190,000 hits on the Safe Drinking Water ECSS Interface. In addition, the Hotline responded to 9,141 telephone calls, and 751 questions and comments (i.e., ECSS questions and comments).** A single call often generates multiple questions, and **a total of 17,106 questions from callers were answered by the Hotline in FY 2008.** Detailed statistics of the breakdown in type of callers and the topics of questions asked are included in the Hotline Annual Statistics section of this report on page 19.

Telephone Calls and Electronic Correspondence Comparison: The telephone call and electronic correspondence volumes for FY 2008 are lower than the total volumes received during FY 2007. This is possibly attributed to the continual increase in the use of the Internet to obtain documents and general information as well as increased familiarity with consumer confidence reporting and a decrease in significant regulatory development over the past year.

Contact Mode	FY 2008	FY 2007
Calls	9,141	10,016
ECSS Generated E-mails	751	851
Total	9,892	10,867

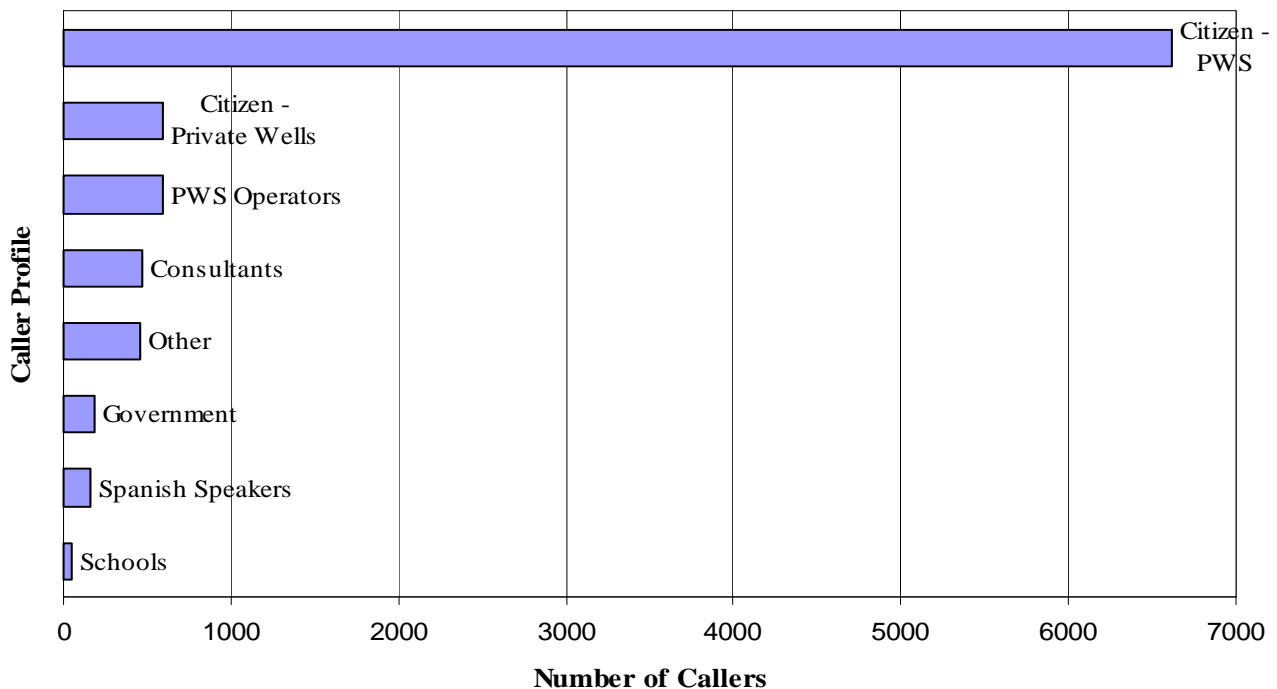
The following chart illustrates the distribution of calls and electronic correspondence in FY 2008, compared to FY 2007. The total number of calls peaked in June and July due to the annual distribution of consumer confidence reports.

Distribution of Calls and Electronic Correspondence



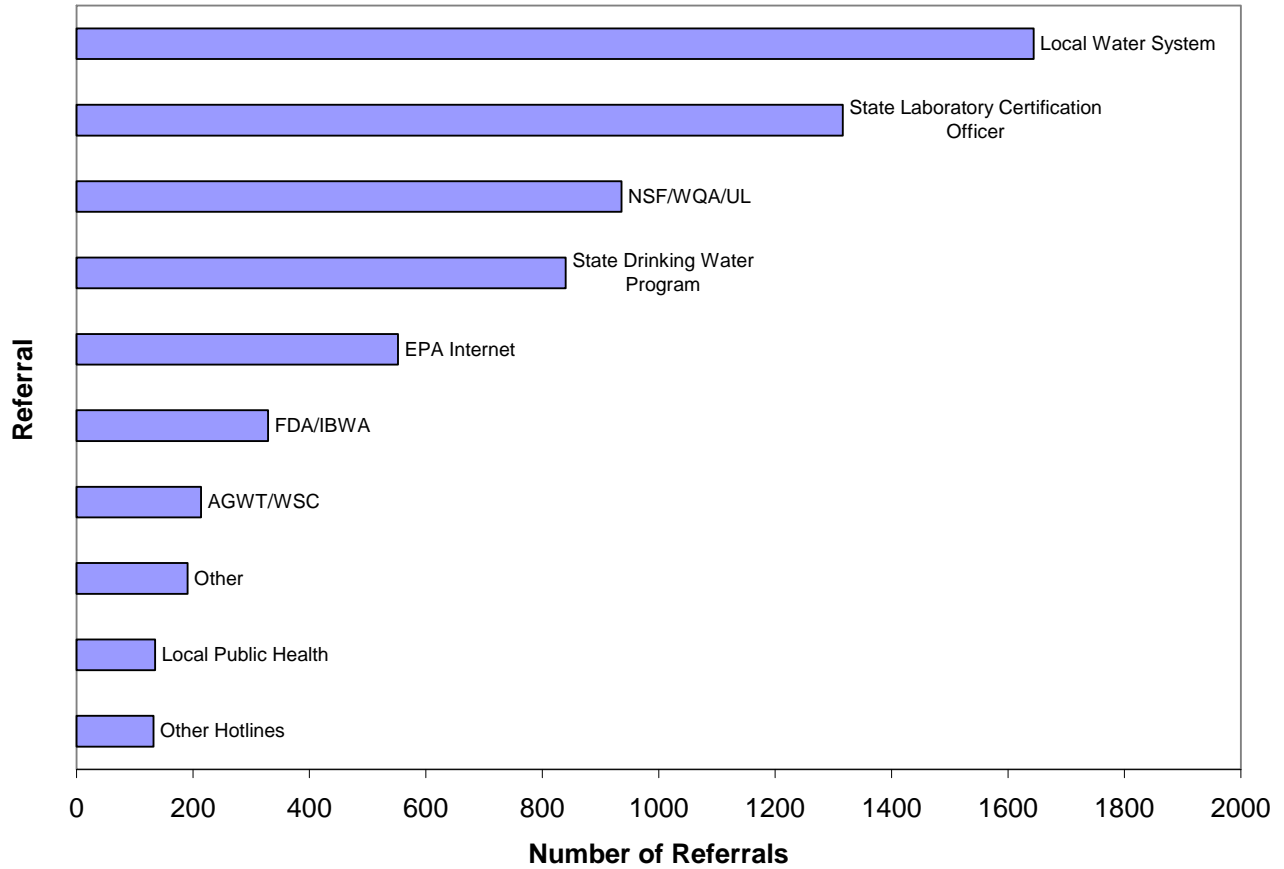
Caller Profiles: As illustrated by the chart below, the Hotline serves a diverse group of customers. Of the more than 9,000 calls received during the FY 2008, **the largest category of Hotline customers, by far, are citizens who obtain their drinking water from public water systems.** Citizens are followed by private household well owners, PWS operators, consultants, government officials, individuals who communicated with Hotline staff in Spanish, and academic institutions. The “other” category in the chart below includes analytical laboratories, people who accessed the Hotline from other countries, environmental groups, medical professionals, and news media representatives.

Caller Profile



Top Ten Referrals: Referrals are often provided when questions require input from state regulators, local water systems, not-for-profit organizations, or other federal agencies. In FY 2008, the Hotline provided 6,921 referrals, to a variety of organization/offices including local water systems, state laboratory certification offices, and state drinking water programs. The top ten referrals are displayed below.

Referrals Frequently Provided by the Safe Drinking Water Hotline



Top Ten Caller Topics: Year after year, certain issues, such as consumer confidence reports, local drinking water quality, and tap water testing, consistently top the list of the most frequently discussed topics at the Safe Drinking Water Hotline. The most prevalent and consistent theme of questions received at the Hotline was citizens' concern for their home drinking water. The table below lists the ten topics that were most frequently discussed with Hotline callers during FY 2008.

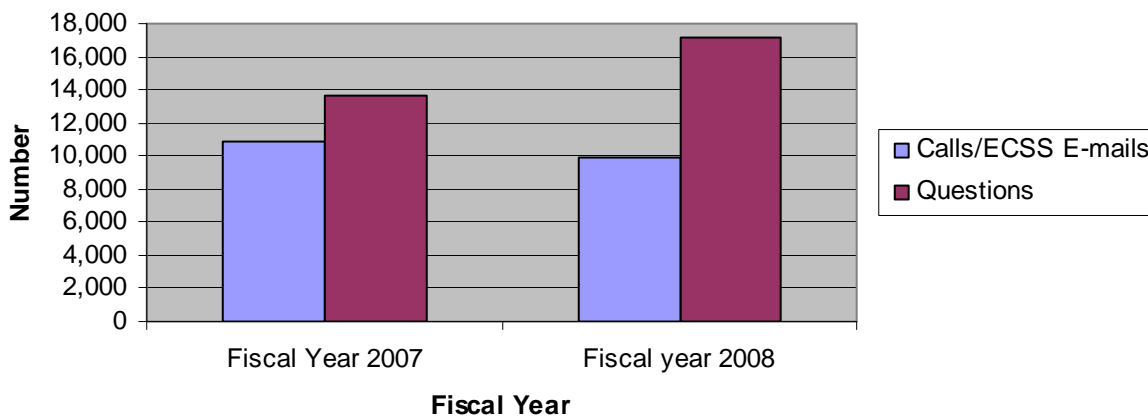
Topic	Questions	Percent of Total Caller Questions*
Consumer Confidence Report (CCR)	1,887	11%
Local Drinking Water Quality	1,804	11%
Tap Water Testing	1,503	9%
Home Water Treatment Units	995	6%
Lead	792	5%
Maximum Contaminant Levels	758	4%
Coliforms	746	4%
Other/Background	704	4%
Public Notification	632	4%
Complaints About PWSs	585	3%

*Callers asked a total of 17,106 questions.

Annual Trends

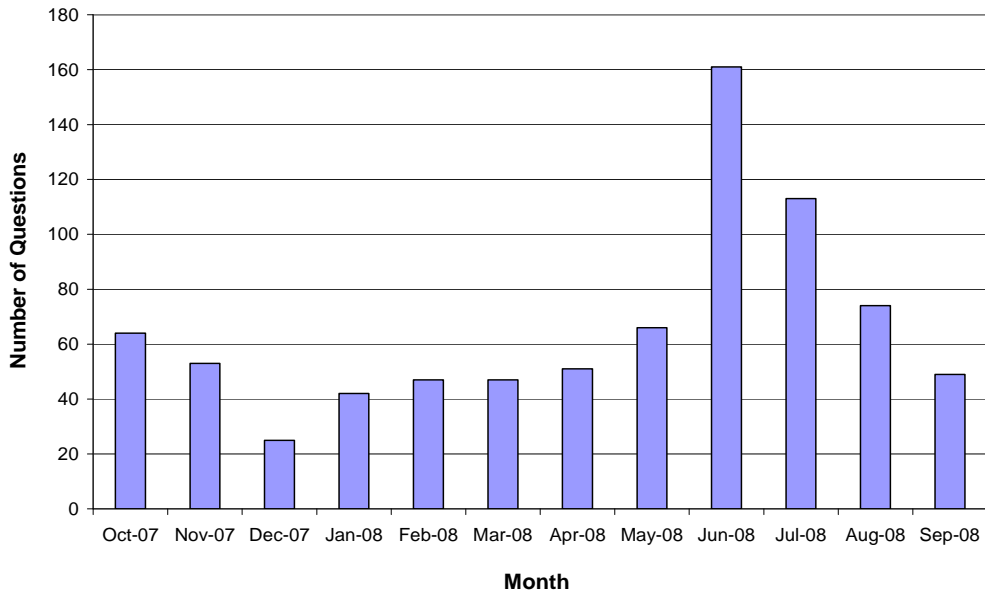
The Hotline staff gathers general statistical data on the calls to which it responds. These data, combined with the staff members' insight and observations, often provide a unique opportunity to identify and analyze trends in the number and types of Hotline inquiries. One statistic of interest is that even though the Hotline answered less calls and ECSS e-mails in FY 2008, the Hotline responded to more questions. One reason more questions are being asked per contact (call or ECSS e-mail) is that the general public is more educated on drinking water issues, which can lead to more interest and more questions on drinking water topics.

Fiscal Year Comparison of Contacts and Questions



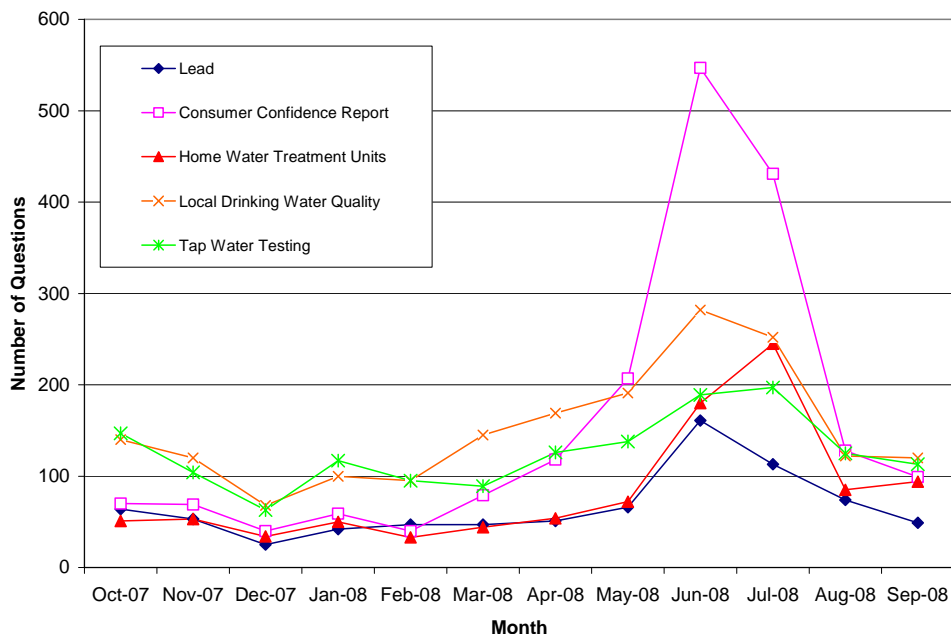
Lead Questions: Questions about lead in drinking water are consistently among the most frequently asked questions of the Safe Drinking Water Hotline. During FY08, callers continued to show concern for lead in drinking water. The total number of lead related questions were higher in FY08 (790 questions) than FY07 (767 questions), which may be attributed to a new requirement being implemented in FY08 that all consumer confidence reports must include a short information statement about lead in drinking water and its effects on children.

Lead Questions by Month

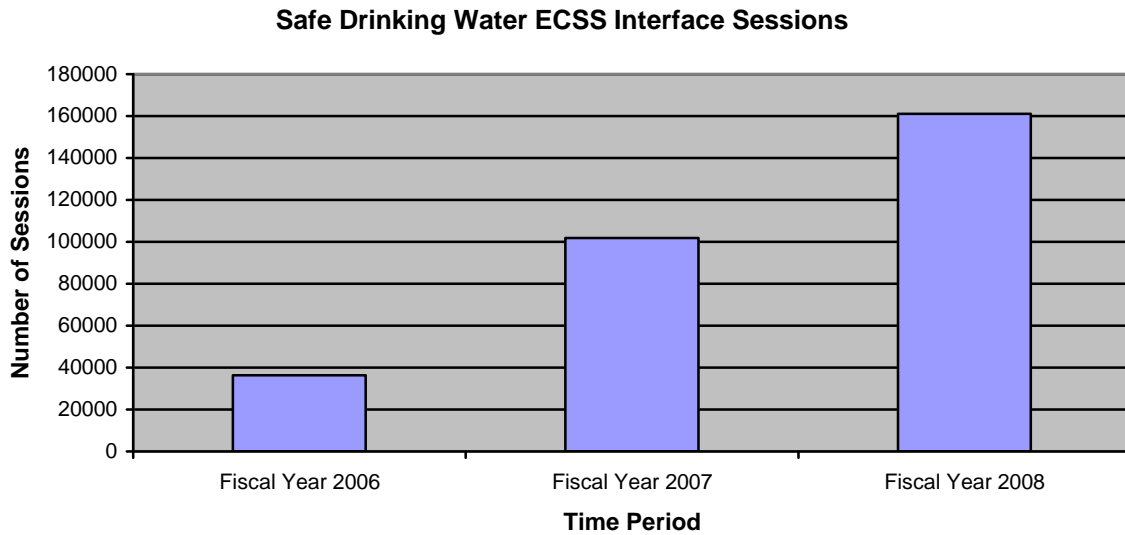


General Trends: The top five most common question topics, as illustrated in the chart below, increase during CCR season. Questions about CCRs, lead, local drinking water quality, home water treatment units, and tap water testing spike during that period as consumers’ attention is directed to their drinking water by the annual report.

Topic Trend



ECSS Use Trends: Over the past three years, the use of EPA’s Enterprise Customer Service Solution has steadily grown. The chart below details the number of sessions initiated during each of the past three fiscal years. A session is defined as the use of the end-user page (i.e., using the FAQ search page). A session ends when the end-user submits a question to the Hotline, leaves the FAQ search pages, or a two hour period of time has elapsed, which ever comes first. Even though the number of sessions has increased each year from FY06 to FY08, the number of questions submitted to the Hotline through ECSS has decreased each year. The Hotline received 920 ECSS submitted questions in FY06, 851 in FY07, and 751 in FY08. This trend may be due to the fact that the public is finding the answers they need through the ECSS system. Thus, as more and more sessions are initiated each year by a public relying more on the Internet for answers, the Hotline is not receiving a correlating increase in the number of submitted questions.



Questions and Answers

The following questions and answers, organized by subject, represent the range of questions addressed by the Hotline on a variety of topics. These questions were included in FY 2008 quarterly Hotline reports. Questions addressed during the fourth quarter of FY 2008 are noted with an asterisk (*) and were not included in any previous reports.

General Information

Q: A community water system exceeds the secondary maximum contaminant level (SMCL) for fluoride. Can the system provide the annual Tier 3 public notification in the consumer confidence report (CCR)?

A: The notice deadline for Tier 3 violations is 12 months, allowing a single annual report where applicable. Systems may choose to include this notice in their annual CCR. Community water systems that exceed the SMCL of 2 mg/l for fluoride but do not exceed the MCL of 4 mg/l must include special fluoride language in the annual report. Primacy agencies may require earlier initial notification or more frequent repeat notification on a case-by-case basis.

Q: Does EPA have opportunities for operator certification training for Tribes and Tribal water system operators?

A: EPA has posted a Web site that presents a list of training opportunities that may be of interest to Tribes and Tribal water system operators. Operators can click on a region to learn about training opportunities that are available in the upcoming months. There is also an option to click on Online/Correspondence Training Opportunities for a summary of online opportunities available nationwide. Certified operators should check with the organization that certified them to make sure the training selected counts toward their CEUs. This list includes trainings that are not sponsored by EPA and may have fees associated with them. This Web site is updated quarterly and available at www.epa.gov/safewater/tribal/training.html

Q: Does EPA have a program to simplify the process of preparing a Public Notification (PN)?

A: To assist water systems in developing a PN, EPA has developed the PN iWriter program, which allows water systems to input data and generate Public Notifications that are compliant with federal regulations. The tool also allows the user to insert and edit EPA recommended text. The PN iWriter is a web-based tool and is intended for use by those systems with internet access. There is no CD available. PN iWriter is available at www.pniwriter.org.

Q: What distance does EPA recommend between a household drinking water well and a septic system?

A: Due to the presence of nitrates and bacteria in septic tanks, EPA recommends a distance of at least 50 feet between a newly constructed well and a septic system. In addition, household owners should contact local and state health departments for regulations and guidance on placement and construction of private wells (*Drinking Water from Household Wells*, EPA816-K-02-003, January 2002). Additional information on household wells is available at www.epa.gov/safewater/privatewells.

Q: How is the drinking water aboard cruise ships regulated?

A: Cruise ships operating under the American flag using domestic waters must comply with federal drinking water regulations and, if pertinent, state drinking water regulations. These vessels are considered interstate carrier conveyances comparable to airlines or railroads.

Cruise ships that sail in international waters are under the purview of the CDC's Vessel Sanitation Program. Information about the Vessel Sanitation Program is available at www.cdc.gov/nceh/vsp/default.htm.

Q: What is the Check Up Program for Small Systems (CUPSS)?

A: CUPSS is a free desktop program developed by EPA to facilitate and prioritize asset management for small systems. The user-friendly desktop program requires no internet connection and minimal software. Water systems can use the CUPSS program to integrate asset management activities into utility practices. CUPSS and resources for using the program are available at www.epa.gov/cupss.

Q: During a boil water advisory, the Center for Disease Control (CDC) Web site recommends cleaning and sanitizing food preparation equipment, tableware, and utensils with commercially-bottled water, water hauled from an approved public water system, water from a licensed drinking water hauler truck, or water that has been disinfected for *Cryptosporidium* through boiling. If tableware has been washed with water contaminated with *Cryptosporidium*, can the tableware then be microwaved to ensure deactivation of the microorganism that may be left on the tableware?

A: The research on microwave effectiveness for inactivating *Cryptosporidium* is inconclusive; however,

more studies show that it is ineffective. It is recommended to follow the CDC tableware cleaning guidelines, which include washing dishes with boiled water.

Q: During a boil water advisory or other disaster that may cause tap water to be unsafe to drink, can water from a swimming pool or water bed be used for drinking?

A: Water from swimming pools and water beds should not be for drinking because it may contain harmful contaminants. Sources of water that can be used in emergencies include bottled water, ice cubes, rainwater collected in food grade containers and then boiled, and water collected from hot water heaters or toilet tanks (not the bowl) and then boiled (*Disaster Readiness Fact Kit; Emergency Drinking Water Treatment*, NSF International).

***Q:** The 1974 Safe Drinking Water Act established the Public Water System Supervision (PWSS) Program, the Underground Injection Control (UIC) program, and the Sole Source Aquifer (SSA) program. Can the implementation and enforcement of the Sole Source Aquifer program be delegated to states like the PWSS and UIC programs?

A: No. The Sole Source Aquifer program is not a regulatory program and is not available for delegation.

Stage 2 Disinfectants and Disinfection Byproducts

Q: In the economic analysis background document for the Stage 2 Disinfection and Disinfectant Byproducts Rule, why is there a 0 (zero) delta for the Ozone Predicted Installations CWS Surface Water Plants between post-Stage 1 and post-Stage 2?

A: EPA predicted that no systems would change only to ozone to comply with the Stage 2 rule, as there were less costly alternatives available and EPA makes its predictions based on least cost. However, EPA predicts that 1.7% of surface water systems serving at least 10,000 people and 1.3% of surface water systems serving less than 10,000 would switch to alternative disinfectants and GAC (either 10 or 20). Alternative disinfectants include both ozone and UV, among others.

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).

Long Term 2 Enhanced Surface Water Treatment

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:** Public water systems that filter their water and serve fewer than 10,000 people must sample their source water for *E. coli* (or state-approved alternate indicator, see 40 CFR 141.701(a)(5)) or notify the State that it will monitor for *Cryptosporidium* rather than *E. coli* (40 CFR 141.701(a)(3)). Systems sampling for *E. coli* will be required to conduct source water *Cryptosporidium* sampling if the annual mean concentration of their *E. coli* sampling is greater than 10 *E. coli*/100 mL, for systems using lake/reservoir sources, or greater than 50 *E. coli*/100 mL, for systems using flowing stream sources (40 CFR 141.701(a)(4)). How is the annual mean calculated to determine if a water system, conducting *E. Coli* sampling, is required to conduct *Cryptosporidium* sampling?

A: To determine the annual mean, the results of all the samples for 12 months (one sample at least every two weeks) are added together. The sum is then divided by the total number of samples (*Complying with the Long Term 2 Enhanced Surface Water Treatment Rule: Small Entity Compliance Guide*, EPA815-R-07-015, May 2008).

Arsenic

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).

Lead

Q: What are the basic requirements of the final National Primary Drinking Water Regulations for Lead and Copper: Short-Term Regulatory Revisions and Clarifications (72 [FR](#) 57782; October 10, 2007)?

A: The 2007 Lead and Copper Rule Revisions have four basic requirements: 1) require water suppliers to optimize their treatment system to control corrosion in customer's plumbing; 2) determine tap water levels of lead and copper for customers who have lead service lines or lead-based solder in their plumbing system; 3) rule out the source water as a source of significant lead levels; and 4) if lead action levels are exceeded, require the suppliers to educate their customers about lead and also to suggest actions they can take to reduce their exposure to lead through public notices and public education programs.

Q: Is my water system required to provide me with the results when they test my tap water for lead?

A: While many water utilities indicate that they provide the results of monitoring to customers, there was previously no requirement in the regulations for them to do so. As a result of the 2007 Lead and Copper Rule Revisions, all utilities must now provide a notification of tap water monitoring results for lead to owners and/or occupants of homes and buildings who consume water from the taps that are part of the utility's sampling program. Within 30 days of learning the results, all systems must provide individual lead tap results to people who receive water from sites that were sampled, *regardless of whether the results exceed the lead action level*, as required by 40 CFR 141.85(d).

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 prohibition on use of lead pipes, solder, and flux, most commonly called the lead-ban, requires that no person may use any pipe, any pipe or plumbing fitting or fixture, any solder, or any flux after June 19, 1986 in the installation or repair of any public water system or any

plumbing in a residential or nonresidential facility providing water for human consumption that is not lead free (SDWA §1417(a)(1)(A)). How is the lead-ban enforced?

A: The lead-ban is enforced by the states through state or local plumbing codes, or such other means of enforcement as the State may determine appropriate (SDWA §1417(b)(1)). States not enforcing these requirement are subject to EPA withholding up to 5 percent of federal funds available to the state for state program grants (SDWA §1417(c)).

Federal Register Summaries

FINAL RULES

**"National Primary Drinking Water Regulations: Ground Water Rule; Final Rule"
November 8, 2007 (71 FR 65574)**

EPA promulgated a National Primary Drinking Water Regulation, the Ground Water Rule, to provide for increased protection against microbial pathogens in public water systems that use ground water sources. The Ground Water Rule establishes a risk-targeted approach to target ground water systems that are susceptible to fecal contamination, instead of requiring disinfection for all ground water systems. The occurrence of fecal indicators in a drinking water supply is an indication of the potential presence of microbial pathogens that may pose a threat to public health. This rule requires ground water systems that are at risk of fecal contamination to take corrective action to reduce cases of illnesses and deaths due to exposure to microbial pathogens. A key objective of the rule is to protect public health by requiring these higher risk ground water sources to monitor and, when necessary, take corrective action. Corrective action can include correcting all significant deficiencies; providing an alternate source of water; eliminating the source of contamination; or providing treatment that reliably achieves at least 99.99 percent (4-log) treatment of viruses (using inactivation, removal, or a state-approved combination of 4-log virus inactivation and removal) for each contaminated ground water source.

This final rule was effective on January 8, 2008.

**"Unregulated Contaminant Monitoring Regulation (UCMR) for Public Water Systems Revisions; Final Rule"
January 4, 2008 (72 FR 367)**

The Safe Drinking Water Act (SDWA), as amended in 1996, requires EPA to establish criteria for a program to monitor unregulated contaminants and to publish a list of contaminants to be monitored every five years. EPA published the first set of contaminants in 1999. This final regulation meets the SDWA requirement by publishing the next set of unregulated contaminants to be monitored and the requirements for such monitoring.

This final rule describes the design for the second Unregulated Contaminant Monitoring Regulation (UCMR) cycle (i.e., UCMR 2) of 2008-2011. EPA is requiring monitoring of 25 chemicals using 5 different analytical methods. UCMR 2 monitoring will occur during 2008-2010. Implementation of this final rule will benefit the environment by providing EPA and other

interested parties with scientifically valid data on the occurrence of these contaminants in drinking water, thereby permitting the assessment of the population potentially being exposed and the levels of that exposure. These data are the primary source of occurrence and exposure data for EPA to determine whether to regulate these contaminants.

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

**"Guidelines Establishing Test Procedures for the Analysis of Pollutants Under the Clean Water Act; National Primary Drinking Water Regulations; and National Secondary Drinking Water Regulations; Analysis and Sampling Procedures; Final Rule"
March 12, 2008 (72 FR 11199)**

This rule modifies the testing procedures approved for analysis and sampling under the Clean Water Act and Safe Drinking Water Act. EPA proposed these changes for public comment on August 18, 2003, and April 6, 2004. This rule also changes regulations under the Safe Drinking Water Act that establish drinking water sampling and analysis procedures. The changes include approval of vendor-developed methods, new EPA and Voluntary Consensus Standard Body (VCSB) methods, updated VCSB methods, and approval of a modification to the test kit used with Syngenta Method AG-625 that restricts its use in certain circumstances.

CORRECTIONS

**"National Primary Drinking Water Regulations: Ground Water Rule; Correction"
November 21, 2007 (71 FR 67427)**

This rule made corrections to the table of analytical methods for source water monitoring in the Ground Water Rule.

**"Unregulated Contaminant Monitoring Regulation (UCMR) for Public Water Systems Revisions; Correction"
January 26, 2008 (72 FR 3916)**

EPA published this correction to the UCMR 2 for Table 1 in 40 CFR 141.40(a)(3).

**"Unregulated Contaminant Monitoring Regulation (UCMR) for Public Water Systems Revisions"
January 30, 2008 (72 FR 4328)**

EPA published a correction to the billing code that appeared in the Friday, January 26, 2008 correction notice.

PROPOSED RULES

**“Drinking Water: Regulatory Determinations Regarding Contaminants on the Second Drinking Water Contaminant Candidate List--Preliminary Determinations; Proposed Rule”
May 1, 2008 (72 FR 24015)**

This action presents the preliminary regulatory determinations for 11 of the 51 contaminants listed on the Contaminant Candidate List 2 and describes the supporting rationale for each. The preliminary determination is that a national primary drinking water regulation is not appropriate for any of the 11 contaminants considered for regulatory determinations. EPA seeks comment on these 11 preliminary determinations. Although EPA has not made a preliminary determination for perchlorate, this action provides an update on EPA’s evaluation of perchlorate. EPA also requests public comment on the information and the options that EPA is considering in evaluating perchlorate, and welcomes the submission of relevant, new information or data that may assist EPA in its regulatory determination.

Comments were to be received by July 2, 2008.

NOTICES

**"National Drinking Water Advisory Council: Request for Nominations"
October 4, 2007 (71 FR 58600)**

EPA invited all interested persons to nominate qualified individuals to serve a three-year term as members of the National Drinking Water Advisory Council (Council). This 15-member Council was established by the Safe Drinking Water Act (SDWA) to provide practical and independent advice, consultation, and recommendations to the Agency on the activities, functions, policies, and regulations required by the SDWA. The terms of four members expire in December 2007. To maintain the representation required in the statute, nominees for the 2008 Council should represent State and local officials concerned with public water supply and public health protection (two vacancies) or represent the general public (two vacancies). All nominations will be fully considered, but applicants need to be aware of the specific representation needed as well as geographical balance so that all major areas of the U.S. (East, Mid-West, South, Mountain, South-West, and West) will be represented.

Nominations were to be submitted on or before November 15, 2007.

**"Public Water System Supervision Program Revision for the State of Utah"
October 12, 2007 (71 FR 60145)**

The State of Utah has revised its Public Water System Supervision (PWSS) Primacy Program by adopting federal regulations for the Arsenic Rule and Filter Backwash Recycling Rule, which correspond to 40 CFR Parts 141 and 142. EPA has completed its review of these revisions in accordance with SDWA, and proposes to approve Utah's primacy revisions for the above stated Rules. This approval action does not extend to public water systems in Indian country, as defined in 18 U.S.C. 1151.

The comment period for this proposal was extended until November 13, 2007.

**"Request for Nominations of Drinking Water Contaminants for the Contaminant Candidate List"
October 16, 2007 (71 FR 6074)**

EPA requested nominations of chemical and microbial contaminants for possible inclusion in the third drinking water Contaminant Candidate List (CCL 3). EPA is also requested information that shows the nominated contaminant may have an adverse health effect on people and the contaminant occurs or is likely to occur in public water systems.

Nominations must have been received on or before December 15, 2007.

**"Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; Community Water System Survey 2007"
October 19, 2007 (71 FR 61766)**

EPA has submitted the following ICR to OMB for review and approval according to the procedures prescribed in 5 CFR 1320.12. On June 1, 2007, (71 FR 31176-31177), EPA sought comments on this ICR pursuant to 5 CFR 1320.8(d). EPA received two comments during the comment period, which are addressed in the ICR. Any additional comments on this ICR should be submitted to EPA and OMB within 30 days of this notice. Comments must be submitted by November 20, 2007.

**"Agency Information Collection Activities; Submission to OMB for Review and Approval; Comment Request; 2008 Drinking Water Infrastructure Needs Survey and Assessment; Agency Information Collection"
October 25, 2007 (71 FR 64239)**

The purpose of this information collection is to identify the infrastructure needs of community public water systems for the 20-year period from January 2008 through December 2027. EPA will use a questionnaire to collect

capital investment need information from large (serving more than 100,000 people) and medium (serving more than 3,300 people but less than 100,000) community water systems. The questionnaire will also be used by EPA survey teams in visits to 400 to 600 statistically-selected small (serving less than 3,300 people) community water systems to ascertain their infrastructure needs. Participation in the survey is voluntary. The data from the questionnaires will provide EPA with a basis for estimating the nationwide infrastructure needs of community water systems. Also, as mandated by Section 1452(a)(1)(D)(ii) of the Safe Drinking Water Act, EPA uses the results of the latest survey to allocate Drinking Water State Revolving Fund (DWSRF) monies to the states. Under the allotment formula, each State receives a grant of the annual DWSRF appropriation in proportion to its share of the total national need--with the proviso that each state receives at least 1 percent of the total funds available.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Virginia"
October 30, 2007 (71 FR 63321)

The Commonwealth of Virginia is revising its approved Public Water System Supervision Program. Virginia has adopted the Long Term 1 Enhanced Surface Water Treatment Rule to improve control of microbial pathogens in drinking water, including specifically the protozoan *Cryptosporidium*. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. All interested parties are invited to submit written comments on this determination and may request a public hearing.

Effective date for this approval is November 29, 2007.

"Listening Session on Exploring Bottled Water as an Alternative Compliance Option in Limited Situations for Non-Transient, Non-Community Water Systems"
November 15, 2007 (71 FR 6651)

EPA announced a listening session on the viability of bottled water as an alternative compliance option for chronic contaminants regulated under the SDWA. The purpose of this meeting is to identify information and data needed for EPA to evaluate the efficacy of bottled water as an alternative compliance option for non-transient, non-community water systems.

The listening session was to be held in Washington, DC, on Tuesday, December 12, 2007, at RESOLVE.

"Public Water System Supervision Program Revisions for the State of Minnesota; Notice of Approval"
November 17, 2007 (71 FR 66946)

Minnesota has revised the following rules: Consumer Confidence Reports; Lead and Copper Technical Corrections; Synthetic Organic Chemicals/Inorganic Chemicals (SOC/IOC) Technical Amendments; Analytical Methods Technical Corrections; Analytical Methods for Radionuclides; Point of Use Devices; Public Water Supply (PWS) Definition; Administrative Penalty Order (APO) Authority; and Variances and Exemptions for compliance with National Primary Drinking Water Regulations Rule. EPA has determined that these revisions by the State are no less stringent than the corresponding Federal regulations. Therefore, EPA intends to approve these revisions to the State of Minnesota's Public Water System Supervision Program.

The effective date for this action is December 18, 2007.

"Meeting of the National Drinking Water Advisory Council--Notice of Public Meeting"
November 21, 2007 (71 FR 67349)

EPA gave notice of a public meeting of the NDWAC. The primary topics to be discussed and considered by the Council are the issues and challenges facing the thousands of small drinking water systems nationwide. Status reports on other national drinking water program issues, such as the approach to a draft rule for drinking water supplies on airlines; the early implementation of the rules protecting drinking water supplies from microbial contaminants; the recently-promulgated Ground Water Rule; revisions to the existing Total Coliform Rule; and implementation recommendations for the Contaminant Candidate List 3.

The meeting was to be held December 14, 2007, in Fort Worth, TX.

"Public Water System Supervision Program Revisions for the State of Texas"
November 22, 2007 (71 FR 67579)

Texas is revising its approved Public Water System Supervision Program. Texas has adopted the Lead and Copper Rule Minor Revisions (LCRMR), the Filter Backwash Recycling Rule (FBRR), and the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR). EPA has determined that the proposed LCRMR, FBRR and LT1ESWTR revisions submitted by Texas are no less stringent than the corresponding federal regulation. Therefore, EPA intends to approve the program revisions.

The effective date for this action was December 22, 2007.

"Notice of Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the Commonwealth of Pennsylvania"
November 24, 2007 (71 FR 67865)

Pennsylvania has revised its approved Public Water System Supervision Program. Pennsylvania has adopted a Radionuclides Rule to establish a new maximum contaminant level (MCL) for uranium and revise monitoring requirements. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA has decided to tentatively approve these program revisions. It is noted that Pennsylvania's regulations in 25 Pa. Code 109 do not specifically provide for the use of bottled water as a means for a water system to qualify for a variance or exemption for radionuclides; thus, the Commonwealth interprets this to mean that the practice is disallowed.

The effective date for this action was December 26, 2007.

"Formal Reopening of the EPA Docket Center Public Reading Room"
November 24, 2007 (71 FR 67864)

The EPA Docket Center (EPA/DC) houses eight consolidated paper docket facilities and includes a Public Reading Room, offering a variety of tools for members of the public seeking access to hardcopy or electronic public dockets. The EPA/DC Public Reading Room, which was temporarily closed due to flooding, formally reopened on November 6, 2007. Current information on docket operations, locations, and telephone numbers is available on the EPA Docket Center Web site at www.epa.gov/epahome/dockets.htm.

The Water Docket, including all docket information pertaining to SDWA regulations, is one of the affected dockets. The URL is www.epa.gov/ow/docket.html.

"Notice of Approval of the Primacy Application for National Primary Drinking Water Regulations for the State of Kansas"
December 11, 2007 (71 FR 71542)

EPA has determined to approve an application by the Kansas Department of Health and Environment to incorporate the following EPA National Primary Drinking Water Regulations: Arsenic and Clarifications to Compliance and New Source Contaminants Monitoring; Consumer Confidence Reports Rule; Filter Backwash Recycling Rule; Interim Enhanced Surface Water Treatment Rule; Lead and Copper Rule Minor Revisions; Long Term 1 Enhanced Surface Water Treatment Rule; Public Notification Rule; Radionuclides Rule; and Stage 1 Disinfectants and Disinfection Byproducts Rule. EPA has determined that Kansas's regulations are no less stringent than the corresponding Federal regulations and that

Kansas continues to meet all requirements for primary enforcement responsibility.

The effective date for this action was January 10, 2008

"Notice of Approval of the Primacy Application for National Primary Drinking Water Regulations for the State of Nebraska"
December 11, 2007 (71 FR 71541)

EPA has determined to approve an application by the Nebraska Department of Health and Human Services to incorporate the following EPA National Primary Drinking Water Regulations: Arsenic and Clarifications to Compliance and New Source Monitoring Rule; Filter Backwash Recycling Rule; Lead and Copper Rule Minor Revisions; Long Term 1 Enhanced Surface Water Treatment Rule; Public Notification Rule; Radionuclides Rule; and Variance and Exemption Rule.

The effective date for this action was January 10, 2008.

"Semiannual Regulatory Agenda, Fall 2007"
December 11, 2007 (71 FR 73848)

EPA publishes the semiannual regulatory agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and rules and major policymakings completed or canceled since the last agenda.

"Total Coliform Rule / Distribution System Stakeholder Technical Workshop and Request for Nominations"
December 28, 2007 (71 FR 78203)

EPA held a technical workshop in Washington, DC, to discuss available information on the Total Coliform Rule (TCR) and available information regarding risks in distribution systems in support of revisions to the TCR. If results from the workshop indicate that a formal consensus building process is appropriate for the revision effort, the Agency will consider establishing a Committee under the Federal Advisory Committee Act to provide advice and recommendations on how best to utilize available information for potential revisions to the TCR and to address public health risks from contamination of distribution systems. In addition, such a Committee could provide recommendations to determine if further information is needed to be collected to address health risks associated with distribution systems.

To prepare in advance for the potential establishment of a Federal Advisory Committee, EPA is soliciting nominations for membership on the Committee in this notice.

The public meeting will be held on Tuesday, January 30, 2008, through Thursday, February 1, 2008. Submit nominations for a potential Federal Advisory Committee on or before January 29, 2008.

**“Safe Drinking Water Act Determination; Underground Injection Control Program, Determination of Indian Country Status for Purposes of Underground Injection Control Program Permitting”
February 26, 2008 (72 FR 8380)**

This notice announces the availability of EPA’s Land Status Determination, which concludes that the approximately 160 acres of land located in the southeast portion of Section 8, Township 16N, Range 16W, in the State of New Mexico (the Section 8 land), is part of a dependent Indian community under 18 U.S.C. 1151(b) and, thus, considered to be “Indian country.” EPA is therefore the appropriate agency to consider underground injection control permit applications under the Safe Drinking Water Act for that land.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Underground Injection Control (UIC) Program; EPA ICR No. 0370.19; OMB Control No. 2040-0042”
February 28, 2008 (72 FR 8983)**

The Underground Injection Control (UIC) Program under the Safe Drinking Water Act established a federal and state regulatory system to protect underground sources of drinking water from contamination by injected fluids. Owners or operators of underground injection wells must obtain permits, conduct environmental monitoring, maintain records, and report results to EPA or the state UIC primacy agency. States must report to EPA on permittee compliance and related information. The mandatory information is reported using standardized forms and annual reports, and the regulations are codified at 40 CFR Parts 144 through 148. The data are used by UIC authorities to ensure the protection of underground sources of drinking water.

**“Notice of a Second Workshop on the Development of Regulations for Aircraft Public Water Systems”
March 8, 2008 (72 FR 10528)**

EPA held a second workshop on the development of regulations for aircraft public water systems. This workshop will provide information about recent activities and an overview of approaches for the proposed Aircraft Drinking Water Rule. This is the second workshop in a series designed to gain perspectives from representatives from industry, government, public interest groups, and the general public.

The workshop was held in Washington, D.C. on March 28-29, 2008.

**“Board of Scientific Counselors, Drinking Water Mid-Cycle Subcommittee Meetings, Spring 2008”
April 4, 2008 (72 FR 16350)**

EPA’s Office of Research and Development (ORD) gave notice of two meetings of the Board of Scientific Counselors (BOSC) Drinking Water Mid-Cycle Subcommittee. The meetings were to take place on Thursday, April 26, 2008, and Wednesday, May 23, 2008.

**“Expedited Approval of Test Procedures for the Analysis of Contaminants Under the Safe Drinking Water Act; Analysis and Sampling Procedures”
April 10, 2008 (72 FR 17902)**

EPA announced its intent to implement an expedited process for approving alternative testing methods for existing regulations for drinking water contaminants. The Safe Drinking Water Act authorizes EPA to approve the use of alternative testing methods through publication of a notice in the Federal Register instead of through rulemaking procedures. EPA plans to use this streamlined authority to make additional methods available for analyzing drinking water compliance and unregulated contaminant monitoring samples. This expedited approach will provide public water systems, laboratories, and primacy agencies with more timely access to new measurement techniques and greater flexibility in the selection of analytical methods, thereby reducing monitoring costs while maintaining public health protection. This notice requests comments on implementation aspects of the expedited method approval process.

**“Spring 2008 Regulatory Agenda”
April 30, 2008 (72 FR 23156)**

EPA publishes the semiannual regulatory agenda to update the public about regulations and major policies currently under development, reviews of existing regulations and major policies, and rules and major policymakings completed or canceled since the last agenda.

**“Agency Information Collection Activities; Proposed Collection; Comment Request; Proficiency Testing Studies for Drinking Water Laboratories”
May 3, 2008 (72 FR 24582)**

The enforcement of drinking water regulations is conducted by primacy agencies. These primacy agencies are generally the states, but in the cases where the drinking water utilities are located either in a state that has not accepted primacy or in a territory of the United States, the EPA Regional office for the area serves as the

primacy agency. Entities potentially affected by this action are laboratories seeking drinking water primacy agency (usually state) certification or accreditation for the analysis of drinking water samples. Proficiency testing (PT) studies provide an objective demonstration that participating laboratories are capable of producing valid data for monitored pollutants.

Comments were to be received by July 2, 2008.

**“Meeting of the National Drinking Water Advisory Council--Notice of Public Meeting”
May 4, 2008 (72 FR 25302)**

EPA gave notice of a meeting on May 23 and 24, 2008, of the National Drinking Water Advisory Council (NDWAC), established under the Safe Drinking Water Act. The topics to be discussed and considered by the Council include EPA and utility activities to address emerging contaminants and climate change. EPA will consult with the Council on the Aircraft Drinking Water Rule and Lead and Copper Rule Revisions. The Council will also be briefed on activities to improve waterborne disease outbreak surveillance; investigation and reporting; activities to advance sustainable infrastructure and water security; and activities related to developing a management framework for geosequestration of carbon dioxide. If time permits, the Council will also be updated on the status of other regulatory and implementation activities underway in the national drinking water protection program.

**“Water Security Initiative: Preliminary Notice of a Request for Applications for Contamination Warning System Pilots”
May 29, 2008 (72 FR 29498)**

EPA provided preliminary notice of its intention to solicit competitive applications for cooperative agreements to support contamination warning system demonstration pilots. These pilots will be part of EPA's Water Security (WS) initiative (formerly Water Sentinel), which addresses the risk of contamination of drinking water distribution systems. Local governments or institutions (either public or private nonprofit organizations) that operate community water systems serving at least 750,000 people will be eligible to compete for these cooperative agreements. The purpose of this notice is to alert potential applicants to this future opportunity.

EPA anticipates awarding four cooperative agreements for contamination warning system demonstration pilots, with individual award amounts between \$3 and \$12 million. A minimum 20 percent cost-share, which may include in-kind services, would be required. Contamination warning systems must address five monitoring and surveillance components: online water quality monitoring, contaminant sampling and analysis, enhanced security monitoring, consumer complaint

surveillance, and public health surveillance, along with a consequence management plan.

The request for applications was expected in June 2008.

**“Public Water System Supervision Program Revisions for the State of Indiana”
May 30, 2008 (72 FR 30000)**

Indiana is revising its approved Public Water System Supervision Program. Indiana has revised the following rules: Arsenic, Radionuclides, and Long Term 1 Enhanced Surface Water Treatment Rule. EPA has determined that these revisions by the state are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these revisions to the State of Indiana's Public Water System Supervision Program.

The effective date for this action was June 29, 2008.

**“Board of Scientific Counselors, Drinking Water Mid-Cycle Subcommittee Meeting--July 2008”
June 19, 2008 (72 FR 33755)**

EPA's Office of Research and Development (ORD), gives notice of a meeting of the Board of Scientific Counselors (BOSC) Drinking Water Mid-Cycle Subcommittee. The proposed agenda item for the meeting (teleconference) is discussion of the draft report concerning the ORD drinking water research program's progress in response to recommendations from its 2005 BOSC review and other activities. The meeting is open to the public.

The meeting (a teleconference call) was to be held on Friday, July 13, 2008.

**“Public Water System Supervision Program Revisions for the State of Michigan”
June 20, 2008 (72 FR 34249)**

The State of Michigan has formally requested primary enforcement authority for the Radionuclides Rule, which will reduce exposure to radionuclides in drinking water and reduce the risk of cancer; the Arsenic and Clarifications to Compliance and New Source Monitoring (Arsenic) Rule, which requires community and non-transient non-community water systems to comply with the revised arsenic maximum contaminant level of 0.010 mg/L; the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR), which improves public health protection through the control of microbial pathogens, specifically *Cryptosporidium*, in drinking water; and the Filter Backwash Recycling Rule (FBRR), which requires changes to the return of recycle flows to a water treatment plant's process that may otherwise compromise microbial control.

EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve these program rules.

The effective date for this action was July 23, 2008.

**“Establishment of the Total Coliform Rule Distribution System Advisory Committee; Notice”
June 29, 2008 (72 FR 35870)**

EPA gave notice that it is establishing the Total Coliform Rule Distribution System Advisory Committee (TCRDSAC). The purpose of the TCRDSAC is to provide advice and make recommendations to the Agency on revisions to the Total Coliform Rule (TCR), and on what information about distribution systems is needed to better understand the public health impact from the degradation of drinking water quality in distribution systems. EPA has determined that this Advisory Committee is in the public interest and will assist the Agency in performing its duties as directed in the 2007 EPA Appropriations Act.

For the revision effort, EPA would like the Advisory Committee to advise the Agency on how the rule could be revised to improve implementation and strengthen public health protection. For distribution system issues, EPA would like the Committee to evaluate available data and research on aspects of distribution systems that may create risks to public health and consider how to address the risks.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”
June 29, 2008 (72 FR 35870)**

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 charge for the Advisory Committee; discuss the purpose, efficacy, and applicability of the Total Coliform Rule (TCR); determine the availability of data and research to better understand the potential public health impact of the degradation of water quality in distribution systems; and discuss existing data sources and potential analyses to support the advisory committee.

The meeting was to be held July 17 and 18, 2008, in Washington, DC.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”
August 21, 2008 (72 FR 46631)**

The purpose of this meeting is to discuss the purpose, efficacy, applicability, and implementation of the Total Coliform Rule (TCR), a range of information that can be used to characterize and potentially revise the Rule, what distribution system issues affect water quality, and criteria for prioritizing distribution system issues.

The meeting was held September 18 and 19, 2008 in Washington, DC.

Hotline Annual Statistics

Annual Summary of Hotline Service

ECSS questions / comments requiring a response	751
Total number of ECSS hits ¹	190,797
Total number of calls received	37,551
Total number of calls answered	9,141
Average wait time (in seconds)	74
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 5 min	96.4%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	2,467
Number of times callers listened to recorded message about CCRs	1,943
Number of times callers listened to recorded message about local drinking water quality for PWS customers	2,055
Number of times callers listened to recorded message about tap water testing and quality for household well owners	1,216
Number of times callers listened to recorded message about tap water testing for PWS customers	2,873

Contact with Hotline: Comparison to Previous Year

	Calls Answered	Messages Heard	Generated E-mails	ECSS Hits ¹
FY08	9,141	9,338	751	190,797
FY07	10,016	10,950	851	199,175

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	1,644	24
2. State Lab Certification	1,316	19
3. NSF/WQA/UL	936	14
4. State PWSS	840	12
5. EPA Internet	552	8
6. FDA/IBWA	329	5
7. AGWT/WSC	214	3
8. Other	191	3
9. Local Public Health	135	2
10. Other Hotlines	132	2

*6,921 total referrals to other resources, agencies, and organizations were provided by the Hotline in FY 2008.

ECSS Activities

Topic	Number of generated e-mails
Analytical Methods	5
Arsenic	21
Bottled Water	24
Compliance/Issues (PWS)	60
Consumer Concerns	94
Contaminants and Standards	88
Definitions	6
Facts, Figures, and Databases	23
Household Wells	82
Local Drinking Water Quality	76
Long Term 2 Rule	12
Other*	196
Source Water Protection	14
Stage 2 Rule	32
Security	1
Underground Injection	6
Tap Water Testing	11
TOTAL	751

*Topics other than those listed in the table

Caller Profiles

Customer	Calls
Analytical Laboratories	43
Citizen - Private Well	597
Citizen - PWS	6,614
Consultants/Industry/Trade (DW)	345
Consultants/Industry/Trade (Other)	127
Environmental Groups	18
EPA	49
Other Federal Agency	28
Government, Local	32
Government, State	71
Government, Tribal	4
Spanish Speaking	164
International	9
Media	28
Medical Professional	35
Public Water System	593
Schools/University	54
Other	330
TOTAL	9,141

¹ Page turns on the Safe Drinking Water ECSS Interface

Caller Question Topics

Topic	Number of Questions
Microbials/Disinfection Byproducts	
Chlorine	244
Coliforms	746
Cryptosporidium	457
Disinfection/Disinfection Byproducts (Other)	131
Disinfection – Home Water	325
Long Term 2 Rule	158
Other Microbials	360
Stage 2 DBP Rule	177
Storage – Home Water	24
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	18
Trihalomethane (THM)	150
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)	
Arsenic	211
Fluoride	171
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	36
Perchlorate	16
Phase I, II & V	45
Sodium Monitoring	45
Sulfate	24
Lead and Copper	
Copper	168
Lead	790
Lead Contamination Control Act (LCCA)/Lead Ban	39
General 3Ts*	2
Radionuclides	
Radionuclides (Other)	119
Radionuclides (Radon)	271
Polonium-210	0
Secondary DW Regulations	
Secondary DW Regulations	475
SDWA Background/Overview	
Definitions & Applicability	67
MCL List	758
Other Background	704
SDWA	514

Topic	Number of Questions
Water on Tap	7
Other DW Regulations	
Analytical Methods (DW)	88
Contaminant Candidate List/ Drinking Water Priority List	48
Consumer Confidence Report (DW)	1,864
DW Primacy (PWS)	43
Operator (PWS) Certification	19
Other Drinking Water Security	22
Public Notification (PWS)	630
Security Planning Grants	0
State Revolving Fund (DW)	12
Unregulated Contaminant Monitoring Rule (UCMR)	96
Other Drinking Water	
Additives Program	43
Bottled Water	559
Complaints about PWS	583
Compliance & Enforcement (PWS)	385
Home Water Treatment Units	994
Infrastructure/Cap. Development	29
Local DW Quality	1,804
Tap Water Testing	1,501
Treatment/BATs (DW)	25
Pharmaceuticals*	19
Drinking Water Source Protection	
Ground Water Rule	13
Sole Source Aquifer	11
Source Water/Wellhead Protect.	63
UIC Program	53
Carbon Sequestration*	0
Out of Purview	
Household Wells	438
Non-Environmental	171
Non-EPA Environmental	181
Other EPA (Programs)	160
TOTALS	17,106

**Addendum:
Fiscal Year 2008
Fourth Quarter Statistics**

Hotline Fourth Quarter FY 2008 Statistics

Top Ten Caller Topics

Topic	Questions	Percent of Total* Questions
Consumer Confidence Report	658	11%
Local Drinking Water Quality	494	9%
Tap Water Testing	435	8%
Home Water Treatment Units	424	7%
Coliforms	294	5%
Other/Background	290	5%
Compliance / Enforcement	244	4%
Lead	236	4%
MCL List	233	4%
Public Notification	207	4%

*A total of 5,763 questions from callers were answered by the Hotline in the 4th Quarter of FY 2008.

Calls and ECSS Generate E-mails		
Calls**	ECSS E-mails***	Total
2,537	189	2,726

** A single call may generate multiple questions.

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

Quarterly Summary of Hotline Service

Total number of calls answered	2,537
Total number of calls received	10,312
Total number of ECSS Questions / Comments requiring a response	189
Average wait time (in seconds)	65
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 5 min	98.69%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	673
Number of times callers listened to recorded message about CCRs	600
Number of times callers listened to recorded message about local drinking water quality for PWS customers	621
Number of times callers listened to recorded message about tap water testing and quality for household well owners	333
Number of times callers listened to recorded message about tap water testing for PWS customers	798

Comparison to Quarter

	Calls	ECSS E-mails
4 th Quarter FY08	2,537	189
3 rd Quarter FY08	2,850	204

Top Ten Referrals

Customer Referred to:	Number of Referrals	Percent of Total* Referrals
1. Local Water System	476	23%
2. State Lab Certification	363	18%
3. NSF/WQA/UL	306	15%
4. State PWSS	302	15%
5. EPA Internet	151	7%
6. FDA/IBWA	70	3%
7. AGWT/WSC	59	3%
8. Other	59	3%
9. EPA Regional Offices	43	2%
10. Other Hotlines	35	2%

*A total of 2,032 referrals to other resources, agencies, and organizations were provided by the Hotline in the 4th Quarter of FY 2008.

Caller Profiles	
Customer	Calls
Analytical Laboratories	4
Citizen - Private Well	157
Citizen – PWS	1904
Consultants/Industry/Trade (DW)	92
Consultants/Industry/Trade (Other)	33
Environmental Groups	4
EPA	13
Other Federal Agency	12
Government, Local	6
Government, State	19
Government, Tribal	0
Spanish Speaking	24
International	4
Media	7
Medical Professional	4
Public Water System	114
Schools/University	14
Other	125
TOTALS	2537

Caller Question Topics	
Topic	Number of Questions
Microbials/Disinfection Byproducts	
Chlorine	91
Coliforms	294
Cryptosporidium	200
Disinfection/Disinfection Byproducts (Other)	57
Disinfection – Home Water	118
Long Term 2 Rule	20
Other Microbials	140
Stage 2 D/DBP Rule	29
Storage – Home Water	6
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	6
Trihalomethane (THM)	77
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)	
Arsenic	82
Fluoride	62
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	20
Perchlorate	10
Phase I, II & V	14
Sodium Monitoring	14
Sulfate	9
Lead and Copper	
Copper	59
Lead	236
Lead Contamination Control Act (LCCA)/Lead Ban	12
General 3Ts	2
Radionuclides	
Radionuclides (Other)	31
Radionuclides (Radon)	90
Polonium - 210	0
Secondary DW Regulations	
Secondary DW Regulations	169

SDWA Background/Overview	
Definitions & Applicability	13
MCL List	233
Other Background	290
SDWA	179
Water on Tap	1
Other DW Regulations	
Analytical Methods (DW)	44
Contaminant Candidate List/ Drinking Water Priority List	13
Consumer Confidence Report (DW)	658
DW Primacy (PWS)	6
Operator (PWS) Certification	11
Other Drinking Water Security	10
Public Notification (PWS)	207
Security Planning Grants	0
State Revolving Fund (DW)	5
Unregulated Contaminant Monitoring Rule (UCMR)	19
Other Drinking Water	
Additives Program	15
Bottled Water	153
Complaints about PWS	244
Compliance & Enforcement (PWS)	129
Home Water Treatment Units	424
Infrastructure/Cap. Development	5
Local DW Quality	494
Tap Water Testing	435
Treatment/BATs (DW)	11
Pharmaceuticals	19
Drinking Water Source Protection	
Ground Water Rule	3
Sole Source Aquifer	4
Source Water/Wellhead Protection	18
UIC Program	19
Carbon Sequestration	0
Out of Purview	
Household Wells	119
Non-Environmental	50
Non-EPA Environmental	36
Other EPA (Programs)	42
TOTALS	5,763

ECSS Activities	
Topic	Number of generated e-mails
Analytical Methods	1
Arsenic	11
Bottled Water	0
Compliance/Issues(PWS)	9
Consumer Concerns	29
Contaminants and Standards	23
Definitions	2
Facts, Figures, and Databases	7
Household Wells	21
Local Drinking Water Quality	19
Long Term 2 Rule	4
Other	47
Source Water Protection	4
Stage 2 Rule	4
Tap Water Testing	4

Annual Report Statistics

Security	1
Underground Injection Control	3
TOTAL	189

ECSS Service Summary

Date	Searches	Answers Viewed	Sessions	Hits	Generated E-mails
2008/07/01	100	100	486	271	4
2008/07/02	49	118	1083	277	2
2008/07/03	57	90	956	238	1
2008/07/04	11	49	892	114	0
2008/07/05	4	45	890	88	1
2008/07/06	32	49	975	138	1
2008/07/07	45	104	1263	267	3
2008/07/08	43	540	1160	718	2
2008/07/09	116	129	1252	335	1
2008/07/10	56	95	1093	265	2
2008/07/11	45	62	894	182	2
2008/07/12	43	31	770	100	0
2008/07/13	83	92	958	232	0
2008/07/14	77	604	1279	803	1
2008/07/15	60	86	1668	240	3
2008/07/16	24	107	1238	204	2
2008/07/17	22	69	1471	151	1
2008/07/18	19	56	831	221	2
2008/07/19	11	292	1029	453	1
2008/07/20	43	393	1462	698	0
2008/07/21	74	139	1133	553	1
2008/07/22	51	1590	2153	2278	2
2008/07/23	64	635	1436	1039	6
2008/07/24	37	543	1778	774	1
2008/07/25	31	105	1384	769	2
2008/07/26	20	86	1271	601	1
2008/07/27	61	483	1403	589	0
2008/07/28	45	842	1019	1020	4
2008/07/29	42	273	943	484	2
2008/07/30	105	327	957	558	1
2008/07/31	16	72	808	189	2
2008/08/01	19	94	683	270	0
2008/08/02	7	69	715	188	1
2008/08/03	11	75	642	219	3
2008/08/04	45	627	864	838	3
2008/08/05	27	179	883	335	2
2008/08/06	15	274	962	446	3
2008/08/07	65	120	826	331	3
2008/08/08	104	219	910	572	6
2008/08/09	25	66	751	261	3
2008/08/10	4	47	707	160	0
2008/08/11	60	607	1096	800	3
2008/08/12	144	158	1281	492	1
2008/08/13	96	76	1227	314	1
2008/08/14	18	59	1135	176	3
2008/08/15	37	54	846	181	2
2008/08/16	7	63	710	179	1
2008/08/17	49	65	1071	245	2
2008/08/18	157	166	1043	490	0
2008/08/19	125	137	1309	454	4
2008/08/20	64	245	1442	522	3
2008/08/21	96	264	1002	500	4
2008/08/22	60	193	1063	355	3
2008/08/23	10	46	806	99	0
2008/08/24	12	46	885	114	2
2008/08/25	43	1061	1022	1280	3
2008/08/26	75	102	933	380	3

Annual Report Statistics

2008/08/27	58	184	1168	344	0
2008/08/28	69	672	1288	832	0
2008/08/29	27	637	1272	784	1
2008/08/30	26	136	1105	207	0
2008/08/31	12	93	1122	189	2
2008/09/01	21	98	1205	199	1
2008/09/02	45	108	1020	253	4
2008/09/03	62	93	713	248	3
2008/09/04	55	137	752	361	4
2008/09/05	38	562	794	732	4
2008/09/06	10	34	581	81	2
2008/09/07	40	44	512	121	1
2008/09/08	26	81	590	200	4
2008/09/09	25	80	946	189	1
2008/09/10	50	79	610	209	2
2008/09/11	25	83	627	207	2
2008/09/12	60	113	513	279	2
2008/09/13	5	42	481	98	2
2008/09/14	10	57	531	119	0
2008/09/15	70	594	607	826	4
2008/09/16	111	119	639	375	5
2008/09/17	66	118	793	304	4
2008/09/18	21	77	786	238	4
2008/09/19	8	47	732	143	2
2008/09/20	23	54	674	143	2
2008/09/21	14	54	612	103	0
2008/09/22	17	598	627	765	1
2008/09/23	60	118	652	279	6
2008/09/24	68	69	621	245	2
2008/09/25	83	93	717	287	3
2008/09/26	52	99	588	263	5
2008/09/27	9	38	563	109	1
2008/09/28	29	72	599	159	2
2008/09/29	61	69	1439	188	1
2008/09/30	34	46	874	153	2
Total	4,251	18,916	88,102	35,282	189

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 enters a 100% satisfaction rating for an Answer, 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.