



FY 2008  
1<sup>st</sup> Quarter  
Report

# Water Lines

## SDW Hotline Report

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### Top Ten Caller Topics

Topic	Number of Questions	Percent of Total* Questions
Local Drinking Water Quality	328	11
Tap Water Testing	314**	11
Coliforms	195	7
Consumer Confidence Report	179	6
Public Notification	164	6
Lead	142	5
Home Water Treatment Units	138	5
MCL List	117	4
Compliance and Enforcement	95	3
Household Wells	85	3

\*A total of 2,913 questions from callers were answered by the Hotline in the 1st Quarter of FY 2008.

\*\*Citizens who obtain their drinking water from private household wells asked 8 percent of the tap water testing questions.

### Calls and ECSS Questions and Comments

Calls***	ECSS Questions	Total
1,762	157	1,919

\*\*\*A single call may generate multiple questions.

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

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See past reports at

[www.epa.gov/safewater/hotline/reports.html](http://www.epa.gov/safewater/hotline/reports.html)

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791

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## What's New

### New Publications/Resources:

Draft regulatory guidance for the Lead and Copper Rule Short-Term Revisions and Clarifications is available at [www.epa.gov/safewater/lcrmr/compliancehelp\\_draftguidance.html](http://www.epa.gov/safewater/lcrmr/compliancehelp_draftguidance.html).

*Removing Multiple Contaminants from Drinking Water: Issues to Consider* (EPA816-H-07-004) is available at [www.epa.gov/safewater/treatment/pdfs/poster\\_treatment\\_technologies.pdf](http://www.epa.gov/safewater/treatment/pdfs/poster_treatment_technologies.pdf).

The new Underground Injection Control Web site is available at [www.epa.gov/safewater/uic](http://www.epa.gov/safewater/uic).

A draft version of *The Ground Water Rule (GWR) Implementation Guidance* (EPA816-D-07-001) is available at [www.epa.gov/safewater/disinfection/gwr/compliancehelp.html#states](http://www.epa.gov/safewater/disinfection/gwr/compliancehelp.html#states). Comments are no longer being accepted on this document.

The Drinking Water Training for Tribes and Tribal Operators Web site is available at [www.epa.gov/safewater/tribal/training.html](http://www.epa.gov/safewater/tribal/training.html).

The Stoughton School District Lead Testing case study is available at [www.epa.gov/safewater/schools/casestudy\\_stoughtonschools.html](http://www.epa.gov/safewater/schools/casestudy_stoughtonschools.html).

*Talking to your Customers about Chronic Contaminants in Drinking Water* (EPA814-F-07-022) is available at [www.epa.gov/safewater/contaminants/pdfs/fs\\_contaminants\\_chronic\\_talkingtocustomers.pdf](http://www.epa.gov/safewater/contaminants/pdfs/fs_contaminants_chronic_talkingtocustomers.pdf).

Tentative FY 2008 Tribal Public Water System Supervision (PWSS) program allotments are available at [www.epa.gov/safewater/pws/grants/allotments\\_tribal.html](http://www.epa.gov/safewater/pws/grants/allotments_tribal.html).

### Did You Know?

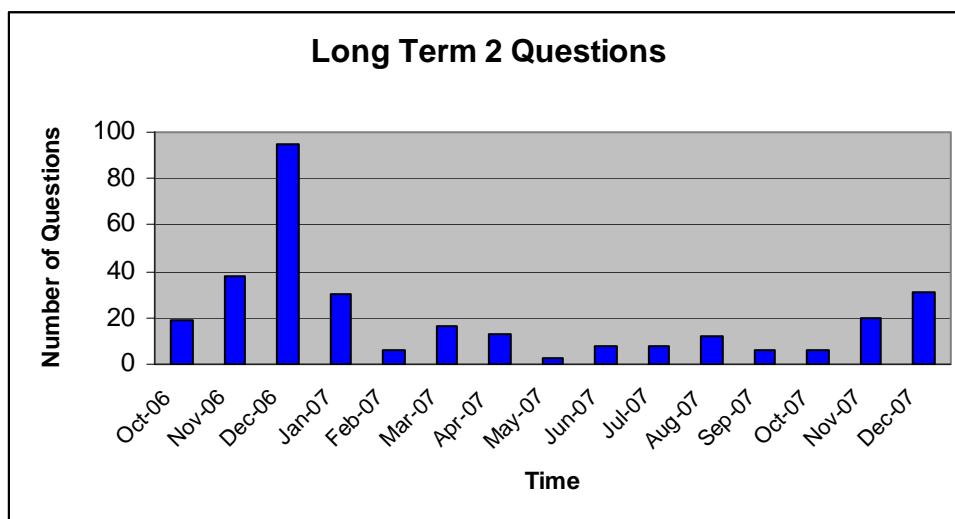
American public water supply and treatment facilities consume about 56 billion kilowatt-hours per year - enough electricity to power more than 5 million homes for an entire year (*Water Headlines*, EPA Office of Water; January 14, 2008).

Calendar:

Who?	What?	Where?	When?	More Information
EPA	Meeting of the Total Coliform Rule Distribution System Advisory Committee	Washington, DC	January 16-17, 2008	
EPA	Meeting of the Total Coliform Rule Distribution System Advisory Committee	Washington, DC	December 5-6, 2007	
EPA	Public Workshop to Discuss Management of Underground Injection of Carbon Dioxide for Geologic Sequestration	Washington, DC	December 3-4, 2007	
NDWAC	Public Meeting	Washington, DC	November 16-17, 2007	
SAB	Public teleconference	Teleconference	November 13, 2007	
EPA	Meeting of the Total Coliform Rule Distribution System Advisory Committee	Washington, DC	October 17-18, 2007	
EPA	Drinking Water Security Workshops	Various	On-going	<a href="http://www.epa.gov/safewater/security">www.epa.gov/safewater/security</a>
DWA	SDW Regulatory Compliance Training	Various	On-going	<a href="http://www.epa.gov/safewater/dwa/calendar.html">www.epa.gov/safewater/dwa/calendar.html</a>

### Quarterly Trend

The number of Long Term 2 Enhanced Surface Water Treatment Rule (LT2) questions received by the Hotline increase as the deadline for submitting source water monitoring sampling schedules draws near. For example, schedule 2 systems were required to submit their source water monitoring sampling schedule by January 1, 2007. The chart below shows that in Quarter 1 of Fiscal Year 2007, the number of LT2 questions increased in each month of the quarter, through December 2006, with a significant drop after the deadline. The same trend is apparent in the first quarter of Fiscal Year 2008 as schedule 3 systems were required to submit sampling schedules by January 1, 2008. While the number of questions is not equal to that of the first quarter of 2007, the data still shows a correlation of sampling schedule deadlines and the number of questions received by the Hotline. The majority of questions during these periods are from public water system operators asking what the specific components must be included in the plan and how the plan should be submitted.



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## Frequently Asked Qs & As

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

**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:** 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](http://www.epa.gov/safewater/tribal/training.html).

**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:** 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).

## Quarterly Summary of Hotline Service

Total number of calls received	1,910
Total number of calls answered	1,762
ECSS comments and questions requiring a response	157
Average wait time (in seconds)	44
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 5 min	98.5%
Percent of callbacks answered in 5 days	100%
Number of times callers were transferred to the WSC Wellcare Hotline	450
Number of times callers listened to recorded message about CCRs	280
Number of times callers listened to recorded message about local drinking water quality for PWS customers	362
Number of times callers listened to recorded message about tap water testing and quality for household well owners	229
Number of times callers listened to recorded message about tap water testing for PWS customers	586

## Comparison to Previous Quarter

	Calls Answered	ECSS Questions and Comments
1st Quarter FY 2008	1,762	157
4th Quarter FY 2007	2,903	228

## Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
Local Water System	285	26
State Lab Certification	268	25
State PWSS	137	12
NSF/WQA/UL	124	11
EPA Internet	83	7
FDA/IBWA	35	3
Local Public Health	33	3
WSC/AGWT	32	2
Other Hotlines	21	2
Other	17	2

\*A total of 1,123 referrals to other resources, agencies, and organizations were provided by the Hotline in the 1<sup>st</sup> Quarter of FY 2008.

## Customer Profiles

Customer	Calls
Analytical Laboratories	12
Citizen - Private Well	113
Citizen - PWS	1231
Consultants/Industry/Trade (DW)	87
Consultants/Industry/Trade (Other)	24
Environmental Groups	1
EPA	16
Other Federal Agency	11
Government, Local	6
Government, State	11
Government, Tribal	0
Spanish Speaking	38
International	2
Media	5
Medical Professional	10
Public Water System	127
Schools/University	11
Other	57
<b>TOTALS</b>	<b>1,762</b>

## ECSS Activities

Topic	Number of Questions and Comments
Arsenic	2
Bottled Water	3
Compliance/Issues (PWS)	18
Consumer Concerns	15
Contaminants and Standards	16
Definitions	2
Facts, Figures, and Databases	6
Household Wells	21
Other	46
Local Drinking Water Quality	17
Long Term 2 ESWT Rule	1
Source Water Protection	2
Stage 2 D/DBP Rule	8
<b>TOTALS</b>	<b>157</b>

## Caller Question Topics

Topics	Number of Questions
<b>Microbials/Disinfection Byproducts</b>	
Chlorine	48
Coliforms	195
Cryptosporidium	19
Disinfection/Disinfection Byproducts (Other)	29
Long Term 2 ESWTR	57
Other Microbials	56
Stage 2 D/DBPR	66
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	3
Trihalomethane (THM)	28
Home Water Disinfection	40
Home Water Storage	6
<b>Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)</b>	
Arsenic	43
Fluoride	33
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	6
Perchlorate	0
Phase I, II & V	3
Sodium Monitoring	9
Sulfate	6
<b>Lead and Copper</b>	
Copper	34
Lead	142
Lead Contamination Control Act (LCCA)/Lead Ban	8
<b>Radionuclides</b>	
Radionuclides (Other)	28
Radionuclides (Radon)	60
<b>Secondary DW Regulations</b>	
Secondary DW Regulations	78
<b>SDWA Background/Overview</b>	
Definitions & Applicability	18
MCL List	117
Other Background	13
SDWA	81

Topics	Number of Questions
Water on Tap	4
<b>Other DW Regulations</b>	
Analytical Methods (DW)	11
Contaminant Candidate List/ Drinking Water Priority List	7
Consumer Confidence Report (DW)	179
DW Primacy (PWS)	17
Operator (PWS) Certification	3
Other Drinking Water Security	4
Public Notification (PWS)	164
Security Planning Grants	0
State Revolving Fund (DW)	1
Unregulated Contaminant Monitoring Rule (UCMR)	25
<b>Other Drinking Water</b>	
Additives Program	7
Bottled Water	70
Complaints about PWS	72
Compliance & Enforcement (PWS)	95
Home Water Treatment Units	138
Infrastructure/Cap. Development	9
Local DW Quality	328
Tap Water Testing	314
Treatment/BATs (DW)	7
<b>Drinking Water Source Protection</b>	
Ground Water Rule	4
Sole Source Aquifer	2
Source Water/Wellhead Protection	10
UIC Program	16
<b>Out of Purview</b>	
Household Wells	85
Non-Environmental	39
Non-EPA Environmental	46
Other EPA (Programs)	30
<b>TOTALS</b>	<b>2,913</b>

### 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.

**ECSS Service Summary**

Date	Searches	Answers Viewed	Sessions	Hits	Web Questions
10/1/2007	93	649	218	967	1
10/2/2007	66	651	247	942	2
10/3/2007	113	118	214	441	5
10/4/2007	90	79	216	380	5
10/5/2007	16	105	175	270	3
10/6/2007	25	56	687	725	0
10/7/2007	10	50	155	181	0
10/8/2007	22	88	196	288	3
10/9/2007	66	1130	288	1478	5
10/10/2007	63	246	283	473	3
10/11/2007	80	118	202	383	3
10/12/2007	33	604	792	1342	1
10/13/2007	15	578	163	717	0
10/14/2007	8	589	178	746	2
10/15/2007	50	131	838	933	5
10/16/2007	20	92	136	216	1
10/17/2007	24	105	197	353	2
10/18/2007	38	77	136	251	4
10/19/2007	20	57	135	181	0
10/20/2007	19	78	113	185	0
10/21/2007	61	87	92	231	0
10/22/2007	74	154	881	1010	3
10/23/2007	112	676	183	942	3
10/24/2007	70	83	153	284	2
10/25/2007	18	59	140	216	5
10/26/2007	83	118	140	362	3
10/27/2007	22	43	95	129	1
10/28/2007	18	45	90	150	4
10/29/2007	101	1697	307	2105	3
10/30/2007	78	154	162	344	0
10/31/2007	48	58	102	198	1
11/1/2007	79	123	131	304	1
11/2/2007	32	98	130	252	2
11/3/2007	46	46	104	200	1
11/4/2007	81	72	126	272	2
11/5/2007	46	129	185	340	4
11/6/2007	38	65	827	813	2
11/7/2007	55	110	153	297	0
11/8/2007	58	89	155	289	1
11/9/2007	46	55	108	208	1
11/10/2007	18	73	117	171	2
11/11/2007	22	48	86	153	0
11/12/2007	48	597	180	816	2
11/13/2007	50	128	217	340	1
11/14/2007	47	160	223	417	2
11/15/2007	58	101	195	329	0
11/16/2007	52	611	223	853	2
11/17/2007	19	44	101	169	1
11/18/2007	44	101	169	265	1

## 1<sup>st</sup> Quarter FY 2008

11/19/2007	38	123	156	281	2
11/20/2007	41	132	207	355	2
11/21/2007	28	68	172	237	1
11/22/2007	18	40	126	166	1
11/23/2007	40	64	157	238	0
11/24/2007	5	32	106	124	1
11/25/2007	19	44	135	172	0
11/26/2007	101	623	267	953	1
11/27/2007	81	608	196	912	3
11/28/2007	53	107	173	347	3
11/29/2007	77	70	175	333	2
11/30/2007	95	682	288	1026	3
12/1/2007	20	45	77	127	1
12/2/2007	11	57	126	180	0
12/3/2007	48	589	157	768	0
12/4/2007	75	95	160	301	2
12/5/2007	84	164	209	396	2
12/6/2007	60	98	158	285	1
12/7/2007	12	52	106	179	3
12/8/2007	6	63	99	162	0
12/9/2007	21	27	92	128	1
12/10/2007	39	63	122	221	2
12/11/2007	87	109	109	361	7
12/12/2007	60	58	131	267	2
12/13/2007	28	57	134	214	2
12/14/2007	45	571	172	768	2
12/15/2007	8	36	103	141	0
12/16/2007	23	44	87	152	3
12/17/2007	21	95	148	275	4
12/18/2007	22	53	79	170	2
12/19/2007	70	100	174	342	1
12/20/2007	31	46	112	182	0
12/21/2007	24	88	103	203	1
12/22/2007	10	15	66	89	0
12/23/2007	37	241	569	589	1
12/24/2007	16	40	152	176	0
12/25/2007	12	32	49	116	0
12/26/2007	18	43	71	141	2
12/27/2007	42	276	88	406	0
12/28/2007	28	690	162	848	1
12/29/2007	5	19	66	103	1
12/30/2007	25	40	65	119	1
12/31/2007	15	48	92	138	1
<b>Total</b>	<b>3994</b>	<b>17972</b>	<b>17540</b>	<b>37602</b>	<b>157</b>

**Searches:** The number of searches performed.

**Answers Viewed:** The total number of times Answers were viewed. This represents the number of Answer pages viewed.

**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.

**SAFE DRINKING WATER HOTLINE QUARTERLY REPORT  
First Quarter FY 2008**

**APPENDIX A: FEDERAL REGISTER SUMMARIES**

**FINAL RULES**

**“National Primary Drinking Water Regulations for Lead and Copper: Short-Term Regulatory Revisions and Clarifications; Final Rule”  
October 10, 2007 (72 FR 57781)**

EPA finalized targeted regulatory changes to the National Primary Drinking Water Regulations for lead and copper. This final rule strengthened the implementation of the Lead and Copper Rule in the following areas: monitoring, treatment processes, public education, customer awareness, and lead service line replacement. These changes provided more effective protection of public health by reducing exposure to lead in drinking water.

**NOTICES**

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”  
October 1, 2007 (72 FR 55767)**

EPA gave notice of a meeting of the Total Coliform Rule Distribution System Advisory Committee. The purpose of this meeting was to discuss the public health information; the Safe Drinking Water Act (SDWA) framework; Total Coliform Rule (TCR) implementation and compliance; how the TCR relates to other SDWA regulations, such as the Ground Water Rule; and issues that may affect finished water quality in distribution systems.

The meeting was held in Washington, D.C., on October 17 and 18, 2007.

**“Meeting of the National Drinking Water Advisory Council--Notice of Public Meeting”  
October 31, 2007 (72 FR 61634)**

EPA announced a public meeting of the National Drinking Water Advisory Council to consider various issues associated with communicating about drinking water, including how to communicate effectively on a daily basis and during a crisis. EPA staff also provided information about efforts in these areas. The Council received updates about several on-going projects, including the third Contaminant Candidate List, Geologic Sequestration and the Total Coliform Rule/Distribution System Federal Advisory Committee, and members of the Council gave updates on Small Systems Subgroup and Performance Measures Subgroup.

The meeting was held in Washington, D.C., on November 16 and 17, 2007.

**“Notification of a Public Teleconference of the Science Advisory Board Drinking Water Committee”**

**October 31, 2007 (72 FR 61635)**

EPA's Office of Water requested that the Science Advisory Board (SAB) Drinking Water Committee (DWC) evaluate three Agency activities in the coming year. To acquaint the DWC with these activities, EPA will provide introductory briefings to the DWC on the Aircraft Drinking Water Rule; the Drinking Water Draft Contaminant Candidate List 3; and Waterborne Diseases: Measures to Link Drinking Water Programs to Public Health Outcomes. The Agency will offer these briefings to acquaint the DWC with the Agency's activities in preparation for future meetings.

To discuss these advisory activities, the SAB held a public teleconference on November 13, 2007.

**“Notice of Public Workshop to Discuss Management of Underground Injection of Carbon Dioxide for Geologic Sequestration Under the Safe Drinking Water Act”**

**November 8, 2007 (72 FR 63178)**

EPA held a public workshop to discuss the development of proposed regulations for the underground injection of carbon dioxide for geologic sequestration under the Safe Drinking Water Act (SDWA). 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 would 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 in Washington, D.C., on December 3 and 4, 2007. The Agency plans to hold a second workshop in early 2008.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”**

**November 13, 2007 (72 FR 63896)**

EPA gave notice of a meeting of the Total Coliform Rule Distribution System Advisory Committee. The purpose of this meeting was to discuss the Total Coliform Rule (TCR) revision and information about distribution systems issues that may impact water quality.

Topics discussed in the meeting included TCR rule objectives and how the TCR relates to other Safe Drinking Water Act regulations, TCR indicator framework, TCR implementation and compliance analysis, potential ways to revise the TCR, and an assessment of the information on distribution system issues that may impact water quality.

The meeting was held in Washington, D.C., on December 5 and 6, 2007.

**“Tentative Approval and Solicitation of Request for a Public Hearing for Public Water System Supervision Program Revision for the State of New York”  
December 2, 2007 (72 FR 67932)**

EPA gave notice that New York State is revising its approved Public Water System Supervision Program. EPA has determined that these revisions are no less stringent than the corresponding Federal regulations. Therefore, EPA intends to approve the following program revisions: Administrative Penalty Authority; Stage 1 DBP Rule, Interim Enhanced Surface Water Treatment Rule; Public Notification Rule; Radionuclides; Arsenic and Contaminant Monitoring and New Source Requirements; Filter Backwash Recycling Rule; and the Long Term 1 Enhanced Surface Water Treatment Rule. The application demonstrates that New York has adopted drinking water requirements that satisfy the NPDWRs.

**“Fall 2007 Regulatory Agenda”  
December 10, 2007 (72 FR 70118)**

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. The Fall Regulatory Agenda included the following upcoming drinking water actions: Drinking Water Regulations for Aircraft, Contaminant Candidate List 3, Regulatory Determinations for CCL 2, Radon Rule, Aldicarb, Underground Injection Control: Update of State Program Regulatory Citations in CFR, MTBE and Technical Corrections to NSDWR, Revisions to Total Coliform Monitoring and Analytical Requirements and Additional Distribution Requirements, and 6-Year Review of NPDWR.

**“Meeting of the Total Coliform Rule Distribution System Advisory Committee--Notice of Public Meeting”  
December 21, 2007 (72 FR 72708)**

EPA gave notice of a meeting of the Total Coliform Rule Distribution System Advisory Committee. The purpose of this meeting was to discuss the Total Coliform Rule (TCR) revision and information about distribution systems issues that may impact water quality.

Topics discussed in the meeting included the research and information collection needs regarding how distribution system issues impact water quality and continued evaluation of TCR approaches. The discussion on distribution system issues included topics such as potential health effects and exposure; contamination events; viability of potential risk mitigation; and the link to infrastructure deterioration.

The meeting was held in Washington, D.C., on January 16 and 17, 2008.