Thelen, Mary Beth (DEQ)

From: Thelen, Mary Beth (DEQ)
Sent: Wednesday, October 01, 2014 11:19 AM
To: Scott, Allison (GOV); Muchmore, Dennis (GOV); Brader, Valerie (GOV)
Cc: Wurfel, Brad (DEQ); Wyant, Dan (DEQ); Datema, Maggie (DEQ); Sygo, Jim (DEQ); Wisniewski, Wendy (GOV); West, Samantha (GOV)
Subject: CITY OF FLINT DRINKING WATER, GOVERNOR'S OFFICE BRIEFING PAPER
Attachments: Governor Briefing - City of Flint 10-1-14.docx; Governor Briefing - City of Flint 10-1-14.pdf; Flint Monthly Pumpage Comparison.pdf; ODWMA-399-022.pdf

Importance: High

Dear Governor, Dennis, and Val:

Per your request, the attached briefing paper is on the City of Flint drinking water situation. Director Dan Wyant has asked that I send this to you. A Word version as well as a pdf version is attached. We have also included a copy of the policy ODWMA-399-022 which specifically provides guidance regarding boil water advisory situations, and a chart showing the significant increase in the City of Flint's water demands following the extreme conditions experienced this past winter.

Allison, please forward to the Governor. Thank you.

If you have any questions or need further information, please let us know. Thank you.

Mary Beth

Mary Beth Thelen
Management Assistant to Director Dan Wyant
Department of Environmental Quality
Constitution Hall, 6th Floor South
Phone: 517-284-6712 or 284-6700 (new numbers)
Fax: 517-241-7401
Thelenm2@michigan.gov

Attachments

FOIA-GOV-0

DEPARTMENT OF ENVIRONMENTAL QUALITY

GOVERNOR'S OFFICE BRIEFING PAPER
CITY OF FLINT DRINKING WATER

What contributed to the Boil Water Advisories in the city of Flint?

A number of factors, not one specific cause, likely contributed to the Boil Water Advisories (BWAs) in the city of Flint during August and September 2014. While use of the Flint River has increased the amount of natural organic matter in the city's water, the Flint Water Treatment Plant (WTP) has performed well above treatment requirements for organic carbon removal. In addition, less than 20 percent of the water system was included in the advisory area. If treatment had been compromised, detections would have been widespread throughout the city, rather than in such a localized area.

The city's water distribution system has suffered from a lack of infrastructure investment and asset management. Most of the city's over 550 miles of water mains are now over 75 years old and constructed of cast iron piping. Cast iron pipe is subject to internal corrosion, called tuberculation, which causes buildup on the pipe interior, leading to water quality issues, reduced flow and pressures, and leakage. Tuberculation also encourages the development of biofilms, layers of bacteria that attach to the interior pipe wall. Biofilm growth is common in areas of piping with little or no disinfectant residual, and together with tuberculation can clog water lines to the point of insufficient water pressure.

The city has also experienced decades of a declining user base and water use associated with vacant homes, commercial businesses, and industrial property. Declining water use leads to excess residence time within the city's distribution pipes and water storage facilities, accelerating tuberculation, biofilm growth, and disinfectant residual degradation. While the city has recently seen an infusion of funding for blight removal, contractors completing this work have been improperly using fire hydrants, causing hydraulic disturbances that dislodged and suspended settled debris, which may have contributed to the bacterial contamination.

The winter of 2014 was also one of the coldest experienced by the water system. The city, which historically has unaccounted water losses of over 30 percent, has seen even greater losses since February 2014 due to an increase in cold weather-related water main breaks and leaks. The city lacks a formal maintenance program for its over 7,250 valves, which would normally be used to limit impacts during break repairs. Two valves on the transmission line used to supply the area of the BWAs were found to be closed during the city's investigation, causing longer residence time, reduced disinfectant residual, reduced flow, and reduced pressure. One of these valves has remained broken.

The BWAs also occurred during the warmest and, for 2014, relatively wet periods of August and September. Warm weather conditions are not only more conducive to bacterial growth but also degrade the water's disinfectant residual carried out from the WTP more quickly. Longer residence times, biofilms, and tuberculation also contribute to disinfectant residual degradation. Warm wet weather conditions also allow water contaminated with bacteria to pool around piping with leaks and breaks.

Process for Issuance and Cancelation of a Boil Water Advisory

There are a number of conditions that can trigger BWAs. This includes the following:

- Bacteria Monitoring Detections
- Bacteria Standards Violations
- Treatment System Failures
- Waterborne Disease Outbreaks
- Loss of System Pressure
- Water Main Breaks
- Other Interruptions in Service

The Department of Environmental Quality (DEQ) has developed a policy and procedure regarding BWAs to help guide staff, provide consistency, and maintain public health. A PDF of Policy and Procedure No. ODWMA-399-022 is being forwarded with this briefing paper.

BWAs may be self-initiated by the water system, issued collaboratively in consultation with the DEQ, or when necessary mandated by the DEQ. Requesting customers to boil the water when bacterial contamination has occurred provides an added barrier of public health protection.

The BWAs that recently occurred in the city of Flint were associated with bacteria monitoring detections and violations of bacteria standards. These advisories were issued by the city of Flint collaboratively in consultation with the DEQ.

Current regulations regarding monitoring and standards for bacteria in water distribution systems were developed by the U.S. Environmental Protection Agency, have been in effect since 1990, and were incorporated into the Michigan Safe Drinking Water Act, 1976 PA 399, as amended. There are a variety of bacteria, parasites, and viruses that can potentially cause health problems if humans ingest them in drinking water. Testing water for each of these potential pathogens would be difficult and expensive. Instead, water systems test for total coliform and *E.coli*. Total coliform bacteria react to water treatment in a manner similar to many pathogens. Therefore, the presence of total coliform in drinking water indicates there may be a pathway for pathogens or other contaminants to enter the system. The absence of total coliforms in the distribution system minimizes the likelihood that pathogens are present. *E.coli* is itself a pathogen, and its detection would be direct evidence of a health risk.

Once a BWA has been issued, time is needed to investigate potential causes and implement corrective measures. The larger the water system, the more time this may take. Once corrective measures have been taken, samples must be collected and analyzed to confirm that bacteria are no longer present. Using the most common analytical method, samples must be incubated for a period of 24 hours before results can be obtained. In situations where the bacterial contamination has been confirmed, two consecutive rounds of safe samples collected at least 24 hours apart are normally obtained before canceling a BWA. Adding each of these steps together, a normal response period to cancel a BWA under these circumstances would be expected to take at least 3 to 4 days.

Recent History of the City of Flint Water System

Historically, the city of Flint had been a customer of the Detroit Water and Sewerage Department (DWSD) while simultaneously maintaining the Flint WTP to provide emergency backup service using the Flint River. The WTP performed quarterly test operations to maintain readiness and was utilized twice in 2009, supplying water once for 2 days and the other for 3 days.

In April 2013 the city of Flint notified the DWSD that it would be terminating service in the future and contracting for raw water service from the Karegnondi Water Authority (KWA). Work on the KWA pipeline from Lake Huron broke ground in June 2013 and is expected to be completed with connection in late 2016.

In August 2013 Rowe Professional Services Company completed an engineering proposal for improvements to the Flint WTP that would allow continuous operation of the WTP utilizing the Flint River in lieu of continuing service from the DWSD until completion of the KWA pipeline. In March 2014 the city of Flint entered into a Consent Agreement with the DEQ regarding the Flint WTP's lime sludge facility. In April 2014 the DEQ issued a construction permit for improvements to the Flint WTP. On April 25, 2014, the city of Flint began continuous operation of the WTP, using water from the Flint River and discontinued the purchase of water from the DWSD.

A BWA was issued for August 15-20, 2014, for a portion of the city of Flint due to localized detections of total coliform and *E.coli* bacteria. Another BWA was issued for September 5-9, 2014, due to localized detections of total coliform bacteria in the same and adjacent portions of the city of Flint. The advisory covered an area of approximately six square miles. The city of Flint has a total land area of just over 34 square miles.

While many of the BWA contributing factors listed above require long-term solutions, the city has taken operational steps to limit the potential for a BWA to reoccur. The city has increased flushing of water mains to limit residence time, maintain disinfectant residual, and help remove buildup and deposits within the piping. The city is boosting chlorine disinfectant residual at locations in the distribution system as needed. The city continues to investigate water leaks and water main breaks and the status and condition of system valves.

Prepared by: Stephen Busch, P.E.
Lansing and Jackson District Supervisor
Office of Drinking Water and Municipal Assistance
Department of Environmental Quality
October 1, 2014

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Lansing and Jackson District Supervisor
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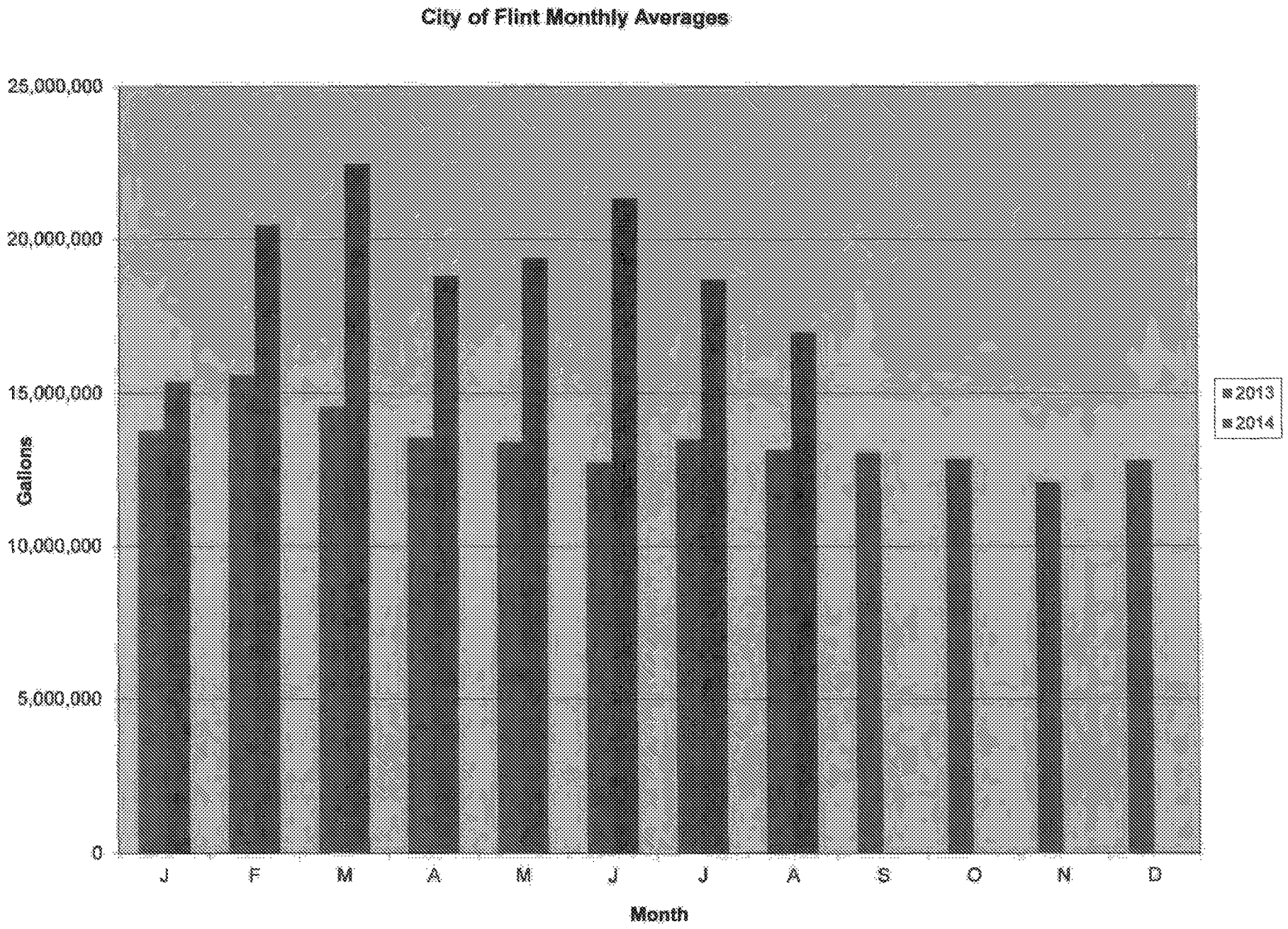
City of Flint Monthly Averages
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DEQ	OFFICE OF DRINKING WATER AND MUNICIPAL ASSISTANCE POLICY AND PROCEDURE		DEPARTMENT OF ENVIRONMENTAL QUALITY
Original Effective Date: October 12, 2007 **Revised Date:** **Reformatted Date:** January 24, 2013	**Subject:** Guidelines for Issuing Boil Water Advisories to Address Potential Microbial Contamination of Community Water Supplies **Division/Office and Program Names:** ODWMA-Public Water System Supervision Program		**Category:** ☐ Internal/Administrative ☐ External/Noninterpretive ☒ External/Interpretive
	Number: ODWMA-399-022	Page: 1 of 10	

A Department of Environmental Quality (DEQ) Policy and Procedure cannot establish regulatory requirements for parties outside of the DEQ. This document provides direction to DEQ staff regarding the implementation of rules and laws administered by the DEQ. It is merely explanatory; does not affect the rights of, or procedures and practices available to, the public; and does not have the force and effect of law.

INTRODUCTION, PURPOSE, OR ISSUE:

Community water systems are expected to provide customers with a continuous supply of water that meets both federal and state drinking water standards. However, there may be circumstances when the public must be notified that the water may not be safe. In these circumstances, a boil water advisory may be issued to prevent illness from known or suspected microbiological contamination. This policy is to provide guidance to Office of Drinking Water and Municipal Assistance (ODWMA) drinking water program staff on advising community water system personnel when to issue and rescind a boil water advisory, the appropriate content, and the manner and method of delivery.

AUTHORITY:

Administrative rule R 325.10401a promulgated under the Safe Drinking Water Act, 1976 PA 399, as amended (Act 399), being Michigan Compiled Law 325.1001 *et seq.*, requires public notification for violations of maximum contaminant levels and treatment techniques plus other situations as determined by the DEQ. Each public notice is required to state what actions consumers should take during a violation, which may include a statement recommending water customers boil all water used for consumption until further notice.

In addition, R 325.11207 allows the DEQ to require the supplier of water to provide notice to customers or users that include any precautionary measures deemed necessary when an interruption in water service occurs, which could include low, zero, or negative pressure events.

Furthermore, R 325.12303 requires a supplier of water to include in their contingency planning a description of precautions or measures to be taken to protect the health of those customers or users that may be affected by an emergency. R 325.12304 also requires a supplier of water to notify the DEQ when an emergency is discovered and how the supply will notify its customers or users. While the content of this notification to customers or users may vary depending upon individual circumstances, each notification to customers or users must state what actions or precautions they should take, which may include a statement to boil all water used for consumption until further notice.

STAKEHOLDER INVOLVEMENT:

DEQ staff met with Municipal Utilities Directors to seek input on issues that were subsequently addressed in this policy and procedure.

DEFINITIONS:

"Boil Water Advisory (BWA)" – A written or verbal advisory issued by the community water system or DEQ notifying the users of the water system that the water is or may be contaminated and advising them to boil the water prior to using it for drinking or cooking.

"Community Water Supply (CWS)" – A public water supply (PWS) that provides year-round service to not fewer than 15 living units, or that regularly provides year-round service to not fewer than 25 residents. Examples include municipalities, such as cities, villages, and townships; apartment complexes; manufactured housing communities; condominiums; and nursing homes.

"Complete Loss of Pressure" – Sustained negative pressures or pressure below five psi in any portion of a distribution system. It does not include instantaneous low or negative pressure occurring from pressure surges caused by pump cycling, valve operation, or other water hammer events.

"Maximum Contaminant Level (MCL)" – The maximum permissible level of a contaminant in water that is delivered to any user of a PWS.

"Repeat Sample" – A sample that is collected and analyzed in response to a previous coliform-positive sample.

"Routine Sample" – A water sample that is collected and analyzed to meet the monitoring requirements for total coliform, as outlined in the written sampling plan.

"Tier 1 Public Notice" – A public notice required to be provided as soon as practical but not later than 24 hours after the supplier learns of a violation or situation that has significant potential to have serious adverse effects on human health as a result of short-term exposure. A Tier 1 Public Notice also requires the supplier to initiate consultation with the DEQ as soon as practical but not later than 24 hours after the supplier learns of the violation or situation. Examples of these violations or situations include:

1. A violation of the Total Coliform MCL when fecal or *E.coli* are present in the distribution system;
2. A violation of the treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit;
3. An occurrence of a waterborne disease outbreak;
4. A failure or significant interruption in key water treatment processes;
5. A disruption of the water supply or distribution system; and

6. Other violations or situations as determined by the DEQ on a case-by-case basis. A violation or situation that requires a Tier 1 Public Notice also requires the supplier to consult with the DEQ to determine additional public notice requirements, including the timing, form, manner, frequency and content of the notice designed to reach all persons served, and any repeat notices or directions. At a minimum, one or more of the following forms of delivery must be used:
   a. Appropriate broadcast media:
   b. Posting of the notice in conspicuous locations throughout the area served by the system;
   c. Hand delivery of the notice to persons served by the system; or
   d. Another delivery method approved by the DEQ.

Within 10 days of completing the Tier 1 Public Notice, the supplier shall submit to the DEQ a certification that it fully complied with the public notification requirements, including a representative copy of the type of notice distributed to persons served by the system and to the media.

"Tier 2 Public Notice" – A public notice required to be provided as soon as practical but not later than 30 days after the supplier learns of a violation or situation that has the potential to have serious adverse effects on human health. Examples of these violations or situations include:
1. All violations of MCL, maximum residual disinfectant level, and treatment technique requirements except where the DEQ determines a Tier 1 notice is required.
2. Violations of monitoring and testing procedure requirements, taking into account potential health impacts and persistence of the violation; and
3. Failure to comply with a variance or exemption.

For a Tier 2 Public Notice, the DEQ may, on a case-by-case basis, grant extensions in writing for up to three months from the date the supplier learns of the violation or situation, for reasons such as coordinating with billing cycles or if the violation or situation was quickly resolved and no longer poses any risk to the persons served. A Tier 2 Public Notice shall be repeated every three months as long as the violation or situation exists. A Tier 2 Public Notice and any repeat notices shall be in a form and issued in a manner that is reasonably calculated to reach persons served in the required time period. At a minimum, the notice shall be provided:
1. By mail or direct delivery to each customer receiving a bill and to other service connections to which water is delivered by the supplier, and
2. By other methods reasonably calculated to reach other persons not receiving a bill, such as apartment dwellers, university students, nursing home patients and prison inmates. Other methods may include:
   a. Publication in a local newspaper
   b. Delivery of multiple copies to apartment complexes and manufactured housing communities
   c. Posting in public places or on the Internet
   d. Delivery to community organizations

"Treatment Technique (TT)" – Minimum treatment requirement or a necessary methodology or technology that is employed by a supplier of water for the control of the chemical, physical, biological, or radiological characteristics of a PWS.

POLICY:

A BWA may be issued for a variety of reasons when microbial contamination is known or suspected. Total Coliform Rule (TCR) MCL violations, surface water TT violations, low or loss of pressure events, and waterborne disease outbreaks are circumstances when a BWA may be issued. Each of these situations is discussed in detail below. However, these situations are not the only times a BWA can or should be issued. Each incident must be handled on a case-by-case basis, using professional judgment to evaluate the circumstances in each situation.

Finally, there may be situations when water systems experience contamination that is not microbial, but chemical due to a chemical spill or backflow due to a cross connection. In these cases, a notice to customers could include "Do Not Use" language since boiling the water may not remove the contamination.

Types of Incidents:

1. Violation of a Drinking Water Standard

   a. TCR MCL Violations

      An acute TCR MCL violation occurs when monitoring indicates the presence of coliform organisms in both a routine and a follow-up repeat sample in the same monitoring period, and either analysis (routine or repeat) is also positive for fecal or *E.coli.* Because this MCL violation confirms the presence of a more direct connection to contamination, these violations warrant issuance of a BWA, unless there are unique circumstances.

      A non-acute TCR MCL violation occurs when monitoring indicates the presence of coliform bacteria in 2 or more samples in the same monitoring period for a supplier collecting less than 40 samples per month, or in more than 5 percent of the samples for a supplier collecting 40 or more samples per month, and the criteria for an acute violation did not occur, i.e., fecal coliform or *E.coli* were NOT detected present in either a routine or repeat sample. For example, a system that collects 5 samples per week for a total of 20 per month may have 1 sample report positive for total coliform or fecal/*E.coli* during the first week, but all repeat samples report negative for coliform. If another sample in a subsequent week also reports total or fecal/E.coli positive, but again, all repeat samples are coliform-negative, then a non-acute TCR MCL violation has occurred because 2 or more samples reported positive for coliform, but no fecal coliform or *E.coli* were detected in both a routine and a repeat sample.

When a non-acute violation occurs, staff should evaluate possible sources of contamination. If a source is identified that is considered likely to contribute disease causing organisms or result in water of questionable quality still being distributed, a BWA should be instituted. Examples of contaminant sources that would elevate the public health risk include, but are not limited to:

- flooding of the wells
- failure of the treatment system
- recent construction activity in the distribution system
- vermin (birds, rodents, etc.) activity in storage tanks
- system-wide or extensive pressure loss in the distribution system

Even if the source of contamination is not easily identified, a BWA may be appropriate for a non-acute TCR violation if the violation is widespread or ongoing. A BWA shall be instituted if monitoring indicates *E. coli* or fecal coliform contamination unless unusual circumstances warrant consideration, such as the absence of any coliform in repeat samples, or when staff are assured that the contamination has been eliminated before confirmation results are available.

However, not every TCR MCL violation must result in a BWA. There may be a few exceptions when there is a TCR MCL violation but a BWA is not needed. For example, a violation may be declared in situations where samples collected on different days from widely dispersed locations report coliform present even though repeat samples do not show positive results. In this case, the sampling results may constitute a MCL violation, but a BWA may not be necessary.

If a BWA is deemed necessary by the ODWMA, it should be issued as soon as possible but no later than 24 hours after the system learns of the violation. Because violation of an MCL results in required public notification (PN) per the PN Rule, the water supply may issue the PN and BWA simultaneously in one document (highly recommended) and must meet all the requirements of a Tier 1 PN and include BWA language.

After measures have been taken to eliminate the source(s) of contamination, such as initiating or increasing chlorine feed rates and system flushing, additional sampling must be conducted. Raw water bacteriological sampling is also encouraged to eliminate the raw water as the possible source of contamination. For MCL violations, the BWA can be rescinded after the analyses of two sets of samples collected 24 hours apart report the absence of coliform bacteria. The number of samples in each set should be a minimum of five samples, but can be decreased or increased based on system size or the extent of the affected area. Systems are encouraged to use routine sample sites if available and to use extra care if routine sites are not available.

b. Surface Water Treatment Rule (SWTR) TT Violations

SWTR TT violations include:

- exceedance of turbidity standards at filter confluence point
- failure to meet disinfection contact time requirements (C*T)
- failure to meet disinfection residual standards

Upon determination of an SWTR TT violation, ODWMA staff must determine if the violation poses a threat to public health. For example, if the turbidity levels at the filter confluence point were found to have exceeded 0.3 nephlometric turbidity units (NTUs) in 95 percent of the samples in a two-month period, an SWTR TT violation has occurred. Based upon a review of plant performance and consultation with program managers, staff may determine that no significant health risk was posed and no BWA is necessary. However, the water supply must still issue a Tier 2 PN within 30 days of the violation. On the other hand, a BWA is likely to be necessary for a treatment plant that gets overwhelmed by excessive runoff and reports a turbidity level in excess of 1.0 NTU at the filter confluence point for a four-hour period.

If the TT violation is ongoing or prolonged, or the ODWMA determines a significant public health risk is posed, ODWMA staff may elevate the PN to Tier 1 status, which must be issued within 24 hours and include BWA language. After appropriate measures have been taken to reduce or eliminate any health risk, additional monitoring must be conducted. Appropriate measures may include increasing coagulant dose, increasing chlorine residuals through the treatment plant, backwashing filters more often and flushing key system components. In this case, a BWA can be rescinded after analyses of two sets of samples collected 24 hours apart report the absence of coliform bacteria. The number of samples in each set should be a minimum of five samples, but can be decreased or increased based on type and severity of the TT violation.

Surface water plants utilizing conventional or direct filtration must add a primary coagulant under R 325.11008. Failure to add a primary coagulant is a violation of Act 399, and may also contribute to a TT violation under R 325.10611 (Filtration and Disinfection) which requires 3-log inactivation of giardia and 4-log inactivation of viruses. In these cases, ODWMA staff will have to determine if the violation poses a threat to public health and whether other actions are necessary, such as requiring a BWA. Factors to consider if a BWA is necessary would include chlorine residual concentrations throughout the treatment plant, raw water quality, C*T compliance, plus individual filter effluent and combined filter effluent turbidity levels.

2. Waterborne Disease Outbreaks

Waterborne disease outbreaks can be declared by the Centers for Disease Control and Prevention, the Department of Community Health, a local health department, or other public

health institutions. If an outbreak is declared, the ODWMA will work with the declaring agency to ensure affected community public water supplies take appropriate measures to mitigate public exposure. These measures will include appropriate public notification, including instructions to boil water if appropriate. The ODWMA will allow the water supply to rescind the notification when the agency declaring the outbreak indicates it is safe to do so as the result of additional monitoring.

3. Interruptions in Service

   a. Negative or Complete Loss of Pressure

      A complete loss of pressure or negative pressure in the distribution system must result in a BWA being issued to all water customers in the impacted area. After pressure is restored and the system recovers (tanks are filling and enough sources are operating to ensure pressures do not drop again), the affected area should be thoroughly flushed and coliform samples must be taken throughout the area to determine if the distribution system remains free of coliform contamination. The number of samples will vary depending on the size of the system and the extent of the area impacted. For very small systems that experience a power failure that results in a complete loss of pressure throughout the distribution system, a minimum of three samples should be collected. If applicable, chlorine residual measurements should be taken to ensure that an adequate disinfectant residual is present. If possible, chlorine dosages and residuals should be increased by 1 to 2 parts per million during this period as a corrective and preventive measure. If the first round of sampling does not detect coliform bacteria, the advisory may be rescinded. However, if the first round of sampling detects coliform bacteria, additional flushing should be conducted in the area where the positive coliform samples were collected and a second round of coliform samples collected from the area. The BWA should remain in effect until safe coliform sample results are obtained.

   b. Low Pressure Events

      Low pressure events might not result in a BWA. Low pressure is considered a drop in pressure below 20 psi but greater than 5 psi. A drop in water pressure in a distribution system could allow contamination to enter the water system through backflow by backpressure or backsiphonage. The decision to issue a BWA should be made on a case-by-case basis and be based upon professional judgment of all available data that may indicate the extent of the problem, such as:

      - Geographical extent of the pressure loss
      - Nature of the service area (residential vs. commercial/industrial)
      - Duration of the low pressure condition
      - Disinfection practices of the water system
      - Relative elevation differences in the service area
      - Status of the local cross connection control program

- Age and condition of the underground piping
- Amount of underground piping located in areas of a high groundwater table
- Ability and willingness of the operators to rapidly apply chlorine to the system or distribute an increased chlorine residual throughout the affected area

After normal pressure is restored, the impacted area should be thoroughly flushed and coliform samples taken throughout the area to determine if the distribution system is free of any bacteriological contamination. The collection of coliform samples after low pressure events is not absolutely required, but may be recommended based on the factors above.

c. Water Main Breaks or Repairs

A BWA may be issued during water main breaks and after the break has been repaired. Whether or not to issue a BWA will depend on the location and severity of the break and, more importantly, a decision based on sound engineering judgment that the integrity of the water system has been maintained. If at all possible, repairs should be performed under reduced or low pressure by closing the closest valves on each side of the break just enough to reduce the flow so the repairs can be made under pressure while the water flowing from the break is diverted away from the excavation to maintain clean sanitary conditions. If the water main can be repaired under pressure, and no nonpotable water, soil, or other potential contaminants entered the main during the break and repair process, then a BWA is not necessary. If the water main that was removed from service is flushed, disinfected, and sampled in accordance with AWWA Standard C651 before being placed back into service, a BWA does not need to be issued.

If a water main break results in a complete loss of pressure before, during, or after the repair is made, a BWA must be issued to all customers in the affected area. The BWA should remain in effect until the area is flushed, chlorine residuals are reestablished (if applicable), and sample results do not detect coliform bacteria.

Content and Delivery of a BWA

If the ODWMA determines a BWA is necessary, the water supply must issue the advisory as soon as practical, but not later than 24 hours after being advised to do so. The supply must make a good faith attempt to notify all customers in the affected area. Appropriate methods of distribution are situation specific, but may include radio or television broadcasts, hand delivery, and/or posting in conspicuous locations throughout the area. Delivery requirements as detailed in the PN Rule should be used to determine appropriate delivery methods.

Although there are content requirements for public notification under the PN Rule, there are no requirements specific to boil water language. To ensure all appropriate information is transmitted to the customers, a BWA should include the same content elements as required for

public notification under the PN Rule. If a BWA is issued as the result of an MCL violation and the water supply issues the BWA in conjunction with the required PN (highly recommended), the content MUST meet all PN Rule content, delivery, and reporting requirements.

The ODWMA boil water language is consistent with the U.S. Environmental Protection Agency policy that requires water be brought to a boil and allowed to boil for one minute before use. The language also suggests the use of bottled water as an alternative to boiling and describes the circumstances under which boiled or bottled water should be used.

Staff should notify the appropriate local health department and the Department of Agriculture and Rural Development, Food and Dairy Division, whenever a BWA is issued or rescinded. These agencies may receive calls from concerned customers or be involved in oversight of facilities impacted by the boil advisory and, therefore, need to be aware of the situation.

Several BWA templates have been created and are available to ODWMA staff on the DEQ Intranet. To ensure consistency and inclusion of all necessary content, these templates should be used as the basis for PNs and/or a BWA. Available templates include, but are not limited to:

- Advisory for a TCR MCL.
- Advisory for a low/no pressure event.
- Notification for cancellation of a BWA.

PROCEDURES:

WHO	DOES WHAT
Public Water Supply	Notify DEQ of results in a timely manner as required by law and follow through with appropriate actions.
District Staff	Respond to all TCR and TT violations plus complete loss of pressure events in a timely manner and determine whether a BWA needs to be issued. • If needed, assist supply in drafting BWA and determining most appropriate method of delivery with approval from the District Supervisor. • If needed, assist the supply in determining actions to remove the possible contamination including steps needed to rescind the BWA.
District Staff	Provide on-site technical assistance for acute TCR MCL violations and other boil water situations as appropriate.
District Supervisors	Assist District Staff in the all matters pertaining to issuing a BWA.

OFFICE OF DRINKING WATER AND MUNICIPAL ASSISTANCE
POLICY AND PROCEDURE

Number: ODWMA-399-022

Subject: Guidelines for Issuing Boil Water Advisories to Address Potential Microbial Contamination of Community Water Supplies

REFERENCES:

Safe Drinking Water Act, 1976 PA 399, as amended, being Michigan Compiled Law 325.1001 *et seq.*, and the administrative rules promulgated thereunder, being R 325.10101 *et seq.* of the Michigan Administrative Code.

OFFICE CHIEF APPROVAL:

Liane J. Shekter Smith, P.E., Chief
Office of Drinking Water and Municipal Assistance

1/18/2013
Date

DEPUTY DIRECTOR APPROVAL:

Jim Sygo, Deputy Director

1/24/2013
Date