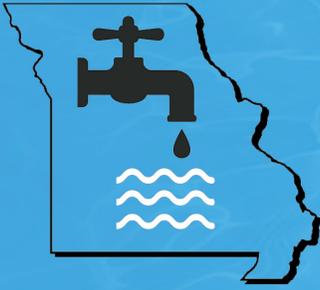


Missouri Department of Natural Resources OPERATOR CERTIFICATION SECTION



WATER & WASTEWATER DIGEST

Spring 2018

Inside This Issue

**Automated Drinking Water
Reminder Notification
System (Auto Dialer)**

**Plugging a Well Owned by a
Public Water System**

**Does Your System Need
Financial Assistance?**

**Capacity Development
be on the Lookout**

**Operator Certification Exam
Schedule**

**Schedule of Upcoming
Classroom Training**

Automated Drinking Water Reminder Notification System (Auto Dialer)

The Missouri Department of Natural Resources will be trying out a new automated drinking water reminder notification system, also known as an auto dialer. The auto dialer can be used to make automated phone calls or emails to representatives of public drinking water systems to remind people about important items. The department hopes that this additional tool will prove to be a helpful way to relay timely information to water systems to aid them in compliance.



The department will begin testing the auto dialer on small scale items first. To make this most effective, please make sure your systems' contact information is correct by visiting the department's Operator Certification Database webpage, dnr.mo.gov/operator/index.do. Any updates can be made by completing the "Submit Changes Form" and sending it in. If you have questions, contact Thomas.Adams@dnr.mo.gov.

Plugging a Well Owned by a Public Water System

Thinking about plugging the public well you are no longer using? Do you have a well that was acquired during a property transaction that you will not use and need to plug? You might think the first step is to solicit bids to see how much it would cost to plug it. However, the first step is to contact the Missouri Geological Survey (MGS) Well Installation Section for plugging specifications.

Why do you need plugging specifications? Missouri Well Construction Rule 10 CSR 23-3.110(2)C requires plugging specifications for public wells to be determined by the MGS. This is done on a case by case basis since all wells are constructed differently. Keep in mind, any well used to serve the public is considered a public well. This includes wells constructed to domestic (private) well standards and used to serve the public. Another way to view this is if water samples were taken monthly and submitted to the Public Drinking Water Branch, plugging specifications are needed.

In the case where a municipality or water system acquired ownership of a well and the well was never used to serve the public, it is not required, though strongly recommended, for the water system to contact the MGS for assistance. For any well you wish to plug, MGS staff are available to inspect the well in order to develop appropriate plugging specifications.

There are benefits to obtaining plugging specifications before starting the bid process. By obtaining the specifications beforehand, you will know all the bids submitted cover the same scope of work. Plugging specifications are based on each well's construction. If no information is known about the well, the MGS is available to use a downhole camera to visually inspect the well. The well's pump will need to be pulled by a permitted contractor before a camera can be used. Using the construction information obtained by a camera or by using existing well construction records, the grout type, location of fill, and grouting method are incorporated into a plugging specification letter. The letter is mailed to the well owner or the contact person within a water system. Upon request, the letter can also contain the estimated amount of fill and grout material needed to plug the well. With plugging specifications in hand, contractors that hold a valid well or pump installation permit are able to provide a more accurate bid. The enhanced well plugging specifications can make for a more accurate, fair, competitive bid process, potentially saving your water system money. Also, plugging specification letters do not have to be used immediately, so you could bid a plugging job and then make it a part of next year's budget.

When gathering bids, you can verify the contractor performing the work has an active permit at our website dnr.mo.gov/mowells. You can also view well construction, reconstruction and/or plugging information since 1987 at dnr.mo.gov/mowells. The Well Information Management System (WIMS) is a live database. This means as soon as the data from a record is entered, it will appear on WIMS.

Abandon wells are a serious liability and contamination pathway and need to be plugged as soon as possible. If you have any questions concerning wells, well construction, or well plugging, call the MGS Well Installation Section at 573-368-2165 or send an email to WellDrillers@dnr.mo.gov.

The screenshot shows the 'Search Well Driller Information' page on the Missouri Department of Natural Resources website. The header includes the state logo and the text 'MISSOURI DEPARTMENT OF NATURAL RESOURCES Well Installation Online Services'. The main heading is 'Search Well Driller Information'. Below this is a form titled 'Enter Search Criteria' with the following fields: Business Name (text input), Contractor Last Name (text input), Permit Type (dropdown menu with options: Heat Pump, Monitoring, Pump, Water), Include Test Hole (checkbox), Restricted (dropdown menu), Permit Number (text input), County Name (dropdown menu), and Contractor Status (dropdown menu with 'All' selected). At the bottom of the form are 'Search', 'Clear', and 'Cancel' buttons. A small 'Get Adobe Reader' icon is also visible.

Does Your System Need Financial Assistance?

If you need new water infrastructure, the Missouri Department of Natural Resources has affordable financing. The department's Financial Assistance Center will be accepting applications for the 2019 Clean Water Intended Use Plan until November 15, 2018. Applications for the 2019 Drinking Water Intended Use Plan will be accepted until February 15, 2018. Systems that apply prior to those deadlines receive priority over those received after the deadlines, however, applications will be accepted and processed at any time throughout the year.

It's not too late to apply for 2018 funding. The Drinking Water State Revolving Fund (SRF) has over \$50 million available for new applications and the Clean Water SRF has \$95 million in available funding.

With SRF loans, communities not only have the interest advantage of an AAA bond rating, but the department currently offers a 70 percent subsidy on this interest rate. For example, a recent market interest rate of 4.0 percent would result in a SRF loan interest rate of 1.2 percent. On a \$5 million loan the SRF borrower would save

an estimated \$1.7 million over a 20 year loan term. Actual interest rates and savings will vary based on market conditions and the loan amount in the binding financial assistance agreement.

For an application or for more information on how the department can help your utility visit the website at: dnr.mo.gov/env/wpp/srf/. Potential applicants are encouraged to contact the department prior to submitting an application. The Financial Assistance Center can be reached at 573-751-1192 or fac@dnr.mo.gov.



Capacity Development be on the Lookout

Leak Detection Training Course:

August, the Missouri Department of Natural Resources funded an operator certification training course, Small Systems: Water Meters, Leaks and Loss, in the northeastern region of Missouri. The training was provided by Missouri Rural Water Association's Wayne Roderman, Resource Conservation Circuit Rider. Roderman provides water loss and leak detection assistance free of charge to water systems through the department's circuit rider contract with MRWA. The training covered various topics, including the importance of metering, tips and tricks of how to identify water leaks and loss, on-site meter testing, and introduction to and demonstration of various water loss tools available. Out of the 42 attendees, 100

percent of survey respondents stated they would recommend the training to another operator and rated the class a 4.2 out of 5 to help the attendees to address their system's water loss. One operator stated that "...in all his trainings in over 15 years, this was one of the most enjoyable and educational classes he's ever attended." This training course will be offered in the other regions of the state, so watch the Operator Certification schedule for a scheduled training within your region at dnr.mo.gov/calendar/public/courseList.do.



Capacity Development Surveys:

The new year is here and with it the 2018 Technical Managerial and Financial Capacity Survey. In order to provide an accurate reflection of your system's capacity, the survey should be completed with input from technical, managerial, and financial staff. The 2018 survey will be provided to the administrative contact of each community and nontransient noncommunity system and will be used to prioritize assistance types in 2018 and 2019. In order to ensure you have an opportunity to provide input on TMF assistance efforts in the state, please visit the department's Operator Certification Database webpage, dnr.mo.gov/operator/index.do, to confirm your system's contact information is valid. To update system contact information, complete the Submit Changes Form in the Operator Certification Database, contact us at Thomas.Adams@dnr.mo.gov.

For questions or more information about the department's capacity development efforts, contact Danielle West of the department's Public Drinking Water Branch at Danielle.West@dnr.mo.gov.

Need your Password to log in?

Certified operators are encouraged to access training reports by visiting the department's website at dnr.mo.gov/operator. To login, the password is the last four digits of your social security number.

In addition to checking training hours and renewing certificates online, this site provides a convenient place to view and update important contact information for public drinking water systems including the chief operator, sample collector and administrative contact.

For more information, contact the department's Operator Certification Section at 800-361-4827 or 573-751-1600.

Visit us on the web

The list of approved training changes frequently and new courses are reviewed and approved by Department staff or trainers adjust schedules. By the time this newsletter reaches you, there may be new courses available in your area. visit us at dnr.mo.gov/env/wpp/opcert/oprtrain.htm for an up-to-date list of approved operator certification courses.



Water & Wastewater Digest Subscriptions

- New Subscriber: Complete section 2
- Change of Address: Complete sections 1 and 2 or certified operators can update information online at dnr.mo.gov/operator.
- Cancelling Subscription: Complete section

Fax to: 573-751-0678

Mail to: Missouri Department of Natural Resources
Operator Certification Section
PO Box 176, Jefferson City, MO 65102-0176

Section 1 - Previous Address

Name _____
Operator Certificate # _____
Street Address _____
City/State/ZIP Code _____

Section 2 - New Address

Name _____
Operator Certificate # _____
Street Address _____
City/State/ZIP Code _____
Daytime Phone # with Area Code _____