

Group B Water Systems

Spring 2020



COVID-19: What do water managers need to know?

COVID-19 has impacted most aspects of our lives, so we're not surprised you have questions related to your duties as water system managers. While many Health Department staff are busy with the COVID-19 response, we're still performing most of our regular activities and are available to answer your calls and emails. Here are a few common questions and answers.

Can COVID-19 contaminate well water?

No. Most systems use groundwater wells and those systems shouldn't have a pathway for the virus to enter the system. If you are concerned or have questions, contact us at ehdrinkingwater@tpchd.org.

Do I still have to collect water samples?

Yes. It's still important to monitor your water quality to ensure your water is safe for your users.

Can I shut off users if they don't pay?

No. Governor Inslee's order prohibits public utilities from shutting off users for failure to pay. Many people are at home, need water and are also experiencing financial burdens. Consult with our staff if you are thinking about shutting off a user.



What if I get sick?

Talk to your doctor and follow their advice. To reduce the chance of contaminating surfaces in your pumphouse, stay out until your doctor says it's safe to be in public. Contact our staff if you need to delay taking a sample or reporting chlorine residuals.

Can I still hire you to take my samples?

Yes, you can still apply for the Health Department to take your samples. However, you will experience slower than normal response times. We encourage you to take your own samples if you are in a hurry.

Update your water system contact information.

Are you moving soon? Did you change your mailing address to a post office box? Let us know if your address changes. We mail newsletters multiple times each year and your annual permit invoice. We want to make sure this important information reaches you.

Do you plan to step down from your role as water manager? Set the next manager up for success. Send us their name, phone number and mailing address by email or mail. This ensures a smooth transition for the new manager, while maintaining the same quality of water and service.

Each time we send information to water system managers we receive a large volume of returned mail. Help us reduce costs, save supplies and get important updates to the right person.

If you have trouble finding someone to take over as manager, consider hiring a Satellite Management Agency (SMA). For information on SMAs email us at ehdrinkingwater@tpchd.org.

Workshop moves online.

We're going digital! Join us on Zoom for an interactive webinar on water wells, from construction to decommissioning and replacement:

Tuesday, May 12, 4-5 p.m.

<http://zoom.us/j/92093549758>

This short, free webinar will have time to answer your questions—all from the comfort of your home! We'll reschedule the emergency preparedness workshops.

Have suggestions for future webinars? Email us at ehdrinkingwater@tpchd.org.

Access our services online.

Our building is closed to the public, but our staff are still working hard to serve your needs. You can access many of our services online at tpchd.org or by phone.

Submit water supply reviews for real estate transactions, water system improvements, new well construction, and on-site septic applications online.

Four easy steps.

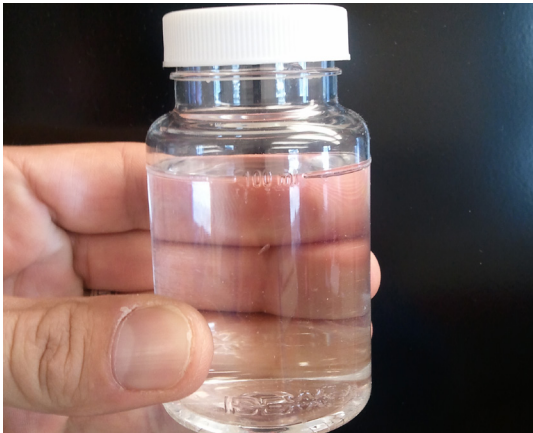
1. **Create an account.**
2. **Create your application.** Enter information directly into ECO.
3. **Submit the application.** Print or save the application summary for your records.
4. **Make a payment.**

Here are just few of our other services:

- Order a birth or death certificate.
- Get help finding asbuilt records (or record drawings).
- Connect patients with health care opportunities.
- Provide education and certificates for food handlers.

If you have questions or need help? Contact us at ehdrinkingwater@tpchd.org.

Where should I collect my samples?



We require all Group B water systems in Pierce County to collect a bacteria sample once every year and a nitrate sample once every 3 years. Make sure you collect the samples from the correct location.

Collect bacteria samples in the distribution system and not in the pumphouse or at the well itself. We recommend you collect bacteria samples from the furthest end of the distribution system. We know this is not always possible, but ask you take a sample somewhere in the distribution system.

Collect nitrate samples as close to the wellhead as possible. Your pumphouse or wellhead sample tap is the ideal collection point for the nitrate sample.

When you take samples, remove attachments from the faucet, like hoses, aerators, filters, and screens. Avoid taking samples from leaking faucets or frost-free hydrants.

The most important thing you can do is to collect the bacteria and nitrate samples at their required intervals to ensure consumers receive safe drinking water.

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