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Title 22@ Social Security

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Division 4@ Environmental Health

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Chapter 15@ Domestic Water Quality and Monitoring Regulations

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Article 2.5@ Point-of-Use Treatment

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Section 64418.3@ Pou Treatment Strategy

## **64418.3 Pou Treatment Strategy**

### **(a)**

Prior to installing POUs, and as part of its permit application to use POU in lieu of centralized treatment, a public water system shall submit to the State Board a POU Treatment Strategy sufficient to reliably reduce levels of the contaminants listed in section 64418(a) and comply with drinking water standards. The POU Treatment Strategy shall include the following: (1) A description of the compliance issues for which POUs are being proposed to address and how the use of POUs will achieve compliance; (2) A description of how the public water system will determine the type, number, and location of POUs to ensure a sufficient number of devices are installed for human consumption at each building and each dwelling unit connected to the public water system; (3) The public water system's authority to require customers to accept POUs in lieu of centralized treatment and to take an action, such as discontinuing service, if a customer fails to accept POUs; (4) The basis for the POU selection(s); (5) The qualifications and identification of the person(s) responsible for POU installation, operation, maintenance, and water quality sampling and analyses; (6) A Customer Education Program that includes information about the POU, how the devices work, required maintenance and monitoring, and the need for the person(s) responsible for the POU, as defined in paragraph (a)(5) of this section, to have access to the device to perform required maintenance and monitoring. The Customer Education Program

shall be designed to reach all customers and shall be implemented prior to and following installation of POU; (7) The authority, ordinances, and/or access agreements adequate to allow the public water system's representatives access to customers' premises for POU installation, maintenance, and water quality monitoring, as well as the surveys necessary to meet paragraph (a)(2); (8) Identification of applicable local regulatory requirements; (9) A Consumer Notification Protocol designed to timely inform consumers, in the appropriate language(s), in the event that an installed POU fails to produce water that meets drinking water standards. The Consumer Notification Protocol shall include: (A) an example of a notice that includes the requirements of Article 18 of this Title, and (B) a plan for providing an alternative water supply that meets drinking water standards, consistent with section 64551.100 of this Title, in a quantity sufficient for daily household ingestion needs, to customers served by each installed POU not meeting drinking water standards. An alternative water supply shall be provided according to the following timeline; 1. as soon as possible, but no later than 24 hours following the receipt of results of confirmation samples indicating an MCL exceedance for nitrate, nitrite, nitrate plus nitrite, or perchlorate, or 2. as soon as possible, but no later than 7 days following the receipt of results of confirmation samples indicating an MCL exceedance for contaminants other than nitrate, nitrite, nitrate plus nitrite, or perchlorate; (10) A Customer Notification Protocol for routine notifications that includes examples of notices, to be provided no less frequently than quarterly, in the appropriate language(s) to inform each customer and consumer: (A) that only the taps for which POU's are installed provide water meeting drinking water standards, and (B) regarding the mechanical warning or shut-off mechanism required pursuant to paragraph 64418.2(a)(5), including a telephone number that connects the customer or

consumer to water system personnel or recording system that shall be accessible by water system personnel 24 hours a day, seven days a week, for the purpose of providing the customer or consumer a reliable means of notifying personnel when the mechanical warning or shut-off mechanism is activated; (11) The proposed schedules for: (A) the distribution of public hearing information pursuant to section 64418.6, (B) the public hearing required pursuant to section 64418.6, (C) the distribution to customers of POU acceptance surveys pursuant to section 64418.6, (D) POU installation, and (E) the construction of centralized treatment; and (12) An estimate of the percent of all customers within the public water system's service area who are expected to voluntarily allow installation of POU devices, as well as a description of how the public water system will address customers who do not.

**(1)**

A description of the compliance issues for which POU's are being proposed to address and how the use of POU's will achieve compliance;

**(2)**

A description of how the public water system will determine the type, number, and location of POU's to ensure a sufficient number of devices are installed for human consumption at each building and each dwelling unit connected to the public water system;

**(3)**

The public water system's authority to require customers to accept POU's in lieu of centralized treatment and to take an action, such as discontinuing service, if a customer fails to accept POU's;

**(4)**

The basis for the POU selection(s);

**(5)**

The qualifications and identification of the person(s) responsible for POU installation, operation, maintenance, and water quality sampling and analyses;

**(6)**

A Customer Education Program that includes information about the POU, how the devices work, required maintenance and monitoring, and the need for the person(s) responsible for the POU, as defined in paragraph (a)(5) of this section, to have access to the device to perform required maintenance and monitoring. The Customer Education Program shall be designed to reach all customers and shall be implemented prior to and following installation of POUs;

**(7)**

The authority, ordinances, and/or access agreements adequate to allow the public water system's representatives access to customers' premises for POU installation, maintenance, and water quality monitoring, as well as the surveys necessary to meet paragraph (a)(2);

**(8)**

Identification of applicable local regulatory requirements;

**(9)**

A Consumer Notification Protocol designed to timely inform consumers, in the appropriate language(s), in the event that an installed POU fails to produce water that meets drinking water standards. The Consumer Notification Protocol shall include: (A) an example of a notice that includes the requirements of Article 18 of this Title, and (B) a plan for providing an alternative water supply that meets drinking water standards, consistent with section 64551.100 of this Title, in a quantity sufficient for daily household ingestion needs, to customers served by each installed POU not meeting drinking water standards. An alternative water supply shall be provided according to

the following timeline; 1. as soon as possible, but no later than 24 hours following the receipt of results of confirmation samples indicating an MCL exceedance for nitrate, nitrite, nitrate plus nitrite, or perchlorate, or 2. as soon as possible, but no later than 7 days following the receipt of results of confirmation samples indicating an MCL exceedance for contaminants other than nitrate, nitrite, nitrate plus nitrite, or perchlorate;

**(A)**

an example of a notice that includes the requirements of Article 18 of this Title, and

**(B)**

a plan for providing an alternative water supply that meets drinking water standards, consistent with section 64551.100 of this Title, in a quantity sufficient for daily household ingestion needs, to customers served by each installed POU not meeting drinking water standards. An alternative water supply shall be provided according to the following timeline;

1. as soon as possible, but no later than 24 hours following the receipt of results of confirmation samples indicating an MCL exceedance for nitrate, nitrite, nitrate plus nitrite, or perchlorate, or 2. as soon as possible, but no later than 7 days following the receipt of results of confirmation samples indicating an MCL exceedance for contaminants other than nitrate, nitrite, nitrate plus nitrite, or perchlorate;

**1.**

as soon as possible, but no later than 24 hours following the receipt of results of confirmation samples indicating an MCL exceedance for nitrate, nitrite, nitrate plus nitrite, or perchlorate, or

**2.**

as soon as possible, but no later than 7 days following the receipt of results of confirmation samples indicating an MCL exceedance for contaminants other than nitrate, nitrite, nitrate plus nitrite, or perchlorate;

**(10)**

A Customer Notification Protocol for routine notifications that includes examples of notices, to be provided no less frequently than quarterly, in the appropriate language(s) to inform each customer and consumer: (A) that only the taps for which POU's are installed provide water meeting drinking water standards, and (B) regarding the mechanical warning or shut-off mechanism required pursuant to paragraph 64418.2(a)(5), including a telephone number that connects the customer or consumer to water system personnel or recording system that shall be accessible by water system personnel 24 hours a day, seven days a week, for the purpose of providing the customer or consumer a reliable means of notifying personnel when the mechanical warning or shut-off mechanism is activated;

**(A)**

that only the taps for which POU's are installed provide water meeting drinking water standards, and

**(B)**

regarding the mechanical warning or shut-off mechanism required pursuant to paragraph 64418.2(a)(5), including a telephone number that connects the customer or consumer to water system personnel or recording system that shall be accessible by water system personnel 24 hours a day, seven days a week, for the purpose of providing the customer or consumer a reliable means of notifying personnel when the mechanical warning or shut-off mechanism is activated;

**(11)**

The proposed schedules for: (A) the distribution of public hearing information pursuant to section 64418.6, (B) the public hearing required pursuant to section 64418.6, (C) the distribution to customers of POU acceptance surveys pursuant to section 64418.6, (D) POU installation, and (E) the construction of centralized treatment; and

**(A)**

the distribution of public hearing information pursuant to section 64418.6,

**(B)**

the public hearing required pursuant to section 64418.6,

**(C)**

the distribution to customers of POU acceptance surveys pursuant to section 64418.6,

**(D)**

POU installation, and

**(E)**

the construction of centralized treatment; and

**(12)**

An estimate of the percent of all customers within the public water system's service area who are expected to voluntarily allow installation of POU devices, as well as a description of how the public water system will address customers who do not.

**(b)**

A public water system shall comply with the most current State Board-approved version of its POU Treatment Strategy at all times.