

CHECKLIST FOR PREPARING AN OPERATIONS AND MAINTENANCE AGREEMENT FOR PUBLIC WATER SYSTEMS

In accordance with WAC 246-290 and the Island County Coordinated Water System Plan, and operation and maintenance agreement must be developed for public water systems. The following outline, including suggested contents, provides a checklist for items which must be included in the agreement along with ideas intended to help tailor the agreement to meet a water system's needs. A separate handout of water conservation guidelines is attached.

1. Ownership and Right of Usage.

- Name owner of the water source and system. Is ownership private? Individual? Homeowners association?
- List all parties and lots who have the right of usage of this water source including number of service connections each is allowed.
- Include a restriction of furnishing water to additional parties without the Island County Health Department or Department of Health approval.

2. Facility Maintenance and Operation.

A. Manager

- Describe how operators and managers are engaged by water system. Are operators volunteers? Is the owner also the operator?
- In the absence of the designated manager, who is responsible for water service continuation?
- List Manager responsibilities, including water sampling required by WAC 246-290, system inspection, meter reading, flushing lines, etc.
- List names and phone numbers (work, home) of operators in charge.

B. Operation

- Include schedule for water quality tests. Describe procedures for taking, Handling and transporting samples.
- Include a schedule for source and individual meter readings. Meters should be read on a monthly basis as part of the billing procedure. For systems which bill once a year, or less frequently data must be collected at least semi-annually, once during April to September and once during October to March. Water use data should be recorded in a logbook to evaluate trends and determine unaccounted-for water losses.
- Describe procedures for recording routine operational data and activities (i.e. logbook)
- Is there a separate operation and maintenance manual for water treatment facilities?

- List required periodic inspections and preventive maintenance procedures (i.e., line flushing, recharging pressure tanks, check valves for proper operation, read meters, measure static water level)
- List of suppliers for equipment, chemicals, and spare parts used by the water system.
- List of contractors on whom you rely for special services

3. Financial Policies and Practices.

- Describe the rate and fee structure, billing procedure, and billing frequency. NOTE: Rate structure should encourage water conservation.
- Are funds available for emergency repair?
- How are capitol improvements funded?
- Describe policies and fees for beginning and terminating water service. Include hook-up fees, fees for late payments, meter installation, etc.

4. Service Policies.

- Describe procedures for notifying customers of activities that may disrupt their water service.
- Describe procedures for receiving and responding to customer questions and complaints.
- Describe policies for encouraging water conservation by water system customers.

5. Emergency Response.

- Describe procedures for investigating, verifying, and correcting common water quality problems.
- Describe procedures for notifying customers and the Island County Health Department of water quality problems.

6. Source Overuse Protection and Water Shortage Response Plan

- Information about how to prepare an emergency response plan is available from Washington State Department of Health.
- Describe procedures for notifying customers, the public, the Island County Health Department and Washington State Department of Health of possible water shortage problems.