



# Regional & Central Office Perspectives

2017 SC Rural Water Conference  
Myrtle Beach, SC • December 2017

South Carolina Department of Health and Environmental Control  
Healthy People. **Healthy Communities.**



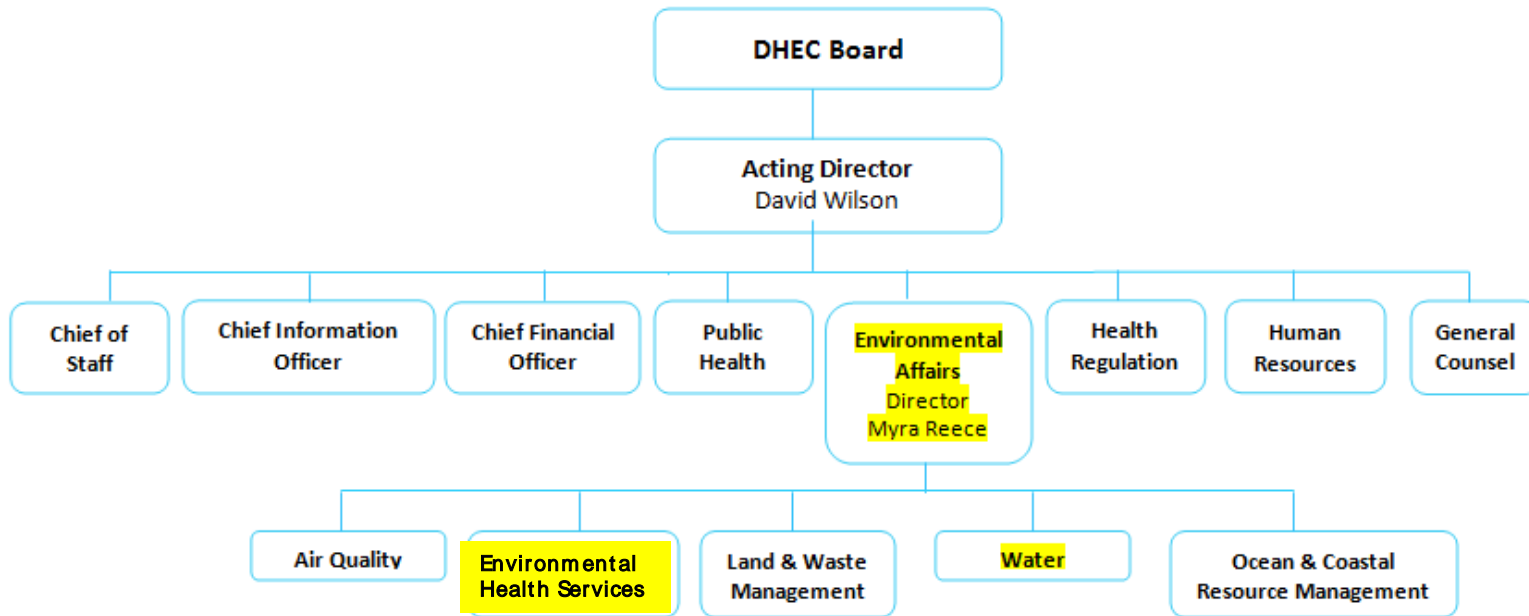
- Central Office

- Current DHEC structure
- Going Electronic!
- Unregulated Contaminant Monitoring Rule (UCMR) 4
- Rules under development & review
- Drinking Water Advisory Council
- Current compliance breakdown

- Regional Office

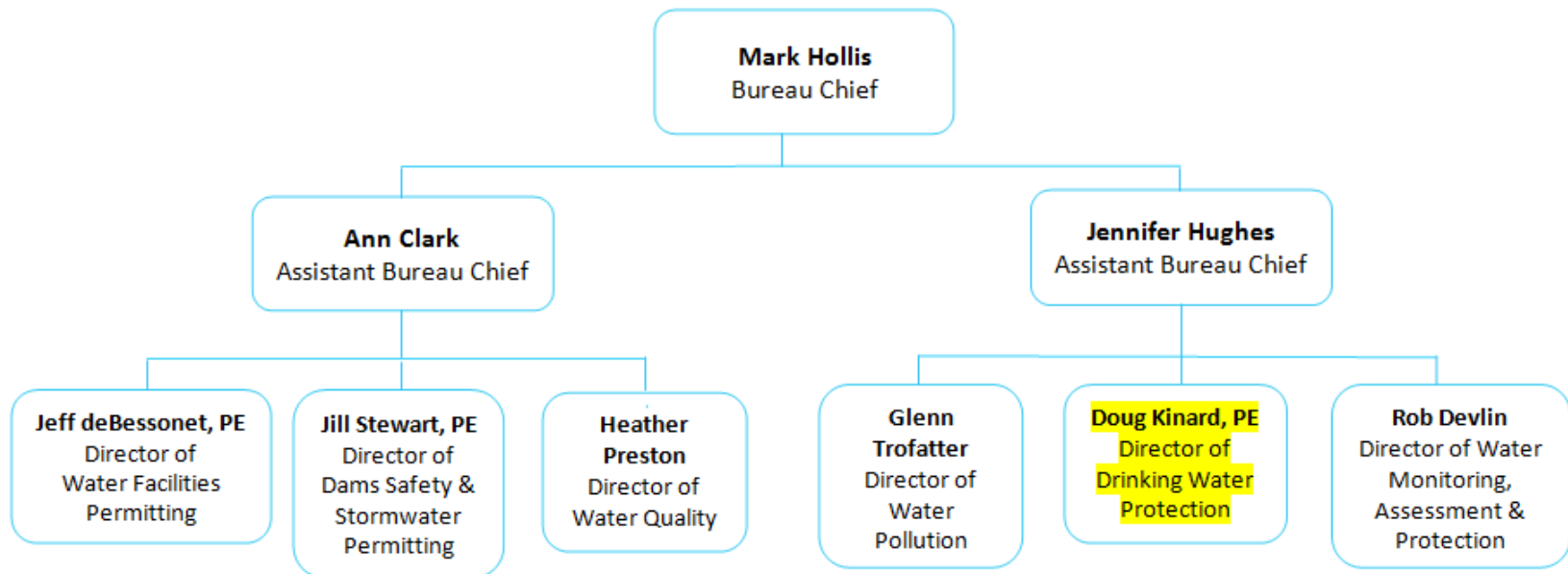
- UCMR
- Operator Shortages
- Effectively Issuing Boil Water
- Customer Service
- Loss of Revenue

## South Carolina Department of Health and Environmental Control



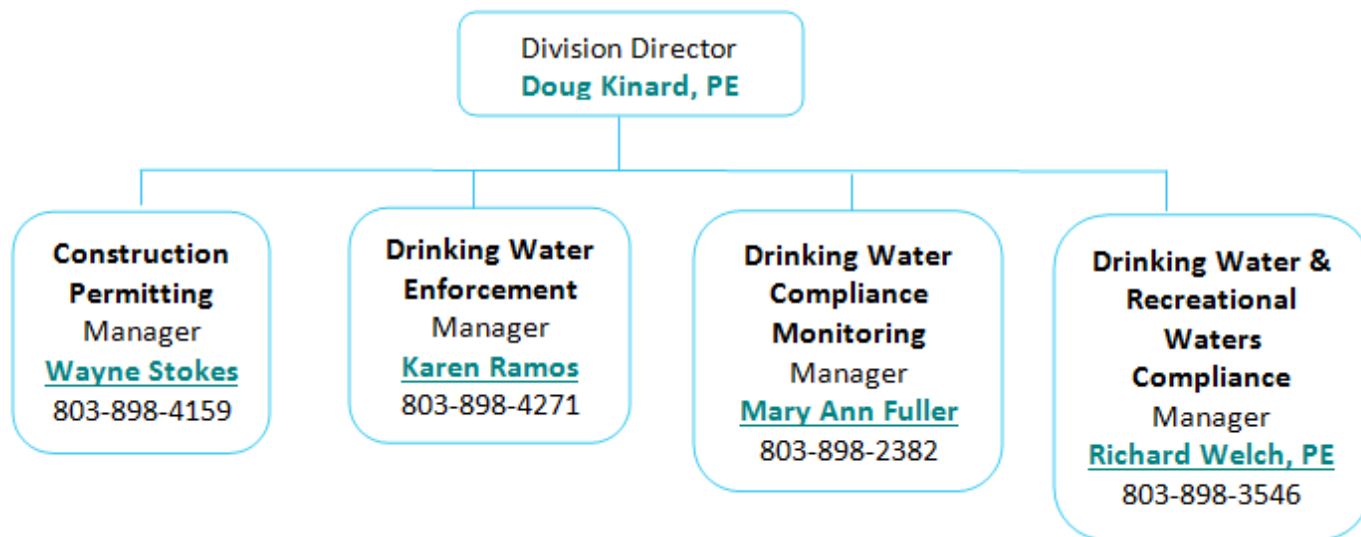
\* Director position posted 10/24/2017

 Organizational Chart – Environmental Affairs - Bureau of Water

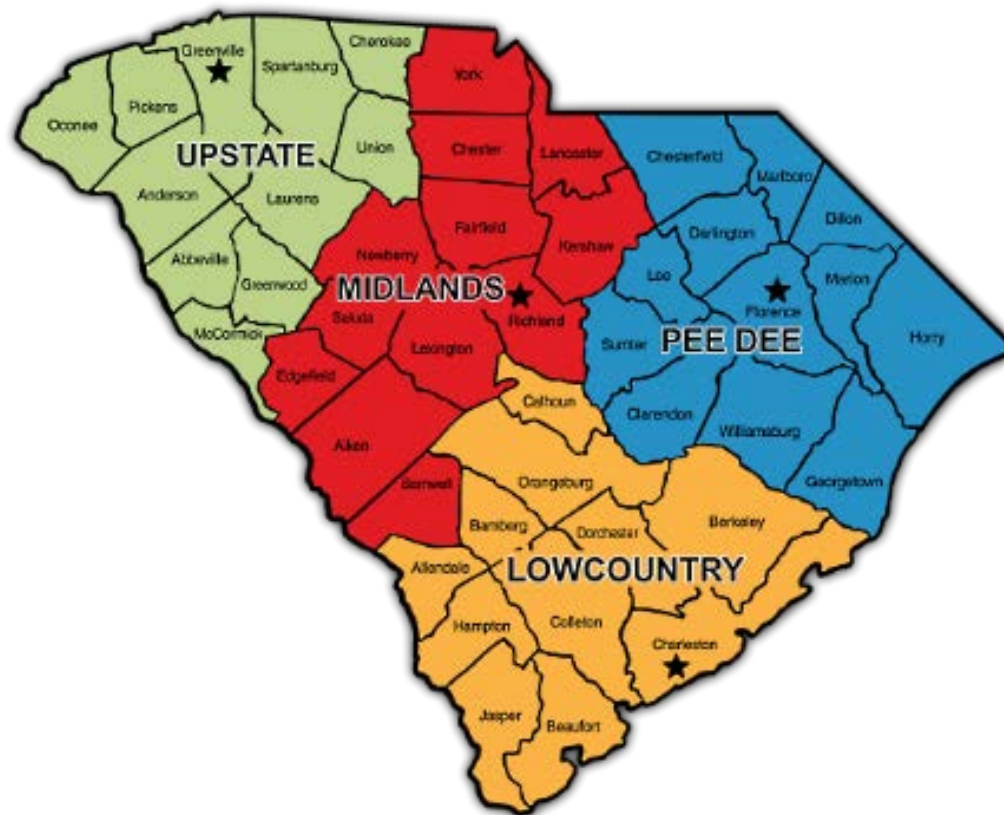




## Division of Drinking Water Protection



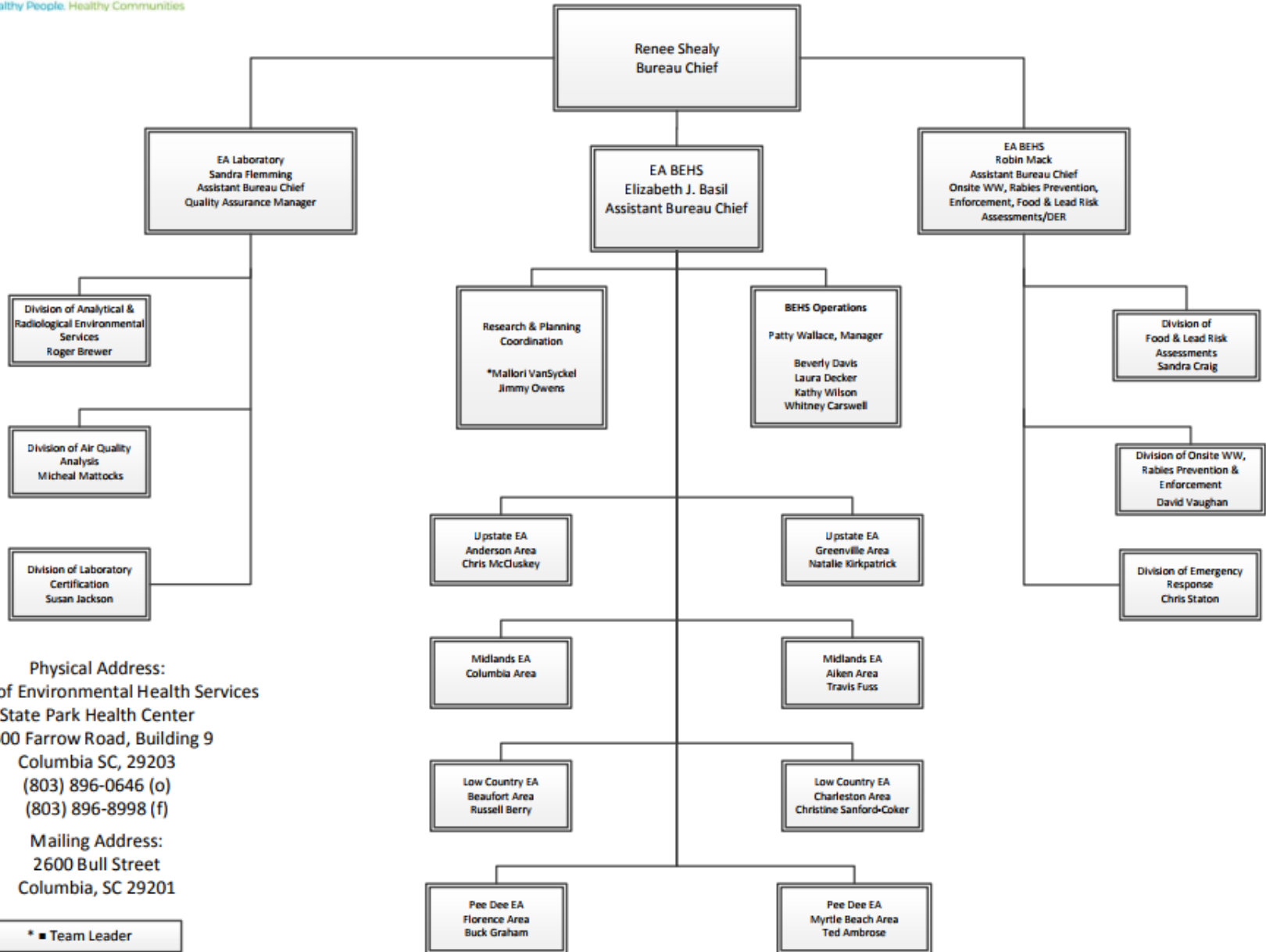
# Regional Office Admin/map





# Environmental Affairs

## Bureau of Environmental Health Services



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\* ■ Team Leader

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Greenwood	Uwe Klauck		Ainsley Wiles
Greenville	Susan Turner	Charles Owens	Kyle Lancaster
Spartanburg	Ben Whitmire	Florence Hall	Matt Ewing
Columbia	Al Peeples	Sam Jones	Sonya Johnson
Lancaster	Greg Harrington	Kristen Jones	Stephen Whisonant
Aiken	Travis Fuss	Josh Yon	Crystal Robertson
Florence	Leigh Plummer	Vacant	Paula Brown
Sumter	Keith Lane	Vacant	Burt Hatfield
Myrtle Beach	Ted Ambrose	Larry Ragsdale	Sean Torrens
Beaufort	Russell Berry	Penny Cornett	Nia Frazier
Orangeburg			Kelly Chaplin
Charleston	Christine Sanford-Coker	Harvey Wilkins	Shaina Hyman



# Going Electronic!

- Efforts underway for DHEC to go “mostly” paperless
  - Electronic permitting
  - Electronic inspections
  - Electronic data submittal
  - Other applications
- Some EPA programs have new rules on electronic signatures, data submittal, etc



# E-Permitting

- Secure website to allow public to conduct environmental permitting activities w/ DHEC via the internet
  - Fill out & submit applications
  - Pay any fees
  - Check on status and follow progress of projects
- E-permitting will also replace current database
  - Water system information
  - Sources, treatment, distribution, & other admin-type information
  - Will support electronic inspections
- Similar to phone company connection to your home

# Electronic Inspections

- Sanitary surveys and other agency inspections to be done electronically
- Some good history with pool program, restaurant inspections, and UST inspections
- Tablet-based inspections allow for quick turnaround to water systems
  - Ability to embed pictures with the inspection
  - Operators get quicker information on what was out of compliance or recommendations for improvement





# Electronic Data Submittal

- DHEC must report information to EPA electronically
  - Sanitary survey information
  - Regulatory compliance information
  - Compliance monitoring information (chem levels, MCL's, etc)
  - Enforcement actions on federal regulations
- Reporting is done through the Safe Drinking Water Information System, SDWIS
- EPA is rolling out a Compliance Monitoring Data Portal that will be used to better-facilitate transfers
- Enforcement information is also sent to EPA
  - EPA in turn publishes the information on their Enforcement & Compliance History Online, ECHO
  - Systems should periodically check to make sure info is correct



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# Regulations

# How Are Regulations Made?

- EPA makes “Regulatory Determination”
  - Known adverse health effect
  - Known to occur or high probably to occur in PWS
  - Regulation presents meaningful health risk reduction(s)
- EPA sets Max Contaminant Level Goal, MCLG
  - Zero for microbiologicals & chemicals that cause cancer
  - Reference dose for others
- Cost benefit analysis
- MCL or treatment technique set as close to MCLG as cost allows

# Unregulated Contaminant Monitoring Rule (UCMR)

- Contaminant Candidate List (CCL)
  - Every 5 years
  - CCL4 (2016) includes 109 contaminants
    - 97 chemical and 12 microbial
- UCMR
  - ~30 contaminants every 5 years
    - UCMR4 (2016) includes 30 contaminants
      - 10 cyanotoxins and 20 others

# UCMR 4

- Sampling frequency
  - SW systems – quarterly for 4 consecutive quarters
  - GW systems – roughly semiannually  
(2 sampling events, the 2nd 5-7 months after the first)
  - Cyanotoxins – every other week for 4 consecutive months, excluding December, January, and February  
(total of 8 sampling events)





# UCMR 4

- Large systems must update their contact information on the EPA CDX (central data exchange) site **by 12/31/17**
  - zip code(s), sampling location(s), inventory information and monitoring schedules
- EPA will coordinate with small systems to collect their contact information, zip code(s) and inventory information
- Systems must report UCMR 4 results within 12 months of receiving them (can report in CCR)

# UCMR 4

- DHEC working through procurement process to be able to collect & have samples analyzed for water systems
- If you are a participating UCMR 4 system, and have any questions about UCMR 4, please call or e-mail Mary Ann Fuller at (803)898-2382 or [fullerma@dhec.sc.gov](mailto:fullerma@dhec.sc.gov)



# LCR Long-Term Revisions

- Current LCR has issues
  - Compliance is based on action level not MCL or health exposure level
  - One of most complicated drinking water rules
  - Contains complex sampling and treatment technique requirements
- Objectives
  - Strengthen the rule's public health protections
  - Clarify the rule's implementation requirements
  - Make the rule easier to implement/enforce
  - Get rid of lead service lines

# LCR Long-Term Revisions

- Minimize lead exposure in drinking water
  - Lead source removal – lead service line removal
  - Consumer education
- Develop clear and enforceable requirements
- Incorporate more transparency
- Address environmental justice and children's health
- Integrate drinking water with lead reduction efforts in other media
  - Merge drinking water into comprehensive approach to reduce lead exposure from paint, dust, soil, and other sources

# Current DHEC Lead Efforts

- Schools assessment, recommendations
  - Assessment
    - 28 schools with own water systems
    - Two rounds of site visits (assessment and follow-up)
    - Sampling locations and protocol
    - Transient Non-Community systems up next
  - Recommendations
    - Department of Education and water system mail outs
      - Flush before school-year starts
      - Sample system on your own

# Drinking Water Advisory Council

- Water systems
  - Charleston – Andy Fairey, Kin Hill
  - Columbia – Clint Shealy
  - BJWSA – Tricia Kilgore
  - Greenville – Rick Pfleiderer
  - Powdersville – Dyke Spencer
  - Spartanburg – Ken Tuck
  - Mt. Pleasant – Clay Duffie
- SCRWA
  - Jill Miller, Charlie Gray, Charles Hilton
- USC Arnold School of Public Health
  - Dr. Dwayne Porter, Geoff Scott, Ph.D
- DHEC Environmental Affairs
  - Myra Reece, Fran Marshall
- DHEC Bureau of Water
  - Mark Hollis, Jennifer Hughes, Doug Kinard, Richard Welch, Mary Ann Fuller



# Drinking Water Advisory Council

- Source water protection as the first focus
  - What can citizens do to help protect source waters
- What do when schools and other vulnerable population concentrations need technical assistance
- Focus on education based on science
  - Plain and common language
  - Working in and partnering with our communities
- Fighting a new world order – Social media!



# Current Compliance Breakdown

- Revised Total Coliform Rule
  - Level 1 Assessments – about 45 systems
  - Level 2 Assessments – about 15 systems
- Enforcement cases
  - O&M – about 15 systems
  - Total coliform/ *E. coli* – about 10 systems
  - Radium – 5 systems
  - TTHM – 5 systems
  - HAA5 – 2 systems





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# Regional Office Issues & Priorities



- Staffing
  - Normal turnover
  - Retirements/TERI
- Regional Engineers – currently 2 vacancies (posted all/most)
- Consolidation of program areas
- Fewer people doing more work
- Be patient as you're waiting for final inspections, etc.

# Certified Operators

- Operator shortage statewide
- Exam changes – No More Regulations!
- Rural Water training classes – C & D Distribution, Sampling
- High turnover for operators

# Boil Water Emergencies

- How to reach customers
  - Electronic – TV, Radio, Social Media
  - Print – door hangers, posted in common areas
- Boil water advisories/notices should be clear, concise, and exact
  - What streets or areas are included or not included
  - What utility is doing to correct
  - Repeal is just as important as issuing!
- ALWAYS notify DHEC as soon as you can
- A utility is NEVER wrong to issue, that's like saying you are too protective

# Other Regional Issues

- Customer Service
  - Front line staff can make or break customer service
  - DHEC gets lots of complaints where water system wasn't helpful or blew someone off
- Loss of Revenue
  - Some water utilities are losing revenue due to businesses closing
  - No growth in some areas
  - This is an *excellent* time to work on water loss accounting!

# UCMR Revisited

- There is an increased awareness/concern on a national level about unregulated contaminants
- Must report on CCR when detected
- How to report to customers when no guidelines nationally?
- Some states are setting their own levels (MCL &/or health)



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# CONTACT US

[www.scdhec.gov](http://www.scdhec.gov)

(803) 898-DHEC (3432)

