

# 2022 Water Distribution Workshop

November 9, 2022

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# THANKFUL

FOR PROFESSIONAL WATER AND  
WASTEWATER OPERATORS

THE UNSUNG HEROES PROTECTING  
THE ENVIRONMENT AND KEEPING  
YOUR WATER CLEAN AND SAFE 24/7!



#NOTALLHEROESWEARCAPES



# Operations, Resiliency, and Certification Section

Andrew Barienbrock	Environmental Manager	
Carrie Winger	Environmental Specialist 3	Developing Inspector Training, District Oversight, Reclassifications, Technical Assistance, Emergency Response and Sanitary Survey Auditing
Rebecca Ilic	Environmental Specialist 2	Operator of Record notifications, Technical Assistance, Sanitary Survey Auditing
Spencer Lydon	Environmental Specialist 2	Security, Contingency Planning, Emergency Response Planning, Operator Notifications and Enforcement
<b>Kevin Swiadek</b>	<b>Environmental Supervisor</b>	<b>Operator Certification</b>
Lydia Maschmeier	Environmental Specialist 2	Contact Hours, Advisory Council, eBusiness and application processing
Colt Bush	Environmental Specialist 2	Contact Hours, eBusiness, ACHTP Program, and application processing
Vacant	Administrative Professional 2	Operator Certification, Exams

# Disruption of Service Rule

- Effective November 1, 2018
- Specifies responses any time distribution pressure goes below 20 PSI
- Transient (TNC) and Non transient non community (NTNC) serving <1000 shall provide bottled water or the equivalent

# Disruption of Service Rule

- All community and non transient non community systems serving 1000 or greater must follow the event response and notification provisions

# Disruption of Service Rule

- During an event, systems must monitor pressure upstream and downstream of water line repairs
- Pressure monitored by in-line pressure monitors, hydrant pressure recorders, elevated storage tanks, towers or other Director approved methods

# Disruption of Service Rule

- **TYPE 1 Event** – controlled pipe repair, positive pressure maintained and no sign of contamination intrusion.

# Disruption of Service Rule

- **TYPE 1 Reporting Requirements**
  - No notification to Ohio EPA is required provided the event response items are followed
  - An after action report must be maintained by the facility



# Disruption of Service Rule

- **Type 2 Event** – controlled pipe repair, positive pressure maintained until a controlled shutdown of the affected area can be completed and no signs of contamination. Water line replacement does not exceed one full section of pipe.

# Disruption of Service Rule

- **Type 2 Event Response** (Continued)
  - Flush lines in accordance with C651
  - Verify disinfectant presence
  - Document activities
  - No boil advisory
  - No coliform samples
  - Move to Type 3 if process not followed

# Disruption of Service Rule

- **TYPE 2 Reporting Requirements**

- No notification to Ohio EPA is required provided the event response items are followed
- An after action report should be maintained by the facility

# Disruption of Service Rule

- **Type 3 Event** – loss of pressure at the repair site, localized depressurization near repair, an uncontrolled shut down or signs of possible contamination intrusion

# Disruption of Service Rule

- **Type 4 Event – Catastrophic failure, widespread depressurization or actual contamination intrusion**

# Reporting

- Contact your District Office during normal business hours
- After hours contact Ohio EPA's 24 hour emergency hotline. 1-800-282-9378. Indicate this is a water plant emergency
- Online after action reporting tool. Required to be used for Type 3 and 4. You can use it for Type 1 and 2 and either save or print the report.

# Reporting



Press the button and it will take you to the disruption of service web page.  
Press it a second time and you will go to the reporting tool

# Disruption of Service Rule

- **Type 3 Reporting Requirements**

- If the disruption affects 10 percent of a systems customers or 100 service connections whichever is least, notify the appropriate District office or Ohio EPA hotline (after hours)
- Must speak with a person at Ohio EPA
- Document activities in writing. Submit after action report to Ohio EPA w/in 48 hrs



# Security

- Heightened awareness of water and wastewater plant security
- Increased attacks on America's infrastructure
  - USEPA and the Cybersecurity and Infrastructure Security Agency (CISA) are warning of high risk due to Russian tensions
- Resources:
  - [Implementing a cybersecurity program](#)
  - [Updates on vulnerabilities and reporting attacks](#)
  - [What to do if you are attacked](#)

# Contingency Plan Rules

- Changes were effective 4-15-2022
- Minor clarification language (i.e. hard copy vs. electronic copy)
- Added a few circumstances to address
  - Contamination of treated water
  - Malevolent acts (Cyber, vandalism, etc.)



# Free Cybersecurity Assessment and Technical Assistance

Cybersecurity is a broad term that refers to the security of computer network infrastructure and data. A cyber attack is an attempt to undermine or compromise the function of a computer network or system, or an attempt to track the online movements of individuals without their permission.

## What is the assessment and technical assistance?

With the U.S. Environmental Protection Agency, Horsley Witten Group (HWG) is offering free, confidential, cybersecurity assessments and technical assistance to interested water and wastewater utilities. The assessment consists of a questionnaire completed with HWG staff, and the technical assistance consists of developing a cyber action plan based on the results of your utility's assessment focused on best practices to prepare for, respond to, and recover from a cyber incident. Adoption of these practices can reduce the likelihood that a cyber attack will be successful and allow the utility to recover from any cyber attacks faster and at a lower cost. Due to the COVID-19 pandemic, HWG is offering this assessment and technical assistance virtually.

## What are the expected outcomes?

All individual utility information gathered during the assessment will be protected and remain confidential. Trends in the anonymized, aggregated data will be shared with other utilities and agencies so that lessons learned from the assessments may benefit all.

Participating utilities can expect to receive a straightforward overview of their vulnerabilities and suggested best practices to reduce risks to their business enterprise, SCADA, and communications systems. Additionally, the utility will develop their cyber action plan with HWG and work to implement any recommended best practices.

## What does the utility need to prepare before the assessment and technical assistance?

The assessment will require input from management, IT, operations/control staff and engineers as appropriate. The utility will also need to compile and provide any existing system documentation/diagrams, policies, and procedures.

## Is there any follow-up?

Yes, HWG will contact the utility on two separate occasions after the development of the cyber action plan to gauge progress and see if additional assistance is required.

## How does my utility participate?

To date, we have worked with over 100 utilities across the United States providing free cybersecurity technical assistance. EPA plans to expand the program as resources allow. We are continuing to register interested utilities at the link below. If you would like more information about the program, contact Gemma Kite at [gkite@horsleywitten.com](mailto:gkite@horsleywitten.com), or (508) 833-6600.

To register your utility, please visit:

[www.horsleywitten.com/cybersecurityutilities](http://www.horsleywitten.com/cybersecurityutilities)

## U.S. EPA offers free, confidential, Cybersecurity Assessments and Technical Assistance for interested Water and Wastewater Utilities

### To register your utility, please visit:

[www.horsleywitten.com/  
cybersecurityutilities](http://www.horsleywitten.com/cybersecurityutilities)



# WATER UTILITY PREPAREDNESS

**Please follow the steps outlined below to protect your organization from ransomware attacks.**

**If you suspect that you are a victim of a ransomware attack, please contact CISA ([central@cisa.dhs.gov](mailto:central@cisa.dhs.gov)) or local law enforcement.**

1. Backup your data, system images, and configurations, regularly test them, and keep the backups offline
2. Update and patch systems promptly
3. Test your incident response plan
4. Check Your Security Team's Work
5. Segment your networks

# Cyber Security Resources

- Resources
  - [Ohio EPA Emergency and Security Preparedness](#)
  - [US EPA Cybersecurity Best Practices for the Water Sector](#)
  - Response partnerships
    - CISA
    - Water ISAC (water Infrastructure security network)

# Supply Chain Issues

- US EPA website
- [Water and Wastewater Sector Supply Chain Resilience | US EPA](#)
  - Identify alternate suppliers
  - See current issues
  - Notify US EPA

# Paper and Pencil Exams



- Holding 2 more paper and pencil exams

Exam Date	Application Deadline
December 1, 2022	Closed
May 3, 2023	February 2, 2023

# Preparing for Exams

- How to prepare
  - Need to Know Criteria
  - References
- What not to do
  - Do not use question sets as your only study method



# 2022 Renewals

- The renewal button is active. Click the blue renew button to the right of your certificate
- Renewals are due November 30 , 2022
- Certificates will expire on December 31, 2022
- 1,571 approved so far.

# Minimum Staffing Reporting

- The reporting app is available.
- You were required to start using the tool for the July 2021 minimum staffing report.
- NOVs are now being sent to drinking water facilities for not reporting.

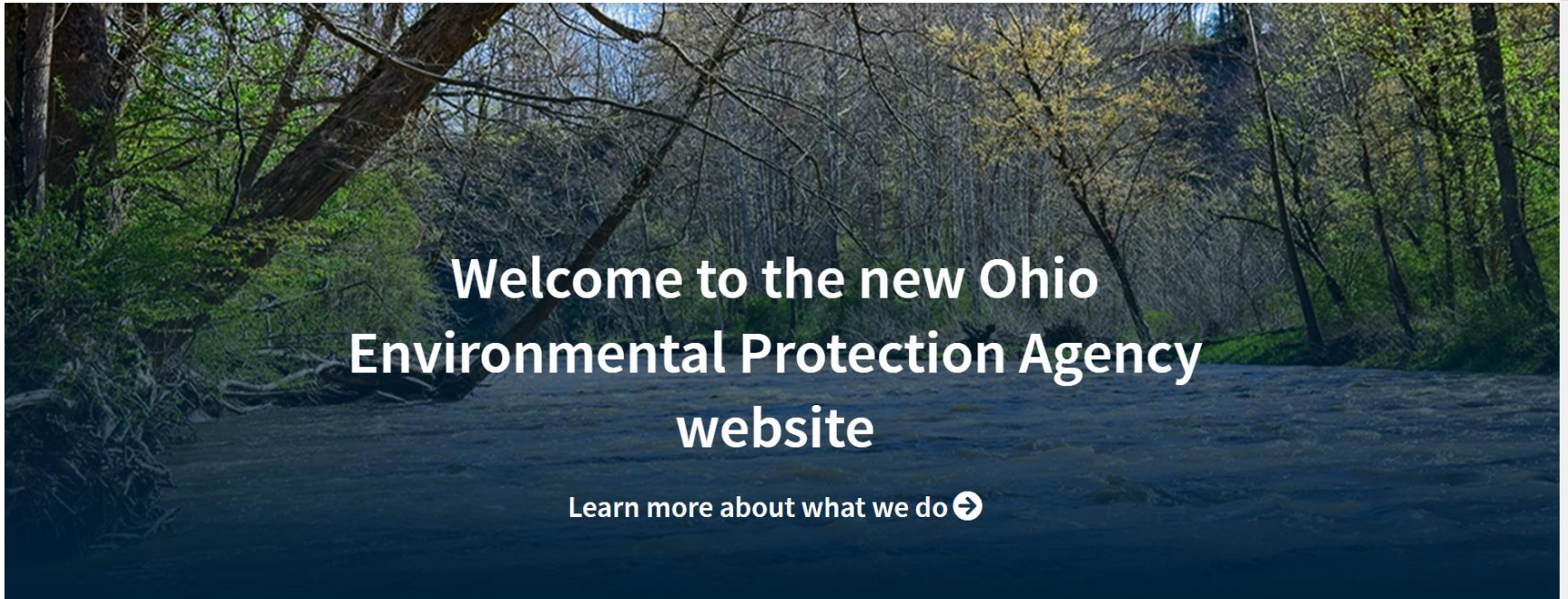
# Website Update

Language Translation

An Official Site of [Ohio.gov](http://Ohio.gov)



[Stay Compliant](#) [Make a Difference](#) [Monitor Pollution](#) [Get Funding](#) [Find Regulations](#)



**Welcome to the new Ohio  
Environmental Protection Agency  
website**

[Learn more about what we do](#) 



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Welcome to Ohio EPA's new website. We continue to make improvements to the site. For help navigating, or questions, please view our introductory webpage.

[Learn More](#)

[Ohio EPA](#) / [Divisions & Offices](#) / [Drinking & Ground Waters](#) / [Certified Operators](#)



## Drinking & Ground Waters

[Welcome](#)

[Announcements](#)

[About DDAGW](#)

[Programs](#)

**[Certified Operators](#)**

[Guides & Manuals](#)

## Certified Operators

Certified water and wastewater operators are essential for the protection of public health and the environment. Ohio EPA's Operator Certification program has certified more than 12,000 operators, ensuring public water and wastewater systems are operated by properly trained and qualified individuals.

[Learn how to become a certified water or wastewater operator.](#)

To submit an Ohio EPA Paper and Pencil exam, renewal, third party certification or reciprocity application(s) please visit the [Ohio EPA eBusiness Center webpage](#). For instructions to utilize the eBusiness Center please view the instructions below under the Operator tab.

**REQUIRED TRAINING:** Starting August 15, 2018, all applicants will need to review the training document below prior to submitting the Ohio EPA exam, third-party exam certification, reciprocity and renewal applications and Operator-in-Training forms. This document will be updated periodically to reflect the current rules, regulations and policies.

**RENEWAL GRACE PERIOD:** The operator renewal application grace period has been reduced to 6 months. A complete renewal application must be received by June 30th of the year following your expiration date. If a complete renewal application is not received by June 30th of the year following your expiration date, you must re-take the examination to be certified.

[Operator Certification Required Training](#) - Updated Aug. 17, 2018

Filter the resources below by keyword or topic.



# Website Update



## Advisory Council

Provides guidance and input to Ohio's water and wastewater operator certification program.



## Announcements



## Career Information



## Contract Operators

Lists or forms you may need as a contract operator, an owner of a contract operating company or a system in need of an operator.



## Exam information

Ohio EPA has two exam pathways to offer for obtaining certification.



## Forms and Resources



## Operator Certification Enforcement Actions

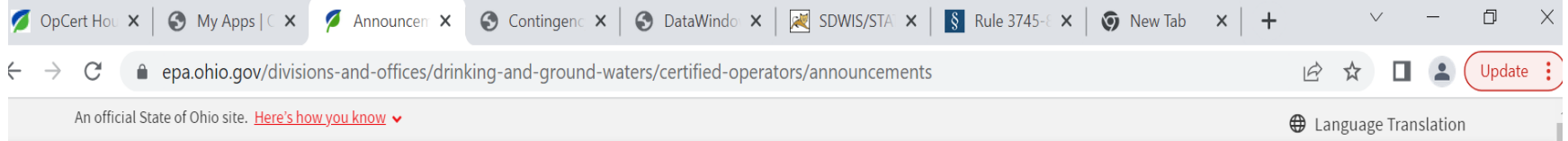
Enforcement actions have been taken as a result of violations of the operator certification rules.



## Operator

Services, lists, or forms you may need as an operator, or to become an operator.

# Announcements page



Stay Compliant   Make a Difference   Monitor Pollution   Get Funding   Find Regulations



Ohio EPA / Divisions & Offices / Drinking & Ground Waters / Certified Operators / Announcements

## Announcements



Drinking & Ground  
Waters

Ohio EPA has developed a new minimum staffing reporting tool. The tool is available through the ebusiness center and can be used in lieu of reporting minimum staffing on your eDMR or eDWR. Directions for using this tool can be found below:

[Minimum Staffing Reporting Tool](#)

Share this



For more information





# Required Operator Training



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Engineering and Plan Approval

## Certified Operators

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[Operator Certification Required Training](#) - Updated Jan. 5, 2022

**OP CERT HOTLINE**  
**(866) 411-6728**

# Required Operator Training

## Ohio Environmental Protection Agency Operator Rules & Requirements

### Required Training

This training is required prior to signing any operator certification application.



# Items of Note in the Required Training

- Reporting minimum staffing times
- Log book information
- Must still meet minimum staffing time in weeks with holidays
- Contract operator rule

# Website Update

## Career Information tab

- Updated job boards.
- Improved veteran information and outreach.
- Provide links to apprenticeship, associate degrees and certificate programs.

# Operator Certification Rule

- No major changes planned
- Clarifications
- Removal of old language
- Early Stakeholder outreach
  - Considering requiring completion of some type of basic training course work prior to taking the Class 1 or 2 certificates

# Questions?

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