

## Example: OPERATIONS PLAN FOR GROUNDWATER SYSTEMS

---

- Routine Operational Procedures for each component of the system:
  - A. Visual inspection of **WELL** (daily).
    1. Check for the following; leaks, openings, lubricants, electrical hazards, chemical hazards, etc. (record observations and correct problem).
    2. Check the pump for proper operation.
  - B. Visual inspection of the **STORAGE TANK** (daily).
    1. Inspect for any leaks or damage (record observations and repair as needed).
    2. Check **PRESSURE GAUGE**, record system pressure. Record the pressure the pump turns on, the pressure the pump turns off and the duration of the run time.
    3. Cleaning of **STORAGE TANK** (semi-annually). Record date cleaned and observations.
  - C. Maintenance of **GAUGES and METERS**.
    1. Inspect all gauges and meters for leaks and proper function daily. Repair or replace as needed (keep record of date).
    2. Maintenance and testing of backflow prevention devices, if present.
  - D. Inspection and exercising of the **VALVES**.
    1. Inspect valves for leaks (record observations, repair or replace if leaking).
    2. Exercise valves (semi-annually, record dates on attached sheet).
  - E. Operation and maintenance of **DISTRIBUTION** facilities.
    1. Visually inspect the distribution system for leaks on a regular basis. Record date and observations.
    2. Flush dead end mains (semi-annually, record date and observations).
- Component repair and replacement.
  - A. **SCHEMATIC**
    1. A schematic or accurate diagram of all distribution lines and valves will allow the water system to respond to emergency breaks effectively and is an integral part of the O & M Plan.
    2. Who is contacted if the repair cannot be done by the water system?
    3. Disinfection and bacteriological testing will be performed after completion of the repair.
- Consumer complaint response procedures.
  - A. **CONSUMER COMPLAINT** procedures.
    1. Record in complaint log (name, address and nature of the problem).
    2. Investigate the complaint.
    3. Verify or dismiss the complaint.
    4. Record the steps taken to address or correct the problem.
    5. Notify complainant of action taken.

➤ Emergency Operational Practices.

A. List of **equipment on hand** for emergency repairs.

1. Miscellaneous wrenches.
2. Leak clamps.

B. List of sources of needed **equipment, not on hand**.

Name	Address	Phone #	Equipment	Rental/ Contract
			Steel Tank Welder	
			Electrical repair	
			Digging equipment	
			Generator	
			Chemicals	

C. List of distributors or suppliers of **replacement parts** for the system.

Name	Address	Phone #	Equipment
			PVC pipe, valves, and fittings
			pumps, pressure tank and gauges
			Chlorinator

D. List of **emergency contact numbers**:

	Name	Phone #
1.	Health Department or DHS District Office	
2.	Law Enforcement -	
3.	Electrician	
4.	Laboratory	
5.	Pump repair service	
6.	Chemical disinfectant supplier	
7.	Equipment supplier	
8.	Owner	