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**DEPARTMENT OF RESOURCE MANAGEMENT**

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Environmental Health Division

**State Small Water System Report:**

**IV. Operations Plan**

This report is comprised of the following sections:

I.	Technical Report	A description of the water system, number of connections, water treatment, and permit requirements.
II.	Water Monitoring Requirements and Bacteriological Sample Siting Plan	A detailed description of the chemical and bacteriological monitoring requirements and the sampling locations
III.	Emergency Notification Plan	Notification system that will be employed if contamination is identified in the water system
IV.	Operations Plan	A description of the general operations of the water system
V.	Maps and Attachments	Please include required Attachments at the back of the packet

For new permit applications, please complete all sections.

Changes such as a change of ownership, change of management, identification of potential contamination, expansion of the water system, or other changes may require revision of specific sections.

**ATTACHMENTS** – Please indicate the included attachments. Submittals marked with an asterisk \* are required

12. (IV.) Operations Plan\*

**IV. Operations Plan**

The following is meant as a guide to assist the water system in maintaining operations under normal and emergency conditions. A properly thought out and executed Operations Plan will also allow easier training of new staff and transitioning to new ownership or new operators.

It is HIGHLY recommended that in addition to this Operation Plan, the water system maintain a more comprehensive log of all service, repair, and complaint events, as well as lists of suppliers and equipment distributors.

Report Prepared by: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## EXAMPLE: Operations Plan For Small Water Systems

### I. Routine Operational Procedures for each component of the system:

#### A. **WELL:** Daily visual inspection

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. **STORAGE TANK:** Daily visual inspection

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. **GAUGES and METERS:** Maintenance

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. **VALVES:** Inspection and exercising.

1. Inspect valves for leaks (record observations, repair or replace if leaking).
2. Exercise valves (semi-annually, record dates on attached sheet).

#### E. **DISTRIBUTION FACILITIES:** Operation and maintenance.

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).

### II. Component repair and replacement.

- 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.
- B. **WHO IS CONTACTED** if the repair cannot be done by the water system?
- C. **DISINFECTION AND BACTERIOLOGICAL** testing will be performed after completion of the repair.

### III. 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.

**IV. 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**

<b>(Emergency) Equipment, not on hand</b>				
<b>Name</b>	<b>Address</b>	<b>Phone #</b>	<b>Equipment</b>	<b>Rental/Contract</b>
			Steel Tank Welder	
			Electrical repair	
			Digging equipment	
			Generator	
			Chemicals	

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

<b>Replacement Parts – Suppliers</b>				
<b>Name</b>	<b>Address</b>	<b>Phone #</b>	<b>Equipment</b>	<b>Notes</b>
			PVC pipe, valves, and fittings	
			pumps, pressure tank and gauges	
			Chlorinator	

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

<b>Emergency Contact Numbers</b>		
	<b>Name</b>	<b>Phone #</b>
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	