Online Applications Now Available

Skip a trip to the Health Department and submit your On-Site and Water Program applications from your computer. Several industry professionals tested our new online system called Envision Connect Online (ECO). Now it’s ready to use for your new water systems, real estate reviews and septic system applications.

To get started:

1. **Create an account.** This is free! Follow instructions at [www.tpchd.org/ecoinstructions](http://www.tpchd.org/ecoinstructions).
2. **Create your application.** Enter information directly into ECO.
   - Choose the application type.
   - Attach necessary documents.
3. **Submit the application.** Print or save the application summary for your records.
4. **Make a payment.** You will receive an email with a link to the payment page, including the account and invoice number. Once paid, technical staff will receive the application for review. Once the application is submitted you will be able to check the status from this page. On the left hand side just click on application status and enter your parcel number, address, name or record number.

Questions, concerns, or suggestions? Contact our technology experts, Laurel Jellison at ljellison@tpchd.org or Brad Costello at bcostello@tpchd.org.
Know Your System’s Water Capacity

Are accessory dwelling units or other outbuildings with plumbed bathrooms or kitchens right for your system? These units increase demands on small water systems.

Since the Health Department continues to receive building applications for them, we want to help you understand them better.

How do you handle requests that may increase system demands?

Normally, the Health Department approves Group B water systems to supply water to one single-family residence per lot. When you get a request to supply additional water to outbuildings, consider the current and future needs of your customers. Before you agree, review your water system’s approved number of connections.

We’re here to help you.

Your first duty as a water system owner/manager is to ensure your existing customers receive a safe and reliable source of drinking water. If you determine an additional building on your system is acceptable and meets your approved number of connections, you will need to supply a valid water availability letter to us.

If you have questions about your current approved system design or adding more demand to your system, contact us at ehdrinkingwater@tpchd.org or (253) 798-6470.

New Online Payment Center

Pay an invoice in three easy steps!

You said our old online payment system was difficult to use, and we listened. We made improvements based on your feedback. The new payment system has been up and running for a couple months, and we’re happy to report the process “is now a piece of cake!”

To pay an invoice with the new system, all you need is the account and invoice numbers, which are printed on your annual invoice. The whole process is just three easy steps:

2. Look up the invoice with your account ID (e.g., AR1234567) and your Invoice ID (e.g., IN1234567).
3. Add the invoice to your cart and check out.

Thanks to everyone who provided feedback on the old system and tested the new one. We look forward to rolling out more online tools in the near future. It will be even easier to keep your water system in compliance. This effort is part of our larger goal to make more information and services available to you through our website.

No fee increase to 2018 Group B Permits

Annual Group B permit fees will stay at $75 for 2018. We will mail invoices in January. Be sure to call us if your water system has changed owners.
Stay in Compliance with Sampling and Testing Requirements

Our first round of water system reviews for water quality sampling non-compliance is nearly finished. More than 140 water systems received first notices because they are out of compliance for bacteria or nitrate sampling.

System managers will get second and third notices as reminders.

Managers who don’t submit samples after the third notice are subject to:

- Sanitary surveys.
- Higher annual permit fees.
- Recording on affected properties.
- Other enforcement.

Does your system have water quality treatment?

Water systems with chlorination (for bacteria removal), iron or manganese treatment, arsenic treatment or saltwater intrusion will receive a letter in early 2018 regarding treatment and testing requirements.

We are about a third of the way through the water system files marked “treated” on the 2017 invoice. Our goal is to have the files completed and letters out to the water systems within the first quarter of 2018. Follow-up letters will go out mid to late 2018. If your system has treatment installed, you need to test water quality regularly to ensure the treatment system is working as designed.

Questions? Contact us at ehdrinkingwater@tpchd.org.

Hot News on Tap

EPA releases drinking water action plan

A national call to action urges all levels of government, utilities and other key stakeholders to work together to:

- Reinvigorate the safe drinking water enterprise.
- Make investments that will impart healthy thriving communities nationwide.


PFAS in the news

Per- and Polyfluoroalkyl Substances (PFAS) are a family of similar chemicals manufactured since the 1950s used for grease and water proof coatings, non-stick surfaces and firefighting foams. Once released into the environment these chemicals remain for decades and can leach into the groundwater. The Departments of Health Ecology are collecting information to identify the extent of PFAS in Washington. For more information, visit www.ecy.wa.gov/programs/hwtr/RTT/pbt/pfas.html.

Cap it, Plug it—Protect your groundwater

Protect Your Groundwater Day was Sept. 5. It’s a day to stress the importance of protecting groundwater for human and ecosystem needs. The theme for this year is “Cap it, Plug it”. It is critical that wells have proper well caps and that abandoned wells be plugged (decommissioned).

Want a free assessment? Send pictures of your well cap to EHdrinkingwater@tpchd.org.

Learn more at www.ngwa.org/Events-Education/groundwater-day/Pages/default.aspx.

Reduce lead exposure in drinking water

Find resources on testing, regulations and more at www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/Contaminants/Lead
Education Corner

Helpful information for well owners

Want to learn how your water system works or just want information on how to care for your well and water system?

Check out this website for videos, podcasts and more:
http://privatewellclass.org/

It’s Your Water, Too!

We would like input from water systems managers and users. We are looking for volunteers for our Drinking Water Advisory Group. Members will attend three to four meetings a year and:

• Help develop education materials.
• Develop or change regulations.
• Help to ensure water is safe for the residents of Pierce County.

Interested?
Contact Michelle Harris at mharris@tpchd.org or (253) 798-7683.

Program Improvements
Through Grant Funding

We want to serve you and your customers better. As part of our five-year grant from the Centers for Disease Control and Prevention, we are working to improve program efficiencies and customer service. Our goal is to ensure people have safe and reliable drinking water.

We aim to increase accessibility to online services, increase technology and make data available to the public. Improvements so far include:

• Online permit payments and application submittals. (See the New Online Payment Center article on the cover.)
• Review existing workflows for applications to streamline our processes. This saves time for customers and Health Department staff.
• New website in December. Our goal is to make it easier to find educational and technical information.
• Water system data cleanup. We are gathering data to help identify water quality concerns in Pierce County.
• Clean up and digitize our water system files.

Questions? Contact us at ehdrinkingwater@tpchd.org.

FREE WORKSHOPS FOR MANAGERS

Well share agreements: Does yours need some work?

Does your system have a well share agreement that defines:
• Monthly fees and bills.
• Responsibility for repairs or maintenance.
• Rules governing the well and water system.

These workshops will cover:
• Examples of good well share agreements.
• Key components to include in agreements.
• Steps to create or edit your existing agreement.

Eatonville Library
Oct. 26, 2017 5:30-7 p.m.
RSVP by Oct. 23.
205 Center St W
Eatonville, WA 98328

Key Peninsula Office
Dec. 6, 2017 5:30-7 p.m.
RSVP by Nov. 30.
9013 Key Peninsula HWY N
Lakebay, WA 98349

RSVP to mharris@tpchd.org or (253) 798-7683. This will allow us to order food and prepare packets for all attendees.