

Attachment 7

Capacity Development Plan Guidance Document

Pursuant to Tennessee Code Annotated Sections 68-221-706 and 68-221-707 the Department shall exercise general supervision over the construction, operation and maintenance of public water systems throughout the State of Tennessee. As one aspect of such general supervision, all new community public water systems shall submit a **Capacity Development Plan** for review and approval by the Department. Components of the Capacity Development Plan include an **Operation and Maintenance Plan**, an **Emergency Operations Plan**, a **Bacteriological Site Sampling Plan**, a **Business Plan**, etc. Together, these plans when followed assure continuous satisfactory operation of a water system. The submittal should be submitted to the Department's Division of Water Supply (DWS) and shall include, at minimum, the following information:

- Name, address and telephone number of the owner(s) or ultimate responsible party of the facility or public water system. Leaseholders or business owners may be responsible for managing and operating the facility on a day-to-day basis and included in list to obtain correspondence, but they are not the ultimate responsible party. The ultimate responsible party is (are) the **property owners**.
- Agreement to retain the services of a properly certified operator.
- Proof of retention of certified operator (copy of signed Operator Agreement).
- Name, address and telephone number of the **certified operator** in direct charge of the public water system. The certified operator also may be held responsible for violations incurred as a result of his/her oversight.
- An **Operation and Maintenance Plan** must be developed. The plan shall include information on staffing and organizational structure, accountability; and the system's fiscal management and controls. The plan shall identify Environmental Assistance Center (EAC) contacts, certified labs and lab contacts, the location of all operational component plans and the names and phone numbers of those responsible for implementing those plans, data management systems used, routine activity and facility maintenance schedules, training programs, and safety procedures and guidelines in effect.
- Agreement and statement of understanding indicating that **Plans and Specifications** shall be prepared and submitted for approval for any change, alteration or construction regarding the public water system. These include changes in process that affect water quality, hydraulic conditions, or the function of a process. These must be submitted and approved by the DWS. Projects that are being funded

with Drinking Water State Revolving Funds (DWSRF) are submitted to the Division of Community Assistance (DCA). Such approval shall be obtained prior to initiation of the proposed project. "As-Builts" shall be submitted on completion of a project. A long-range system plan, including capital improvements plan is not required by the DWS, but may be desirable to the system.

- A **Source Water Assessment and Protection Plan** and/or **Wellhead Protection Plan** must be developed and submitted to the DWS for approval.
- Prepare and submit for review and approval a **Monitoring Plan** to the Division of Water Supply based on rules, and guidelines provided by the Division. Such plan will identify all parameters to be monitored (including Benzo(a)pyrene and asbestos) and a schedule for conducting that monitoring. Such plan will include all bacteriological contaminants and chemical parameters required by and in accordance with Division rules. One component of the Monitoring Plan will be a **Bacteriological Site Sampling Plan** (Information and guidance material is available upon request. The plan should address the number and location of follow-up sampling, public notification, etc. The Monitoring Plan should include (or execute) a **consolidation agreement** with parent water systems (where applicable) for the monitoring of lead and copper tap water. The Monitoring Plan should also note any parameters waived and when a parameter waiver expires.
- Establish and submit an **Emergency Operations Plan** (and Drought Management Plan if appropriate) for review and approval by the Division. The system may enter into an agreement indicating the intent to cooperate with the parent water system in the event of an emergency that interrupts water service and conveying its willingness to supply alternative potable water during a state of emergency if needed. (information and guidance material available upon request). An Emergency Operations Plan will outline system options, responses, conservation plans and other provisions in case of flooding, power outage, major fire, contamination, major line break, source contamination, drought, chemical release, etc.
- Develop a **Customer Complaint File** regarding water related issues to be maintained on site. Customer complaints with CWSs which relate to financial and/or managerial issues should have a UMRB or DCA number assigned. The file must contain customer name and address, date of complaint, nature of complaint, and action(s) taken to resolve the complaint. A Customer Relations plan is not required by the DWS, but may be desirable to the system.
- Agreement and statement of understanding indicating that **Monthly Operation Reports** (MORs) shall be submitted to the Division no later than ten (10) days following the end of the month being reported. The MOR shall accurately reveal the operation and performance of the water system during the reporting period.

- A **Cross Connection Control Program Plan** for the detection and elimination of cross connections must be submitted and approved by the Division of Water Supply (Information and guidance material is available upon request).
- A **Record Keeping Plan** shall be developed and maintained. Records kept shall include storage tank inspection and maintenance reports, Individual facility maintenance records, flushing records with beginning and ending chlorine residuals, chlorine residuals at new taps, facility security records (including vandalism, break-in, theft, and trespass), equipment maintenance and repair records (maintenance, calibrations, dates out-of-service, and repairs of pumps, meters, feeders and alarms), line breaks - maintenance and repair, distribution maps. Other records that must be kept include: bacteriological sample analyses, cross connection plans and inspection records, chemical analysis, sanitary surveys, actions to correct violations, turbidity records, daily worksheets and shift logs used to produce MORs, lead and copper related records, and public notices.
- A **Public Notifications and Public Education File** should be maintained. Efforts to inform customers of violations, Boil Water Advisories, and community education should be kept in a file. Further, Community Water Systems (CWSs) must prepare and submit a Consumer Confidence Report (CCR) annually.
- Agreement to remit annual **Facility Maintenance Fees** to the Division plus any penalties and interest charges which have accrued due to late or non-payment of the annual facility maintenance fee. Public water systems must also submit a **Business Plan**. The plan shall identify source(s) of income or revenue sufficient to meet expenses over a three (3) year period. The business plan will identify costs related to retaining a certified operator, estimated annual infrastructure repair cost, depreciation, facility maintenance fees, estimated annual monitoring costs, estimated costs of providing public notices, estimated administrative costs, and any other operational, treatment, and related costs (e.g. chemicals and other supplies used to treat water, etc.). The business plan must include the re-payment of borrowed and amortized funds.
- Agreement to comply with any and all laws, rules and/or regulations which are necessary or applicable to the public water system.