

Public Water System Guidance Document
For Providing Follow-Up Responses and
Corrective Action Plans

Created: 03/28/2014

Revised: 04/10/2014

When a public water system (PWS) communicates updates about corrections and responses to observations cited within an SNHD survey letter, it is important to provide useful and succinct information. This is best accomplished using the table the SNHD will provide the PWS. The table provided will be a direct reflection of information located within the Safe Drinking Water Information System (SDWIS) database. Therefore, it is acceptable for a PWS to communicate by referencing the SDWIS ID numbers, or Observation Number.

Providing updates using superscripts

Within either Microsoft Word or Microsoft Outlook, a user can create a superscript by pressing the following keyboard keys in sequence “Ctrl” “Shift” “+”. Then release the keys, and enter a number within parentheses. Associate the number to a footnote below the table. For example:

Table 1, site visit observations; resolved dates are current as of 03/27/2014.

SDWIS ID / Observation No.	Date of Proposed Completion	Actual Completion Date
13	05/2014	TBA ⁽¹⁾
12	05/2014	05/01/2014 ⁽¹⁾
1		03/28/2014 ⁽²⁾

⁽¹⁾ Well driller began work 03/27/2014. Expected date of completion is dependent upon their workmanship.

⁽²⁾ See Attachment 1, Cross Connection Control plan and backflow prevention assembly roster

Providing updates without using superscripts

It is expectable to use to not use superscripts when providing a footnote; continue to provide a number within parentheses. For example:

Table 1, site visit observations; resolved dates are current as of 03/27/2014.

SDWIS ID / Observation No.	Date of Proposed Completion	Actual Completion Date
13	05/2014	TBA (1)
12	05/2014	TBA (1)
1		03/28/2014 (2)

(1) Well driller began work 03/27/2014. Expected date of completion is dependent upon their workmanship.

(2) See Attachment 1, Cross Connection Control plan and backflow prevention assembly roster

Explaining attachments

All Attachments should be provided with a cover page dedicated to the attachment. This will ensure that the reader can track what is being explained. Please do not include attachments without first explaining what they are in a foot note. The reader should not be expected to understand what the author of the letter is referring to. When in doubt, “spoon-feed” an explanation, this will ensure a reader’s confusion is limited, and letters are processed faster.

Finally, the author of an update should provide a list of attachments before or after their signature on the final page of a letter. This will ensure that all attachments are accounted for.

Providing on-going updates

When providing on-going updates, it is still necessary to provide the entire list of corrections up-to-date. When some comments have been closed out, and an attachment was provided previously provided, then provide a footnote that references the letter that contained the respective attachment. For example:

Table 1, site visit observations; resolved dates are current as of 03/27/2014.

SDWIS ID / Observation No.	Date of Proposed Completion	Actual Completion Date
13	05/2014	TBA (1)
12	05/2014	TBA (1)
1		03/28/2014 (2)

(1) Well driller began work 03/27/2014. Expected date of completion is dependent upon their workmanship.

(2) The Attachment, Cross Connection Control plan and backflow prevention assembly roster, was provided in our 03/28/2014 correspondence.

It is imperative to state the date of the correspondence being referenced. Without this date, processing follow-ups will be delayed.

Visit the Drinking Water Watch website (DWW, Link 1, below) to track the number of open comments for a site visit. Search for a water system via the permit number or the name of the permitte. Reference the annual permit for this information. Select the water system name from the DWW search results page. This will bring the user to the water system’s information home page. Off on the left of this page is a series of links. Select “Site Visits.”

Link 1, Drinking Water Watch website:

<https://ndwis.ndep.nv.gov/DWW/>

Template follow-up letter

Attachment A of this guidance document serves to provide a template for the structure of follow-up letters. Since this is a template only, the author of the actual follow-up letter is expected to customize the template to meet his or her needs. This template may also be used as a corrective action plan template. The difference between the two types of letter is the former provides final dates, whereas the latter provides approximate completion dates for approval by the SHND's Safe Drinking Water Program.

Attachment A
Template Follow-up Letter
And Corrective Action Plan

SQUARE BRACKETS “[]” INDICATE AREAS THAT SHOULD BE REPLACED WITH APPROPRIATE, AND MEANINGFUL TEXT

[Date]

[Reader's Name]

Southern Nevada Health District
Safe Drinking Water Program
P.O. Box 3902, Las Vegas, NV 89127

RE: [PWS Permit Number] [PWS Name]: [Date of survey letter from SNHD] Follow-Up Response

[Readers Name],

The following letter is a response to the survey conducted by the Southern Nevada Health District Safe Drinking Water Program (SDWP) conducted on [Date of survey]. Table 1 lists the date of corrections and responses to observations cited within the [Date of survey letter from SNHD] Letter.

Table 1, site visit observations; resolved dates are current as of 03/27/2014.

Record ID (SDWIS)	Date of Proposed Completion	Actual Completion Date
13	05/2014	TBA (1)
12		04/02/2013 (2)
1		03/28/2014 (3)

(1) Well driller began work 03/27/2014. Expected date of completion is dependent upon their workmanship.

(2) Annotated photographs of corrections

(3) See Attachment 1, Cross Connection Control plan and backflow prevention assembly roster

Our water system understands that SDWIS ID 1 is a projected date. Therefore, updates every two week until the completion of the task will be provided to your office in the form of [state the method of communication]. In addition, a monthly letter to inform your office of updates will also be provided at the beginning of each month.

Any further questions can be directed to [PWS Contact] at [PWS contact's phone number].

Regards,

Wile E. Coyote
Acme Water Systems

Attachments

1. Annotated photograph of correction
2. Cross Connection Control plan and backflow prevention assembly roster

Attachment 1
Annotated photograph of correction



Figure 1, installation of a smooth-noosed sample tap/bib at well 1 (W01; correction to SDWIS ID 12; photo by Wild Earp, Acme Water System).

Attachment 2
Cross Connection Control plan and backflow prevention assembly roster