

## ROLES AND RESPONSIBILITIES AND STANDARD OPERATING PROCEDURE DRINKING WATER COMPLAINT PROCESS

The Navy is responsible for providing drinking water in accordance with applicable federal and state standards as well as Navy policy to drinking water customers on Navy installations. Occasionally, complaints and/or concerns regarding the operations, taste, odor, appearance, or quality of drinking water are received and must be addressed appropriately. This document intends to identify roles and responsibilities and detail standard procedures for responding to consumer complaints.

For most drinking water complaints, there can be up to four parties involved in the response: NAVFAC Environmental Water Program Manager, NAVFAC Utilities Engineer, NAVFAC Facilities Management Specialist (FMS), and Navy Preventative Medicine Environmental Health Officer. Additionally, NAVFAC installation environmental staff should be informed of all drinking water complaints. A directory of relevant points of contact is found below. NAVFAC FMS contacts will vary depending on building.

<b>Installation</b>	<b>NAVFAC Environmental Water Program Manager</b>	<b>NAVFAC Utilities Engineer</b>	<b>Navy Preventative Medicine Environmental Health Officer</b>	<b>NAVFAC Installation Environmental Program Director</b>
Naval Station Norfolk	Víctor González (757)341-0482	Greg Repinski (757)341-1184	Mike Holdren (757)953-8810	Sharon Baumann (757)341-0523
JEB Little Creek		JB Jones (757)462-5382	Melvin Murphy (757)953-8254	Sharon Waligora (757)462-5350
JEB Fort Story		ODUS (757)888-0485 WQS Carl Pauli – (757) 645-7418	Melvin Murphy (757)953-8254	Sharon Waligora (757)462-5350
NAS Oceana		JB Jones (757)462-5382	Don Waters (757)953-3808	Terry Chamberlain (757)433-3437
Dam Neck Annex		JB Jones (757)462-5382	Don Waters (757)953-3808	Terry Chamberlain (757)433-3437
Norfolk Naval Shipyard		Jeff Stimpson (757)396-7215	LT Brian Jung (757)953-9751	Valerie Walker (757)396-8270
St. Juliens Creek Annex		Jeff Stimpson (757)396-7215	LT Brian Jung (757)953-9751	Valerie Walker (757)396-8270
Craney Island		Jeff Stimpson (757)396-7215	Mike Holdren (757)953-8810	Sharon Baumann (757)341-0523
NWS Yorktown		James Michener (757)887-4291	Mike Holdren (757)953-8810	Trevor Manning (757)887-4933
Cheatham Annex		James Michener (757)887-4291	Mike Holdren (757)953-8810	Trevor Manning (757)887-4933
Northwest Annex		Greg Repinski (757)341-1184	LT Brian Jung (757)953-9751	Linda Hicks (757)836-1862
NALF Fentress		JB Jones (757)462-5382	Don Waters (757)953-3808	Terry Chamberlain (757)433-3437
NMC Portsmouth		Jeff Stimpson (757)396-7215	LT Brian Jung (757)953-9751	Linda Hicks (757)836-1862

Drinking water complaints may be received by any of the parties listed above. The 'Water Quality Complaint Interview Checklist' (attached below) is available to facilitate information gathering during the call. This checklist serves as the basis for tracking and storing drinking water complaints regionally in the Drinking Water Complaint Database. Based on information gathered during the call, the following flowchart should be used to determine which party should be contacted for follow up response to the complaint.

All complaints, including relevant details and POC information, should be forwarded to the NAVFAC Environmental Water Program Manager who will maintain the database for tracking drinking water complaints for the Hampton Roads region. The following procedure shall be followed when drinking water complaints are received:

1. WPM documents complaint and initiates Water Quality Investigation Report using the attached template.
2. WPM confirms that the UE, Facilities and/or Housing, Preventative Medicine and the Installation Environmental Program manager (IEPM) are aware of the complaint. WPM discusses suggested appropriate measures (need for flushing, parameters for sampling, etc.) with Preventative Medicine and receives written documentation from them regarding appropriate action and, if sampling is recommended, appropriate sampling parameters.
  - 2.1. WPM in conjunction with Environmental Services Laboratory, UE, Housing and Facilities determines who will pay for and conduct any water quality sampling. The following criteria will normally be used to determine who will pay for sampling. Utilities will pay if the problem impacts compliance with a Virginia Department of Health (VDH) Public Water System (PWS) permit, federal and/or state regulations, or Navy policy.
    - 2.1.1.1 Utilities will pay if the potable water distribution system is a suspected contributor to the problem and the sample is taken from the main distribution system or service lateral connections.
    - 2.1.1.2 Utilities will pay if the problem impacts compliance with a VDH Public Water System (PWS) permit, state or federal regulations, or Navy policy.
    - 2.1.1.3 The owner of the building will pay if building plumbing is the suspected contributor to the problem and the sample is taken inside the building.
3. Sampling shall be conducted in accordance with applicable federal, state and Navy requirements.
  - 3.1. For residential locations, two people should be present for sampling and prior arrangements must be made with the resident and/or housing staff. For other locations, one person may be adequate.
4. The sampler delivers samples to laboratory and completes Chain of Custody (CoC) documentation.

5. All laboratory results (analytical data and QA/QC documentation) and CoC documentation shall be provided to the WPM.
6. WPM reviews laboratory results and CoC with Environmental Services lab and Preventative Medicine.
7. Preventative Medicine documents their recommendation.
8. WPM informs UE, Facilities and IEPM of review conclusion and Preventative Medicine recommendation.
9. WPM advises complainant of sampling results and the Navy recommendation. If complainant is a privatized Housing resident, Housing may advise the complainant.
10. WPM advises the IEPM and prepares a follow-up weekly bullet.
11. WPM completes Water Quality Investigation Report summary and submits documentation to the Health Department and advises of public education as appropriate.

