

Written Protocol for Operators

Oregon DHS Drinking Water Program

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All water systems must have an operator who is designated as the operator in Direct Responsible Charge (DRC). The DRC:

- Is certified at the appropriate level required at the water system;
- Supervises the system and is ultimately responsible for how it is operated; and
- Is available during periods of time when treatment process and operational decisions that affect public health are made.

In addition to the DRC, a system may use other operators as needed, as long as a written protocol addresses the following elements:

- Describes operational decisions the operator is allowed to make;
- Describes the conditions under which the operator must consult with the DRC, and when and how contact is made;
- Takes into account the certification level of the operator, their knowledge, skills, and abilities;
- Takes into account the range of expected operating conditions of the water system;
- Is signed and dated by the DRC and the other operator(s) and is available for inspection by DHS-DWP.

Frequently Asked Questions:

1. Does the DRC need to be on call at all times in case a decision that may affect public health needs to be made?
No, if the protocol details what decisions the other operator(s) may make, the DRC does not need to be on call. If a circumstance comes up that is not covered under the protocol and the operator is not sure what to do, the DRC should be contacted.
2. What if our system has more than one operator certified at the level of the system – does the protocol need to cover them as well?
The protocol just needs to cover operators certified at a level lower than that required of the system.
3. Is there a specific format we need to use?
You can use whatever format best fits your system. If you have several operators at different levels, you may wish to have a protocol for each operator. An example format is included on the following page that you may use.
4. What if I have questions on how to develop this protocol?
Contact your regional engineer or sanitarian at the county or state DWP for assistance.

Written Operator Protocol

For operators certified at a level lower than required for the water system.

Water System Name: _____

PWS ID: _____

Protocol should take into account the certification level of the operator, the operator's knowledge, skills, and abilities; and the range of expected operating conditions of the water system.

Operational tasks and/or changes the operator is allowed to perform:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____

Conditions when the operator must consult with the Operator in Direct Responsible Charge (DRC):

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____

Operator Name: _____

Signature: _____

Date: _____

DRC Name: _____

Signature: _____

Date: _____