

Idaho Drinking Water Program Set Asides

MaryAnna Peavey
Loan Program Coordinator



November 2014

Overview of Idaho Set Asides Usage:

- 4% Administrative Fees
- 2% Small System Technical Assistance
 - review plans and specs
- 10% State Programs
 - Maintain SDWIS
- 15% Local Assistance & Other State Programs
 - 5% Capacity Development
 - Planning Grants, Autodialer, External SDWIS
 - 10% Wellhead Protection Program
 - Outreach and Source Water Protection Planning

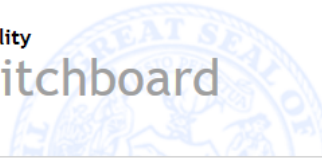
Autodialer Background Information

- The state office noticed the Pocatello Region had a low number of failure to monitor violations.
- Upon inquiry, it was identified that Regional staff were calling systems and reminding them to sample.
- In an attempt to replicate this exceptional compliance trend, the DEQ state office purchased and started using an autodialer for ~\$3,000 in the summer of 2010.
- The autodialer is set up to deliver both a phone call and email to systems that have not sampled within the last two weeks of a compliance period.

Drinking Water Program Switchboard



Department of Environmental Quality
DW Internal Switchboard



- » External Public Water System Switchboard
- » Drinking Water Regional and Health District Contacts

Rules / Guidance	Tools	Training	Reports / Forms	SDWIS
Idaho Drinking Water Rules IDAPA 58.01.08	SDWIS QA/QC	SDWIS	Monitoring Schedule	SDWIS 3.2.1 Application
CFR 40 Part 141	ESS Prep	ESS Training & Forms	Mailing List	DEV-SDWIS 3.2.1 (07/31/14)
EPA - Quick Reference	CCR Report	Treatability Database	Sanitary Survey Stats	SDWIS 3.2 Procedure Documents
Guidance & Fact Sheets	Autodialer	Field Safety Manual	MCL / TCR / Chem / Rad Forms	New SDWIS User Form
Ground Water Rule Docs	Changed PWS Information	Blog	Compliance/ Enforcement	SDWIS User List
SWTR/DBP Info			SWA Reports	SDWIS Calendar
			Fees - Past Due	Generate SDWIS Help Request E-Mail
			Lab Forms	Drinking Water Watch
				Relation/Data Dictionary (DEQ Only)

[Home](#) » [Call List Form](#)

Autodialer Call List Form

Select report type, notification type, monitoring period (when needed), jurisdiction, and contact type. If you choose a "Normal" report and choose either "Unaddressed Significant Deficiencies" or "Public Notifications" as your notification type, please ensure you enter a value for "Max Days Until Due." Once all your criteria have been completed, click the "Get Report" button to generate an Excel spreadsheet containing the call list matching your selected criteria.

The "Reset" button is available to reset the form and timer after an Excel spreadsheet has been generated. If you have already clicked the "Get Report" button, please do not use the "Reset" button until the Excel spreadsheet has been generated.

Report Type Normal Seasonal

Notification Type Chemicals (Excludes radionuclides and TOCA) Lead Copper TCR (Quarterly)
 Unaddressed Significant Deficiencies Public Notifications

Enter beginning and end date or select a quarter:

Begin Date: End Date:

Quarter:

Jurisdiction: All

- | | | | | |
|---|--|---|---|---|
| <input checked="" type="checkbox"/> Boise | <input checked="" type="checkbox"/> Lewiston | <input checked="" type="checkbox"/> Health District 1 | <input checked="" type="checkbox"/> Health District 4 | <input checked="" type="checkbox"/> Health District 6 |
| <input checked="" type="checkbox"/> Coeur d'Alene | <input checked="" type="checkbox"/> Pocatello | <input checked="" type="checkbox"/> Health District 2 | <input checked="" type="checkbox"/> Health District 5 | <input checked="" type="checkbox"/> Health District 7 |
| <input checked="" type="checkbox"/> Idaho Falls | <input checked="" type="checkbox"/> Twin Falls | <input checked="" type="checkbox"/> Health District 3 | | |

Contact Type: All

- | | | | | |
|---|--|---|------------------------------------|--------------------------------|
| <input type="checkbox"/> Administrative | <input type="checkbox"/> Designated Operator | <input type="checkbox"/> Emergency | <input type="checkbox"/> Financial | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Operator | <input type="checkbox"/> Owner | <input checked="" type="checkbox"/> Sampler | | |

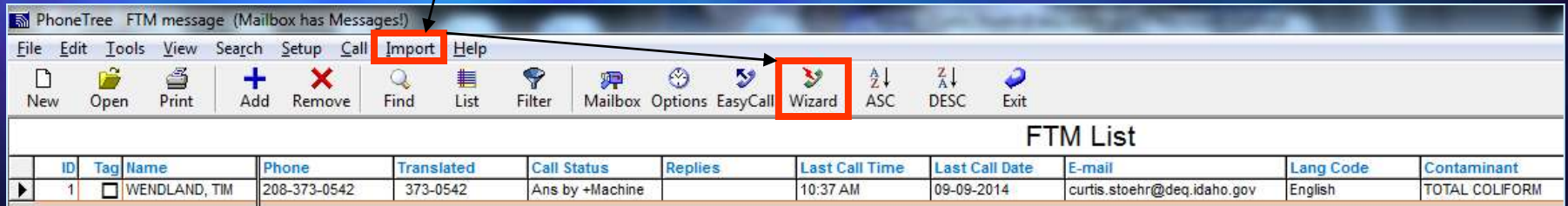
(Runtime: 00:00)

Autodialer Call List

Save as a ".csv"

	First Name	Last Name	Contact Type	PWS#	PWS Name	Facility	Contaminant Code	Contaminant	Frequency	MP End Date	Business Phone	ext	Mobile Phone	Emergency Phone	E-Mail
1	Phone Tree 3500 Call List - TCR - TCR (Quarterly)														
2	Date printed: 09/09/2014														
3	Compliance period date range: 07/01/2014 to 09/30/2014														
4	Jurisdiction(s): B,C,I,1,P,T,1,2,3,4,5,6,7														
5	Contact type(s): SA														
6	Record count: 599														
8	JOHN	BARNES	Sampler	ID109000	SUNDANCE CONDOS	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2832				
9	JULIE	HOUSE	Sampler	ID109005	BOTTLE BAY MARINA RESORT	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-268-5916			310-377-3281	BOTTLEBAYRESORT@AOL.COM
11	CRAIG	HILL	Sampler	ID109001	MILLIES	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2551				craighill@hillresort.com
12	DIBE	DARROW	Sampler	ID109001	COOLALIA BIBLE CAMP	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-263-5912				dibebc@gmail.com
13	TAYLOR	JOHNSON	Sampler	ID109002	CORPS ALBENI COVE RECREATION AREA	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-437-8133		208-597-4955		taylor.m.johnson@usace.army.mil
14	DAVID	HEIMAN	Sampler	ID109002	CORPS SPRINGS POINT RECREATION AREA	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-437-8133			208-437-3133	david.heiman@usace.army.mil
15	BRIAN	BERG	Sampler	ID109002	MOOSE KNUCKLE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2222		509-844-5842		berg.novak@gmail.com
16	ALLEN	LIESKE	Sampler	ID109003	COUGAR CREEK WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-4091				
17	ALLEN	LIESKE	Sampler	ID109003	COUGAR CREEK WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-658-8198				
18	JERRY	LUTHER	Sampler	ID109003	MIDAS WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-265-4609				jerry@lutherworks.com
19	NICOLE	LEE	Sampler	ID109003	DEPT OF LAND AREA OFFICE COOLIN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2516				nicole@idi.idaho.gov
20	STEVE	YEAGER	Sampler	ID109003	COUNTRY INN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-268-3333		208-946-7191		countymn470700@yahoo.com
21	BOB	DAVIS	Sampler	ID109004	ELKINS ON PRIEST LAKE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2432			208-443-7040	info@elkinsresort.com
22	MIKE	BELLE	Sampler	ID109004	GRANDVIEW RESORT	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-660-6007				
23	JERRY	BESSO	Sampler	ID109004	GYPSY BAY WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-512-3281				bessojerry@yahoo.com
24	CRAIG	HILL	Sampler	ID109004	HILLS RESORT	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2551				craighill@hillresort.com
25	JACKIE	PICORA	Sampler	ID109005	PRIEST LAKE SERVICE CENTER	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-3008			208-443-2725	priestlakeservicecenter@yahoo.com
26	RYAN	OLMO	Sampler	ID109007	KORNER CLUB	Your approved sampling	3100	TOTAL	QT	9/30/2014	734-634-7638				olmo3004@hotmail.com
27	ROB	WARD	Sampler	ID109007	LINGER LONGER WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-3279		208-610-6806		severbrettes@gmail.com
28	TOM	LOW	Sampler	ID109008	LUDYS RESORT	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2631			253-927-5552	
29	BILL	LURICH	Sampler	ID109008	LUBY BAY WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	509-839-2066				
30	JACKIE	BURTON	Sampler	ID109009	OUT BACK INN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-304-0270				MUCTech@schwaritzer.com
31	KENNETH A	ELDRIDE	Sampler	ID109009	OUTLET WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-1787		208-946-9543		
33	ROBERT F	HANSEN	Sampler	ID109009	PARADISE VIEW HOMEOWNERS ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-265-4270		208-661-0085	208-661-0085	esmibob@aol.com
33	DAN	MESSIER	Sampler	ID109009	PINE HAVEN WATER ASSN	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-687-6593		208-619-8013		danrn@nksd.com
34	CASEY	JOHNSON	Sampler	ID109010	PRIEST LAKE ELEMENTARY SCHOOL	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-290-2011				
35	JOSH	HOWARD	Sampler	ID109010	PRIEST LAKE ELEMENTARY SCHOOL	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-290-4807			208-448-8804	
36	BOB	STUTZ	Sampler	ID109010	GOLF CLUB ESTATES WATER INC	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-5130				stutz@povm.com
37	CRAIG	HILL	Sampler	ID109010	GOLF CLUB ESTATES WATER INC	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2551				craighill@hillresort.com
38	DENNIS	NAPIER	Sampler	ID109010	RANCH CLUB GOLF COURSE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-448-1731			208-659-2334	ranchclub@conceptable.com
39	SANDY	SCHIFFENS	Sampler	ID109011	RIVERLAKE RV RESORT	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-266-1115			408-734-1482	
40	TRAVIS	CLEMENSON	Sampler	ID109011	SANDPIPER SHORES	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-610-9844		208-610-9844		travisclemenson@msn.com
42	HERBY AND SHERYL	DEAN	Sampler	ID109014	VIEW CAFE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-255-8222				
42	NANCY	FITZGERALD	Sampler	ID109015	WESTMOND WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-265-3694			208-235-1473	
43	JIM	ANEY	Sampler	ID109015	GARFIELD BAY CAMPGROUND	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-255-5681		208-255-6695	208-235-5883	janey@co.border.id.us
44	BOB	STEFF	Sampler	ID109015	GARFIELD BAY CAMPGROUND	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-265-9709		208-290-6374	208-255-5481	steff@co.border.id.us
45	WAYNE	CRAIG	Sampler	ID109019	PINEWOOD WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-699-3939				wt.mcraig@gmail.com
46	FRANKIE	DUNN	Sampler	ID109019	INN AT PRIEST LAKE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2447		208-755-2526		fdunn@cedvas.com
47	GARY	WARREN	Sampler	ID109020	NANDY MOOSE	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-448-4468				moose@conceptable.com
48	CAROLYN	DESHEER	Sampler	ID109021	BLUE DIAMOND MARINA	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-445-2240			509-671-3736	info@bluediamondmarina.com
49	CHAD	COOH	Sampler	ID109021	LD5 WESTMOND	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-304-3038				
50	MELISA	FRUITT	Sampler	ID109021	LD5 WESTMOND	Your approved sampling	3100	TOTAL	QT	9/30/2014	509-892-1065				
51	KENNETH A	ELDRIDE	Sampler	ID109022	ALBENI FALLS BLDG SUPPLY INC	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-2787		208-946-9543		
52	PAM	AULETTA	Sampler	ID109023	HOPE MARINE WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-264-5106		208-290-1298	208-264-7445	hopemarina@frontier.com
53	RICK	AULETTA	Sampler	ID109023	HOPE MARINE WATER SYSTEM	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-264-5106			208-264-7445	hopemarina@frontier.com
54	ADAM	HARRIS	Sampler	ID109023	VALLEY BAPTIST CHURCH	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-946-3048				farrisharris@gmail.com
55	KENNETH A	ELDRIDE	Sampler	ID109025	THREE WATERS PARK	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-445-2787			208-946-9543	
56	ROCK	MCDONALD	Sampler	ID109034	LES SCHWAB PRIEST RIVER	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-448-2311			208-437-8893	
57	ROLEY	SCHODDNER	Sampler	ID109034	WESTERN PLEASURE GUEST RANCH	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-265-4606				stay@westernpleasurekanch.com
58	DAN	AHLEFELD	Sampler	ID109024	ARDYS BAKERY	Your approved sampling	3100	TOTAL	QT	9/30/2014	208-443-4086				ardyscafe@yahoo.com

Autodialer Software



Autodialer Software

Call Wizard: FTM List



The Call Wizard will guide you through the advanced messaging options.

Check if you wish to create multi-lingual messages

Check if you wish to send an e-mail message

Choose one:

- I want to send a phone call and e-mail
- I want to send an e-mail only
- I want to send e-mails (but call if e-mail is blank)

My email message will be:

- a simple text message
- a constructed message

Cancel Help Call Options... <- Previous Next ->

Autodialer Software

The screenshot shows the PhoneTree Autodialer Software interface. At the top, there are tabs for line groups: "Lines 1 to 4", "5 to 8", "9 to 12", and "13 to 16". Below this, there are four line status panels, each with a speaker icon and a "None available" message. The first panel, "PhoneTree: Line 1", is highlighted with a red box and shows the name "WENDLAND, TIM" and the number "9D373-0542". The other three panels, "PhoneTree: Line 2", "PhoneTree: Line 3", and "PhoneTree: Line 4", are also highlighted with red boxes. To the right of the line panels are buttons for "Pause" (blue), "Stop" (orange), and "Mute" (green), along with a volume control slider and a "02:13 PM" time display. At the bottom, there is a "PhoneTree Information/ Status" table with columns for "#", "PhoneTree", "Status", "Pri", "Placed", "Completed", "Not Before", "Not After", and "Call Days". The table shows one entry: "1 FTM message Calling Mid 0 0 / 1 09:15 AM 05:00 PM *MTWTF*". A "More Info" link is visible to the right of the table. At the very bottom, a yellow bar displays "No errors".

PhoneTree: Line 1
WENDLAND, TIM
9D373-0542
Next Call

PhoneTree: Line 2
None available

PhoneTree: Line 3
None available

PhoneTree: Line 4
None available

Pause
Stop
Volume
Mute
02:13 PM

#	PhoneTree	Status	Pri	Placed	Completed	Not Before	Not After	Call Days
1	FTM message	Calling	Mid	0	0 / 1	09:15 AM	05:00 PM	*MTWTF*

No errors

We can make ~110 calls per hour
with four lines.

Autodialer Call and Email



To: Curtis Stoehr
Cc:
Subject: DEQ Drinking Water Program - State Office - Missing Sample Notification

ID1111111
PARADISE SUBDIVISION
Your Regulating Agency: DEQ State Office

This message is from the Idaho Department of Environmental Quality State Office, for Tim Wendland. You are receiving this email because you are listed as the Sampler for PARADISE SUBDIVISION public water system.

As of today, our records indicate we have not received a TOTAL COLIFORM sample result for Your approved sampling locations. The monitoring period end date for this sample period, is 9/30/2014. If you have not yet sampled for TOTAL COLIFORM for Your approved sampling locations, please do so right away to avoid having PARADISE SUBDIVISION accrue a drinking water violation which will require both public notification to all of your customers, as well as the completion of required sampling.

Your drinking water monitoring requirements and results can be found online at the Public Drinking Water Switchboard on the DEQ website at <http://www.deq.idaho.gov/water-quality/drinking-water/pws-switchboard.aspx>.

Prepopulated laboratory request forms for PARADISE SUBDIVISION can be generated at <http://www.deq.idaho.gov/water/DWLabForms/>

Thank you and have a good day.

Please contact the DEQ State Office if you have questions:

Fax: 208-373-0576

Curtis Stoehr - curtis.stoehr@deq.idaho.gov

Conclusions

- Using the autodialer, we have made over 15,000 calls.
- We have seen a 47% reduction in our failure to monitor violations.
- We have reduced staff hours from 2-6 hours to get calls out.
- In general, Public Water System owners and operators have come to appreciate the friendly reminder.
- We have found other uses for the Autodialer to get information out to Public Water Systems.

Questions about the Autodialer?

Curtis Stoehr

Capacity Development Coordinator

(208) 373-0542

Curtis.Stoehr@deq.idaho.gov