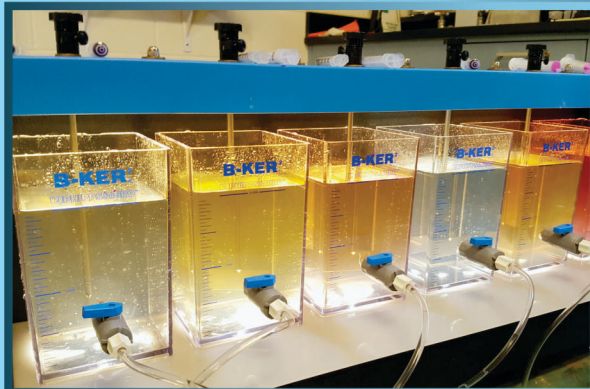


Outreach Assistance Program





Outreach Assistance Program

The Pennsylvania Department of Environmental Protection (DEP) Outreach Assistance Provider Program can help drinking water systems with a variety of technical, managerial and financial functions to promote public health protection, regulatory compliance, optimized treatment, long-term system sustainability and resiliency. DEP employs experienced water professionals (operators and managers), who have extensive knowledge and experience in specific treatment areas and water system management.

On-Site Assistance

Below is a partial list of assistance services which the program offers:

- Optimizing Treatment and Solving Treatment Challenges (e.g., inorganic removal, corrosion control treatment, pre-treatment, and filtration)
- Operational Skills (e.g., lab procedures, jar testing, chemical feed pump calibration, special studies, writing standard operating procedures)
- Water Loss Control Auditing
- Assistance with addressing Filter Plant Performance Evaluation comments
- Assistance with correcting Sanitary Survey deficiencies
- Utility Asset and Financial Management
- Recordkeeping and Reporting

Small Group Workshops

Below is a list of small group workshops, approved for water contact hours, available to groups of five or more systems. The Outreach Assistance Program offers these periodically across the state or the program can bring them to your location at a mutually agreeable time.

- Emergency Response Plan Development
- Water Loss Control
- Operator Certification Exam Preparation

Is There a Cost for This Service?

There is no monetary cost for assistance services. However, the water system operator and responsible officials should understand that assistance may require an investment of time and a commitment to pursue continued improvement and sustainability. Some costs may also result from implementation of program recommendations.

Additional Benefits of On-Site Assistance

As an experienced water professional, the Outreach Assistance Provider may also:

- Recommend ways to improve preventative maintenance programs
- Assist with prioritization of asset replacement
- Evaluate and recommend critical equipment redundancies
- Suggest ways to reduce energy and chemical costs through more efficient operating methods and water loss control measures
- Explain drinking water regulations in the context of public health protection

Eligibility

Any public or privately owned drinking water system is eligible for the Outreach Assistance Provider Program. The program is voluntary and only provides services upon request.

Who Do I Contact for More Information?

Dennis Harney, Outreach Assistance Coordinator
909 Elmerton Avenue | Harrisburg, PA 17110
Phone: 717.705.4913 | Fax: 717.705.4930 | Email: dharney@pa.gov
www.dep.pa.gov Search “Drinking Water Operator Outreach”

You may request assistance through your Sanitarian, Capability Enhancement Facilitator, or directly from the Outreach Assistance Coordinator.