



Drinking Water Operator On-site Visits Office of Water Quality

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Minimum criteria for operator on-site visits:

Operators designated as the certified operator in responsible charge (CORC) of public water systems are required to meet daily monitoring and on-site visits criteria to provide adequate supervision, based on the classification of the water system type and size, as outlined below:

- Distribution System Small (DSS) – Must be monitored daily by a dependable person or automated system, depending upon the system’s classification, with on-site visits, as follows:
 - Community – A minimum of two daily on-site visits every week.
 - Non-transient non-community (serving greater than 500 individuals) – A minimum of one daily on-site visit every week.
 - Non-transient non-community (serving less than 501 individuals) – A minimum of one daily on-site visit every two weeks.
- The following water systems must be monitored daily by a dependable person or automated system, depending upon classification, with on-site visits, as follows:
 - Distribution System Medium (DSM) – A minimum of three daily on-site visits every week.
 - Distribution System Large (DSL) – A minimum of five daily on-site visits every week.
 - Water System 1 (WT1) – A minimum of three daily on-site visits every week.
 - Water System 2 (WT2) – A minimum of five daily on-site visits every week.
 - Water System 3 (WT3) – A minimum of five daily on-site visits every week.
- The following water systems must have a certified operator on-site during water treatment plant operation, unless the plant is equipped with an automated system approved by the IDEM commissioner.
 - Water System 4 (WT4).
 - Water System 5 (WT5).

What constitutes an automated system:

An automated system is a continuous monitoring system that will cause an alarm, dialer or pager to notify a certified operator in cases where a water treatment plant or water distribution system may fail during periods of normal operation.

Recordkeeping requirements:

- When requested by the IDEM Commissioner, the certified operator shall provide written submission documenting the following:
 - The name, location and classification of each water treatment plant and water distribution system under the responsible charge of a certified operator.
 - The amount of time that a CORC spends at a facility of responsibility.
- This information is documented in the “Certified Operator in Responsible Charge (CORC) Request for Information – Operator of Multiple Public Water Systems” form (State Form 53249).

Documentation Evaluation:

After evaluating the requested recordkeeping information or other requested information, the IDEM Commissioner may determine:

- The time spent on-site during a daily visit is inadequate for the duties required to properly operate the system;
- An amount of time that the CORC shall be required to spend in the operation of each water treatment plant or water distribution system where the operator is in charge of more than one system;

- A reduction is needed in the number of water treatment plants or water distribution systems over which the certified operator may have responsible charge; and,
- The number of daily on-site visits required may need to be modified by the IDEM Commissioner, on a case-by-case basis.

More Information:

For additional information regarding the monitoring and on-site visits by certified operators, please call the Indiana Department of Environmental Management's Drinking Water Branch at (317) 234-7430 or, toll free, at (800) 451-6027, ext. 4-7430.

This technical guidance is intended solely as guidance and does not have the effect of law or represent formal Indiana Department of Environmental Management (IDEM) decisions or final actions. This guidance document shall be used in conjunction with applicable rules and statutes. It does not replace applicable rules and statutes, and if it conflicts with these rules and statutes, the rules and statutes shall control.