
ENVIRONMENTAL Fact Sheet



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Operational Responsibilities of a Non-Transient/Non-Community Water System

This document provides an overview of significant compliance activities for managing and operating a non-transient, non-community public water system (NTNC). An NTNC is defined as a water system serving at least 25 people, for at least six months per year. Examples include systems serving day cares, schools and commercial properties.

It is ultimately the responsibility of the water system's owner to ensure that the water system meets all of the requirements. This is true even if the property served by the water system is leased or rented to another party. The following summarizes some of the responsibilities of the water system owner.

Water Quality Monitoring

Water quality monitoring is the single most important aspect of ensuring that the system is supplying safe water to consumers. Routinely check your sampling schedule to ensure that your monitoring is up to date.

Bacterial Monitoring

Monitoring for bacteria in the water system is done frequently. A few disease-causing organisms in a single glass of water can cause illness. NTNCs typically sample for bacteria four times a year or once a quarter for each quarter the system is open. The number of samples required to be taken each quarter is based on the population served and the system configuration.

Chemical Monitoring

Water quality testing for chemical contaminants is much less frequent than it is for bacteria. Long term exposure to these contaminants is usually necessary to pose a health risk. Chemical categories sampled include inorganic compounds (IOCs, which include metals), volatile organic compounds (VOCs, which include solvents and hydrocarbons), synthetic organic compounds (SOCs, which include pesticides), radiologicals (RADs), nitrate and nitrite. Each of these categories has its own sampling frequency. Systems are eligible to apply for sampling waivers for VOCs and SOCs. If granted, a waiver can save your water system a significant amount of sampling expense. The waivers are granted based on water quality, source protection criteria, and compliance with all pertinent DWGB rules. More information regarding [Chemical Monitoring Waivers](#) can be found online.

Lead and Copper Monitoring

Lead contamination is a major concern because it can cause delays in the physical or mental development of infants and children. Exposure to high levels of copper can cause gastrointestinal distress, and liver or kidney damage. The required number of lead and copper samples is based on the system's population. Systems that do not exceed the action levels, 0.015 mg/L for lead and 1.3 mg/L for copper, sample each site twice the first year, once a year for the next three years, and then once every three years. Systems exceeding these levels must do corrosion control studies, possibly provide treatment, and perform additional sampling.

Non-Transient/Non-Community Public Water System Sampling Requirements	
Test	Sampling Frequency
Bacterial	Monthly or Quarterly
Lead	(3)
Copper	(3)
Nitrates	Every Three Years
Nitrites	Every Three Years
IOC (Inorganic Compounds)	Every Three Years
SOC (Synthetic Organic Compounds)	Annually (2)
VOC (Volatile Organic Compounds)	Annually (1, 2)
1. All new systems – quarterly for first year. 2. With Chemical Monitoring Sampling Waiver – every three years. 3. Schedule based on results of initial monitoring Be sure to use NHELAP-accredited laboratories for all compliance sampling**	

**A list of NHELAP-accredited laboratories offering drinking water testing services can be found at <http://des.nh.gov/organization/divisions/water/dwgb/nhelap/index.htm>.

Certified Operator

All non-transient/non-community water systems are required to have a New Hampshire certified operator who is responsible for all of the operational aspects of the water system. To meet this requirement the owner can hire a New Hampshire certified operator, become a certified operator him/herself, or have an individual associated with the water system become certified. Annual training is provided to assist water system personnel in obtaining certification. For more information on Drinking Water Operator Certification, read fact sheet [WD-DWGB-10-1](#).

Permit to Operate

NTNC public water systems are required to pay an annual "Permit to Operate" fee of \$150. The Permit to Operate certificate runs from July 1 to June 30.

Sanitary Surveys

A DES inspector visits all NTNC water systems every three years. The inspector inspects all aspects of the system. The system's primary certified operator is required to be present for these inspections.

Design Approval of Changes to an Existing System

Design review approval is needed for **all changes** to a public water system. This includes, but is not limited to, expansion of the system to new customers, adding or changing treatment equipment or chemicals and adding new wells.

Administrative Requirements

It is important for the owner to notify DES of address changes and other significant changes affecting the water system. Also, documentation of the system's sampling requirements (sites and schedules), water quality information, compliance information and improvements and expansions must be maintained. Detailed record-keeping requirements can be found in fact sheet WD-DWGB-7-1, "[Water System Records Retention](#)."

For Additional Information

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or dwgbinfo@des.nh.gov or [visit us online](#). The bureau's [fact sheets](#) are available online. Additional public water information is also available at the [DES One Stop Data Retrieval Site](#).

Note: This fact sheet is accurate as of June 2011. Statutory or regulatory changes or the availability of additional information after this date may render this information inaccurate or incomplete.