
ENVIRONMENTAL Fact Sheet



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WD-DWGB-14-3

2019

Operational Responsibilities of Transient Non-Community Public Water Systems

Managing and operating a transient, non-community public water system (NCWS) is a significant undertaking. This document provides an overview of managing a small NCWS. A NCWS is a system that serves at least 25 people, for at least 60 days per year. Examples of a NCWS include restaurants, campgrounds, recreational areas, convenience stores, hotels/motels, snack bars and function halls.

As the water system's owner, it is ultimately your responsibility to ensure that all state and federal requirements are implemented regardless of whether you occupy the facility or lease/rent it to other parties. The following sections summarize some of the responsibilities of the water system owner. The requirements are in the NH Drinking Water Rules, Env-Dw 100-1000. All rules are available by visiting our website at des.nh.gov.

Water quality monitoring is an important aspect of ensuring that the system is supplying safe drinking water to consumers. Routinely check your sampling schedule to ensure that your monitoring is up to date. Sampling schedules and all analysis request forms are available on the NHDES [OneStop website](#).

Bacteria Monitoring – Disease organisms in a single glass of water can cause illness, thus water quality testing for bacteria is done frequently. The number of samples taken is based on the population and configuration of the system. More information is available in Admin. Rule Env-Dw 709.

Groundwater Rule Investigative Monitoring (GWR-IM) and Triggered Monitoring (GWR-TM) – Groundwater sources are subject to contamination from many areas. Investigative Monitoring and Triggered Monitoring are used for the protection of public health from groundwater contamination through source monitoring, treatment and treatment monitoring, per Env-Dw 717. More information concerning this rule is available in Admin. Rule Env-Dw 717.

Chemical Monitoring – Water quality testing for chemical parameters is less frequent, although equally as important. Generally, parameters in this group can pose a risk to health with exposure over a long period of time. NCWSs monitor for Nitrate and Nitrite. Federal and state regulations require all NCWSs to participate in a chemical monitoring program set forth in three-year compliance periods. More information concerning contaminant monitoring is available in Admin. Rules Env-Dw 709-713.

General System Evaluation Form – There is often a need for, and NHDES encourages, the collection of samples that are located before or midway through treatment, or at locations other than your regularly established compliance sites. Additional sample forms are located at the end of your system's Master Sampling Schedule available on the NHDES [OneStop website](#).

Laboratory Services – NH Administrative Rule Env-Dw 719 requires owners of public water systems, who have samples analyzed by a commercial laboratory, to enter into a written agreement with an accredited lab to have their samples analyzed according to the proper methods and reported to this office within two business days. In the event that an acute contaminant is detected, they are required to notify NHDES within 24 hours. For a list of the accredited laboratories, refer to the document developed by the NH ELAP titled “Accredited Labs Providing Well Water Quality Testing Services in New Hampshire and Neighboring States.” If you use the State Laboratory, contact them by phone at (603) 271-3445.

Field Inspections – The Drinking Water and Groundwater Bureau (DWGB) staff inspect all NCWSs every five years. There is no charge for this inspection.

Design Approval or Changes to Existing Systems – **Design review approval is required for all modifications or expansions to the water system.** This includes adding new wells, treatment, storage, pumping or distribution upgrades. More information is available in NH Admin. Rule Env-Dw 406.

Administrative Record Keeping System – Documentation relative to the systems’ sampling requirements (sites and schedules), **all water quality information (laboratory reports)**, compliance information, any improvements and expansions must be maintained. ***It is imperative that the owner notify the DWGB office in writing of all changes affecting the water system.*** Specific record retention timeframes are specified in Fact Sheet WD-DWGB-7-1, “Water System Records Retention.”

Water System Compliance – As stated above, it is the water system owner’s responsibility to ensure that all state and federal requirements are implemented. DWGB staff are available to answer questions. The majority of correspondence from the DWGB office includes a staff member’s name and contact information. If you have questions regarding your responsibilities, please contact the DWGB office. It is important that you respond to letters and outreach from NHDES to avoid enforcement actions; including Administrative Orders and Administrative Fines.

For More Information

Please contact the Drinking Water and Groundwater Bureau at (603) 271-2513 or dwgbinfo@des.nh.gov or visit our website at des.nh.gov.

Note: This fact sheet is accurate as of July 2019. Statutory or regulatory changes or the availability of additional information after this date may render this information inaccurate or incomplete.