



# Arkansas Department of Health

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**Governor Mike Beebe**

**Nathaniel Smith, MD, MPH, Interim Director and State Health Officer**

Engineering Section, Slot H37  
[www.HealthvArkansas.com/eng/](http://www.HealthvArkansas.com/eng/)

Ph 501-661-2623

Fax 501-661-2032

After Hours Emergency 501-661-2136

June 13, 2014

Mr. James Clark  
Tontitown Waterworks  
P.O. Box 305  
Tontitown, AR 72770

RE: Sanitary Survey of April 15, 2014  
Tontitown Waterworks

Dear Mr. Clark:

Enclosed is a copy of the Sanitary Survey for Tontitown Waterworks. Please note the comments made throughout the survey.

Tontitown Waterworks is required to keep a copy of this survey for a minimum of 10 years. This survey should be filed in a central location that will be accessible to the public.

At this time, maps of your system are not included with the sanitary survey. These maps will be mailed to you at a later date. If there are any questions concerning this survey, please contact me at 501-661-2623.

Sincerely,

Charlie Holt, E.I.  
District 1 Engineer  
ADH Engineering Section

Enclosure: 2014 Tontitown Waterworks Sanitary Survey

CSC:CBH:cbh

**Arkansas Department of Health**  
**Public Water Supply Sanitary Survey**

**Name of System**\_\_\_\_\_ **Tontitown Waterworks** **PWS #** 566

**County**\_\_\_\_\_ **Washington**

**Date of Survey**\_\_\_\_\_ **April 15, 2014**

**Survey By**\_\_\_\_\_ **Charlie Holt, E.I.**

**Title**\_\_\_\_\_ **District Engineer**

# Public Water Supply Sanitary Survey

Arkansas Department of Health

Name of System: Tontitown Waterworks PWS # 566  
 Address: Mailing: P.O.Box 127, Tontitown, AR 72770 Physical: 235 E. Henri de Tonti Blvd., Springdale, Ar 72762  
 Manager: James Clark License #: 06639D4T3 Telephone #: 479-361-2700  
 Alternate Telephone #: 479-361-2996 Cell #: 479-263-2916 Fax #: 479-421-0012 E-mail Address: director@tontitownws.com  
 Treatment Plant Supervisor: \_\_\_\_\_ License #: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
 Distribution System Supervisor: James Clark License #: 06639D4T3 Telephone #: 479-361-2700  
 Number of Licensed Employees: 2 # of Treatment Licenses: 1 # of Distribution Licenses: 2  
Mayor/Chairman/President/Other: Jack Beckford (H) Telephone #: 479-879-4510  
 Address: 235 E. Henri De Tonti, Springdale, AR 72762 (W) Telephone #: 479-361-2700

# of Services: 908 %Metered: 100 Total Pop. Served: 2270 Retail Pop.Served: 2270 Consecutive Pop.Served: 0  
 # Domestic: 684 # Commercial: 185 # Wholesale: 0 # Industrial: 0 # Irrigation: 39  
 Engineering District: 1 County Name: Washington County Code #: 72  
 Plumbing Inspector: James Clark/ Joseph Clark License #: P100945 / P103006

Plant Name & ID	Type of Plant	Construction Date	# of Sources	Type(s) of Source
Master Meter 1 (Barrington)	Master Meter	2001	1	Surface Purchase
Master Meter 2 (Kissinger)	Master Meter	1988	1	Surface Purchase
Master Meter 3 (Sunset)	Master Meter	2000	1	Surface Purchase

Maximum System Capacity: 0.458 MGD (All Plants)

Total System Storage: 0 MG Useable System Storage: 0 MG

Production Figures								
System Segment	Capacity (MGD)	Limiting Factor	Code	Maximum Demand		Average Demand		Population Served
Plant Name & ID				(MGD)	%Cap.	(MGD)	%Cap.	
MM 1,2, & 3	0.458	Contract	8	0.382	79%	0.224	46%	2270
Primary System	0.458			0.382	79%	0.224	46%	2270
Consecutive Systems		PWS ID #	Status					
Industrial Demand		(Status: P – Primary, E – Emergency, I – Intermittent, O – Other )						
Unaccounted-for Water	9.2 %							

☐ Estimated ☒ Calculated

Identify Significant Deficiencies: \_\_\_\_\_

Give brief evaluation of system condition and operation: Tontitown Waterworks is a surface purchase system that purchases water from Springdale Water Utilities through three master meters. The distribution system is one single pressure plane and does not have any tanks or pump stations. It is recommended that Tontitown Waterworks have 24-48 hours of useable storage at average demand.

# Public Water Supply Sanitary Survey

Arkansas Department of Health

Name of System: Tontitown Waterworks

PWS # 566

## Purchase Source

Source Entity ID #: 101

Source: (# 1 of 3 )

PWS Source Name: Springdale Water Utilities

PWS ID #: 575

Maximum Purchase Agreement: 0.458 (All Master Meters Combined) MGD

**Yes** **No**

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Are maximum purchase agreements adequate?                                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Has the system been free from shortages of source in the past?             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Does source system have adequate emergency plan?                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Is source system's overall operation in accordance with the regulations?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Is master meter read routinely and reading recorded?                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Is connection to source system adequate?                                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Is connection to source system provided with adequate backflow prevention? |

Comments: Barrington Master Meter. This master meter is a 3" meter and is for emergency use only. No other treatment provided.

Source Entity ID #: 201

Source: (# 2 of 3 )

PWS Source Name: Springdale Water Utilities

PWS ID #: 575

Maximum Purchase Agreement: 0.458 (All Master Meters Combined) MGD

**Yes** **No**

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Are maximum purchase agreements adequate?                                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Has the system been free from shortages of source in the past?             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Does source system have adequate emergency plan?                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Is source system's overall operation in accordance with the regulations?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Is master meter read routinely and reading recorded?                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Is connection to source system adequate?                                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Is connection to source system provided with adequate backflow prevention? |

Comments: Kissinger Master Meter. This is a 3" master meter and no other treatment is provided.

Source Entity ID #: 301

Source: (# 3 of 3 )

PWS Source Name: Springdale Water Utilities

PWS ID #: 575

Maximum Purchase Agreement: 0.458 (All Master Meters Combined) MGD

**Yes** **No**

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Are maximum purchase agreements adequate?                                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Has the system been free from shortages of source in the past?             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Does source system have adequate emergency plan?                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 4. Is source system's overall operation in accordance with the regulations?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Is master meter read routinely and reading recorded?                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Is connection to source system adequate?                                   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Is connection to source system provided with adequate backflow prevention? |

Comments: Sunset Master Meter. This is an 8" master meter and the bulk of Tontitown Waterworks' water is purchased from this master meter. No other treatment provided.



Name of System: Tontitown WaterworksPWS # 566**Monitoring, Reporting, and Data Verification**

Laboratory Testing & Equipment				
Lab Tests	Frequency	Sample Location	Method	Make & Model #
Chlorine	Monthly	Bacti Sites	DPD	Hach Pocket II Colorimeter
Chlorine	Continuous	Master Meter 3	Amperometric Sensor	HACH 9184SC

Calibration Records					
	Calibration Frequency	Date Last Calibrated	Are Calibration Logs Available	Field Verification	
				ADH Results	System Results
Hach Pocket II Colorimeter	n/a	n/a	n/a	0.75 mg/l Free Cl <sub>2</sub>	0.69 mg/l Free Cl <sub>2</sub>
Hach 9184SC Online Analyzer	Biannually	August 2013	No	0.80 mg/l Free Cl <sub>2</sub>	0.406 mg/l Free Cl <sub>2</sub>

- ☒ Yes   ☐ No   ☐ N/A
- Are laboratory facilities, testing equipment, and procedures, accurate, adequate, and operable?
    - Are records of lab tests being maintained? ☒ Yes ☐ No ☐ N/A
    - Do reagents used have an unexpired shelf life? ☒ Yes ☐ No ☐ N/A
    - Are continuous turbidimeters and recorders provided on each filter? ☐ Yes ☒ No ☐ N/A
    - Is continuous chlorine analyzer and recorder provided on plant effluent? ☐ Yes ☒ No ☐ N/A
  - Is all routine compliance monitoring up-to-date? (Check monitoring status report.)
    - Are the proper numbers of bacti samples being collected? Number required? 3 ☒ Yes ☐ No ☐ N/A
    - For surface systems with conventional treatment, is raw water alkalinity being monitored? ☐ Yes ☒ No ☐ N/A
    - For systems using chlorine dioxide, are daily entry point analysis for ClO<sub>2</sub> residual and Chlorite being collected and reported? ☐ Yes ☒ No ☐ N/A
  - Is the system monitored according to ADH approved methods and sample site plan(s)? ☒ Bacti ☐ CT ☒ Disinfectant Residual ☒ THM ☒ HAA5 ☐ ClO<sub>2</sub> Residual Distribution System Samples (☒ N/A) ☐ Chlorite Distribution System Samples (☒ N/A) ☐ Other \_\_\_\_\_
 ☒ Yes ☐ No ☐ N/A
  - Is the system in compliance with the monitoring and reporting requirements of the Lead and Copper Rule as outline in their approved Optimal Corrosion Control and Treatment plan? ☐ Yes ☒ No ☐ N/A
  - Are fluoride check samples submitted monthly? ☐ Yes ☒ No ☐ N/A
  - Are daily fluoride analyses performed, results recorded, and submitted monthly? ☐ Yes ☒ No ☐ N/A
  - Does the system accurately complete Monthly Operational Report forms?
    - Has the system submitted Monthly Operational Report forms on time? ☒ Yes ☐ No ☐ N/A
    - Does the system have the proper records on file and available for review? ☒ Sanitary Surveys ☒ Bacteriological and Chemical Analysis Reports ☐ Source Water Assessment Report ☒ Sample Site Plans ☐ Optimal Corrosion Control and Treatment Plan for Lead & Copper Rule (☒ N/A) ☐ Disinfection Profile and Benchmark Report (☒ N/A) ☐ Individual Filter Monitoring Data (☒ N/A) ☐ Filter Profile Report (☒ N/A) ☐ Filter Self-Assessment Report (☒ N/A) ☐ CPE report (☒ N/A) ☒ CCR ☐ Other \_\_\_\_\_
 ☒ Yes ☐ No ☐ N/A

Comments: The online chlorine analyzer located near the Sunset Master Meter is significantly out of calibration. Although this unit is not used for any compliance monitoring, it should be calibrated as soon as possible.

Name of System: Tontitown WaterworksPWS # 566**Distribution System**

- | <b>Yes</b>                          | <b>No</b>                |  |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 1. Are pressures in all portions of the system maintained above 20 psi during peak demand?<br>If no, give reason: _____                      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 2. Is a detectable disinfectant residual level maintained in all portions of the system?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3. Is a sufficient number of valves provided, properly located, and are they accessible?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 3.1 Does the system have a valve exercise / replacement program?   |
|                                     |                          | 4. What piping materials are used? (Estimate percentage) <u>7%</u> DI/CI <u>91.6%</u> PVC <u>0</u> Galvanized<br><u>1.4%</u> AC Other: _____ |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 5. Has the distribution system been free of water quality problems?  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 6. Does the system have an adequate maintenance and flushing program?  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 7. Are mains and appurtenances properly flushed, disinfected and tested after repairs or extensions?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 8. Is a licensed plumbing inspector available?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 9. Does the system have a meter replacement program?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 10. Does the system have a leak detection program?   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | 11. Is the overall condition of the distribution system acceptable?  |

**Comments:** All valves are exercised once or twice per year. Tontitown keeps a list of problem areas in their distribution system and flushes them twice per year. All water meters were replaced with radio read meters 5 years ago, and will be replaced again on 10 year intervals. Tontitown does in house leak detection using data logger equipment.

**Cross-Connection Control**

- | <b>Yes</b>                          | <b>No</b>                | <b>N/A</b>               |  |
|-------------------------------------|--------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. Does the system have an active Cross-Connection Control Program?  |
|                                     |                          | <input type="checkbox"/> | 1.1 Who is responsible for the Cross Connection Control Program? <u>James Clark</u>  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          | 1.2 Does the governing body have an ordinance, by-law or written resolution specifically addressing cross connection control?  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          | 1.3 Is the system requiring annual testing of backflow preventers and keeping records of the tests?  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          | 2. Is the system free of high-hazard unprotected cross-connections? <input type="checkbox"/> Treatment Plant<br><input type="checkbox"/> Pumping Facilities <input checked="" type="checkbox"/> Distribution |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. Is a Cross-Connection Control Program being enforced for high-hazard services?  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3.1 Have all commercial and industrial customers been surveyed?  |

**Comments:** Tontitown Waterworks tracks all new and existing back flow preventer and enforces yearly testings. After a customer has been delinquent on testing their back flow preventer for a certain period of time, the unit is tested by Tontitown Waterworks staff for a fee.



## Public Water Supply Sanitary Survey

## Arkansas Department of Health

Name of System: Tontitown WaterworksPWS # 566**System Operations & Management**

Identify the management structure of water system.

☒ Mayor/Council    ☐ Board of Directors    ☐ Commission    ☐ Other \_\_\_\_\_

MEMBERS NAME	TITLE
Jack Beckford	Mayor
Sunny Hinshaw	Councilmen (Ward 1, Position 1)
Henry Piazza	Councilmen (Ward 1, Position 2)
Bobby Pianalto	Councilmen (Ward 2, Position 1)
Clint Penzo	Councilmen (Ward 2, Position 2)
<i>Position Vacant</i>	Councilmen (Ward 3, Position 1)
Mike Zulpo	Councilmen (Ward 3, Position 2)

- Yes** ☒ **No** ☐
- Is a current (i.e. less than 10 years old) Long-Range Plan/Master Plan on file with ADH?  
☐ Long Range Plan (Date \_\_\_\_\_) ☒ Master Plan (Date April 2008)
  - A written emergency plan is on file at the water system.
  - The emergency plan is up to date and contains the proper names, numbers, etc.
  - Management provides the necessary budget, personnel, security measures, maintenance or repair parts to meet regulatory requirements and provide for the production of an adequate quantity of safe drinking water.**  
☒ Adequate budget    ☐ Sufficient / Qualified staff    ☒ Adequate / Sufficient parts inventory  
☐ Other \_\_\_\_\_
  - Have all major modifications (since previous survey) been approved by ADH?
  - Are the systems records being maintained according with regulatory requirements?  
☒ Maintenance and repair records    ☒ System maps    ☒ Operating reports
  - Is the maximum demand less than 80 percent of capacity (i.e. source, plant, pumping)? If no, discuss corrective actions. \_\_\_\_\_
  - If the system has greater than 15% unaccounted for water, are corrective actions being taken? Discuss corrective actions. (☒ N/A) \_\_\_\_\_
  - Has the system been free of any violations since the last survey?  
☒ TCR    ☐ MRDL    ☒ IOC    ☒ VOC    ☒ SOC    ☒ Radio-chemicals  
☒ THM (☐ N/A)    ☒ HAA5 (☐ N/A)    ☐ Bromate (☒ N/A)    ☐ Chlorite (☒ N/A)  
☐ Combined filter turbidity (☒ N/A)    ☐ Plant Effluent Disinfectant Residual (☒ N/A)  
☒ CT    ☐ Enhanced Coagulation – TOC removal (☒ N/A)    ☐ Other \_\_\_\_\_
  - Is system's Disinfection By-Product levels less than 80% of the MCL and not trending upward significantly since the last survey? ☒ TTHM    ☒ HAA5    ☐ Bromate (☒ N/A)    ☐ Chlorite (☒ N/A)
  - What is the required license grade level for this system? Treatment 0 Distribution 1
  - Does system have a completed source water assessment?
  - Is source water assessment report on file and accessible to the public?

Comments: Tontitown Waterworks operates with a very small licensed staff and should considering hiring additional licensed operators.

**Public Water Supply Sanitary Survey****Arkansas Department of Health**Name of System: Tontitown WaterworksPWS # 566**Operator Certification**

- ☒ ☐ 1. The operator(s) or responsible person(s) in charge of the treatment facility and/or distribution facilities have the required State certification.
- ☒ ☐ 2. Are all persons making individual judgements that affect water quality properly licensed?
- ☒ ☐ 3. Does the system have a sufficient number of licensed staff to perform all water quality related duties?
- ☒ ☐ 4. Are operators provided training in the proper use of safety equipment?

Operator	Title	License #
James Clark	Public Works Director	06639D4T3
Rebecca Bennett	Admin. Assistant	08512D1

Comments: Tontitown Waterworks operates with a very small licensed staff and should considering hiring additional licensed operators.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Contact Information**

Emergency Contact Person: James Clark Emergency Contact Phone Number: 479-263-9216

Type Code	Contact Name	Title	Mailing Address	City	State	Zip Code	E-Mail
A,B,R,D	James Clark	Public Works Director	P.O. Box 305	Tontitown	AR	72770	jclark@tontitown.com
\$	Rebecca Bennett	Admin. Assistant	P.O. Box 127	Tontitown	AR	72770	manager@tontitown.com

Type Codes: **A** – Primary Contact; **B** – Bacteriological Sample Bottle Mailing; **\$** - Billing; **O** – System Owner / Responsible Party; **Z** – Administrative Address; **F** – Fax; **M** – Mobile Phone; **G** – Pager; **W** – World Wide Web Site; **I** – Internet E-Mail; **R** – Operator; **T** – Water Treatment Plant / Facility; **D** – Distribution Facility; **P** – Pumping Facility; **S** – Storage Facility; **L** – Location; **E** – Employee; **V** – Vendor; **X** – Other



Name of System: Tontitown Waterworks

PWS # 566

## Tontitown Waterworks Distribution Schematic

