

# ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM (EOCP) AND B.C. HEALTH AUTHORITIES COMMUNICATION PROCESS FOR DRINKING WATER SUPPLY SYSTEMS

## OVERVIEW

The Regional Health Authorities (HAs) and the Environmental Operators Certification Program (EOCP) have collectively established a communication process between facilities, EOCP and the HAs to facilitate regulatory collaboration where issues of non-compliance have been identified in drinking water supply systems.

The *Drinking Water Protection Act* (DWPA) sets out requirements for drinking water Operators that water suppliers must employ for the provision of safe drinking water to their customers. The Drinking Water Protection Regulation (DWPR) sets out requirements for drinking water quality including operation of water systems.

A water supply system must be operated in compliance with the requirements of the DWPA, as well as specific conditions set on the operating permit by the Health Authority drinking water officer. Operators of water systems serving more than 500 individuals and where required by the conditions of the operating permit must be certified as Operators through the EOCP. Classification of facilities and Operator certification by the EOCP must meet the requirements of section 12 of the DWPR (as applicable). The facility owner is responsible for maintaining the classification of the facility and ensuring that the Operators are properly certified.

## THE NEW COMMUNICATION PROCESS

The EOCP maintains a database for all water supply facilities that includes status of all classified systems including the certification level and status of the Operators. The EOCP begins its review in March to identify facilities or Operators that are non-compliant.

Under this new process, the EOCP will directly contact the facility owner and Operator (if applicable), to inform them of the nature of non-compliance and what needs to be done to achieve compliance. If, after two or more communication attempts, no remedy has taken place and the facility/Operator continues to be in non-compliance, the EOCP will forward the case to the respective HA for further action to achieve compliance. The EOCP will continue to work with the HAs to provide support as necessary.

This new process follows the principles of progressive compliance that promote collaboration and trust-building through information sharing and education to achieve regulatory compliance. A good working relationship among partners through communication, information-sharing, support, and guidance enables this collaboration.

## QUESTIONS ABOUT THIS PROCESS?

- See the **EOCP\_HAs Communication Process Infographic** for details of the process
- Contact your Health Authority Drinking Water Lead
- Contact EOCP at [eocp@eocp.ca](mailto:eocp@eocp.ca) or by phone at 604.874.4784, extension 0