

Non-community Metrics Reporting

The Division of Drinking and Ground Waters (DDAGW) has developed an online application for a public water system owner, administrative contact, or designated metrics submitter to submit public water system metrics. All non-community public water systems must record and report their metrics on an annual basis.

The application will be available in the Drinking Water Online Portal (DROP) starting in May of each year and will remain open until November. The reported metrics will be for the previous calendar year. For example, if you are reporting in May of 2021 you will be reporting the metrics for calendar year 2020.

There are two different classifications of a non-community public water system which this applies:

Non-transient, non-community systems serve at least 25 of the same persons over six months per year. Examples include schools, hospitals, and factories.

Transient non-community systems serve at least 25 different persons over 60 days per year. Examples include campgrounds, restaurants, and gas stations. In addition, drinking water systems associated with agricultural migrant labor camps, as defined by the Ohio Department of Agriculture, are regulated even though they may not meet the minimum number of people or service connections.

If you believe your public water system no longer meets one of the classifications of a non-community public water system you can reach out to your district office contact (epa.ohio.gov/districts) to discuss further.

What are metrics?

Metrics are performance measures that allow public water systems (PWS) to gauge the status of their water system. There are no right or wrong answers and Ohio EPA accepts actuals or estimates. PWS are encouraged to set goals for their metrics to improve operations and reduce costs overtime.

For a non-community public water system, the following five metrics questions are required to be tracked and reported annually:

- documentation of instances when the water system's pressure dropped below 20 psi;
- number of days unable to serve water;
- planned repair, rehabilitation, or replacement tasks per year;
- emergency repair, rehabilitation, or replacement tasks per year; and
- reserve funds.

Reporting metrics requires the PWS metrics submitter, administrative contact, or owner to login to the DROP to open the metrics application and submit metrics. The following guidance goes through how to login to DROP and goes through each metrics question that will be asked. If you have any questions, please contact Ohio EPA's DROP customer service by email at ddagw_dropportal@epa.ohio.gov or phone at (614) 644-2894.

Logging into the Drinking Water Online Portal (DROP)

The metrics application can be accessed through [Ohio EPA's Customer Support Center](#) or by clicking the DROP button shown here and on DDAGW's home page at epa.ohio.gov/ddagw.



Non-community Metrics Reporting

Logging into an Existing Account:

If you have an existing account, you will log in using your username and password. If you have forgotten your account login information you can use the [Forgot your username or password](#) link at the bottom of the login page to retrieve your username and/or your password. Follow the steps below to reset your password and/or to retrieve your username.

If you no longer have access to the associated email address, or have issues logging in to an existing account, please contact Ohio EPA's DROP customer service by email at ddagw_droportal@epa.ohio.gov or phone at (614) 644-2894.

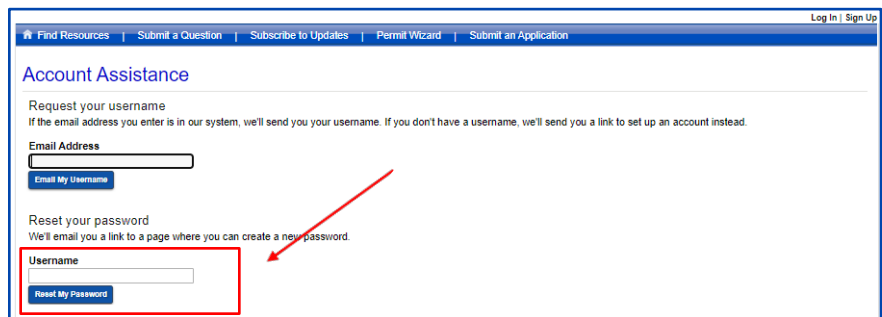
First Time Login: If Ohio EPA sent you a username and it's your first time logging in, you will first need to reset your password.

Step 1: Go to the [DROP Login Page](#).

Step 2: Click **Forgot your username or password** at the bottom of the login page.

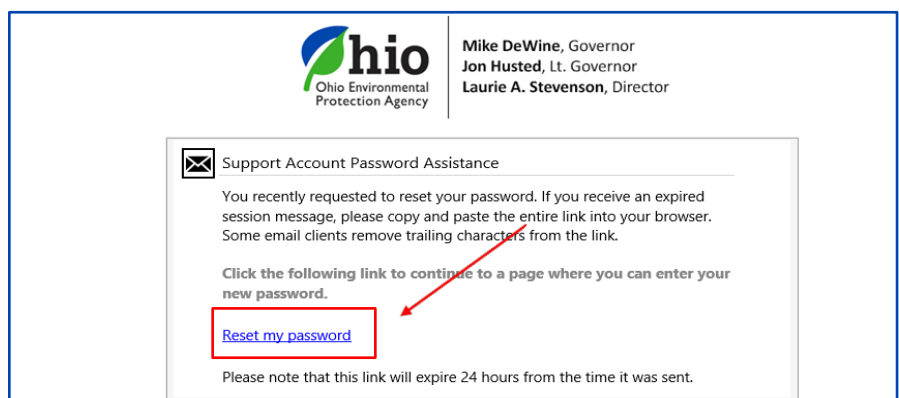


Step 3: Type in the username (the email address associated with the account) for the first-time login.



Step 4: Check your email - you will receive an email containing a link to reset your password.

Follow the instructions in the email to reset the password and gain access to the Customer Support Center.

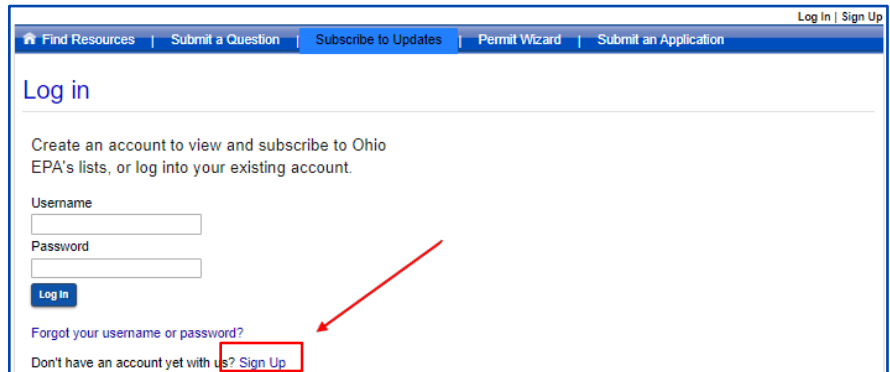


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[Creating a New Account:](#)

If Ohio EPA didn't send you a username, you do not have a Customer Support Center account, or the contact for your PWS has changed, you will need to create an account and then notify Ohio EPA to associate the PWS with your new account. To do this, follow the steps below.

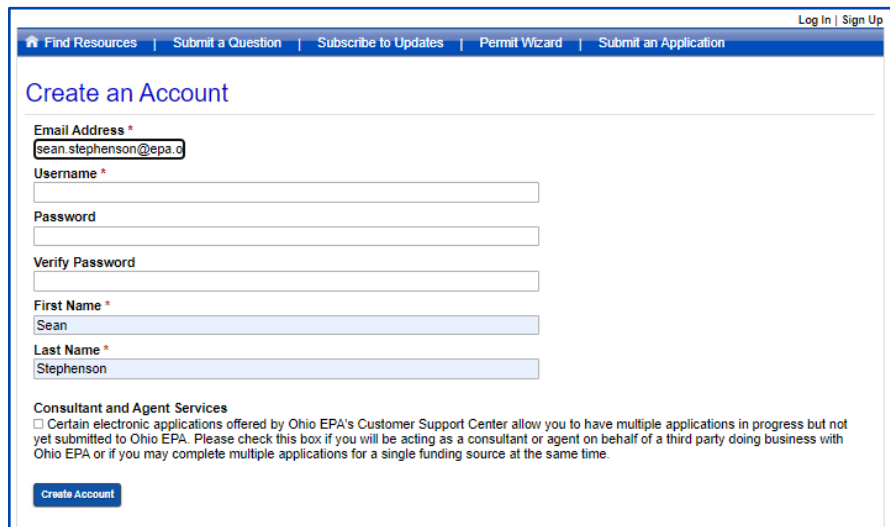
Step 1 – Click **Sign Up** at the bottom of the login page.



Step 2 – Enter your information and click **Create Account** to move forward with creating your new account.

If you have an account, a warning will pop up stating the email address is already in use.

You can retrieve your username or password by clicking **get account assistance** at the bottom of the pop-up window.

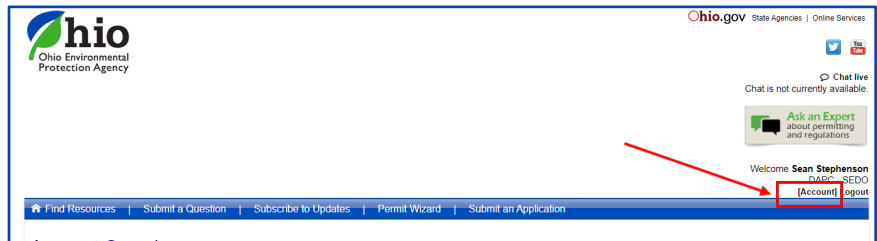


Step 3 – Notify Ohio EPA that you created an account and need to associate your new account to your water system's metrics application. Contact Ohio EPA's DROP customer service by email at ddagw_dropportal@epa.ohio.gov or phone at (614) 644-2894. Please provide your email address used to create the account, your name, and the public water system you will be reporting for. Ohio EPA will then move the metrics application under your new account.

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Submitting Metrics

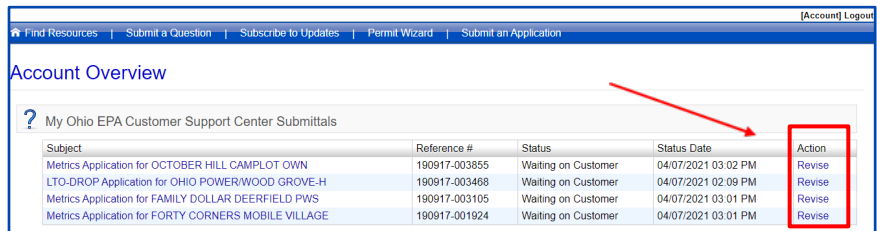
To access the metrics application once logged in, you will need to click on **[Account]** in the upper right corner. This will bring you to the account overview page.



The account overview page will show any PWS metrics applications that are associated with your account. If you do not see a PWS listed, please contact Ohio EPA's DROP customer service by email at ddagw_dropportal@epa.ohio.gov or phone at (614) 644-2894.

To open the application, you will click **[Revise]** next to the PWS metrics application.

This will open the application and you can begin the submission process.

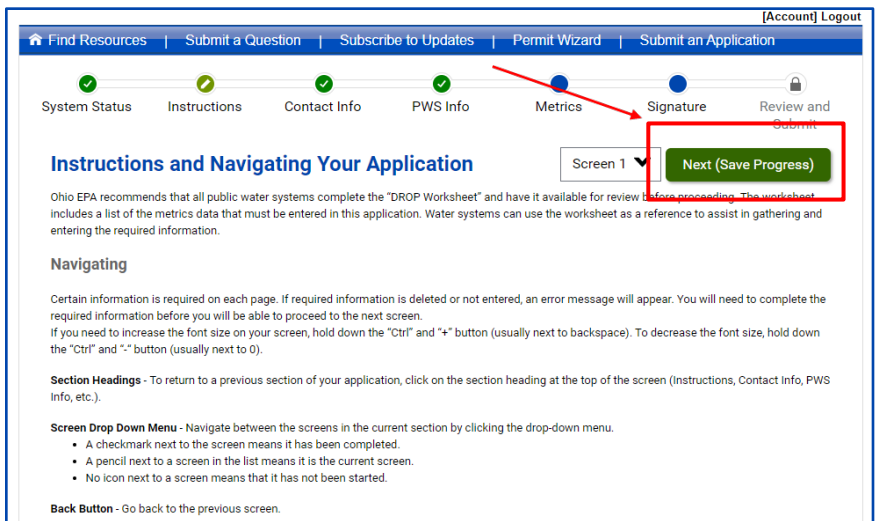


Instructions and Navigating the Metrics Application

Once you click revise, the metrics application will open.

The first page of the application goes over how to move through the application.

Once you have reviewed these instructions, you will click the green **Next (Save Progress)** button to move forward.



My Contact Information

Here the person submitting metrics will enter their current contact information.

After entering your contact information, click the **Next (Save)** button to move forward with the application.

A screenshot of the 'My Contact Info' form. It contains fields for Salutation, First Name, Last Name, Title, Address 1, Address 2, City, Country, State, and ZIP Code. There is also a field for 'What is the phone number you want us to use if we need to contact you?'. A red box highlights the 'Next (Save)' button at the bottom right.

Non-community Metrics Reporting

Public Water System Information

Here you will need to select if the PWS operated during any part of the reporting year.

If the PWS did not operate you will select **No** and sign and submit the application.

If the PWS did operate select **Yes** and follow the directions below to continue with the application.

This screenshot shows the 'PWS Information' section of the application. At the top, a progress bar indicates the status of various sections: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. The 'PWS Information' section is currently active. It displays the public water system name as 'OH5258512 MAPLE HILL MENNONITE CHURCH' and the county as 'Medina'. A question asks, 'Did the public water system operate for any part of 2020 and/or were you the owner or operator responsible in 2020?'. Below this, there are radio buttons for 'Yes' and 'No'. The 'Next (Save)' button is visible at the bottom right.

Certification Statement

Here you will need to confirm that you have read and understand the metrics requirements.

These requirements can be found in Ohio Administrative Code (OAC) **3745-87-05**.

Once you have reviewed the metrics rule you will need to click the box *I have reviewed and understand the metrics rule* to confirm this and then click the **Next (Save)** button to continue with the application.

This screenshot shows the 'Non-Community Metrics' section of the application. It displays the public water system name as 'OH5258512 - MAPLE HILL MENNONITE CHURCH'. A red arrow points to a checkbox labeled 'I have reviewed and understand the metric rules.' which is currently checked. The 'Next (Save)' button is visible at the bottom right.

Non-community Metrics – Pressure Below 20 psi

Here you will report the total number of times that the water system pressure dropped below 20 psi.

When water pressure drops below 20 psi this is considered a disruption of service.

The PWS must keep a record of each disruption of service event and report the number for the reporting year.

Disruption of service is defined in OAC 3745-83-02.

This screenshot shows the 'Non-Community Metrics - Pressure below 20psi' section of the application. It displays the public water system name as 'OH5258512 - MAPLE HILL MENNONITE CHURCH'. A question asks, 'Enter the total number of events when the water system's pressure dropped below 20 psi (e.g., depressurized). This includes any portion of a day that this occurred. Systems with a hand pump where the "system" doesn't remain pressurized will enter zero.' Below this, there is a text input field with the value '0'. A question asks, 'Is this result actual or an estimate?'. Below this, there are radio buttons for 'Actual' and 'Estimate'. The 'Next (Save)' button is visible at the bottom right.

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Non-community Metrics – Emergency Repairs

Here you will report the total number of unplanned completed water system repair, rehabilitation, and replacement tasks that occurred during the reporting year.

Only report the emergency repairs that were not anticipated or planned.

Often these repairs will be in response to equipment malfunction (for example, replacing a broken well pump or pressure tank).

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application [Account] Logout

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Screen 3 Back Next (Save)

Public Water System: OH5258512 - MAPLE HILL MENNONITE CHURCH

[More Information](#)

This includes repair, rehabilitation, or replacement tasks that were not anticipated or planned prior to the work needing to be completed. These tasks will generally include emergency maintenance (e.g., equipment failure, unexpected maintenance).

Total number of emergency repair, rehab or replacement tasks *

2

Is this result actual or an estimate? *

☐ Actual ☐ Estimate

Non-community Metrics – Planned Repairs

Here you will report the total number of planned completed water system repair, rehabilitation, and replacement tasks that occurred during the reporting year.

Only report the tasks that were scheduled ahead of time and not in response to an emergency (for example, rehabilitating a pump, replacing cartridge filters, replacing pump tubing etc.).

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application [Account] Logout

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Screen 4 Back Next (Save)

Public Water System: OH5258512 - MAPLE HILL MENNONITE CHURCH

[More Information](#)

This includes repair, rehabilitation, or replacement tasks that were planned to be conducted prior to the work being completed. These tasks will generally include routine maintenance (e.g., changing pump tubing, replacing cartridge filters, cleaning storage tanks). It does not include work completed in response to emergencies (e.g., equipment failure).

Total number of planned repair, rehab or replacement tasks *

6

Is this result actual or an estimate? *

☒ Actual ☐ Estimate

Non-community Metrics – Reserve Funds

Here you will report the amount of reserve funds on hand or available for immediate use by the water system.

This could be cash reserves or a line-of credit.

Ohio EPA recommends that you have funds available to replace the most critical water system asset in the event of a failure.

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application [Account] Logout

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Screen 5 Back Next (Save)

Public Water System: OH5258512 - MAPLE HILL MENNONITE CHURCH

[More Information](#)

Noncommunity PWSs must report the amount of reserve funds on hand or available for immediate use by the water system (e.g., reserve fund balance). It is recommended to have enough on hand to replace the most critical water system asset in the event of failure. If no funds are set aside, report \$0.

Total reserve funds *

5,000

Is this result actual or an estimate? *

☒ Actual ☐ Estimate

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Non-community Metrics – Days Unable to Serve Water

Here you will enter each day when the PWS was unable to serve water during any portion of regular business hours due to an emergency in the water system (for example, equipment failure, power outage etc.).

The total number of days unable to serve the water will be reported.

For example, if a well pump broke and is down for three days, those three days would count as days unable to serve water.

This screenshot shows the 'Non-Community Metrics - Unable to Serve Water' form. At the top, there is a navigation bar with links: Find Resources, Submit a Question, Subscribe to Updates, Permit Wizard, and Submit an Application. Below this is a progress bar with steps: System Status, Instructions, Contact Info, PWS Info, Metrics, Signature, and Review and Submit. The 'Metrics' step is currently active. The form title is 'Non-Community Metrics - Unable to Serve Water' and it is identified as 'Screen 6'. The public water system is listed as 'OH5258512 - MAPLE HILL MENNONITE CHURCH'. A 'More Information' link is provided. The main instruction states: 'Enter total number of days you were unable to serve water. This includes any portion of a day that you were unable to serve water. It does not include scheduled downtime for repairs, and it does not include the off-season if the facility operates seasonally. It also does not include any days the location is routinely closed (such as Saturday and Sunday for a business that is only open Monday-Friday).' There is a text input field for 'Total number of days unable to serve water' with the value '0'. Below this is a question 'Is this result actual or an estimate?' with radio button options for 'Actual' (selected) and 'Estimate'.

Certification

To submit the application, you must agree to submit the application on behalf of the applicant organization, that is completed to the best of your knowledge and consent to submit electronically.

This screenshot shows the 'Certification' form. It follows the same navigation and progress bar as the previous form. The title is 'Certification' and it is 'Screen 1'. The 'Applicant Certification' section includes the statement: 'I acknowledge the following:' followed by two bullet points: 'I have reviewed the applicable asset management and contingency planning rules, OAC Chapters 3745-87 and 3745-85.' and 'The Metrics data are true and accurate to the best of my knowledge.' Below this is the 'SUBMITTAL AUTHORIZATION' text: 'I hereby certify that I am authorized to submit this Drinking Water Online Portal Application on behalf of the applicant, that the information in this Drinking Water Online Portal Application is complete and accurate to the best of my knowledge.' There are two certification questions, both with 'Yes' selected: 'Do you certify that you are authorized to submit this application on behalf of the applicant organization and to the best of your knowledge the application is complete and accurate?' and 'Do you consent to sign this application electronically?'. A signature line is provided with a 'Clear' button. At the bottom, there are input fields for 'Printed Name' (Sean Stephenson), 'Signature Date' (04/05/2021), and 'Signatory's title' (ES2).

Non-community Metrics Reporting

Review of Draft Application

Here you can review and save a draft of your application prior to submitting.

You must click the box that you have reviewed the draft application prior with moving forward to the final submission page.

[Account] Logout

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Review Draft Application

Screen 1 [Back](#) [Next \(Save\)](#)

Please save a draft copy of your application by clicking the link below. Review the draft application for completeness and accuracy. If you want to make changes please use the navigation buttons above to return to the portion of the draft application you want to change.

Important! You must click "Next" on any screen where you make changes for those changes to be saved.

When you are finished making changes, return to this screen and save another draft copy of your form and verify that it is complete and accurate.

Once you are satisfied with the information in your application, click the box below, then click the "Next" button on this screen.

[Save a draft copy of the Metrics Report for review](#)

☒ I have reviewed the draft application.

Submitting the Final Application

After you have reviewed the application you can then submit the final application by clicking the green **Submit Final Form** button.

Once you submit no changes can be made and the application will be locked.

[Account] Logout

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Submit Final Application

Screen 2 [Back](#) [Submit Final Form](#)

You may submit the application **one time**. After you click the "Submit" button you will have **locked your application** and will not be able to change it. If you are **not sure** that you are satisfied with your form, please click any section above and make the changes you want.

Please Note! You must click the "Next" button on any screen where you change information for the changed information to be saved!

Then return to the "Review Application" screen to download and save draft copy for your records to review and confirm you are satisfied with your application.

Then return to this screen and click "Submit" to send the final version of your application to Ohio EPA.

After you click the "Submit Final Form" button you will have **locked your application** and will not be able to change it.

After you submit your application, you will see a submittal confirmation screen and be able to save a final copy of the application for your records along with a copy of the submittal confirmation.

Submittal Confirmation

This is the submittal confirmation showing that the metrics application was successfully submitted.

You can download the final application for your records.

[Account] Logout

Find Resources | Submit a Question | Subscribe to Updates | Permit Wizard | Submit an Application

System Status Instructions Contact Info PWS Info Metrics Signature Review and Submit

Submittal Confirmation

Screen 3

Thank you! Your **Metrics Application** for **WYOMING CITY PWS** number **190917-001533** was submitted **04/14/2021 13:42**.

For Applicant:
Sean Stephenson
OH3102212

Please use number **190917-001533** when referring to this application with Ohio EPA in written correspondence, emails, or on the phone.

At any time in the future, if you log into [Ohio EPA's Customer Support Center](#), and go to your Account Overview, you can click on the reference number for the application to see its status, see a list of the attachments that you submitted with your application, send questions or send additional information to Ohio EPA.

If you have questions about this application please contact:

Brian Tarver at brian.tarver@epa.ohio.gov or 614-728-1740	for general questions regarding your application.
Asset Management at DDAGW.AssetManagement@epa.ohio.gov or 614-644-2752	for questions regarding your Metrics data

[Save a copy of the final application for your records.](#)

[Save a copy of this submittal confirmation for your records.](#)

Thank you!