

What's My Role? Public Water System Owner Responsibilities



**As the owner of a public water system,
you should:**

- ✓ Hire the appropriate class and grade operator for your system
- ✓ Ensure your operator visits the system **in person** at least once a month
- ✓ Develop a contract to establish clear roles and responsibilities for each party
- ✓ Stay up to date with current rules and regulations
- ✓ Understand that the water system owner is ultimately responsible for the system
- ✓ Have a backup operator contact in case your operator is no longer available
- ✓ Prepare written instructions for times when the operator is not available
- ✓ Meet routinely with your operators to discuss ongoing issues and statuses
- ✓ Understand the importance of your operator's role beyond collecting samples

You should NOT:

- ⊘ Place the entire burden of running the system with your operator
- ⊘ Delay paying your operator
- ⊘ Dismiss your operators' suggestions and insight
- ⊘ Rely on your operator to manage projects, permitting, and construction
- ⊘ Hire an operator just because they are the least expensive



Keep in Mind!

We have resources available to help you succeed: [Rules for Operator Certification Program](#), an [operator contract template](#), [operator exam information](#), and the [Operator Certification Portal](#).

**To find more drinking water compliance tips and request future tips,
visit azdeq.gov/DWComplianceTips**

About ADEQ

Under the Environmental Quality Act of 1986, the Arizona State Legislature established the Arizona Department of Environmental Quality in 1987 as the state agency for protecting and enhancing public health and the environment of Arizona. For more information, visit azdeq.gov.