

## Frequently Asked Questions

**1. Where can I find more information about Arizona's Point of Use Program?**

Please consult the [Point of Use Guidance Document](#) published by Arizona Department of Environmental Quality to receive further guidance.

**2. Do I need an Arizona Registered Professional Engineer to complete the application?**

An Arizona Registered Professional Engineer is required to seal, sign, and date the design report, specifications, construction drawings and any other supporting engineering documents. The application can be completed by the engineer but the Applicant shall sign the application.

**3. How long will it take for Arizona Department of Environmental Quality to review my application and issue the license?**

The review time will vary depending on project reviewers work load and the quality of the submittal. The department has to review an application and issue a decision within a licensing time frame. The licensing time frames are set in rule in [the Arizona Administrative Code](#)

**4. What are some of the factors to consider when determining the appropriateness of installing a Point of use System?**

Some of the factors to consider would include:

- Number of services connections required;
- Type of services connection;
- Cost of Central Treatment versus Point of Use Treatment;
- Additional Sampling required, and the expense;
- Ability to gain entry into customer households & businesses;
- Maintenance frequency and associated workload;
- Record Keeping requirements;
- Willingness of customers to accept POU compliance program;
- Ability to gain authority for condition of service; and
- Any liability associated with such a program.

**5. What are some of the Federal law requirements for Point of Use systems?**

Federal law requires that Point of Use systems must be:

- Owned, controlled & maintained by the Public Water System;
- Equipped with mechanical warning;
- Certified as conforming to ANSI standards; and
- Cannot be used to treat a microbial contaminant, Radon or VOC's.

**6. What are the PID requirements for use in Point of Use systems?**

- PIDs must have alerts;
- PIDs must be certified;
- PIDs automatically warns customers;
- PIDs cannot include an automatic shutoff function; and
- PIDs must be capable of providing a visual or auditory alert.

**7. What are some of the Installation Requirement under Point of Use systems?**

The water system is responsible for the installation;  
Installation of devices must be performed by qualified individuals;  
The water system must identify the qualified individuals in application.  
The water system legally owns the Point of Use devices; and  
The water system must ensure that if home is sold that the devices stay with the property.

**8. What are some of the Recordkeeping requirements under Point of Use systems?**

The water system must maintain records of the Point of Use devices for a minimum of 10 years;

Records that must be available for inspection, include:

POU Maintenance Records & Purchase Orders;  
Annual on-site test kit results;  
Results from certified lab analysis; and  
Outreach efforts, including notifications to customers not participating in the program.

**9. How will water system compliance with the Point of Use program be assessed?**

Water systems implementing a Point of Use program will be considered in compliance only when a POU device has been installed at every connection. If a water system has not gained 100% participation, a consent order may be required.

**10. What are the Program Management requirements under Point of Use systems?**

Maintain a log of installed Point of Use devices;  
Tracking the useful life of the Point of Use devices;  
Stagger the device or component change-out;  
Execute the device or component change-out;  
Maintain testing records for each Point of Use device;  
Coordinating with customers to schedule testing and maintenance; and  
Educate customers on the goals and functions of a POU program.