

# National Outbreak Reporting System (NORS)

## User Training Document – Drinking Water Section

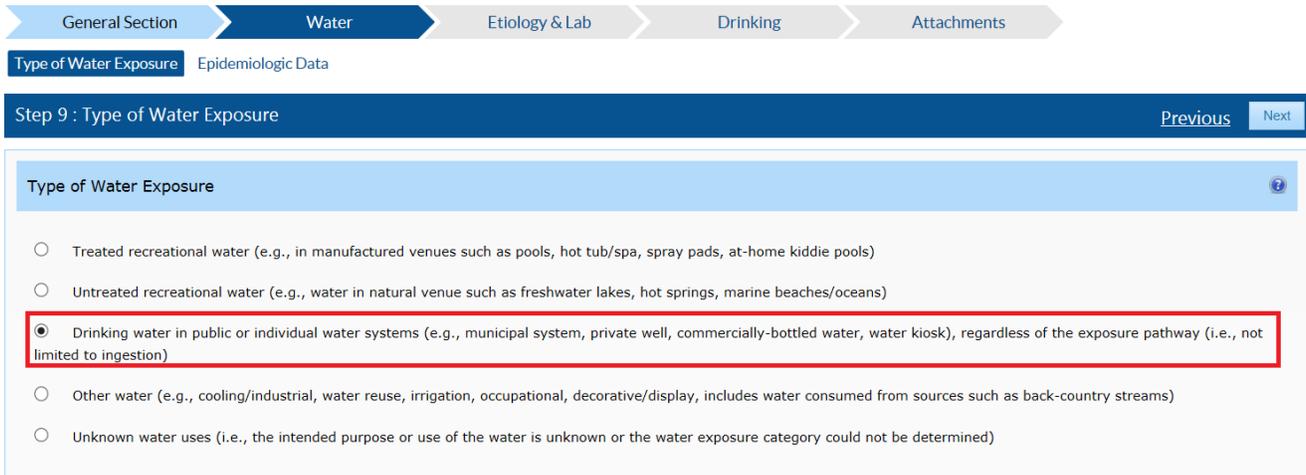
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# 1. INTRODUCTION – DRINKING WATER SECTION

This is a National Outbreak Reporting System (NORS) training guide for waterborne disease outbreak reports. The document provides a brief overview of how to complete the Drinking water section in NORS. Training guides for the other types of water sections are available in separate training documents.

In the Water Section, after you have selected “Drinking water in public or individual water systems” as the “Type of Water Exposure” and completed the tabs in that section, go to the Drinking Section.



In the Drinking Section, you can enter data about the type of water system, the water quality, any contributing factors, and remarks from the outbreak investigation.



If you need additional guidance or have other report questions, click on the Quick Help icon, a blue button with the question mark near the top of each question box within the NORS interface, the NORS-Water Guidance Document at [www.cdc.gov/nors/forms.html](http://www.cdc.gov/nors/forms.html).

## 2. WATER SYSTEM TAB

Begin with the Water System Tab. This Water System tab collects information about the type of water system, including the EPA ID number for public water systems, the water source, the setting of exposure, and the usual water treatment for water implicated in the outbreak investigation in the Water System Description Section.

The screenshot displays the NORS interface for the 'Drinking' section. At the top, a navigation bar includes 'General Section', 'Water', 'Etiology & Lab', 'Drinking' (highlighted), and 'Attachments'. Below this, a sub-menu shows 'Water System' (selected), 'Water Quality', 'Contributing Factors', and 'Remarks'. The main content area is titled 'Step 16 : Drinking Water - Water System Description' and includes 'Previous' and 'Next' navigation buttons. The primary section is 'Water System Description', which contains a blue header bar with a help icon and a white area with a green plus icon and the text 'Add System'.

To add information about a water system to the Water System Description Section, click on the “Add System” link and enter information into the pop-up window. Report the “Water System” (e.g., Community, Private), the “Public Water System EPA ID Number” (if applicable), the “Water Source” (e.g., ground water, surface water), the “Water Source Description”, the “Setting of Exposure”, and the “USUAL Water Treatment Provided” (e.g., disinfection, coagulation). If the “USUAL Water Treatment” provided is “Disinfection” or “Filtration”, select the “Water Treatment Subtype”. Click the “Save” button to complete the entry and close the pop-up window. If multiple water systems were implicated in an outbreak, or if a water system used multiple water treatments or sub treatments, enter the data in additional rows by repeating the process. If the response to any of the questions is “Other,” report additional information in the Remarks tab.

The screenshot shows the 'Add Water System' pop-up window with the following data entered:

Field	Value
Water System	Community
EPA ID Number	123
Water Source	Surface Water
Water Source Description	Lake/Reservoir/Impoundment
Setting of Exposure	Community/Municipality
USUAL Water Treatment	Disinfection
Water Treatment Subtype	Chlorine

### 3. WATER QUALITY TAB

The Water Quality Tab collects information on whether a drinking water system had any monitoring violations in the 1 month prior to the outbreak, any maximum contaminant level (MCL) violations in the 1 month prior to the outbreak, or any violations in the 12 months prior to the outbreak.

Click on the appropriate radio button to answer whether the drinking water system had any monitoring violations in the 1 month prior to the outbreak. If the answer is “Yes”, explain the circumstances in the text window below the question. The text window is unavailable for responses other than “Yes”.

Click on the appropriate radio button to answer whether the drinking water system had any maximum contaminant level (MCL) violations in the 1 month prior to the outbreak. If the answer is “Yes”, explain the circumstances in the text window below the question. The text window is unavailable for responses other than “Yes”.

Click on the appropriate radio button to answer whether the drinking water system had any violations in the 12 months prior to the outbreak. If the answer is “Yes”, explain the circumstances in the text window below the question. The text window is unavailable for responses other than “Yes”.

?
Drinking Water Quality

Did the drinking water system have any monitoring violations in the 1 month prior to the outbreak?

Yes
  No
  Unknown
  Not Applicable

If Yes, explain:

characters left: 1500

Did the drinking water system have any maximum contaminant level (MCL) violations in the 1 month prior to the outbreak?

Yes
  No
  Unknown
  Not Applicable

If Yes, explain:

characters left: 1500

Did the drinking water system have any violations in the 12 months prior to the outbreak?\*\*\*

Yes
  No
  Unknown
  Not Applicable

If Yes, explain:

characters left: 1500

\*\*\* Sources of information about past violations can be obtained from utility records, consumer confidence reports (water quality reports), or violation records from state or local health departments.

## 4. CONTRIBUTING FACTORS TAB

The Contributing Factors Tab is used to report any documented or suspected factors that contributed to the outbreak. The tab is divided into four sections for factors contributing to drinking water contamination, each of which contains a question and list of contributing factors. The four sections are: Source Water Factors, Treatment Factors, Distribution and Storage Factors, and Factors Not Under the Jurisdiction of a Water Utility.



For each of the four contributing factors sections identify if a factor contributed to the disease or outbreak. If the answer is “Yes”, proceed to the corresponding list to select related contributing factors. Select a factor by clicking on the corresponding radio button to label it as “Confirmed/Documented” or “Suspected.” To undo a selection, click on “Clear” at the beginning of the row. If a contributing factor is not displayed in this list, it can be manually added. To manually add a contributing factor, scroll to the end of the list and write the contributing factor in the “Factor not found?” field. Click on the “Add Factor” button to add the factor to the list. Once a new value has been added, it will be included in list of options available to all NORS users.

The Source Water Factors Section is used to report any contributing factors for drinking water contamination in source water.

1. Factors Contributing to Drinking Water Contamination - Source Water Factors ?

Did a problem with the source water (i.e., ground water or surface water) contribute to the disease or outbreak?  
 Yes  No  Unknown

	Confirmed/Documented or Suspected	Factor Name
<a href="#">Clear</a>	<input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Water system intake failure (e.g., cracked well casing, cracked intake pipe)
<a href="#">Clear</a>	<input checked="" type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Wildlife contamination - Birds
<a href="#">Clear</a>	<input checked="" type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Wildlife contamination - Fish kill
<a href="#">Clear</a>	<input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Wildlife contamination - Mammals

Factor not found?

The Treatment Factors Section is used to report any identified contributing factors in the outbreak investigation for drinking water contamination due to water treatment factors prior to entry into a house or building.

2. Factors Contributing to Drinking Water Contamination - Treatment Factors ?

Did a problem with the water treatment prior to entry into a house or building contribute to the disease or outbreak?  
 Yes  No  Unknown

Confirmed/Documented or Suspected	Factor Name
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Other
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Pipe/component failure or break (e.g., pipes, tanks, valves)
<a href="#">Clear</a> <input checked="" type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Temporary interruption of disinfection
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Unknown

Factor not found?

The Distribution and Storage Factors Section is used to report any contributing factors for drinking water contamination due to water distribution and storage factors.

3. Factors Contributing to Drinking Water Contamination - Distribution and Storage Factors

Did a problem with the distribution system contribute to the disease or outbreak?

Yes    No    Unknown

Confirmed/Documented or Suspected	Factor Name
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Pipe/component failure or break (e.g., pipes, tanks, valves)
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Scheduled flushing of the distribution system
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Unknown
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input checked="" type="radio"/> Suspected	Water temperature $\geq 30^{\circ}\text{C}$ ( $\geq 86^{\circ}\text{F}$ )

Factor not found?

The Factors Not Under the Jurisdiction of a Water Utility Section is used to report any contributing factors for drinking water contamination due to factors outside of the jurisdiction of the water utility. The question includes several examples of where these factors might occur.

4. Factors Contributing to Drinking Water Contamination - Factors Not Under the Jurisdiction of a Water Utility

Did a problem occur after the water meter or outside the jurisdiction of a water utility that contributed to the disease or outbreak? (e.g., in a service line leading to a house/building, in the plumbing inside a house/building, during shipping/hauling, during storage other than in the distribution system, at the point of use, involving commercially-bottled water)

Yes    No    Unknown

Confirmed/Documented or Suspected	Factor Name
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Pipe/component failure or break (e.g., pipes, tanks, valves)
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	Unknown
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input type="radio"/> Suspected	unpredictable weather
<a href="#">Clear</a> <input type="radio"/> Confirmed/Documented <input checked="" type="radio"/> Suspected	Water temperature $\geq 30^{\circ}\text{C}$ ( $\geq 86^{\circ}\text{F}$ )

Factor not found?

## 5. REMARKS TAB

The Remarks Tab contains a single text field for any additional comments about the waterborne disease outbreak investigation. Add remarks up to 5000 characters in the window provided.

The screenshot shows a navigation bar with the following tabs: General Section, Water, Etiology & Lab, Drinking, and Attachments. Below this, a sub-navigation bar includes: Water System, Water Quality, Contributing Factors, and Remarks. The main content area is titled 'Step 19: Drinking Water - Remarks' and features a 'Previous' link and a 'Next' button. A large text input field is labeled 'Remarks' and has a character count of 'characters left: 5000' at the bottom left.

## 6. ATTACHMENTS SECTION

Attach any relevant information to the NORS report in the Attachments Section. Do not include any personally identifiable information (e.g., private property’s address). The maximum file size acceptable is 4 MB. File types that can be attached include images (e.g., jpeg, png), documents (e.g., Word, PDF), or other file types with information (e.g., Excel). To attach a file, click on the “Browse” button to locate the file, and click the “Upload” button to upload the attachment to the NORS report.



The attached file will appear in a summary table if the file was uploaded successfully.

Document Name	Document Length (bytes)	Document Type	Upload Date
Test.docx	12,717	application/vnd.openxmlformats-officedocument.wordprocessingml.document	09/04/2014

You have now finished reviewing the Drinking Section of a waterborne disease outbreak report. Make sure to click the “Save Report” button near the top of the screen before exiting the report.

If you need assistance in completing other sections of NORS, please refer to the online technical and guidance documents located at <http://www.cdc.gov/nors/>.

For further assistance or for questions or comments, please email [NORSWater@cdc.gov](mailto:NORSWater@cdc.gov).