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Revised Public Notification Handbook

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This handbook **provides guidance to states, public water systems, and the general public concerning how the Environmental Protection Agency (EPA) interprets its public notification regulations. This document does not, however, substitute for the public notification regulations, nor is it a regulation itself.** Thus, it cannot impose legally-binding requirements on EPA, states, or water suppliers and may not apply to a particular situation. This document is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States. EPA may decide to follow the guidance provided in this document, or to act at variance with the guidance based on its analysis of the specific facts present. This guidance may be revised without public notice to reflect changes in EPA's approach to implementing public notice, or to clarify and update text.

You should read the regulations thoroughly to ensure that you are in compliance. The public notification (PN) regulations are in the Code of Federal Regulations under Chapter 40, Part 40 CFR 141, Subpart Q, beginning at section 40 CFR 141.201. The most recent version of the Rule can be found at www.epa.gov/safewater/publicnotification. A copy of Subpart Q of the Federal Register notice for the final PN rule (May 4, 2000) is in Appendix D.

This document includes public notification requirements and information for all regulations through May, 2009.

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Acronyms

CCR	Consumer Confidence Report
CDC	Centers for Disease Control and Prevention
CFE	Combined Filter Effluent
CFR	Code of Federal Regulations
CWS	Community Water System
DBP	Disinfection Byproducts
EAS	Emergency Alert System
EPA	United States (US) Environmental Protection Agency
FBRR	Filter Backwash Recycling Rule
GWR	Ground Water Rule
HAA5	Haloacetic acids (five)
HPC	Heterotrophic Plate Count
IESWTR	Interim Enhanced Surface Water Treatment Rule
IOC	Inorganic Chemical
LCR	Lead and Copper Rule
LT1ESWTR	Long Term 1 Enhanced Surface Water Treatment Rule
LT2ESWTR	Long Term 2 Enhanced Surface Water Treatment Rule
MCL	Maximum Contaminant Level
MCLG	Maximum Contaminant Level Goal
mg/L	Milligrams per Liter
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
NCWS	Noncommunity Water System
NOAA	National Oceanic and Atmospheric Administration
NPDWR	National Primary Drinking Water Regulation
NTNCWS	Non-Transient Noncommunity Water System
NTU	Nephelometric Turbidity Unit
NWS	National Weather Service
PN	Public Notification
PWS	Public Water System
SDWA	Safe Drinking Water Act
SMCL	Secondary Maximum Contaminant Level
Stage 1 DBPR	Stage 1 Disinfectants and Disinfection Byproducts Rule
Stage 2 DBPR	Stage 2 Disinfectants and Disinfection Byproducts Rule
SOC	Synthetic Organic Chemical
SWTR	Surface Water Treatment Rule
TCR	Total Coliform Rule
TT	Treatment Technique
TTHM	Total Trihalomethanes
TNCWS	Transient Noncommunity Water System
UV	Ultraviolet Light
VOC	Volatile Organic Chemical

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1. Introduction

The purpose of this handbook is to explain the US Environmental Protection Agency's (EPA's) Public Notification (PN) Rule and provide examples of effective public notices. This handbook is designed to meet the needs of public water systems (PWSs) of all sizes, including suggestions and instructions targeted to very small community systems (systems that serve 500 people or fewer). Suggestions, along with other useful hints for creating effective notices for all systems, are set aside in boxes throughout the handbook.

This version of the handbook updates the March 2007 version (EPA 816-R-07-003). It reflects necessary changes in light of recent EPA regulations, including the Ground Water Rule (GWR) and other rule-related updates. New templates for some violations and situations of these rules are included.

Why is Effective Public Notification Important?

Public notification is designed to protect public health. As a public water supplier, you are required by law to prepare and distribute public notification to consumers. One of the best ways water systems can contribute to community health is to make sure people within a service area know about water quality issues and how to protect themselves from potential risks. Public notification of drinking water violations and other situations provides a way to educate the public, protect public health, build trust with consumers through open and honest sharing of information, and establish an ongoing, positive relationship with your community. The greater the effort your water system makes to reach and inform everyone in your service area using your system, the more they will trust your commitment to delivering safe water and protecting public health.

This guidance is designed to help water systems understand public notification requirements ***and*** deliver effective information to educate their public and protect community health. Throughout this document tips and suggestions are provided to help you create an effective communication strategy for meeting the public notification requirements under the PN Rule. The suggestions contained in this document are based on the guiding principles for good risk communication and public education, including:

1. Accept and involve the public as a legitimate partner.
2. Plan carefully and evaluate your efforts.
3. Listen carefully to the public's concerns.
4. Be honest, frank, and open.
5. Coordinate and collaborate with other credible sources.
6. Meet the needs of the media.
7. Speak clearly and with compassion.[1]

The communication strategy outlined in this document will help water systems plan for effective public notification by analyzing the population they serve, determining the best ways to reach consumers, and creating effective channels for distributing public notices.

In addition to increasing the effectiveness of public notices, this handbook will help public water system

[1]From: Covello, V.T. and Sandman, P.M. 2001. "Risk Communication: Evolution and Revolution." In: Wolbarst, A, ed. Solutions to and Environment in Peril. Baltimore, MD: Johns Hopkins Univ. Press. pp 164-178.

owners and operators comply with federal and state requirements. State and tribal primacy agencies will find this handbook useful as well. The PN Rule also provides flexibility to primacy agencies, allowing them to set different, perhaps more stringent, requirements on both a case-by-case and a rule-by-rule basis. Systems should keep this in mind when using the handbook.

Finally, as you read, you will notice references in parentheses throughout the document. These are references to the appropriate federal regulatory requirement found in the federal PN Rule (see Appendix D) and are included to help you understand the particular requirement being discussed.

2. How to Use This Handbook

This handbook contains information to help you prepare and issue a public notice. ***Before you are faced with a violation or situation requiring public notification, you should read this handbook.*** You should also check with your state to determine if there are additional public notification requirements or if more stringent public notification requirements apply. The steps to take to respond to a drinking water violation or other situation requiring notice are listed below:

1. **Determine what tier your violation or situation falls into**. Use Table 1 in Chapter 3 for a summary of violations and situations requiring notice and your deadline for providing public notice. You can also refer to Appendix A for a listing by contaminant [40 CFR 141.201(a)].

2. **Consult your primacy agency** if required.

   For Tier 1 violations and situations, consult with your primacy agency as soon as practical, but no later than 24 hours after you learn of the violation or situation [40 CFR 141.202(b)]. You must issue the notice within 24 hours, even if you are unable to contact the primacy agency.

   For single exceedances of turbidity limits or for a two-day turbidity maximum contaminant level (MCL) violation, immediately consult with your primacy agency when you learn of the violation. Your primacy agency will determine whether the violation needs to be elevated to Tier 1 [40 CFR 141.203(b)(3)].

3. **Review the requirements for public notices.** Read Chapter 3 "Summary of Requirements" in this Guidance, which describes content, mandatory language, formatting, and the distribution requirements that are applicable to all notices. Chapter 4 provides guidance on effective public communication.

4. **Determine the appropriate method(s) of delivery.** Chapters 5, 6, and 7 describe required delivery methods for Tier 1, 2, and 3 notices, respectively, as well as ideas for creating the most effective notice possible. Required methods vary based on system type and tier. If you operate a transient noncommunity water system (TNCWS), read the "Public Notification Handbook for Transient Noncommunity Water Systems" (EPA 816-R-09-009) for assistance on delivery methods.

5. **Develop a notice;** you can use the templates that fit your situation or write your own. A list of templates is provided in the table of contents. At the ends of Chapters 5, 6, and 7 are templates for commonly occurring violations and situations, along with specific instructions for modifying each template. The instructions for each template are on the front of the page; the corresponding template is on the back. These templates are also available in Microsoft Word format on EPA's Web site at http://www.epa.gov/safewater/publicnotification/compliancehelp_templates.html. If there is no template for your specific violation or situation, write your own notice using the list of required elements in Chapter 3 or other applicable requirements provided in Chapter 3, and follow the suggestions on layout in Chapters 5 through 7. You can also use a Web-based tool developed by EPA (PNiWriter) to create your notice. This tool is located on the EPA Web site at http://www.pniwriter.com. Most violations and situations have required language regarding health effects [40 CFR 141.205(d)]. This language is discussed in Chapter 3, is found in Appendix B, and is included in the templates provided in this document.

6. **Translate the notice.** If a large proportion of the population you serve does not speak English [40 CFR 141.205(c)], translate the notice into the appropriate languages. See Chapter 3 for more on how to determine if you need translations and how to get help translating notices. See Appendix C of this document for a few important and relevant phrases translated into various languages.

7. **Provide your notice to persons served as soon as practical,** but within the required time frame. Use the method of delivery chosen in step 4 above.

8. **Send a copy of each notice issued (including repeat notices) to your primacy agency** within ten days after you distribute the notice, along with a statement certifying that all public notification requirements have been met [40 CFR 141.31(d)]. See the sample certification statement in Chapter 3.

Appropriate Use of the Templates

The templates in this handbook are designed to help operators create public notices for a variety of violations. **However, it is important to note that the templates included here are not all-inclusive and may not be appropriate for all violations and situations**. Depending on the severity of your violation or situation, it may be necessary to modify the instructions you give to consumers or to change the timing of the notice. For instance, if contaminant levels are ten times the standard (rather than a slight exceedance), you may want to tell your consumers they should not drink the water. In these cases, you should issue a notice immediately, rather than waiting up to 30 days. It is important to consult your local health department or primacy agency in such situations. In some cases, your primacy agency may instruct you to modify the timing or the notice to fit the situation.

Note that the public notice requirements described in this handbook are based on federal regulations. States or tribes may have alternate public notice requirements or more stringent drinking water standards. **You should consult with the primacy agency in order to meet its specific requirements.**

3. Summary of Requirements

This Chapter summarizes the federal PN Rule requirements. This Chapter discusses the types of violations or situations that require public notice, the required elements of a public notice, and the timing and method of delivery of the notice based on the severity of the potential health risk. Except where noted, all requirements in this Chapter can be found in the Code of Federal Regulations (CFR) at 40 CFR 141, Subpart Q, beginning at section 40 CFR 141.201. See Appendix D for a copy of this regulation. Check with your primacy agency to see if more stringent requirements apply.

What kinds of violations and situations require public notice?

In general, public notice is required for any of the following violations:

- Exceedances of maximum contaminant levels (MCLs) or maximum residual disinfectant levels (MRDLs).
- Violations of treatment techniques.
- Monitoring and testing procedure violations.
- Failure to comply with the schedule of a variance or exemption.

Other situations (not violations) which require notice include:

- Occurrence of a waterborne disease outbreak or other waterborne emergency.
- Ground Water Rule fecal indicator-positive source samples.
- Exceedance of the nitrate MCL in noncommunity systems that have been granted permission by the primacy agency to continue to exceed the nitrate MCL of 10 milligrams per liter (mg/L) (although they must not exceed 20 mg/l).
- Exceedance of the secondary maximum contaminant level (SMCL) for fluoride (community water systems only).
- Operation under a variance or exemption.
- Availability of unregulated contaminant monitoring results.

Primacy agencies may also require notice for other violations and situations.

EPA has assigned each violation and situation requiring notice to one of three categories, or tiers, based on the risk of adverse health effects (see Appendix A). Tier 1 notice is for violations and situations with significant potential to have serious adverse health effects on human health as a result of short term exposure. Tier 2 notice is for violations and situations with potential to have serious adverse health effects on human health. Tier 3 notice is for all other violations and situations not included in Tier 1 or Tier 2. Table 1 on the next page shows the organization of violations and situations into tiers based on the seriousness of potential adverse health effects. For a complete list of contaminants and their appropriate tiers, refer to Appendix A.

Table 1. Violations and Situations Requiring Public Notice

Tier 1 Violations and Other Situations Requiring Notice Within 24 Hours*

- Violation of the MCL for total coliform, when ***fecal coliform or E. coli*** are present in the water distribution system, or failure to test for fecal coliform or *E. coli* when any repeat sample tests positive for coliform.
- Violation of the MCL for ***nitrate or nitrite,*** or when a confirmation sample is not taken within 24 hours of the system's receipt of the first sample showing exceedance of the nitrate or nitrite MCL.
- Exceedance of the ***nitrate MCL*** (10 mg/l) by noncommunity water systems (NCWSs), where permitted to exceed the MCL (up to 20 mg/l) by the primacy agency.
- Violations of the MRDL for ***chlorine dioxide*** when one or more of the samples taken in the distribution system on the day after exceeding the MRDL at the entrance of the distribution system or when required samples are not taken in the distribution system.
- Violation of the ***turbidity MCL*** of 5 NTU, where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not occur in 24 hours after the system learns of violation.
- Violation of the ***treatment technique*** (TT) requirement resulting from a single exceedance of the maximum allowable ***turbidity*** limit, where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not take place in 24 hours after the system learns of violation.
- Occurrence of a ***waterborne disease outbreak***, as defined in 40 CFR 141.2, or ***other waterborne emergency.***
- Detection of ***E. coli*, *enterococci*, or *coliphage*** in a ground water source sample.
- Other violations or situations with significant potential for serious adverse effects on human health as a result of short term exposure, ***as determined by the primacy agency*** either in its regulations or on a case-by-case basis.

* If your system has any of these violations or situations, in addition to issuing public notice, you must initiate consultation with your primacy agency as soon as practical but within 24 hours after you learn of the violation or situation. See Chapter 5 for more details.

Tier 2 Violations and Other Situations Requiring Notice Within 30 Days**

- All violations of the ***MCL, MRDL, and treatment technique*** (TT) requirements except where Tier 1 notice is required.
- Violations of ***monitoring requirements where the primacy agency determines that a Tier 2*** public notice is required, taking into account potential health impacts and persistence of the violation.
- Failure to comply with the terms and conditions of any variance or exemption in place.
- For ground water systems providing 4-log treatment for viruses, failure to **maintain required treatment** for more than 4 hours.
- Failure to take **corrective action** within the required timeframe or be in compliance with a state-approved **corrective action plan** and schedule for a **fecal indicator-positive ground water source sample** under the Ground Water Rule.
- Failure to take **corrective action** within the required timeframe or be in compliance with a state-approved **corrective action plan** and schedule for a **significant deficiency** under the Ground Water Rule.
- Special public notice for repeated failure to conduct **monitoring for *Cryptosporidium*** (40 CFR 141.211).

** If you exceed the maximum allowable turbidity level, as identified in Appendix A, you must consult with your primacy agency as soon as practical but no later than 24 hours after learning of the violation. See Chapter 6 for more details.

Tier 3 Violations and Other Situations Requiring Notice Within 1 Year

- ***Monitoring violations***, except where Tier 1 or Tier 2 notice is required or the primacy agency determines that the violation requires a Tier 2 notice.
- ***Failure to comply with an established testing procedure***, except where Tier 1 notice is required or the primacy agency determines that the violation requires a Tier 2 notice.
- ***Operation under a variance*** granted under section 1415 or exemption granted under section 1416 of the Safe Drinking Water Act.
- Availability of ***unregulated contaminant monitoring results***.
- Exceedance of the secondary maximum contaminant level for ***fluoride*** (community water systems only).

SPECIAL NOTICE FOR UNCORRECTED SIGNIFICANT DEFICIENCIES

Under the Ground Water Rule, if the primacy agency identifies a significant deficiency and it is uncorrected (after a specified amount of time), special notice is required.

For community water systems, this notice would be provided in your Consumer Confidence Report (CCR). Please see the CCR guidance document "Preparing Your Drinking Water Consumer Confidence Report - Guidance for Water Suppliers – 2nd Revision" (EPA 816-R-09-011).

For noncommunity water systems, this special notice is required if the significant deficiency has not been completely corrected within 12 months of notification of the deficiency. This notice is required regardless of whether the violation in Table 1 has occurred. This special notice is not a public notification requirement and, therefore, the content, form and manner requirements do not apply. However, the special notice must include the nature of the significant deficiency, the date it was identified by the primacy agency, and the primacy agency-approved plan and schedule for correction (including interim measures, progress to date, and any interim measures completed) [40 CFR 141.403(a)(7)(ii)]. If you have a large proportion of non-English speaking consumers, as determined by the primacy agency, you must include information in the appropriate language(s) regarding the importance of the notice or a telephone number or address where consumers may contact you to obtain a translated copy of the notice or assistance in the appropriate language.

The following text illustrates an example of special notice for this violation:

On September 14, 2013, we were informed by the State Department of Public Health that a significant deficiency, two leaking septic tanks near our source water supply, had been identified during a September 1, 2013, sanitary survey.

As required, we contacted the State Department of Public Health and were directed to make arrangements with the owner of the property on which the septic tanks are located to have the tanks replaced. We did not do so within the established deadline. Since being informed of the deficiency, we have been conducting regular testing of our source water and we are implementing the corrective action plan established by the Department of Public Health. Under this plan, the leaking tanks will be replaced by October 20, 2014.

What information do I need to include in each notice for a violation or situation?

Your public notice must include specific information in order to be considered complete. For each violation and situation requiring notice (except for fluoride secondary maximum contaminant level (SMCL) exceedances, availability of unregulated contaminant monitoring data, and operation under a variance or exemption), you must provide a clear and easy-to-understand explanation of the following 10 elements [40 CFR 141.205(a)]:

1. Description of the violation or situation, including the contaminant(s) of concern, and (as applicable) the contaminant level(s).
2. When the violation or situation occurred (e.g., date the sample was collected or was supposed to be collected).
3. Any potential adverse health effects from the violation or situation, using standard language for health effects provided in Appendix B to Subpart Q or for monitoring or testing procedure violations provided in 40 CFR 141.205(d)(2) or later in this Chapter.
4. The population at risk, including subpopulations that may be particularly vulnerable if exposed to the contaminant in their drinking water.
5. Whether alternate water supplies should be used.
6. Actions consumers should take, including when they should seek medical help, if known.
7. What you are doing to correct the violation or situation.
8. When you expect to return to compliance or resolve the situation.
9. Your name, business address, and phone number or those of a designee of the public water system as a source of additional information concerning the notice.
10. A statement encouraging notice recipients to distribute the notice to others, where applicable, using the standard language given in this chapter.

Figure 1 contains an example showing how all the required elements fit into a public notice. Some required elements may not apply to every violation or situation. However, you must still address these elements in your notice. For example, consider item 6 - actions consumers should take. If it is unnecessary for consumers to boil their water or drink bottled water, do not leave this item out. Instead, tell them they do not need to do so. This is especially important for Tier 2 notices, where a violation may have been resolved by the time the notice is issued or may not be an immediate health risk. You should ask your primacy agency or a local health department for the appropriate information for some elements of the notice, such as actions consumers should take to protect their health. The local health department also can help you identify other system-specific information, such as vulnerable populations (e.g., children, dialysis patients) and effective communication channels for reaching them. It would be valuable to acquire contacts and have these discussions prior to an event (see Chapter 4).

If you do not know when your system will return to compliance, state that honestly and give your consumers an idea of how long it may take. For example, an *E. coli* violation might be addressed within days, whereas installation of corrosion control might take months. When talking about potential health risks, you should always be straightforward even if that means admitting the cause of the problem is not completely understood. If you are overly optimistic in your estimate of the time required to address a problem and your system does not meet your estimate, you may see public trust erode.

Some situations, such as waterborne emergencies, may not have mandatory health effects language. In these cases you must provide system-specific wording that describes potential health effects. You may be able to adapt the language from another treatment technique or MCL violation.

When and how do I need to notify my consumers?

After you learn of a violation or situation, public notice must be provided within the required timeframe and using the specified delivery methods as summarized in Table 2 below. The tier to which a violation or situation is assigned determines the timeframe and delivery method of the public notice. Delivery requirements for community water systems (CWSs) and noncommunity water systems (NCWSs) differ, as indicated in Table 2. Transient noncommunity water system owners and operators should refer to the "Public Notification Handbook for Transient Noncommunity Water Systems" (EPA 816-R-09-009) to see requirements that are specific to them.

Figure 1
The Required Elements of a Public Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Showed Coliform Bacteria in Jonesville Mobile Home Park Water

We routinely monitor for drinking water contaminants. We took three samples to test for the presence of coliform bacteria during July. Two of our samples showed the presence of total coliform bacteria. The standard is that no more than 1 sample per month may do so.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- You do not need to use an alternate (e.g. bottled) water supply.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified within 24 hours. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, coliforms are a sign that there could be a problem with our treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.**

What was done?

We took additional samples for coliform bacteria which all came back negative. As an added precaution, we chlorinated and flushed the pipes in the distribution system to make sure bacteria were eliminated. This situation is now resolved.

For more information, or to learn more about protecting your drinking water please contact John Jones at 1-502-555-1213.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by the Jonesville Mobile Home Park.

State Water System ID#1234567. Date Distributed: 8/8/09.

1) Description of the violation or situation

2) When the violation or situation occurred

3) Potential health effects

4) The population at risk

5) Should alternate water supplies be used

6) Actions consumers should take

7) What is being done to correct the violation or situation

8) When the system expects to return to compliance

9) Name and Phone number for more information

10) Required distribution language

Table 2. Requirements for Issuing a Public Notice				
Violation Tier	**Deadline for Initial Notice**	**Repeat Notices ***	**Delivery Methods to Use**	**Go To…**
1	24 hours**	As directed by the primacy agency	1) Broadcast media (radio or television), posting, or hand delivery. 2) In consultation with the primacy agency, additional methods may be required.	Chapter 5
2	30 days ***	Every 3 months	CWS: 1) Mail or hand delivery. 2) Another method as needed to reach consumers not likely to receive a notice from methods noted in item #1.	Chapter 6
			NCWS: 1) Posting, hand delivery, or mail. 2) Another method as needed to reach consumers not likely to receive a notice from methods noted in item #1.	
3	1 year****	Annually	CWS: 1) Mail or hand delivery (public notice delivery may be provided by CCR if one year requirement is met). 2) Another method as needed to reach consumers not likely to receive a notice from methods noted in item #1.	Chapter 7
			NCWS: 1) Posting, hand delivery, or mail. 2) Another method as needed to reach consumers not likely to receive a notice from methods noted in item #1.	

* Repeated notices are required if the violation or situation persists, unless otherwise directed by the primacy agency.

** For Tier 1notices, systems must also initiate consultation with the primacy agency within 24 hours.

*** Systems with turbidity MCL violations based on the average of samples over two days or with turbidity single exceedance treatment technique violations must consult with the primacy agency within 24 hours after learning of the violation.

**** EPA recommends consolidating all Tier 3 violations and situations occurring within a given year into an annual notice. Refer to page 117 for more information.

Whom must I inform when a violation or situation occurs?

If you are faced with a violation or situation requiring public notification, you must provide the notice to persons served by your system. This means you must take all reasonable steps to inform people if they would not be reached by the most commonly used methods of notification. This does not mean that every person in the area served by the system must be notified (this may be impossible), but you must identify different types of consumers and make an effort to reach them. Additionally, every new billing customer or unit must be notified of any ongoing violations or situations for which notice has previously been issued. A noncommunity system's notices must be posted for as long as a violation or situation lasts. Remember that the most effective public notices—those that protect public health and build consumer understanding and trust—reach the largest possible group of people.

For example, if a community water system mails a notice to its billing customers only, people who do not receive water bills, such as tenants whose utilities are included in their rent or people who work in the area served by the system but live elsewhere, would not receive a notice. Publishing a notice in the newspaper and providing copies of the notice to landlords to distribute to their tenants would help reach those people. At a noncommunity system, hand delivery of notices would reach only those consumers who are present when the notices are distributed. Posting would reach visitors or newcomers.

You are required to include standard language in your notices that encourages distribution of the notice, where applicable. This language is included in Chapter 3 (page 12) and is intended to increase public awareness of the situation. Use of this language does not relieve you of your obligation to notify persons served, however.

What if I sell water to other systems?

If you sell or otherwise provide drinking water to other public water systems, you are required to give public notice of a violation or situation to the owner or operator of any systems to whom you sell water. (Selling systems are known as "wholesale" systems; purchasing systems are referred to as "consecutive" systems.) As a wholesale system, you are not required under the PN Rule to distribute notice to persons served by the consecutive systems. It is the responsibility of the consecutive system to provide public notice to the people it serves. For example, if you supply water to six other systems, the PN Rule requires you to provide public notice to the owner or operator of each of the other six water systems. Each of the six consecutive systems must, in turn, provide notice to the persons they serve within the appropriate deadline.

The "clock" for public notification (i.e., the point in time from which the deadline for notification is determined) begins for each of the consecutive systems when they are notified of the violation or situation. In a situation where a system purchases water, then sells some of this water to another system, this could have a "multiplying" effect. In a Tier 1 situation, for example, the notification deadline for the third system could be up to three days after the violation was originally identified. In such circumstances, it may be easier and more appropriate for you as the wholesale system to notify all consumers of consecutive systems by broadcasting the notice over television or radio, or for you and the consecutive systems to issue joint notices. In general, you should send copies of the notice to their consecutive systems prior to notifying the media, if time permits. You should incorporate procedures and chains of communication for such situations into your emergency management or communications plan. In addition, any memoranda of understanding you sign with other water systems should spell out each system's public notification responsibilities.

Does every notice need to be sent to everyone in my system?

In general, notices must be provided to all people who are served by the system. However, in some cases where a portion of the distribution system is physically or hydraulically isolated from the rest of the distribution system, your primacy agency may allow you to notify only those people in the portion of the distribution system that is out of compliance. For example, if you have a TCR violation in a portion of your distribution system that is hydraulically disconnected from the rest of the system, you may request from your primacy agency to provide notice to only those consumers in that portion of the distribution system. You must receive written permission from your primacy agency to limit distribution of a notice.

This may also apply to purchasing systems. If a consecutive connection is in an area of the distribution system that is isolated from other parts of the distribution system, and that portion of the distribution serving the purchasing system is in compliance, your primacy agency may not require you to notify the purchasing system of the violation. Again, permission to limit distribution of the notice must be in writing.

What standard language do I have to include in my notices?

Health effects language for MCL and MRDL violations, treatment technique violations, and violations of the conditions of a variance or exemption. **You must include the health effects language specified in Appendix B for such violations**. You must also describe potential health effects for other situations, even if there is no mandatory language. Contact your local health department or primary agency for suggestions.

Language to encourage the widest possible distribution of the notice to all persons served. You must include the following language in all notices where applicable. There are situations where this may not apply—for example this language would probably not be necessary on a posted notice, since posting makes the notice available to everyone who passes by. It would also not be needed for a notice provided by broadcast and print media. Use of this language does not relieve you of your obligation to notify persons served:

> "Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail."

Language for monitoring violations (including testing procedure violations). You must include the following language for all monitoring and testing procedure violations:

> "We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period], we ['did not monitor or test' or 'did not complete all monitoring or testing'] for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time."

What information do I need to include for special notices for fluoride SMCL exceedances?

Community water systems that exceed the SMCL of 2 mg/l for fluoride but do not exceed the MCL of 4 mg/l must include the special fluoride language shown in Template 3-5 and fill in the blanks as appropriate. You do not need to include the ten elements listed in Figure 1. You must provide notice as soon as practical but no later than 12 months after you learn of the exceedance and repeat the notice annually as long as

the exceedance persists. See Chapter 7 for more information. Primacy agencies may require earlier initial notification or more frequent repeat notification on a case-by-case basis.

What do I need to include for special notices for unregulated contaminant monitoring?

If you monitor for unregulated contaminants, you must issue a public notice stating that the results of the monitoring are available and give a phone number to call for those results. You do not need to include the ten elements listed in Figure 1, but you must follow the Tier 3 schedule. See Template 3-4 (Chapter 7, page 132) for an example. Community water systems may include this information in an annual notice for Tier 3 violations and situations or in your Consumer Confidence Report (CCR). See Chapter 7 (page 117) for more information. If you include this information in your CCR, the CCR must be issued within 12 months of receiving the monitoring results. Please note that any detected unregulated contaminant monitoring must be reported in the system's CCR table of detected contaminants.

What information do I need to include for special notices if my primacy agency has allowed my noncommunity system to exceed the nitrate standard up to 20 mg/l?

Noncommunity systems that have been given permission by the primacy agency to provide water in excess of the nitrate MCL (although no higher than 20 mg/l) are required to issue a Tier 1 special notice. The notice must be continuously posted and must include required language shown in Template 1-3 (see Chapter 5, page 44). The notice must contain the 10 required elements as listed in Figure 1.

What information do I need to include for special notice for repeated failure to conduct required *Cryptosporidium* monitoring?

Surface water systems that incur a violation for failure to sample for *Cryptosporidium* in the source water for any three months as required under the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) are required to issue a Tier 2 special notice. The notice must include required language shown in Template 2-10 (see Chapter 6, page 86) as well as a description of what the system is doing to correct the violation and when the system expects to return to compliance or resolve the situation.

What information do I need to include for special notice for failure to determine my bin classification or my mean *Cryptosporidium* level?

Surface water systems that fail to determine their bin classification or mean *Cryptosporidium* level after completing source water monitoring required under LT2ESWTR are required to issue a Tier 2 special notice. The notice must include required language shown in Templates 2-11 or 2-12 (see Chapter 6, pages 88 and 90, respectively) as well as a description of what the system is doing to correct the violation and when the system expects to return to compliance or resolve the situation.

What if I have been issued a variance or exemption?

Public notices for operating under a variance or exemption have different content requirements than notices for the violations and situations described previously. If you are operating under a variance or exemption, you must notify your consumers within one year of obtaining it and repeat the notice annually for as long as the variance or exemption exists. You must include the following in your notice:

- An explanation of the reason(s) for the variance or exemption.
- The date on which the variance or exemption was issued.
- A brief status report on the steps you are taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption.
- A notice of any opportunity for public input in the review of the variance or exemption.

If you violate the conditions of the variance or exemption, you must issue a Tier 2 notice containing the elements listed on page 8.

Are there formatting requirements for public notices?

All public notices must meet certain formatting standards. These requirements will help highlight your notice in the newspaper and ensure that consumers can easily read and understand the notice.

Notices must:

- Be displayed in a conspicuous way (where printed or posted).
- Not contain overly technical language or very small print.
- Not be formatted in a way that defeats the purpose of the notice.
- Not contain language which nullifies the purpose of the notice.

Your primacy agency may have special formatting requirements. Check to be sure that you meet all of its requirements.

Will I have to provide notices in languages other than English?

Remember that your goal is to inform and protect the public and the best way to do that is to make it easy for them to understand your message. Messages are easiest to understand when they are presented in the audience's first language. When it comes to communicating risks, it is important to make it as easy as possible for your audience to understand your message. Clarity and simplicity help people understand risks and put them in perspective.

If a large proportion of the population you serve does not speak English, the PN rule requires that your notice must, at a minimum, contain information in the appropriate language(s) regarding the importance of the notice, or it must provide a phone number or address where a translated notice or information or assistance in the appropriate language is available. Your primacy agency may have established criteria for what constitutes a large proportion of the people you serve; check with the agency to be sure. If your primacy agency does not define what constitutes a large proportion of non-English speaking consumers, it is up to you to make this determination.

To find information on the languages spoken in your community, see the US Census Bureau's Web site, http://factfinder.census.gov. The census database includes answers to questions about literacy levels, what languages besides English are spoken at home and the level of English proficiency. (English proficiency is important, because if a group tends to speak another language at home, but is also able to read and understand English, a notification in a second language may not be necessary.) You should also be able to find out the number of people who speak each language.

You should be more proactive in deciding whether to translate PNs than you would be for your CCR. Keep

in mind that public notices are about violations of drinking water standards or other situations that pose a potential health risk, whereas CCRs are educational in nature (e.g., water source(s), overall water quality, etc.). You may wish to provide notices in multiple languages if non-English speaking populations are in your service area, whether or not they constitute a large proportion of your service population. Although you are not required to provide full translations of notices, this is strongly recommended for Tier 1 notices and for other violations that pose a serious health risk. Primacy agencies may be able to provide you with some assistance in finding translators, but it is your responsibility to get the notice translated. See Chapter 4 for more on identifying whether translated notices are needed, and how to reach non-English speaking people.

Chapter 5 includes Spanish templates for nitrate and fecal coliform notices along with the templates for Tier 1 violations and situations. In addition, Appendix C includes translations in several languages of important phrases, such as "do not drink the water," "boil your water before using," and others.

What information must I provide to my primacy agency?

After you provide the notice to your consumers, you must, within ten days, send your primacy agency a copy of each type of notice you distribute (e.g., newspaper article, press release to TV/radio, mail notices) and a certification that you have met all the public notification requirements [40 CFR 141.31(d)]. You must send certifications for both initial and any repeat notices.

A sample certification "box" with appropriate language is provided below. Although a certification is mandatory, the example is only one suggested format. Contact your primacy agency; they may have a certification form they require to be submitted to them. If your primacy agency does not have a required certification form for you to use, you may wish to copy this certification (with appropriate blanks filled in) onto the bottom or reverse of the copy of the public notice you send to the primacy agency.

Sample Certification "Box"

PWS Name: [give system name]_____
PWS ID #: [provide PWS number]_____
For Violation: [describe violation or situation]_____
Occurring on: [insert date]_____.

The public water system indicated above hereby affirms that public notice has been provided to consumers in accordance with the delivery, content, and format requirements and deadlines in [regulatory citation].

☐ Consultation with primacy agency (if required) on__[insert date]__.

☐ Notice distributed by __[insert method]__ on __[insert date]__.

☐ Notice distributed by __[insert method]__ on __[insert date]__.

☐ Content - required elements.

_____ _____

Signature of owner or operator Date

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4. Making Public Notification Work – Plan In Advance

Effective risk communication, particularly when potentially serious health risks are involved, requires advanced planning, effective communication, and follow-up. The discussion that follows describes some of the key steps you can take before, during, and after a situation that requires public notification. It includes suggestions for making your communication efforts as effective as possible. Systems are not required to perform all of the activities discussed in this Chapter; however, it will be helpful to them if they do.

Planning in Advance for Public Notification

Any advanced work you can do to prepare for a public notification effort will pay off if you are faced with a violation or situation. Advanced planning will allow accurate information to be transferred quickly to all affected consumers with ease and will allow for time to correct issues if situations do not go as planned. When timing is critical, it will be less stressful on you if you have developed communication channels and become familiar with the templates provided in this guidance ahead of time.

When your community and water system conduct emergency planning, include Tier 1 public notification requirements in your plans. This way when a serious violation, waterborne disease outbreak, or other emergency occurs you will already have in place an established process, chain of command, and knowledge of the best communication channels and delivery methods for reaching your public. You will also have the relationships, contacts, and understanding of key stakeholders that you will need if you are faced with a very short turnaround time for communicating required information to the public.

Assemble Your Response Team

- **Develop a working relationship and response plan with your local health department** so you have an agreed-upon process for sharing information about water-related health risks and communicating with the public. Consumers may call the health department for information about health risks described in your communications. If you coordinate in advance, you can help to ensure that, regardless of whom they call, your public hears consistent messages that will help them understand the risks and how to manage them.
    - Remember, situations that require public notices will probably affect health professionals in your community. They will need accurate and clear information on contaminants and health risks so that they can help your public understand the risks and how to manage them. Health professionals need to understand how the violation or situation affects their patients (especially those professionals who treat children, the elderly, pregnant women, people with compromised immune systems or other sensitive subpopulations). Public health officials may know the most effective channels for reaching your community's health providers. Discuss this in advance so that you are not trying to find every clinic, doctor, and nurse in your community at the same time that you are trying to solve a contamination problem. The local health department or sanitarian is also likely to have valuable information to share about the populations you serve, particularly about the subpopulations most vulnerable to water-related illnesses and ways to reach them.

- **Work with your community's emergency managers** to establish ties with the state office that works with National Oceanic and Atmospheric Administration (NOAA)/National Weather Service (NWS) to access the Emergency Alert System (EAS). Through memoranda of agreement between states and the NWS, communities can broadcast alerts of non-weather emergencies, including drinking water violations and

situations, via NOAA Weather Radio and NOAA Weather Wire Service. This is a very effective delivery method to have at your disposal in case of a violation or situation requiring a Tier 1 public notice.

- **Create a list of emergency contact numbers** for all of the people who will be critical to your outreach efforts, including public health representatives, webmasters that support your Web site and key Web sites hosted by the local government, health department, media contacts, local government officials, and leaders from the subpopulation groups you identify in your service community. Ensure this list is kept up to date for future notices.

- **Identify printers or copying services** that have the capacity to generate high volumes of copies, and other vendors that supply services that you may need in an emergency.

- **Identify alternative water suppliers** such as bottled water distributors in case you need to supply an alternate source of water.

- **Find out whom you should contact at the primacy agency** for cases where consultation is required. Determine whether there are alternative procedures for notifying the agency when violations or situations occur on weekends or holidays. Also, be sure you have a way to contact them during an emergency, such as a power failure, that may cause them to not be at their place of business. This is especially true if you routinely communicate via e-mail.

Understand Your Audience and How to Reach Them

Water systems need to know their customers before they are faced with a critical need to reach and inform them. One of the most effective steps you can take to plan in advance for a public notice distribution is to analyze and segment your service population. The key to segmenting your audience for effective communication is to identify the number of discrete subgroups within your community that receive information in different ways, require special advice, or have distinct communication needs. For example, your community may consist of several language groups, several groups with different reading proficiencies, multiple groups that obtain their information from different media sources, and sensitive subpopulations that may require additional public health information. If you can identify these specific subgroups within your community, and identify what differentiates each group, you will be better prepared to reach each group effectively. Questions to research in advance include:

- Are there facilities in your service area that require additional content such as schools, hospitals, or food preparation organizations?
- What languages are spoken in your service area?
- Within each language community, what percentage of people is also proficient in English?
- Are there large numbers of people in your service area with low literacy levels?
- Are low-literacy groups “clustered” in certain zip codes or neighborhoods?
- What sources of information do these groups rely on?

- Consider your local media as another good source of information on your audience. It is the media’s job to know the community inside and out. Media outlets have an economic need to understand how to reach various segments of the audience, and typically have a mission to “serve” the community. These two goals mean that they likely have knowledge of various subgroups in your community; and contacts with

key leaders within those communities. Since you should establish relationships with the media anyway (as partners in communication), one way to develop allies within the media is to recognize their knowledge and abilities by asking them for valuable information about your service population.

- Determine the key local media that each subgroup looks to for information. For example, identify non-English radio stations, television shows on cable access, and local public radio stations that may appeal to your various target subgroups. Identify local foreign-language newspapers, and determine which of these reach the most people. Remember that some may only be published weekly, and would therefore not be appropriate for Tier 1 situations.

- Identify community and ethnic group leaders and discuss with them your commitment to provide safe drinking water to their constituents. These "grassroots" groups usually have a high level of contact with target demographic groups, and tend to be trusted by them. Establish and maintain working alliances with these grassroots organizations so that if you need to quickly distribute a message about the drinking water in the future, you already have channels in place to reach your diverse audience. Building these relationships will also demonstrate your concern for the community and establish a level of trust that will increase the likelihood that they will assist you when needed.

- Consider local government officials, neighborhood and civic associations, community leaders, large employers, church leaders, grocery store owners, barber shop owners…everyone who has the ear of a particular subgroup within your community is a potential ally.
  - Ethnic organizations, churches/mosques/synagogues, and multicultural centers are in touch with the needs and concerns of specific racial, religious, or ethnic groups, including people who cannot speak or read English.
  - Health care providers, hospital and nursing home directors, and social service providers, are a first source of information for many people, especially vulnerable populations, such as elderly populations, cancer patients, or HIV/AIDS patients.

Consider how you can deliver your messages most effectively to each subgroup in your community. Different audiences demand different messages because they have differing concerns and, sometimes, different ways of absorbing information.

In the discussion below of how to make materials more readable, you will find suggestions for including graphics and other visual cues to help your audience understand printed information. Also consider that some of your audience may have low-literacy skills or visual impairments that make it difficult to process written information and consider how you can provide information to them through television, radio, in public meetings or through word-of mouth. You may want to ensure radio or televised announcements are provided late at night and early in the morning to help ensure consumers on such schedules receive the information. Also, remember that not all of your customers are residential. Some of your commercial customers may want information about how the violation or situation affects them (e.g., can a restaurant owner use the water for cooking, can a landscape business use the water on their plants, etc.).

Create Your Communication Channels

Once you have analyzed your population and have an idea of the multiple groups you will want to reach in the event of a public notice, establish the relationships and processes you will need to have in place to work through those groups to reach your target audiences. For example, if you know you have a large Hispanic population in your service area and that many members of the community tend to listen to specific radio

stations, watch certain television programs, read particular periodicals and convene at specific locations, make advance connections to those sources of information. Preparing an organizational chart that maps communication channels and maintains current contacts is recommended (see Figure 2).

- Call on the media that can help you reach your target communities. Explain your commitment to providing safe drinking water and that you will sometimes need to reach as many people as possible in a short time period to share important health messages. Enlist them in your cause and establish a process for sharing information with these "third-party communicators" so that they can help you distribute public notices. Explain ahead of time what constitutes an emergency and what it means if you contact them in the future to request help with distribution of a public notice.
    - Develop relationships with the media. Hold an annual media day where you can offer tours and explain how your system operates, including any improvements you may be implementing. In addition, find out if local news outlets hold community outreach days. The more informed your local media is about your water system, the more accurate and positive they will be when writing about a violation or situation. Cultivate a positive image—that your water system is a resource to protect, not simply another "utility." Designate one person on your staff to serve as a liaison to the media. Establish a relationship with a key reporter (e.g., someone who covers environmental or public health issues), so that you can make quick contact with them in an emergency. A good relationship will improve the likelihood that your message is aired the way that you want it to be.
    - Ask your media contacts what kind of information about water quality issues they would find valuable, in case of an emergency, and prepare draft materials for the media. Make it easy for the media to cover your story correctly.

- Establish contacts with institutions and people who can translate notices into other languages for you and help you target non-English speaking populations to receive translated notices. Community centers, universities, high school teachers, and community activists can help provide translations. Make contacts ahead of time for low-cost translations. Consider word-of-mouth as a good way to get notices to non-English speaking consumers, especially if there are no television or radio stations or newspapers in those languages. To stimulate word-of-mouth transfer of information, you need to have relationships with opinion leaders who are well connected within each community you want to reach. It is also important to work with community or ethnic organizations, such as churches, mosques, temples, and community associations to make sure the notice gets to non-English speaking consumers. See Chapter 3 for information on the multi-lingual requirements for public notices.

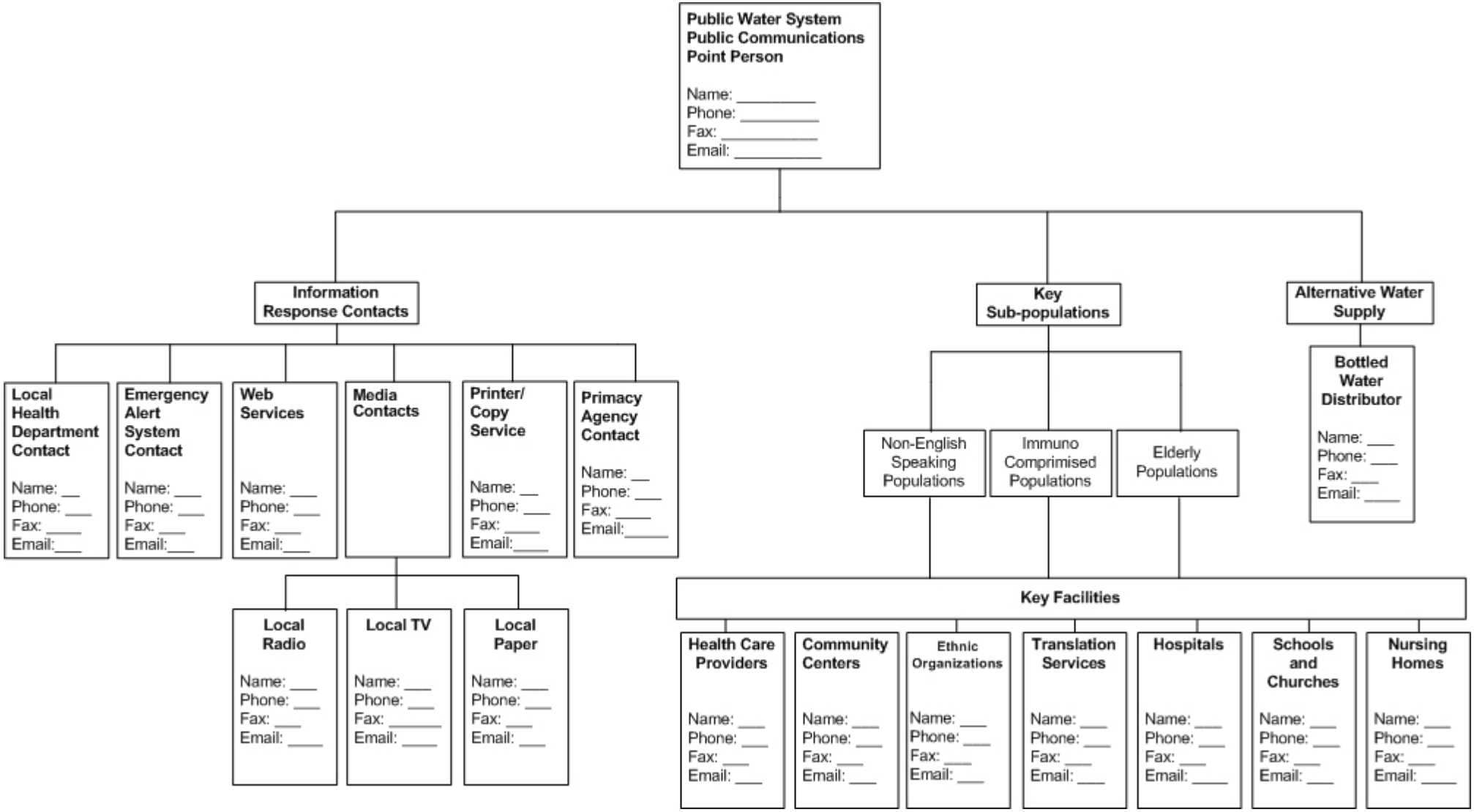
- Each public notification tier has required methods of delivery. Review this handbook in advance of a violation or situation so that you are prepared to distribute information within each required timeframe and as quickly and widely as possible.

Prepare Your Messages

Do not wait for a violation or situation to occur to begin preparing your messages. Think ahead about the key concerns that each of your subgroups may have in the case of different violations or situations, and identify specific subgroups that may face particular health risks from different contaminants to treatment problems.

- Review the templates provided in this handbook now, before timing is critical, to ensure the message will address the specific needs of your system. Modify the templates, if necessary, to meet the needs of your system.

Figure 2
Organizational Chart



- If possible, test your messages ahead of time with groups who can serve as surrogate audiences. While EPA has tested public notice templates in this handbook with focus groups for readability and understandability, consider having focus groups and special interest groups (e.g., the elderly, non-English speaking, renters, etc.) evaluate your public notices and process to provide feedback. Of course, any time you are faced with a situation that requires a public notice, you should pay attention to the reactions among your consumers, so if you are faced with a similar situation in the future, any difficulties will not be repeated.

- Train spokespersons, build Web pages, create fact sheets and brochures and develop agendas for public meetings in advance. In the wake of a crisis you will be glad to have draft materials ready for final review and quick distribution.

- If applicable, consider including a statement in your message that the primacy agency regulations are more stringent than the federal regulations.

Preparing your message in advance will be especially useful if you know your system is at risk of a violation. For example if contaminant levels are below the MCL but have the potential in the future to exceed it, or if there are recurring pollution problems associated with naturally occurring contaminants or land uses in your area, you can prepare a notice in anticipation of a possible violation.

Even emergency situations will generate a number of common concerns. When a violation or situation affects their drinking water, people will be most concerned with what they need to do, whether they or their family are at risk, and what is being done to address the situation. For more information on communicating risk, refer to EPA's Web site at: http://www. epa.gov/nhsrc/pubs/600r07027.pdf.

Make a Notice Easy to Read

Most readers only read the top half of a notice (or what can be read in ten seconds) and focus on large text such as headings and bolded text. The most important information, especially instructions to protect consumers' health, should be placed on the top half of the notice in large print. Smaller type is appropriate for the less critical elements, such as what the system is doing, an explanation of the cause of the violation or situation, etc. You must still include all the required elements in the notice. See page 8 for a list of the 10 requested elements.

- Try to limit wordiness. A question and answer format is easy to read and guides readers to the information that is likely to concern them. Each paragraph should only deal with one topic and it is very important to limit the number of different messages you include in your communications. When dealing with potential health risks, people become emotional and have difficulty processing information. The best way to help your public understand your public notice is to present a limited number of messages and to strive for consistency of messaging across all communications media. If people hear your few, simple messages over and over again, they are more likely to accurately estimate their risks and to take the right steps to manage them.

- Put the most important components of the message (i.e., those that have the greatest implications for protecting public health) at the top of the notice in large text. The templates for public notices included in Chapters 5, 6, and 7, provide examples of messages that meet the requirements of the federal PN Rule,

and are clear, concise, and understandable.

- Use a font for your public notice that is easy to read. The font used for the public notice templates in this document is Arial which is a sans serif font.

- Use graphics, such as photographs or drawings, to illustrate your messages. Wherever possible, provide an image that describes the actions the public should take to protect themselves from potential health risks. Appendix C includes simple pictures that convey the concept of "do not drink the water," that would be understood by someone who cannot read.

- Highlight the name of your system, especially where people in your area are served by more than one water system. You may also want to prepare a map showing the area you serve, especially if it extends beyond city limits. You may want to print the notices on your system's letterhead which, coupled with the title of the notice, will help people recognize that the notice is important.

Consider Contingencies

You may need to provide bottled water, especially for a Tier 1 violation or situation. You should confirm ahead of time, and periodically reconfirm, that available bottled water supplies meet the Food and Drug Administration or state safety standards by asking bottlers for their most recent testing results. **Make sure your bottled water supplier understands your emergency plan and has its own plan for providing you with large quantities of water on short notice.** You should also try and secure a commitment from the supplier to provide water to you before others in an emergency situation.

During a Violation or Situation Requiring Public Notification

Have Materials Readily Available

Obtain fact sheets on contaminants from EPA's Safe Drinking Water Hotline at 1-800-426-4791 or the Agency's Web site at http://www.epa.gov/safewater/dwhealth.html. This way if you issue a public notice in the future, you will already have the explanatory materials your consumers may ask for after receiving your notice. EPA's fact sheets are updated periodically, so check EPA's Web site regularly to make sure that you have the most recent version. You may consider including the Agency's Web site on the public notice so that consumers may obtain information directly regarding public notification and the contaminant of concern. In addition, consider including your system's Web site, if you have one, on the public notice if you plan to have up-to-date information regarding the situation on the Web site. The EPA Hotline can also provide phone numbers for state laboratory certification offices, where you can get a list of laboratories certified to analyze tap water.

The US Centers for Disease Control and Prevention (CDC) is a good source of information on drinking water contaminants that can cause disease and their Web site includes documents and factsheets on contaminants and diseases, including *Cryptosporidium* (http://www.cdc.gov, 1-800-311-3435). For instance, guidelines on notification for cryptosporidiosis are available in the CDC's *Cryptosporidium* and Water: A Public Health Handbook. This handbook discusses the decision-making process for issuing boil water advisories, provides information on preparing news releases, and contains educational fact sheets on preventing disease. Much of the information in the handbook is also applicable to other types of disease outbreaks and emergencies. This handbook, along with fact sheets and other publications on

Cryptosporidium, are available at: http://www.cdc.gov/ncidod/diseases/crypto/crypto.pdf. Having copies of these fact sheets on hand may be helpful in response to inquires from customers and local media. Information on other diseases is available at: http://www.cdc.gov/healthywater/disease/index.html. Remember, your primacy agency may have more stringent requirements for when to issue a boil water notice.

Help the Media to Distribute an Accurate Notice

When you work with the media to distribute a public notice, call on your contacts who already understand your mission to inform and protect the public. Having established relationships with editors, writers, producers, and program hosts will help you to get your message out to the public quickly and correctly. However, you should not rely solely on the media to distribute your notice. To ensure key facilities (schools, hospitals, businesses, etc.) are properly notified, keep and maintain a listing of these facilities and their contacts and notify them directly.

If you write a press release or get a reporter to write a story for the newspaper, TV, or radio, explain what information you are trying to communicate and why (i.e., the ten elements required on each public notice). Explain to the media in clear and open terms what you are required to do about a violation or situation and make it easy for them to identify the most important information, including a description of the violation or situation, the population at risk, the instructions to consumers, and potential health effects. The easier you make it for the media to accurately cover your story, the more likely you are to get the results you want. Whenever possible, visit your media contacts in person to request coverage.

- Draft a press release for the media and make sure it highlights the key information and how people can get more information (i.e. your system's contact name and number). When you send the notice to radio and TV stations and newspapers, write "PRESS RELEASE FOR PUBLIC SAFETY" at the top of the notice to emphasize its importance.

- Offer to be interviewed on the air by a TV or radio station. Ideally, spokespeople should understand and be trained to deal with the pressures associated with an interview, so that they will appear calm (and not evasive or defensive).

- Write a draft story or an op-ed for the newspaper and give a completed draft to an editor.

- Provide radio and television programs with talking points, sources for impartial information (e.g., links to the EPA or CDC, contacts at the health department, etc.) and suggestions of people they can interview for a story.

- Provide statistics, charts, graphics (photographs, video footage, drawings, maps, etc.) along with your text to make it easy for different types of media to broadcast your story.

- Always take phone calls from the media whether you can answer their questions or not.

CASE STUDY

City of Lacey, Washington

To alert residents of an *E. coli* MCL violation in the distribution system, the City of Lacey and the Washington State Department of Health issued a joint press release. (The City also hand-delivered notices in the affected neighborhood.) Co-issuing the notice gave the press release greater credibility and showed that the City and State were providing consistent information. At the same time, the City contacted Seattle and Tacoma television and radio stations and newspapers. The local newspaper also interviewed system personnel daily. While Lacey received positive feedback on its efforts within the affected neighborhood, it also learned an important lesson about working with the media. Many unaffected consumers were unnecessarily alarmed because lengthy television interviews were edited to short sound bites, some of which did not mention that only 450 homes in the system's 40,000-person distribution area were affected. Lacey addressed the misperception through the local newspaper and a special consumer hotline. This taught the City the importance of prioritizing information for the press and making sure the press knows what information the public critically needs.

If the media will not run a story on your violation or situation, ask an official from your emergency management department to participate by reading the notice on the air or agreeing to an interview. The media may be more likely to air a public notice connected to such officials.

If a newspaper will not publish a story or press release, you may need to buy space to print the notice in its entirety. You should buy an advertisement as close to the front of the paper as possible and make it large enough that people will easily see it. Legal notices are not recommended because they rarely meet the formatting requirements for public notices and are not widely read.

General Tips on Working with the Media

- Be truthful and up-front about local water quality issues.
- Don't be defensive when answering questions.
- Answer questions as well as you can, but don't be afraid to say that you need to check on something if there is a question you can't answer (once you find the information, quickly report back on what you've found).
- Keep in mind that reporters are not familiar with state or federal requirements for safe drinking water - avoid technical jargon!
- Provide additional sources of information such as state contacts or EPA fact sheets.
- Be sensitive to the fact that reporters may be working on tight deadlines.
- Provide a list of the 10 required elements that must be addressed in your public notice so that the media can adequately inform the public about potential risks and how to manage them.
- Don't be upset if a newspaper article isn't exactly as you would want it, but politely tell a reporter if a significant piece of information is wrong or missing so that it can be corrected.

When you send a press release to local television and radio stations, try to get them to commit to airing the story. **Watch or listen to the news** to be sure the public notice is aired. It is possible that, despite your best attempts, the story will be incomplete or the TV/radio station will not air the notice. If this happens,

distribute a written follow-up notice as soon as possible, even if the deadline has passed. Include any additional information that has become available since the initial notice was prepared. Although a partial notice telling consumers what to do is better than no notice, your obligation under the PN rule is not satisfied until a complete notice is distributed.

Other Steps

Notify local health professionals about the violation or situation. People may call their health care providers with questions about how the violation or situation may affect their health, and these professionals should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to make plans to use uncontaminated water.

To address sensitive populations, maintain a list of key facilities (such as nursing homes, hospitals, etc.) and their contacts and notify them directly. This will be beneficial in instances where the media may be unreliable or these facilities may otherwise not receive the notice in a timely manner.

Be prepared for customers to call you with questions. The people staffing the phone lines should understand the violation that prompted the notice, and be prepared to respond to people's concerns: what they need to do, whether they are at risk, and how quickly the situation will be resolved (if known). Consider preparing a list of possible questions and answers for people answering the phones.

As with the media, it is important not to be evasive or defensive in responding to questions. Remember that some callers may not be proficient in English. You may need to have someone on your staff that is bilingual or enlist the help of a grassroots organization or translator. Consider asking community volunteers to support a multi-lingual telephone bank in the event of an emergency and make sure people who answer the phones are prepared to read or explain the entire notice to callers if necessary.

Consider providing handouts and additional information at places like the public library, town hall, and supermarkets, etc.

Your system's Web page can also be a valuable communications tool; it is a good place to furnish updates and more detailed information after the initial notice is provided. This is especially true in "well-connected" communities where a high percentage of the population has Internet access. It is also appropriate for some noncommunity water systems where users regularly use computers and e-mail, such as an office building, a business or a college. Add a date and time stamp to your page and update it frequently (even if the content of the message does not change). People want to know that the information they are reading is as current as possible. This could help limit the volume of calls you receive. Web products should be accessible to the visually disabled. Most software that creates Web pages or word processing software allows the text to be read aloud by a computer.

Preventing Overreaction to a Public Notice

Public education during a violation or situation can minimize overreaction to a water problem and can help focus community attention on the source of a problem. Also, public education prior to a violation or situation about contaminants, what a public notice means, and specific types of water problems, is an excellent public relations tool. All public education will help create a partnership between you and your customers that demonstrates your commitment to providing safe water, and reduces the prevalence of the "us versus them" mentality.

Public notification for recurring problems such as a nitrate exceedance is more effective if supplemented by a public education program. There are a number of ways to create awareness of a contaminant problem and of what it means for public health. These include public meetings at community centers, newspaper or local TV and radio coverage, working with local libraries to establish a reference section on the problem, or newsletters or fact sheets mailed with monthly bills or otherwise distributed broadly throughout the community. Information that is helpful to the public includes:

- Descriptions of the contaminant(s).
- Information on how contaminants get into the water.
- What you are doing to prevent or correct the problem.
- If and why the problem recurs, and what the public can do to prevent a recurrence.
- If and why protection measures have a limited effectiveness.
- The impact on the consumer.

While ongoing problems warrant implementing an early and ongoing public education campaign, public response to a notice can point you to other areas in which public education would be useful. For example, if you receive a high number of calls about a notice, there is probably a need for greater public understanding of the problem.

Another way to prevent overreaction is to recruit spokespeople who are perceived by the public as neutral experts to share your message. Examples include university experts with relevant expertise; local doctors and health professionals; or leaders of local non-profit or advocacy groups with an environmental, community, or public health focus. Communications that are solely through water system staff, politicians, and consultants could be perceived as biased.

Begin your communications with a genuine expression of empathy. Do not try to downplay the issues that your public expresses concern about. Instead, state your awareness and understanding of their concerns and your commitment to keeping them informed so that they know everything that you know. People feel more comfortable about risk when they know the people communicating with them believe their concerns are valid.

Follow-up After the Situation is Resolved

Your primacy agency may require you to do follow-up or "problem corrected" notices for violations or situations, particularly for Tier 1 violations or situations. If it does not, you should consider issuing such a notice anyway. Sometimes, information on the source of the contamination is not available at the time of an initial notice. Providing a notice with updated information demonstrates that you are working on the problem. Consumers will expect to receive official word that the problem is solved or being addressed. Template 1-6 at the end of Chapter 5 is an example of a notice for a corrected violation or situation. This template can be used for Tier 1, 2, or 3 violations or situations that have been corrected.

Follow-up analysis can help ensure that the message in the notice was received as intended, and that all target audiences understood the notice. The results of such analyses can help mold future efforts.

- Media surveys can assess how well television and radio stations, and the press reported the information. Media coverage can be monitored by reviewing the Web sites of local media outlets, or purchasing the

services of media surveillance firms. Relevant information includes the frequency of stories, the media through which they were reported, and the content of the stories (e.g., whether the most important facts were covered or if any erroneous information was reported).

- Polling citizens directly can provide a gauge of your outreach's effectiveness by determining citizens' awareness of the violation, how they perceived the information, and if they were satisfied with and could understand it. The telephone is the most common polling avenue; however, phone polls should be undertaken and interpreted with caution, as the subjects of a phone survey would not include low income residents with no telephone (door-to-door surveys are an option in these areas). Pollsters should be able to speak all of the languages represented in the service area. Grassroots organizations may be surveyed as well.

To ensure accuracy and ease in developing future notices, you should evaluate your notification process and update your contacts annually.

Implement ongoing public education programs about contaminants for which you are at risk of violation; that is, contaminants whose levels are below the MCL but have the potential in the future to exceed it (or have previously exceeded it). This would apply to naturally occurring contaminants, such as radium, fluoride, or arsenic, and for recurring pollution problems (e.g., nitrate, pesticides). With an education program in place, consumers will be better informed if a violation occurs.

Continue to demonstrate your commitment to public health. Schedule public meetings to discuss the violation or situation and to explain necessary treatments (if they are needed) or how citizens can protect the water supply so that future violations are less likely. Invite the public to tour your facility. Maintain good relationships with the media or civic leaders so that they will provide fair news and information about the water system—whether you have another PN situation or not.

5. Tier 1 Notice Requirements and Suggestions

Tier 1 notices must meet the content, format, and multilingual requirements described in detail in Chapter 3 and are required for the following violations or situations [40 CFR 141.202(a)]:

- **Total coliform MCL violations where fecal coliform or *E. coli*** are present, or failure to test for fecal coliform or *E. coli* when any repeat sample tests positive for coliform (sometimes referred to as an acute violation of the Total Coliform Rule).
- **Nitrate, nitrite, or total nitrate and nitrite MCL** violations, or failure to take a confirmation sample for nitrate or nitrite within 24 hours after learning that an initial sample exceeded the MCL.
- Exceedance of the **nitrate MCL by noncommunity water systems** that have been granted permission by the primacy agency to continue to exceed the MCL of 10 mg/L, although they must not exceed 20 mg/L.
- **Chlorine dioxide MRDL** violations when one or more of the samples **taken in the distribution system** exceeded the MRDL on the day after a chlorine dioxide measurement taken at the entrance to the distribution system exceeded the MRDL, or when required samples are not taken in the distribution system.
- **Turbidity** MCL violations of 5 NTU or more, **if elevated to Tier 1** by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
- **Treatment technique violations** resulting from a single exceedance of turbidity limits, **if elevated to Tier 1** by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
- The occurrence of a **waterborne disease outbreak or other waterborne emergency** such as a treatment failure, chemical spill or overfeed, sewage spill, or natural disaster.
- Detection of ***E. coli,* enterococci, or coliphage** in a ground water source sample.
- **Other violations or situations** which could cause serious health effects, **as determined by your primacy agency**.

CASE STUDY

Town of Walkersville, Maryland

When a construction crew accidentally ruptured a sewer line one mile from its wellfield, the Town of Walkersville, MD, immediately issued a precautionary boil water advisory for infants, the elderly, and people with severely compromised immune systems. While no drinking water contamination was evident, the Town was concerned that its treatment plant might not be capable of removing or inactivating *Cryptosporidium* that might be present in the sewage. To notify consumers, volunteer fire department staff knocked on doors at 3,000 homes and businesses, and Walkersville notified the cable company and other local media. Walkersville also provided water in tanker trucks to a local nursing home and spoke to medical professionals in the area. Three days later, when tests of untreated well water showed increasing bacteria concentrations (but before any contamination was detected in the finished water) the boil water advisory was extended to all residents, including those using private wells. The volunteer fire department again assisted with notification. Tanker trucks were set up in four locations. The advisory was rescinded when Walkersville temporarily connected to the nearby Frederick, MD, water supply. Even though bacteria levels reached 30,000 organisms/100 mL in well water and *Cryptosporidium* was confirmed in the sewage, no residents became ill due to the incident, in large part due to the early public notification and quick response by the Town of Walkersville.

What is the deadline for issuing a Tier 1 notice?

As soon as practical but within 24 hours of learning of a violation or situation, you must:

- Initiate consultation with your primacy agency [40 CFR 141.202(b)].
- Issue a public notice.

The **consultation** with the primacy agency is independent of the public notice itself. You must issue the notice within 24 hours, even if you are unable to contact anyone at the primacy agency. Most primacy agencies have 24-hour emergency hotlines, so consultation should be possible at any time. As a result of the consultation, your primacy agency may set additional public notice requirements [40 CFR 141.202(b)]. You may be directed to issue repeat notices for continuing violations or situations, "problem corrected" notices, or, if your initial notice does not meet the requirements, another notice. The agency may also require you to provide notice to specific groups, such as health care providers.

Remember to **send a copy of each type of notice and a certification statement** to your primacy agency within ten days after providing the initial and any repeat notice [40 CFR 141.31(d)]. You must also notify new billing customers of ongoing violations or situations for which you've previously provided notice (40 CFR 141.206).

Required Elements of a Public Notice [40 CFR 141.205(a)]

1. A description of the violation or situation.
2. When the violation or situation occurred.
3. Potential adverse health effects, using required language in Appendix B to Subpart Q or language for monitoring and testing procedure violations [40 CFR 141.205(d)(2)].
4. Population(s) at risk.
5. Whether alternative water supplies should be used.
6. Actions consumers should take, including when they should seek medical help, if known.
7. What you are doing to correct the violation or situation.
8. When you expect to return to compliance.
9. Name, business address, and phone number for additional information.
10. Standard language encouraging distribution to all persons served, where applicable [40 CFR 141.205(d)(3)].

Which methods of delivery must I use?

You must use one or more of the following: **broadcast media** (radio and television), **posting in conspicuous locations**, **hand delivery**, or a **method approved by the primacy agency** in advance or during consultation. The method(s) you choose must be reasonably calculated to reach all persons served, including residents, employees, and travelers. Therefore, you may need to use other methods *in addition to* those previously mentioned. For instance, a large system might provide the notice to local radio and television stations; then, to reach people who don't watch or listen to the news, they might also put the notice in the newspaper. You must use at least one of the required methods and whatever other methods are necessary to reach all consumers [40 CFR 141.202(c)].

Be sure that people understand the importance of notifying others who may travel through the distribution area of the violation or situation. For instance, people who patronize restaurants or work in office buildings

in the distribution area but live elsewhere, may not be aware of the violation or situation. Owners of these establishments should know what they need to tell their customers and are encouraged to inform their customers about the violation or situation.

Suggestions for Effective Public Notification Delivery

When **choosing a method for public notification**, you should consider several issues including the population served, population density (i.e., is the area rural, urban, or suburban), available assistance, and your proximity to radio and television stations, and newspapers.

Large systems should use a combination of broadcast media and newspapers, if available. You should also supplement media notices by posting in public buildings and delivering multiple copies of notices to hospitals, clinics and community centers.

When you write a notice for **radio or television**, assume that it will only receive a few seconds of air time. Make sure the most important information, including a phone number to call for more information, will be included. See Chapter 4, "Making Public Notification Work – Plan in Advance," for tips on working with the media.

For TV notices, ask the station or cable company to put **"scrollers"** across the screen similar to National Weather Service announcements for tornado watches. This is a good way to put the notice on TV and reach people who don't watch the news, as well as target a subsection of the TV audience. You can also work with the appropriate state office to broadcast alerts on NOAA Weather Radio and NOAA Weather Wire Service.

The Internet offers the advantage of being very dynamic; Web sites can be updated as new information becomes available or to address people's concerns and answer their questions. **Add a date and time stamp to your page** and update it frequently (even if the content of the message does not change). People want to know that the information they are reading is as current as possible. **E-mail** is also an effective way to contact most of the students at a college or university. However, remember that access to the Internet is limited and is skewed toward affluent citizens, so you should rely on this as a secondary and not a primary method.

Tips for Very Small Community Systems

Here are some suggestions for very small systems to use to reach the people they serve:

- Hand delivery combined with posting at grocery stores, banks, public bus stops, train stations, etc., may be appropriate for you, especially if radio and/or TV are impractical.
- In rural areas within range of a radio or TV station in a larger town, ask the station to air the notice (make sure that they clearly identify the area affected so as to not cause undue alarm to people in unaffected areas). You may still need to use additional methods of notification.
- Hold community meetings, especially where consumers have low reading ability or don't speak English (where the operator or a community member can translate).

Automatic phone dialers may be effective in large systems as a supplement to broadcast media. Some cities and counties have a computer-based rapid-call system which can be integrated with geographic information systems to target a specific service area. Dialers should not be relied on too heavily; consumers may hang up on recorded messages, children may answer the phone and not transmit the message to their parents, and residents may not understand English.

Prepare written notices on your **water system's letterhead**. This gives the notice additional credibility and makes it easily recognizable as official word from the water system. Also, consider putting the date on the notice.

If there are non-English speaking populations in your service area, it is strongly recommended that you **fully translate Tier 1 notices** into other languages or provide a phone number for assistance in other languages. See Chapter 4 for more information on translating and getting the notice to these groups. At a minimum, you must include some information in the appropriate language if there is a large proportion of such people [40 CFR 141.205(c)]. You may also want to target the blind and deaf communities and people with low reading abilities.

Selecting a Delivery Method

Here are some questions to consider when determining how to deliver your notice:

- My system is in a suburban area. How can I write the notice so that it will not alarm the rest of the metropolitan area not served by my system when the notice is delivered through the media?
- Can I be sure the radio or TV station will give the notice the air time it needs?
- Will the local newspaper write an accurate article about the violation or situation? Will it prominently publish the information in a press release? Will I need to buy an ad or notice?
- Do I have the time and resources to deliver the notice door-to-door?
- Are volunteers available to assist me?

Send a **broadcast e-mail or fax.** Create an "address list" in your e-mail software that includes contacts at each newspaper and radio or television station in the area. Program your fax machine with the fax numbers of all local media contacts so that the push of a button sends the notice to all of them.

You can make **door hangers** for hand delivery that will not easily blow away. Knot a rubber band through a hole punched in the notice and put the rubber band around consumers' door knobs.

If you post a notice, **be sure that the notice is durable.** It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time.

CASE STUDY

City of Lacey, Washington

Throughout the course of an *E. coli* MCL violation in the distribution system, the City of Lacey water system maintained close contact with the lab, seeking its insight on tests, protocols, and ramifications. This enabled the system to make timely decisions and prepare for likely outcomes. The system could then anticipate and initiate the next outreach or public awareness piece. As soon as it became evident that repeat samples for *E. coli* would be positive, the water system mobilized city employees to conduct an early evening door-to-door notification to about 450 homes in the affected area. Employees rang doorbells to talk to residents and provided door hangers that included a boil water order, health effects language on *E. coli*, and information on a community meeting to be held the next day. City employees also staffed a hotline for consumers. Lacey set up a temporary bulletin board in the affected neighborhood to post updates. The electronic and print media also ran stories on the situation. When the boil water order was lifted, the system held another meeting and again hand-delivered door hangers, which included customer evaluation forms. Ninety percent of the respondents gave Lacey a rating of satisfactory or higher for its handling of the event, citing the City's proactive outreach effort as the reason for the solid rating.

Suggestions for Layout of the Notice

Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take. Templates 1-1 through 1-9 at the end of this Chapter offer sample language and instructions for preparing Tier 1 public notices. Template 1-1A contains Spanish language for a nitrate notice; Template 1-4A contains Spanish language for a fecal coliform or *E. coli* notice. Make sure your notice clearly displays the following information:

1. **Title** – Public notices for Tier 1 violations and situations, especially those used for posting, hand delivery, or in a newspaper, should have an attention-getting title. For example, "WARNING" is better than "Public Notice." This should be followed by the targeted audience or the population at risk, such as "People served by ___ Water System" for notices for fecal coliform violations, fecal indicator-positive ground water source samples or disease outbreaks; or "Infants under 6 months" for notices for nitrate violations. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice or include a map. Titles should be in large and/or bold type and centered across the top of the page.

2. **Consumer Actions** – The instructions to consumers should be next in your notice. This should be a short phrase in large type, such as "Boil Your Water" or "Do Not Drink the Water."

3. **Description of the Violation or Situation** – A short description of the violation or situation in large type should follow instructions to consumers. As soon as consumers read "Boil Your Water" for a fecal coliform notice, they will want to know why they should do so. However, since this is a headline, it should be kept short and concise. As another example, for nitrate violations, you might say, "High nitrate levels have been detected." Then the level detected should be listed in normal type, followed by the maximum contaminant level (MCL), or action level, if applicable. A more detailed explanation of the violation or situation should be given in the body of the notice.

4. **Other Consumer Actions** — For nitrate violations, the notice should instruct consumers not to boil water, since that may be their first reaction. Explain that boiling the water will concentrate the nitrate

and may make levels even higher. For microbiological violations, waterborne disease outbreaks, or other emergencies, provide detailed instructions on using boiled water for brushing teeth, cooking, making ice, etc. If you instruct consumers to use bottled water, you should make sure that any water you provide meets standards. Be sure to provide instructions for those who are not at high risk as well. For example, nitrates at levels below 20 mg/L are not generally considered hazardous to adults. Fecal coliform might only be present in part of the distribution system, and unaffected consumers (i.e., people outside of a narrow area impacted who do not need to boil their water) should be told they do not need to take action but have a right to be informed of the problem.

5. **Other Elements** — The following order is suggested for the remaining elements: whether (and where) consumers should seek alternative drinking water sources; potential health effects (using the language in Appendix B - do not alter the health effects language in any way); the date the violation or situation occurred; corrective action you are taking; when you expect to return to compliance or resolve the situation; and the name, address, and phone number of a person to contact for more information. If you are coordinating with the local health department, you may wish to also list its phone number.

6. **Optional Elements** — If you know the source of the contamination, include it in the notice. This information helps the consumer understand why there is a violation or other situation and what is necessary to resolve it. It also reinforces the fact that drinking water is a vulnerable resource that must be protected and that treatment can be costly.

7. **Public Water System ID Number/Date of Distribution**— You should include your PWS ID number at the bottom of the notice. This will help your primacy agency track compliance and prevent tracking errors between systems with similar names. Also include the date you distributed the notice.

Tier 1 Templates

Tier 1 notices must be issued for the following violations or situations:

- **Total coliform MCL violations where fecal coliform or *E. coli*** are present, or failure to test for fecal coliform or *E. coli* when any repeat sample tests positive for coliform (some times referred to as an acute violation of the Total Coliform Rule).
- **Nitrate, nitrite, or total nitrate and nitrite MCL** violations, or failure to take a confirmation sample for nitrate or nitrite within 24 hours after learning that an initial sample exceeded the MCL.
- Exceedance of the **nitrate MCL by noncommunity water systems** that have been granted permission by the primacy agency to continue to exceed the MCL of 10 mg/l, although they must not exceed 20 mg/l.
- **Chlorine dioxide MRDL** violations when one or more of the samples **taken in the distribution system** exceeded the MRDL on the day after a chlorine dioxide measurement taken at the entrance to the distribution system exceeded the MRDL, or when required samples are not taken in the distribution system.
- **Turbidity** MCL violations of 5 NTU or more, **if elevated to Tier 1** by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
- **Treatment technique violations** resulting from a single exceedance of turbidity limits, **if elevated to Tier 1** by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
- The occurrence of a **waterborne disease outbreak or other waterborne emergency** such as a treatment failure, chemical spill or overfeed, sewage spill, or natural disaster.
- Detection of ***E. coli,* enterococci, or coliphage** in a ground water source sample.
- **Other violations or situations** which could cause serious health effects, **as determined by your primacy agency**.

The pages that follow contain templates for Tier 1 violations or situations. Along with each template are instructions, including the required method of delivery and suggestions for completing individual sections of the notice. These instructions are designed to supplement Chapter 5, so you may see much of the information repeated here. The following templates are included:

Templates

Nitrate MCL Exceedance Notice–Template 1-1
Spanish Nitrate MCL Exceedance Notice–Template 1-1A
Nitrate Failure to Take a Confirmation Sample Notice–Template 1-2
Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice–Template 1-3
TCR Fecal Coliform or *E. coli* Notice–Template 1-4
Spanish TCR Fecal Coliform or *E. coli* Notice–Template 1-4A
Waterborne Disease Outbreak Notice–Template 1-5
Problem Corrected Notice–Template 1-6
IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice–Template 1-7
Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice–Template 1-8
GWR Fecal Indicator-Positive Source Sample Notice- Template 1-9

Mandatory language on health effects (from Appendix B to Subpart Q), which must be included as written (with blanks filled in), is presented in italics in each notice, with an asterisk on either end.

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. Use of this language does not relieve you of your obligation to take steps reasonably calculated to notify all persons served:

> *Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

Instructions for Nitrate MCL Exceedance Notice – Template 1-1

Template on Reverse

Since exceeding the nitrate maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period you must also contact your primacy agency. You should also coordinate with your local health department. This template is also applicable to nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse provides suggested public notice content and format and is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Repeat Notices

If this is a repeat notice (as required by your primacy agency), or if your system's nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

> You were initially notified of high nitrate levels on [give date]. Since that time we have been monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears that high nitrates occur during the later summer and fall. Note that prior to [give year] we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include drilling a new well, mixing the water with low-nitrate water from another source, or buying water from another water system.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

You should notify health professionals in the area of the violation. People may call their doctors with questions, and the doctors should have the information they need to respond appropriately. They also need to make sure the water is not provided to infants in their care.

It is also a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

DRINKING WATER WARNING

[System] water has high levels of nitrate -

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

On [give date], we received notice that the sample collected on [give date] showed nitrate levels of [level and units]. This is above the nitrate standard, or maximum contaminant level (MCL), of [state/ federal MCL]. Nitrate in drinking water is a serious health concern for infants less than six months old.

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year.

What should I do? What does this mean?

- **DO NOT GIVE THE WATER TO INFANTS.** ***Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.**** Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
- Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can't process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

What is being done?

[Describe corrective action and when system expects to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed:_____.

Instructions for Spanish Nitrate MCL Exceedance Notice – Template 1-1A

Template on Reverse

The template on reverse is a Spanish translation of Template 1-1A for nitrate. All the instructions of Template 1-1 apply. This template is an exact translation of the English template, so if you need to modify the English templates, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See Chapter 4 for suggestions on creating effective multilingual notices.

AVISO SOBRE SU AGUA POTABLE

Agua del sistema [system name] tiene altos niveles de nitratos –

NO DAR DE BEBER ESTA AGUA A BEBES MENORES DE 6 MESES DE EDAD NI USARLA PARA HACER LECHE DE FORMULA

Recibimos un aviso el (fecha) que la muestra tomada el (fecha la muestra fue tomada) demuestra una concentracion de nitrato de (nivel unidades). Este nivel está por encima de la norma, o nivel máximo de contaminación (NMC) de [state/federal MCL in Spanish]. Nitratos en agua potable puede generar serios problemas de salud para bebés menores de 6 meses de edad.

Nitratos en el agua pueden provenir de fuentes naturales, industriales or de la agricultura (incluyendo descargas de tanques sépticos y lluvias). Las concentraciones de nitratos en el agua potable varían a lo largo del año.

¿Qué debo hacer? ¿Qué es la significa de este?

- **NO LE DE ESTA AGUA A BEBES.** ***Bebés menores de seis (6) meses que ingieran agua con nitratos en exceso del nivel máximo de contaminación (NMC) se pueden enfermar seriamente y, de no ser tratados, pueden morir. Los síntomas incluyen dificultad en respirar y síndrome de bebé azul.*** El síndrome de bebé azul se refiere al color azulado que toma la piel del bebé. Los síntomas en los bebés pueden desarrollarse con rapidez, con el deterioro de su salud en los días subsiguientes. Si los síntomas ocurren en infantes menores de seis (6) meses de edad, busque atención médica inmediatamente.
- Agua, jugo o leche en polvo para bebés menores de seis (6) meses de edad no debe prepararse con agua del grifo. Debe emplear agua embotellada u otra agua baja en nitratos hasta próximo aviso.
- **No hierva el agua.** Hervir, congelar, filtrar o dejar el agua en reposo no reduce el nivel de nitratos. De hecho, al hervir el agua puede aumentar aún más la concentración de nitratos, debido a que los nitratos permanecen cuando parte del agua se evapora.
- Adultos e infantes mayores de seis (6) meses de edad pueden tomar el agua del grifo. (Los nitratos son peligrosos para los bebés debido a que ellos no pueden procesar los nitratos de la misma manera que los adultos). Sin embargo, si usted está embarazada o tiene algún problema de salud en particular, puede optar por hacer una consulta con su médico.

¿Qué se está haciéndo al respecto?

[Describe corrective action and when the system expects to return to compliance in Spanish.]

Para mayor información, favor contactar a [name of contact] al teléfono [phone number] o escribiendo a [mailing address].

Por favor comparta esta información con otros que pueden tomar de esta agua, colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregandolo manualmente. Es de particular interés distribuir este aviso ampliamente si usted lo recibe representando un negocio, un hospital u hogar de infantes u hogar de ancianos o comunidad residencial.

Este aviso ha sido enviado a usted por [system]. Numero de Identificación : _____.
Fecha de distribución: _____.

Instructions for Nitrate Failure to Take a Confirmation Sample Notice – Template 1-2

Template on Reverse

Since failure to take a confirmation sample for nitrate within 24 hours after learning that an initial sample exceeded the MCL is a Tier 1 violation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period you must also contact your primacy agency. You should also coordinate with your local health department. This template is also applicable to nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Repeat Notices

If this is a repeat notice (as required by your primacy agency), or if your system's nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

> You were initially notified of our system's failure to take a confirmation sample following high nitrate level on [give date]. Since that time we have taken a confirmation sample on [give date] that also resulted in a high nitrate level. We are currently monitoring the nitrate concentration [give sampling timeframe e.g., every three months]. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears that high nitrates occur during the later summer and fall. Note that prior to [give year] we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own text:

- We are in the process of collecting a confirmation sample to determine if we have high nitrate levels. If the sample shows we are meeting our drinking water standards, you will not receive another notice. However, if the sample shows that we do have high nitrate levels in our water, another notification will be issued within 24 hours after we receive the results.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

You should notify health professionals in the area of the violation. People may call their doctors with questions, and the doctors should have the information they need to respond appropriately. They also need to make sure the water is not provided to infants in their care.

It is also a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

DRINKING WATER WARNING

[System] did not take a confirmation sample to determine if the water has high levels of nitrate –

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

We are required to monitor your drinking water for nitrate on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we [‘did not monitor or test’ or ‘did not complete all monitoring or testing’] for nitrate and therefore cannot be sure of the quality of your drinking water during that time.

On [give date], we received notice that the sample collected on [give date] showed nitrate levels above the nitrate standard, or maximum contaminant level (MCL), of [give state/federal MCL]. We were required to take a confirmation sample within 24 hours. We did not complete the required confirmation sample monitoring. Nitrate in drinking water is a serious health concern for infants less than six months old.

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year.

What should I do? What does this mean?

- **DO NOT GIVE THE WATER TO INFANTS.** Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
- Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can’t process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

What is being done?

[Describe corrective action and when system expects to return to compliance.] After receiving the results of our first sample, we failed to collect a second sample within 24 hours to confirm the results of the first sample. We have since collected the second sample and are waiting for the results.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed:_____.

Instructions for Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice – Template 1-3

Template on Reverse

Noncommunity water systems that have received approval by their primacy agency to exceed the nitrate maximum contaminant level of 10 mg/l but no more than 20 mg/l are required to provide Tier 1 notification. You do not incur a violation but are still required to provide public notice to persons served as soon as practical but no more than 24 hours from learning of the situation [40 CFR 141.202(b)]. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods to reach all persons served.

If you modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice [40 CFR 141.205(d)]. This language is presented in this notice in italics and with an asterisk on either end. However, if you post this notice such that all possible users have access to the notice, this language is not applicable and can be omitted.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Continuous Notices

As long as nitrate levels exceed 10 mg/L, continuous posting of this notice is a requirement [40 CFR 141.209(b)].

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

DRINKING WATER WARNING

[System] water has high levels of nitrate –

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

Water sample results show nitrate levels of [level and units]. This is above the nitrate standard or maximum contaminant level (MCL), of 10 mg/l. Nitrate in drinking water is a serious health concern for infants less than six months old.

We have been given permission by [primacy agency] to provide water in excess of the standard as long as:

- Nitrate levels do not exceed 20 mg/l.
- The water is not made available to children under 6 months of age.
- We continuously post this notice meeting all public notice requirements.
- Local and state health officers are notified annually.
- No adverse health effects result.

What should I do? What does this mean?

- **DO NOT GIVE THE WATER TO INFANTS.** ***Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.*** Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
- Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can't process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed:_____.

Template on Reverse

Since exceeding the fecal coliform or *E. coli* maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time, you must also contact your primacy agency. You should also coordinate with your local health department. You may also have to modify the template if you also have high nitrate levels or other coliform MCL violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with fecal coliform or *E. coli* violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are chlorinating and flushing the water system.
- We are switching to an alternate drinking water source.
- We are increasing sampling for coliform bacteria to determine the source of the contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbial contamination so they can use bottled water.

It is also a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

DRINKING WATER WARNING

[Fecal coliforms are /E. coli is] present in the [System]'s water

BOIL YOUR WATER BEFORE USING

Fecal coliform [or *E. coli*] bacteria were found in the water supply on [give date]. These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- **Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems.**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

[Describe corrective action.] We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Spanish TCR Fecal Coliform or *E. coli* Notice – Template 1-4A

Template on Reverse

The template on reverse is a Spanish translation of Template 1-4 for fecal coliform or *E. coli*. All the instructions of Template 1-4 apply. This template is an exact translation of the English template, so if you need to modify the English templates, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See Chapter 4 for suggestions on creating effective multilingual notices.

AVISO SOBRE SU AGUA POTABLE

[Bacterias coliformes fecales están /E. coli esta] presente en el Agua del Sistema [nombre del sistema]

HIERVAN EL AGUA ANTES DE USARLA

Bacterias coliformes fecales (o *E. coli*) fueron encontradas en su servicio de agua el dia [date of violation in Spanish (day-month-year)]. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con las defensas bajas o sistemas imunológicos débiles.

Contaminación bacteriana puede ocurrir cuando exceso de aguas rebasan sus cauces y entran a las fuentes de agua potable (por ejemplo, luego de una lluvia fuerte). También pueden ocurrir cuando se rompe un sistema de recolección de aguas negras, o cuando hay una falla en el tratamiento de agua.

¿Qué debo hacer? ¿Qué es la significa de este?

- **NO BEBA EL AGUA SIN ANTES HERVIRLA.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilize agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. Hierviendo morta a bacteria y otros organismos en el agua.
- **Coliformes fecales o E. coli son bacterias cuya presencia indica que el agua esta contaminada con desechos humanos o de animales. Microbios de esos desechos pueden causar diarrhea, cólicos, nausea, dolores de cabeza u otros síntomas. Pueden representar un peligro para la salud de bebés, niños y niñas de corta edad y personas con sistemas immunológicos en alto riesgo.**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios. También pueden ser causados por otros motivos. Si usted siente estos síntomas y estos persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

¿Qué se está haciéndo al respecto?

[Describe corrective action in Spanish] Le informaremos cuando las pruebas demuestren que no hay bacterias y que usted ya no necesita hervir su agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year].

Para mayor información, favor contactar a [name of contact] al teléfono [phone number] o escribiendo a [mailing address].

Por favor comparta esta información con otros que pueden tomar de esta agua, colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregandolo manualmente. Es de particular interés distribuir este aviso ampliamente si usted lo recibe representando un negocio, un hospital u hogar de infantes u hogar de ancianos o comunidad residencial.

Este aviso ha sido enviado a usted por [system]. Numero de Identificación : _____.
Fecha de distribución: _____.

Template on Reverse

Since a waterborne disease outbreak is a Tier 1 situation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the situation [40 CFR 141.202(b)]. You must also contact your primacy agency during this time. You should coordinate with your local health department as well. **You must also issue a public notice if you are experiencing a waterborne emergency other than a waterborne disease outbreak, such as one caused by flooding or treatment failure. In such cases, you may be able to modify this template to apply to your situation.** Check with your primacy agency for more direction. More information on waterborne disease outbreaks and emergencies is available from the Centers for Disease Control and Prevention (http://www.cdc.gov/healthywater/disease/index.html, 1-800-311-3435). For a waterborne disease outbreak or other emergency, you must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

You must include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is presented in this notice in italics and with an asterisk on either end.

No federal mandatory health effects language exists for waterborne disease outbreaks. You may wish to use the sentence below, if appropriate, or contact your primacy agency or health department for other language. These symptoms are common to many diseases caused by microscopic organisms:

- Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Describing the Outbreak

If known, list any organisms detected, the number of affected people, any water treatment problems contributing to the waterborne disease outbreak, and any sources of contamination, such as flooding.

Population at Risk

Some people who contract waterborne diseases can be affected more severely than others, as described on the reverse page. The specific language on the reverse is not mandatory, but you must provide information on the population at risk. In addition, make sure it is clear who is served by your water system—you may need to list the areas you serve.

Corrective Action

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with waterborne disease outbreaks. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are repairing our filtration system.
- We are increasing sampling for disease-causing organisms.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the outbreak. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of contamination so they can use bottled water.

It is also a good idea to issue a "problem corrected" notice when the waterborne disease outbreak is under control. See Template 1-6.

DRINKING WATER WARNING

Disease-causing organisms have entered [system's] water supply.

BOIL YOUR WATER BEFORE USING

These organisms are causing illness in people served by [system]. We learned of a waterborne disease outbreak from [agency] on [give date].

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- [Describe symptoms of the waterborne disease.] If you experience one or more of these symptoms and they persist, contact your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about this drinking water.

What is being done?

[Describe the corrective action and when the outbreak might end.]

We will inform you when you no longer need to boil your water.

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for “Problem Corrected” Notice – Template 1-6

Template on Reverse

It is a good idea to issue a notice when a serious violation or situation has been resolved. Although EPA regulations do not require such notices, your primacy agency may require you to issue one. You should coordinate with your local health department as well. Below are some recommended methods for a “problem corrected” notice. You should use the same delivery methods you used for the original notice.

- Radio
- Television
- Newspaper
- Hand or direct delivery
- Posting in conspicuous locations

You may wish to use additional methods (e.g., delivery of multiple copies to hospitals, clinics, or apartment buildings) if necessary to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if available.

The notice on the reverse is very general and can be used for any violation or situation. However, to help restore consumers’ confidence in the water system, you should modify the notice to fit your situation. Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was solved.

DRINKING WATER PROBLEM CORRECTED

Customers of [system] were notified on [give date] of a problem with our drinking water and were advised to [describe recommended action]. We are pleased to report that the problem has been corrected and that it is no longer necessary to [describe recommended action]. We apologize for any inconvenience and thank you for your patience.

[Add further details here when appropriate.]

As always, you may contact [contact name] at [phone number] or [mailing address] with any comments or questions.

> Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – Template 1-7

Template on Reverse

If your primacy agency has designated this turbidity single exceedance as a Tier 1 violation [40 CFR 141.202(a)], you must provide public notice to persons served within 24 hours after it has been designated Tier 1 [40 CFR 141.202(b)]. Turbidity violations are Tier 2 by default, but may frequently be elevated to Tier 1 by your primacy agency. In addition, violations are automatically elevated if you are unable to consult with your primacy agency within 24 hours. **In such cases, you must issue a notice within the next 24 hours**. You may elevate the violation to Tier 1 yourself as well. You should also coordinate with your local health department. One or both agencies should tell you whether to instruct consumers to boil water. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with a single turbidity exceedance. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are adding chemicals that reduce turbidity.
- We are sampling both untreated and treated water for the presence of coliform bacteria.
- We are monitoring chlorine levels and will adjust them as needed to compensate for filtration problems.
- We are inspecting and repairing the filters.

Source of the Problem

If you know why the turbidity is high, explain it in your notice. For instance, unusual conditions such as heavy rains and flooding can overburden the water plant and treated water may therefore not meet the standards. In addition, run-off from parts of the watershed could contain increased concentrations of sediment and animal waste.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

It is also a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

DRINKING WATER WARNING

[System] has high turbidity levels

BOIL YOUR WATER BEFORE USING

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken [give date] showed turbidity levels of [number] turbidity units. This is above the standard of [standard] turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- **Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

[Describe corrective action and when the system expects to return to compliance.] We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.

Date distributed: _____.

Instructions for Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice – Template 1-8

Template on Reverse

If a system exceeds the chlorine dioxide MRDL when one or more of the samples taken in the distribution system on the day after exceeding the MRDL at the entrance to the distribution system or if a system does not take required samples in the distribution system, Tier 1 notification is required. You must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. (Exceeding the chlorine dioxide MRDL at the entry point to the distribution system only, requires Tier 2 notification; modify this template or Template 2-3 to create a Tier 2 notice.) You must also contact your primacy agency within 24 hours of learning of the violation or situation. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Population at Risk

The language on the reverse lists "young children" as one of the groups at increased risk. Because the potential health effects of chlorine dioxide are based on tests on laboratory animals, there is no way to determine at exactly what age the water is safe to drink. If your consumers have questions, encourage them to err on the side of caution.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with chlorine dioxide violations. Depending of the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are resetting the chlorine dioxide generator to generate the correct amount of chlorine dioxide.
- We are repairing the chlorine dioxide generator.
- We have already fixed the problem but it will take additional time for the extra chlorine dioxide to be flushed from the distribution system (pipes).

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is also a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

DRINKING WATER WARNING

PREGNANT WOMEN AND YOUNG CHILDREN SHOULD NOT DRINK THE WATER

On [give date], we received notice that the sample collected on [give date] showed chlorine dioxide levels of [level and units]. This is above the standard, or maximum residual disinfectant level (MRDL) of 0.8 milligrams per liter. Chlorine dioxide is used for disinfection, but too much of it over a short period of time may harm the development of children, infants, and fetuses.

Chlorine dioxide is used in small amounts every day to kill bacteria and other organisms that may be in your drinking water. A problem occurred with our chlorine dioxide generator, and too much chlorine dioxide was released.

What should I do? What does this mean?

- **DO NOT USE THIS WATER IF YOU ARE PREGNANT OR GIVE IT TO YOUNG CHILDREN.** Bottled water should be used until further notice. **Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant mothers who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.*

  *The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure.** There are no obvious symptoms, but chlorine dioxide can affect development of the nervous system.
- Water, juice, and formula for young children and for pregnant women should not be prepared with tap water.
- Adults who are not pregnant and older children can drink the tap water because their nervous systems are already developed. However, if you have specific health concerns, you may wish to consult your doctor.

What is being done?

[Describe corrective action and when you expect to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for GWR Fecal Indicator-Positive Source Sample Notice – Template 1-9

Template on Reverse

Since detection of a fecal indicator (*E. coli*, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time, you must also contact your primacy agency. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods [e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings] since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems that have detected a fecal indicator in their ground water source. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are increasing sampling at our sources to determine the source of the contamination.
- We are working with state officials to implement corrective actions to ensure water supplies are protected against contamination.
- We are providing water from an alternative source until the problem is resolved.
- We have discontinued use of the contaminated well and will rely on our other sources to meet demand.
- We are abandoning the contaminated well and will replace it with a well constructed to standards.
- We are pursuing treatment options for disinfection of the water from this source.
- We have installed temporary disinfection while we pursue long term treatment or other options to eliminate contamination from this source.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the situation. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

It is also a good idea to issue a "problem corrected" notice when the situation is resolved. See Template 1-6.

DRINKING WATER WARNING

[System]'s [Source] Tested Positive for Fecal Indicator

BOIL YOUR WATER BEFORE USING

Our water system recently detected a fecal indicator [give contaminant e.g., *E. coli*, enterococci, coliphage] (see definition below) in [source]. As our customers, you have a right to know what happened and what we are doing to correct this situation. On [give date], we collected a sample from [source]. The sample tested positive for [give contaminant, e.g., *E. coli*, enterococci, coliphage].

What should I do? What does this mean?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
- **Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.**
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

[Describe corrective action.] We will inform you when tests show no [give contaminant, e.g., *E. coli*, enterococci, coliphage] and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

6. Tier 2 Notice Requirements and Suggestions

Tier 2 notices must meet the content, format, and multilingual requirements described in detail in Chapter 3 and are required for the following violations or situations [40 CFR 141.203(a)]:

- Maximum contaminant level (**MCL**), maximum residual disinfectant level (**MRDL**), and **treatment technique (TT)** requirement violations, except where Tier 1 notification is required by regulation or by the primacy agency.
- **Monitoring or testing procedure violations (if required by the primacy agency)**.
- **Failure to comply** with the terms and conditions of a **variance or exemption**.
- For ground water systems providing 4-log treatment, **failure to maintain required treatment** for more than 4 hours.
- Failure to take any **corrective action** or be in compliance with a corrective action plan for a **fecal indicator-positive ground water source sample.**
- Failure to take any required **corrective action** or be in compliance with a corrective action plan for a **significant deficiency** under the Ground Water Rule.
- Special public notice for repeated failure to conduct **monitoring for *Cryptosporidium.***

Tier 2 violations are considered less urgent than Tier 1 violations or situations because there is little immediate risk to consumers, or because the system may have already returned to compliance by the time the notice is issued. Primacy agencies may have more stringent requirements.

What is the deadline for issuing a Tier 2 notice?

Tier 2 notices must be issued as soon as practical but within 30 days after a violation is discovered [40 CFR 141.203(b)].

For any unresolved violation, following an initial Tier 2 notice, you must **repeat the notice every three months** for as long as the violation persists. Posted notices must remain posted for as long as the violation persists, but in no case less than seven days, even if the violation is resolved [40 CFR 141.203(b)]. Generally a violation or situation is considered resolved when the system has returned to compliance as defined by the regulation in question; however, you may wish to contact your state to determine whether a violation or situation is considered resolved.

You must **notify new billing customers or units** of any ongoing violations for which you have previously provided notice prior to or at the time their service begins (40 CFR 141.206).

Remember to **send a copy of the notice and a certification statement** to your primacy agency within ten days after providing the initial and any repeat notice to the public [40 CFR 141.31(d)].

Required Elements of a Public Notice [40 CFR 141.205(a)]

1. A description of the violation.
2. When the violation occurred.
3. Potential adverse health effects, using required language in Appendix B to Subpart Q or language for monitoring and testing procedure violations [40 CFR 141.205(d)(2)].
4. Population(s) at risk.
5. Whether alternative water supplies should be used.
6. Actions consumers should take, including when they should seek medical help, if known.
7. What you are doing to correct the violation.
8. When you expect to return to compliance.
9. Name, business address, and phone number for additional information.
10. Standard language encouraging distribution to all persons served, where applicable [40 CFR 141.205(d)(3).

When might a Tier 2 violation be elevated to Tier 1?

Every violation is unique, and primacy agencies will consider several factors in deciding whether a violation should be elevated. For example, cases where a turbidity exceedance is significantly higher than the limit or exceeds the limit over the course of multiple measurements are more likely to be elevated to Tier 1.

Primacy agencies may also review the amount of disinfection that occurs after filtration and the current and historical quality of your source water. The determination may also depend on the type of filtration in place and your system's turbidity limits.

The primacy agency may also elevate Tier 2 notices to Tier 1 based on the results of consultations required under other rules, such as the Total Coliform Rule and Surface Water Treatment Rule. These rules require you to report coliform MCLs and treatment technique violations to your primacy agency as soon as possible but no later than the end of the next business day. These reporting requirements are separate from those in the Public Notification Rule and are intended to allow primacy agencies to oversee corrective actions, but states may also use these conditions to elevate Tier 2 violations to Tier 1. For coliform violations, if the percentage of samples testing positive for coliform is significantly higher than the MCL, if coliforms are present in multiple areas of the distribution system, or if coliforms are linked to a break in distribution system integrity, primacy agencies will be more likely to require Tier 1 notice.

24-Hour Consultation for Turbidity

Systems with certain violations involving exceedance of turbidity limits must consult with their primacy agencies as soon as practical but no later than 24 hours after learning of the violation [40 CFR 141.203(b)]. This requirement applies to: (1) treatment technique violations resulting from single exceedances of turbidity limits (5 NTU) under the Surface Water Treatment Rule (SWTR); (2) treatment technique violations resulting from single exceedances of turbidity limits (1 NTU) under the Interim Enhanced SWTR or the Long Term 1 Enhanced SWTR; and (3) turbidity MCL violations determined by the average of turbidity measurements over two consecutive days (5 NTU). It does not apply to violations of monthly turbidity requirements. As a result of this consultation, primacy agencies may decide to elevate such violations to Tier 1. If consultation does not occur, the violation automatically is elevated to Tier 1. You have 24 hours from the time the violation is elevated to issue the notice.

Remember, as the system operator, you are a guardian of the quality of your water supply and of public health. If you believe that a violation or situation warrants a notice within 24 hours, you can issue a notice at any time, elevating the notice to Tier 1 yourself. You do not have to wait for the primacy agency to make a determination. Depending on the severity of the violation or situation, you may also choose to issue a Tier 2 notice in much less than 30 days.

Which methods of delivery must I use?

Unless directed otherwise by the primacy agency, if you operate a **community water system**, you must provide a Tier 2 notice by the following methods [40 CFR 141.203(c)]:

1. Mail or other direct delivery to each customer receiving a bill and other service connections to which water is delivered; and
2. Any other method reasonably calculated to reach others regularly served, if they would not normally be reached by the method above. Such people include those who do not pay water bills or do not have service connection addresses, (e.g., tenants, college students, nursing home patients, prison inmates). Methods may include publication in a local newspaper, posting in public places, delivery of multiple copies to landlords or office building managers, or delivery to community organizations.

Unless directed otherwise by the primacy agency, if you operate a **noncommunity water system**, you must provide a Tier 2 notice by the following methods the following methods [40 CFR 141.203(c)]:

1. Posting the notice in conspicuous locations throughout the system or by direct delivery or mail to each customer and known service connection; and
2. Any other method reasonably calculated to reach others served, if they would not normally be reached by the method above. Such people may include those who may not see a posted notice because it is not in a location they routinely pass by. Methods may include publication in a local newspaper or newsletter distributed to consumers, use of e-mail to notify employees or students, or delivery of multiple copies in central locations (e.g., community centers).

If you are a transient system, you may also refer to the "Public Notification Handbook for Transient Noncommunity Water Systems" (EPA 816-R-09-009) for information specific to transient water systems.

For **both system types**, there may be a few cases where you would be able to reach all persons served with the first method you choose. In such cases, you may not need to use additional methods. At a gas station, for instance, posting would probably be sufficient to reach all persons served. Consult your primacy agency if there are other delivery methods you believe would be more effective in your situation; they may allow alternate methods of delivery.

Suggestions for Effective Public Notification Delivery

If you **mail** the notice, send it to all service connections, and not just billing customers if possible, since there may be many people in addition to your billing customers who drink your water. Billing customers can be reached via inserts in their water bills, if the bills are distributed and received within 30 days of the violation. Be sure to tell owners or managers of businesses, home-owners' associations, apartment buildings, or resort rental properties to pass the information along to their employees and tenants. You may wish to

send multiple copies of the notice to building managers. See Chapter 3 for a discussion of standard language to encourage distribution to all persons served.

If you **post a notice**, be sure it is durable. It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended period of time.

Notices in **newspapers** may be in the form of an article or a paid advertisement. However, articles are more effective than paid notices because they are more likely to be noticed and read. Work with the local newspaper to write an article on the violation and what the system is doing to correct it. Be sure that anyone at the paper who writes or edits an article knows what items must be included to meet the requirements for public notification. If your system is located in the suburban area of a large city, you should request that your notice be placed in the weekly community news section. Also, focus on getting articles published in smaller community newspapers, homeowners' association newsletters, or similar publications.

E-mail is an effective way to contact most of the students at a college or university or large employer.

Paid advertisements offer an advantage because you are guaranteed the notice will appear exactly as you write it. Try to purchase ad space in the front section of the paper. Legal notices tend to get lost in the back of the paper where few people read them. If your notice must appear with other paid notices, a descriptive title becomes very important. The header "notice" may be overlooked, but the mention of the community's drinking water supply gets people's attention.

Consider holding **public meetings** in neighborhoods throughout your service area. This is especially beneficial for ongoing situations, or where additional treatment may be needed (and could impact their water rates). Coordinate with churches, civic centers, and local politicians to secure space and recruit attendees.

Tips for Very Small Community Systems

- Compare the costs of mailing to labor for hand delivery before choosing a method.
- Hand delivery may not be necessary to meet your deadline, but it may be cheaper or less time-consuming than putting together a mailing.
- Alternatively, if your notice deadline coincides with your billing schedule, you may be able to include your notice in the bill at no extra cost.
- Supplement with posting in common areas and gathering places, such as banks, grocery stores, and restaurants.
- Ask your local newspaper to write a story on the violation (let the reporter know which elements must be included), or purchase an ad to publish the notice.

Suggestions for Layout of the Notice

Tier 2 notices should answer the most common questions people will have about the violation:

- What does this mean to me?
- What should I do?

- What happened and why?
- What is the water system doing?

The tone of a Tier 2 notice is less urgent than that of a Tier 1 notice. A question and answer format that anticipates consumers' concerns is recommended for each section. Templates 2-1 through 2-21 at the end of this Chapter offer sample language and instructions for preparing Tier 2 public notices.

1. **Title** – The notice should have a descriptive title but should not be overly alarming. The title "Drinking Water Notice" or "Important Information about Your Drinking Water" would be more appropriate than "Drinking Water Alert." Follow with a subtitle describing the situation, such as: "Tests Show Levels of [Contaminant] Above Drinking Water Standards."

2. **Describe What Happened** – The notice should briefly describe what happened and give some background as to how the violation was discovered. For example, if you routinely test the water and the most recent samples showed a violation, provide a context for the exceedance by giving the applicable drinking water standard and whether the exceedance is a monthly, quarterly, or other type of average. If the problem has already been corrected, be sure to communicate this clearly. If this is a repeat notice, explain why the violation continues (e.g., you are in the process of installing new treatment). If the violation is intermittent, explain that the water is in and out of compliance with standards, or if appropriate, that the contamination levels are only slightly above allowable standards.

   The message should also vary depending on the contaminant. For instance, several inorganic and radioactive chemicals, such as arsenic and radium, are naturally occurring. This fact can help in explaining the options for treatment. For example, it may be difficult to drill a new well if high contaminant levels occur throughout an aquifer. Disinfection byproducts, on the other hand, form when naturally occurring organic matter combines with disinfectants added to kill microorganisms. You should explain that the risk of disease from drinking water that is not disinfected is more immediate than that of getting cancer from drinking water containing disinfection byproducts. For turbidity exceedances, discuss the possible causes of high turbidity. A frequent cause is heavy rain, which washes large amounts of soil into rivers and lakes. The rain may also wash animal wastes into the water supply.

3. **Explain What Consumers Should Do** – Next, the notice should tell customers what they need to do, even if no action is necessary. This will usually be: "You do/do not need to seek other sources of drinking water." Since people's first reaction may be to boil their water, explain the effect of boiling (i.e., whether boiling is necessary, has no effect, or is harmful). Tell consumers that if they have specific health concerns, especially for the young or old, pregnant women, or people with compromised immune systems (undergoing chemotherapy, HIV-positive, or other immune system problems), they may wish to consult their doctors.

4. **Explain How the Violation Affects Consumers** – Be clear that the situation is not an emergency and that consumers would have been notified immediately if it had been. Consumers may wonder why they are getting a notice, especially if the problem is resolved or not serious. It may help to explain that you are informing them because you are required to do so and that they have the right to know about problems with their water even if there is no immediate (or any) health threat. In the case of filtration treatment technique violations, explain that treatment is important in preventing disease outbreaks but that there is no evidence of disease or bacteria in the water. For turbidity exceedances, explain how high turbidity levels may be related to the presence of organisms in drinking water.

5. **Describe What You Are Doing to Correct the Problem** – Inform consumers of the steps you are taking to correct the problem, such as the installation of new treatment, increased frequency or type of monitoring, or your collaboration with the appropriate state agency. Tell them when you expect the drinking water to again meet the standard. Although you probably will be unable to give an exact date, you can give your customers a general idea of how long it will take (e.g., a few days for a coliform MCL violation to several months for a chemical MCL violation). Provide the name, address, and telephone number of someone who can answer any questions.

6. **Optional Elements** — If you know the source of the contamination, include it in the notice. This helps reassure consumers that you have investigated the problem and are taking steps to address it. It also reinforces the fact that drinking water is a vulnerable resource that must be protected. If you do not know the actual source, you should at least provide common or possible sources such as those listed in the guidance for the Consumer Confidence Report (EPA 816-R-09-011) available at http://www.epa.gov/safewater/ccr/compliancehelp.html.

7. **Public Water System ID Number/Date of Distribution**— You should include your PWS ID number at the bottom of the notice. This will help your primacy agency track compliance and prevent tracking errors among systems with similar names. Include the date you distributed the notice.

Tier 2 Templates

Tier 2 notices are required for the following violations or situations:

- Maximum contaminant level (**MCL),** maximum residual disinfectant level (**MRDL**), and **treatment technique** requirement violations, except where Tier 1 notification is required by regulation or by the primacy agency.
- **Monitoring or testing procedure violations (if required by the primacy agency)**.
- **Failure to comply** with the terms and conditions of a **variance or exemption**.
- For ground water systems providing 4-log treatment, **failure to maintain required treatment** for more than 4 hours.
- Failure to take any **corrective action** or be in compliance with a corrective action plan for a **fecal indicator-positive** ground water source sample or **significant deficiency** under the Ground Water Rule.
- Special public notice for repeated failure to conduct **monitoring for *Cryptosporidium.***

The pages that follow contain templates for Tier 2 violations or situations. Along with each template are instructions, including the required method of delivery and suggestions for completing individual sections of the notice. These instructions are designed to supplement Chapter 6, so you may see much of the information repeated here. The following templates are included:

Templates

Unresolved Total Coliform Notice–Template 2-1
Resolved Total Coliform Notice–Template 2-2
Chemical or Radiological MCLs Notice–Template 2-3
Fluoride MCL Notice–Template 2-4
SWTR Failure to Filter Notice–Template 2-5
SWTRs Turbidity Exceedance Notice–Template 2-6
SWTR Disinfection Treatment Notice–Template 2-7
LCR Failure to Install Corrosion Control Notice–Template 2-8
LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice–Template 2-9
LT2ESWTR Failure to Conduct Required Cryptosporidium Monitoring for Any Three Months Notice–Template 2-10
LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice– Template 2-11
LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice 2-12
LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice–Template 2-13
LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice– Template 2-14
LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice–Template 2-15
LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice– Template 2-16
LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice– Template 2-17
Stage 1 DBPR TTHM or HAA5 MCL Violation Notice–Template 2-18
Stage 2 DBPR TTHM or HAA5 MCL Violation Notice–Template 2-19
Filter Backwash Recycling Rule Treatment Technique Violation Notice–Template 2-20
GWR Failure to Take Corrective Action Within Required Time Frame Notice– Template 2-21

Templates Continued

GWR Failure to Maintain 4-log Treatment of Viruses Notice- Template 2-22
Failure to Comply with the Conditions of an Exemption Notice – Template 2-23
Monitoring Violation Elevated to Tier 2 Notice – Template 2-24

Mandatory language on health effects (from Appendix B to Subpart Q), which must be included as written (with blanks filled in), is presented in italics in each notice with an asterisk on either end.

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. Use of this language does not relieve you of your obligation to take steps reasonably calculated to notify all persons served:

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Template on Reverse

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. Persistent total coliform problems can be serious. Some states have more stringent requirements for coliform violations. Check with your primacy agency to make sure you meet all requirements. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements listed in 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Description of the Violation

The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

If You Take Less Than 40 Samples a Month	If You Take at Least 40 Samples a Month
State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.	State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.

Corrective Action

In your notice, describe corrective actions you are taking. If you know what is causing the coliform problem, explain this in the notice. Listed below are some steps commonly taken by water systems with total coliform violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are disinfecting and flushing the water system.
- We are increasing sampling for coliform bacteria.
- We are investigating the source of contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We will inform you when additional samples show no coliform bacteria.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after issuing the notice [40 CFR 141.31(d)]. It is a good idea to inform your consumers when the violation has been resolved. See Template 2-2 for a resolved notice template.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Show Coliform Bacteria in [System] Water

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took [number] samples for coliform bacteria during [month]. [Number/percentage] of those samples showed the presence of coliform bacteria. The standard is that no more than [1 sample per month/5 percent of our samples] may do so.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified within 24 hours. Total coliform bacteria are generally not harmful themselves. **Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.**

Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.** If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.

What is being done?

[Describe corrective action.]

We are still detecting coliform bacteria. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. Some states have more stringent requirements for coliform violations. Check with your primacy agency to make sure you meet all its requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Description of the Violation

Make sure that the notice is clear about the fact that the coliform problem has been resolved, and there is no current cause for concern. The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

If You Take Less Than 40 Samples a Month	**If You Take at Least 40 Samples a Month**
State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.	State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.

Corrective Action

In your notice, describe corrective actions you have taken. Listed below are some steps commonly taken by water systems with total coliform violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We have increased sampling for coliform bacteria to catch the problem early if it happens again.
- The well and/or distribution system has been disinfected and additional samples do not show the presence of coliform bacteria.

After Issuing the Notice

Make sure to send a copy of each type of notice along with a certification that you have met all the public notice requirements to your primacy agency within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Showed Coliform Bacteria in [System] Water

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct this situation.

We routinely monitor for drinking water contaminants. We took [number] samples to test for the presence of coliform bacteria during [month]. [Number/percentage] of our samples showed the presence of total coliform bacteria. The standard is that no more than [1 sample per month/5 percent of samples] may do so.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified within 24 hours. Total coliform bacteria are generally not harmful themselves. **Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.**

Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.**

What is being done?

[Describe corrective action.] Further testing shows that this problem has been resolved.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Chemical or radiological maximum contaminant level (MCL) violations require Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for MCL violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements. **Use Template 2-4 for fluoride MCL violations.**

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in). This notice includes a placeholder for a specific contaminant's health effects language.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with chemical or radiological violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are working with [local/state agency] to evaluate the water supply and are researching options to correct the problem. These options may include treating the water to remove [contaminant] or connecting to [system]'s water supply.
- We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- We have increased the frequency that we will test the water for [contaminant].
- We have since taken samples at this location and had them tested. These samples show that we meet the standards.

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the MCL, you should give the history behind the violation, including the source of contamination, if known. List the date of the initial detection, as well as how levels have changed over time. If levels are changing as a result of treatment, you can indicate this.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Has Levels of [Contaminant] Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. On [give date], we received notice that the sample collected on [give date] showed that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. The average level of [contaminant] over the last year has been [provide level]. **OR** [Contaminant] was found at [provide level].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. However, [Insert relevant health effects language for the contaminant from Appendix B to Subpart Q or Appendix B of this document.]

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since exceeding the fluoride maximum contaminant level (MCL) is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. If you exceed the secondary maximum contaminant level of 2 milligrams per liter but not the MCL of 4 milligrams per liter, you must issue a special notice with different health effects language. See Chapter 3 or Template 3-5 for more information.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with fluoride violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are working with [local/state agency] to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove fluoride or connecting to [system]'s water supply.
- We have adjusted the amount of fluoride added to the water so that levels are lower and we meet the standards.
- We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- We will increase the frequency at which we test the water for fluoride.
- We have since taken samples at this location and had them tested. They show that we meet the standards.

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the MCL, it is a good idea to give the history behind the violation. You should list the date of the initial detection, as well as how levels have changed over time. If levels are changing as a result of treatment you should indicate that fact.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Has Levels of Fluoride Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. On [give date], we received notice that the sample collected on [give date] showed that our system exceeds the standard, or maximum contaminant level (MCL), for fluoride. The average level of fluoride in samples taken during the last year was [provide level and units]. The standard for fluoride is that the average of samples taken over the last year may not exceed [MCL].

What should I do?

- **Children under the age of nine should use an alternative source of water that is low in fluoride.** In addition, you may want to consult your dentist about whether to avoid dental products containing fluoride. Adults and children over age nine should consult their dentist or doctor and show him/her this notice to determine if an alternate source of water low in fluoride should be used.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Fluoride in small amounts helps prevent tooth decay. *However, *some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or greater may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums.** Although it takes many years of exposure to fluoride for bone disease to develop, mottling can occur after a relatively short period of exposure.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for SWTR Failure to Filter Notice – Template 2-5

Template on Reverse

Since surface water treatment technique violations require Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with surface water treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- Our treatment plant needs upgrades to meet the requirements.
- We are installing filtration. We expect that the filtration system will be operational by [month, year].
- We are monitoring for turbidity (cloudiness), disinfectant levels, and the presence of bacteria.
- We continue to meet the standards for these measurements.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in installing filtration, describe it. Alternatively, if funding or other issues are delaying installation, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

On [give date], the [primacy agency] ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we do not have an adequate watershed control program in place. However, we have not yet installed a filtration system.

What should I do?

- You do not need to boil your water. However, if you have specific health concerns, consult your doctor. A home filter will not necessarily solve the problem, because not all home filters protect against parasites. Call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from you health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply. **Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.** These symptoms, however, are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

Filtration is the best method for removing these organisms. [Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since surface water treatment filtration treatment technique violations require Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. This template may also be adapted for use with turbidity MCL violations. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements. In addition:

For Exceedances of Single Turbidity Limits	For Exceedances of Monthly Turbidity Limits
You must consult with your primacy agency as soon as practical but within 24 hours of learning of the violation. During the consultation, the agency may choose to elevate your turbidity exceedance to Tier 1. If consultation does not occur, the violation is automatically elevated to Tier 1 (use Template 1-7). For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice: "Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [date] showed levels of [number] turbidity units. This was above the standard of [standard] units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms."	Use the following language to describe your violation and insert into the second paragraph of the template: "Water samples for [month] showed that [percentage] percent of turbidity measurements were over [standard] turbidity units – the standard is that no more than 5 percent of samples may exceed [standard] turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] units."

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with filtration treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We added chemicals that reduce turbidity.
- We sampled both untreated and treated water for the presence of coliform bacteria.
- We monitored chlorine levels and adjusted them as needed to compensate for the filtration problems.
- We inspected and cleaned the filters.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. [Insert appropriate description of the violation from instructions on the previous page.]

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. **Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.** These symptoms are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe the corrective actions and when the system returned or expects to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since surface water treatment disinfection treatment technique violations require Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. Some disinfection problems may be serious. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Description of the Violation

Include one of the following descriptions of violations, and modify to fit your situation.

Not Enough Disinfection During Treatment - In order to ensure proper disinfection, water in the treatment plant must be in contact with enough chlorine or a similar disinfectant for a minimum amount of time. On [give date], this did not occur.

Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time," depends on the amount of disinfectant in the water and the temperature of the water.

Disinfectant Residual - We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.

> Monthly exceedance - During the months of [give dates], disinfectant residual was undetectable in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.
>
> Single exceedance - On [give date], disinfectant levels dropped below 0.2 milligrams per liter for [give number of hours] hours. The standard is that levels may not drop below 0.2 for more than four hours.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with disinfection treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are sampling/we sampled both untreated and treated water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.

Repeat Notices

If this is an ongoing violation, you should give the history behind the violation, if known.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does/Did Not Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this situation does not require that you take immediate action, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

[Describe the violation - use descriptions from instructions on reverse.]

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Tests taken during this same time period did not indicate the presence of bacteria in the water.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.]

[Disinfectant residual levels/contact times] so far this month have met all requirements.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since lead and copper treatment technique violations require Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Description of the Violation

This template is written for systems which are required to install corrosion control after exceeding lead action levels. The Lead and Copper Rule requires some large systems to install corrosion control even if they have never exceeded the lead action level. You may need to modify the template if this applies to you. The following may help you explain the violation:

- This is a treatment violation, but it does not mean there is lead in your drinking water. However, it is important that we take measures to control lead levels in the water, because ingesting lead can cause serious health consequences.

If the delay in installation is related to outside circumstances, such as funding, you should explain the delay. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

Corrective Action

In your notice, describe corrective actions you are taking. You can use the following language, if appropriate, or develop your own text:

- We conducted a lead public education program in [month, year]. You should have received a brochure explaining in more detail steps you can take to reduce exposure until corrosion control is in place.

If consumers ask for information on testing their water, you should have on hand the names of laboratories consumers can call. Tell consumers to call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters. For more information on lead, have consumers call the EPA Safe Drinking Water Hotline at 1-800-426-4791 or the National Lead Information Center Hotline 1(800) LEAD-FYI.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Water Contains High Levels of Lead

Our water system recently violated a drinking water requirement. Even though this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely sample water at consumers' taps for lead. The tests show lead levels in the water above the limit, or "action level," so we are required to install corrosion control treatment. This treatment helps prevent lead in the pipes from dissolving into the water. Corrosion control should have been installed by [give date], but installation is incomplete.

What should I do?

Listed below are some steps you can take to reduce your exposure to lead:

- Call us at the number below to find out how to get your water tested for lead.
- Find out whether your pipes contain lead or lead solder.
- Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing lead from the pipes.
- Don't cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
- **Do not boil your water to remove lead.** Excessive boiling water makes the lead more concentrated – the lead remains when the water evaporates.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason. However, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder.

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

What is being done?

[Describe corrective action.] Corrosion control will be in place by [give date].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice – Template 2-9

Template on Reverse

A system's failure to cover an uncovered finished water reservoir, provide treatment of the reservoir's discharge, or be in compliance with a state-approved schedule to cover the reservoir(s) or treat the reservoir(s) discharge by April 1, 2009, is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with this type of LT2ESWTR treatment technique violation. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are developing plans to cover our uncovered finished water storage reservoir. We expect to have the reservoir covered by [give date]. Until our finished water reservoir is covered, you will receive a notice similar to this every three months.
- We are developing plans to treat the water when it leaves our uncovered finished water storage reservoir. We expect to have the treatment in place by [give date]. Until the water leaving our finished water reservoir is treated, you will receive a notice similar to this every three months.
- We are currently working with state officials to revise our schedule for covering our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and the reservoir covered by [give date]. Until our schedule receives state approval, you will receive a notice similar to this every three months.
- We are currently working with state officials to revise our schedule for treating the discharge from our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and treatment in place by [give date]. Until the schedule receives state approval, you will receive a notice similar to this every three months.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in covering your reservoirs or providing treatment, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice – Template 2-9

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Uncovered Finished Water Reservoir Violation at [System]

Our water system recently violated a drinking water requirement. Although this situation is not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

Water systems with uncovered finished water reservoirs are required to cover these reservoirs, treat the water from these reservoirs, or be in compliance with a state-approved schedule to cover the reservoir(s) or provide treatment by April 1, 2009. We have failed to meet this requirement.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Uncovered finished water reservoirs are a pathway for contaminants to enter the drinking water supply. Therefore, it is necessary to cover the reservoirs or treat the discharge. **Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.**

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring For Any Three Months Notice – Template 2-10

Template on Reverse

A system's failure to conduct required *Cryptosporidium* monitoring of its source water for any three months is a monitoring violation that requires Tier 2 notification and special notice. (Note: failure to collect one or two of the scheduled samples requires Tier 3 notification. See Chapter 7 for an example template.) You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory special notice language [40 CFR 141.211(d)(1)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR monitoring violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We will begin collecting the required source water monitoring samples on [give date].
- We have since taken the required samples for source water monitoring.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We are required to monitor the source of your drinking water for* Cryptosporidium*. Results of the monitoring are to be used to determine whether water treatment at the [treatment plant name] is sufficient to adequately remove* Cryptosporidium *from your drinking water. We are required to complete this monitoring and make this determination by [required bin determination date]. We ["did not monitor or test" or "did not complete all monitoring or testing"] on schedule and, therefore, we may not be able to determine by the required date what treatment modifications, if any, must be made to ensure adequate* Cryptosporidium *removal. Missing this deadline may, in turn, jeopardize our ability to have the required treatment modifications, if any, completed by the deadline required, [give date].

Cryptosporidium is a disease-causing microorganism that may be present in our raw water source.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

What is being done?

[Describe corrective action.] We will collect all required samples by [give date].

For more information, please call (name of water system contact) of (name of water system) at (phone number).

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice – Template 2-11

Template on Reverse

A filtered system's failure to determine and report its bin classification by the required date, is a treatment technique violation that requires Tier 2 notification and special notice. The template on the reverse meets both of these requirements. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) and special notice language [(40 CFR 141.211(d)(2)] must be included as written (with blanks filled in) and are presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We determined our bin classification on [give date] and have notified the state.
- We are in the process of determining our bin classification and will notify the state upon completion.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Determine Required Treatment Based on *Cryptosporidium* Level

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We are required to monitor the source of your drinking water for* Cryptosporidium *in order to determine by [give date] whether water treatment at the [provide treatment plant name] is sufficient to adequately remove* Cryptosporidium *from your drinking water. We have not made this determination by the required date. Our failure to do this may jeopardize our ability to have the required treatment modifications, if any, completed by the required deadline of [give date].

Cryptosporidium is a disease-causing microorganism that may be present in our raw water source.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please call (name of water system contact) of (name of water system) at (phone number).

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template 2-12

Template on Reverse

An unfiltered system's failure to calculate and report its mean *Cryptosporidium* level by the required date is a treatment technique violation that requires Tier 2 notification and special notice. The template on the reverse meets both of these requirements. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) and special notice language [(40 CFR 141.211(d)(2)] must be included as written (with blanks filled in) and are presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We determined our mean *Cryptosporidium* level on [give date] and have notified the state.
- We are in the process of determining our mean *Cryptosporidium* level and will notify the state upon completion.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template 2-12

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Determine *Cryptosporidium* Level

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We are required to monitor the source of your drinking water for* Cryptosporidium *in order to determine by [give date] whether water treatment at the [provide treatment plant name] is sufficient to adequately remove* Cryptosporidium *from your drinking water. We have not made this determination by the required date. Our failure to do this may jeopardize our ability to have the required treatment modifications, if any, completed by the required deadline of [give date].

Cryptosporidium is a disease-causing microorganism that may be present in our raw water source.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please call (name of water system contact) of (name of water system) at (phone number).

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system name]. State Water System ID# _____.
Date distributed: _____

Instructions for LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice – Template 2-13

Template on Reverse

A filtered system's failure to provide or install an additional level of treatment appropriate for its LT2ESWTR bin classification by the required date, is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are currently working to [install treatment/adjust our treatment processes] to achieve the required level of additional treatment.
- We are currently working with state officials and our engineers to finalize plans for water treatment that will satisfy this requirement once it is installed.
- We have [installed treatment/made adjustments to our treatment processes] and are now achieving the required level of additional treatment.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in installing treatment or achieving the required level of treatment through other means, describe it. Alternatively, if funding or other issues are delaying your progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice – Template 2-13

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Provide the Appropriate Level of Treatment Within Required Time Frame

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Cryptosporidium is a disease-causing microorganism that has been found in our raw water source. Our water system [give system name] was required to provide an additional level of treatment to address *Cryptosporidium* by [provide date]. We failed to do this by the required date.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We expect to achieve this additional level of treatment by [give date].

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice – Template 2-14

Template on Reverse

Based on *Cryptosporidium* monitoring results, an unfiltered system must meet inactivation requirements for *Cryptosporidium* by a required date. Failure to do this is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are currently working to adjust our treatment processes to achieve the required level of treatment.
- We are currently working with state officials and our engineers to finalize plans for water treatment that will satisfy this requirement once it is installed.
- We have made adjustments to our treatment processes and are now achieving the required level of treatment.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in meeting inactivation level requirements, describe it. Alternatively, if funding or other issues are delaying your ability to meet the required levels, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice – Template 2-14

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Provide the Appropriate Level of Treatment Within Required Time Frame

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Cryptosporidium is a disease-causing microorganism that may be in our raw water source. Our water system [give system name] was required to provide a specified level of treatment to address *Cryptosporidium* by [provide date]. We failed to do this by the required date.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We expect to achieve this specified level of treatment by [give date].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice – Template 2-15

Template on Reverse

Based on *Cryptosporidium* monitoring results, some filtered systems are required to achieve additional treatment credit using a microbial toolbox option. A filtered system's failure to achieve required treatment credit to meet the bin classification requirements, is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are taking steps to ensure the required level of treatment can be maintained at all times.
- The reason for the lapse in treatment has been identified and addressed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice – Template 2-15

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Maintain the Required Level of Treatment

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Cryptosporidium is a disease-causing microorganism that has been found in our raw water source. Our water system [give system name] was required to maintain a specified level of additional treatment to address *Cryptosporidium*. During [provide date range], our system fell below this level.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action and when the system returned or expects to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice – Template 2-16

Template on Reverse

Based on *Cryptosporidium* monitoring results, an unfiltered system must maintain specified inactivation levels to ensure adequate treatment for *Cryptosporidium*. Failure to do this is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are taking steps to ensure the required level of treatment can be maintained at all times.
- The reason for the lapse in treatment has been identified and addressed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice – Template 2-16

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Maintain the Required Level of Treatment

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Cryptosporidium is a disease-causing microorganism that may be in our raw water source. Our water system [give system name] was required to maintain a specified level of treatment to address *Cryptosporidium*. During [provide date range], our system fell below this level.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action and when the system returned or expects to return to compliance.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice – Template 2-17

Template on Reverse

An unfiltered system's failure to install a second disinfectant to treat for *Cryptosporidium* by the required date, is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations; e.g., it may require you to provide water from an alternate source. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by unfiltered water systems with LT2ESWTR treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We will install a second disinfectant by [provide date] to satisfy this requirement.
- We are currently working with state officials and our engineers to finalize plans for water treatment that will satisfy this requirement once it is installed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in installing treatment, describe it. Alternatively, if funding or other issues are delaying installation of treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice – Template 2-17

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Provide the Appropriate Level of Treatment Within Required Time Frame

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Our unfiltered water system [give system name] was required to use a minimum of two disinfectants to meet our treatment requirement by [give date]. We failed to have the new [ultraviolet light (U.V.) chlorine dioxide/ozone] disinfection system installed by the required date.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

We expect to have the [U.V./chlorine dioxide/ozone] disinfection system installed by [give date]. We continue to disinfect the water with chlorine as we have in the past.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Stage 1 DBPR TTHM or HAA5 MCL Violation Notice – Template 2-18

Template on Reverse

If your system's running annual average for Total Trihalomethanes (TTHM) exceeds the MCL of 0.080 mg/L or the running annual average for Haloacetic Acid 5 (HAA5) exceeds the MCL of 0.060 mg/L, you must provide Tier 2 notification to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are steps commonly taken by water systems with TTHM or HAA5 MCL violations. You can include one of the following statements, if appropriate, or develop your own text:

- We are evaluating modifications to our existing treatment processes to reduce the levels of disinfection byproducts in our distribution system.
- We are pilot testing [name treatment type] treatment to ensure it will reduce concentrations of [Contaminant, i.e., Total Trihalomethanes or Haloacetic Acid 5] in our finished water. Testing will be completed by [provide date] at which time we will evaluate effectiveness and begin installation.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in installing treatment, describe it. Alternatively, if funding or other issues are delaying installation of treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

Stage 1 DBPR TTHM or HAA5 MCL Violation Notice – Template 2-18

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Contaminant, i.e., Total Trihalomethanes (TTHM) or Haloacetic Acid 5 (HAA5)] MCL Violation at [System]

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results from [date range] show that our system exceeds the standard, or maximum contaminant level (MCL), for [TTHM/HAA5]. The standard for [TTHM/HAA5] is [MCL]. It is determined by averaging all samples collected by our system for the last 12 months. The level of [TTHM/HAA5] averaged at our system for [provide date range] was [level].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.

[TTHM are four volatile organic chemicals] [HAA5 are five haloacetic acid compounds] which form when disinfectants react with natural organic matter in the water.

[**People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.**] **Or**

[**People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.**]

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Stage 2 DBPR TTHM or HAA5 MCL Violation Notice – Template 2-19

Template on Reverse

If your system's locational running annual average for Total Trihalomethanes (TTHM) exceeds the MCL of 0.080 mg/L or the locational running annual average for Haloacetic Acid 5 (HAA5) exceeds the MCL of 0.060 mg/L at one or more sampling locations, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is one step commonly taken by water systems with TTHM or HAA5 MCL violations. You can include the following statement, if appropriate, or develop your own text:

- We are working to minimize the formation of [TTHM or HAA5] while ensuring we maintain an adequate level of disinfectant. We have taken additional steps to change disinfectant type/levels, remove natural organic matter, and increased flushing of water lines to determine if our efforts have been effective.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Contaminant, i.e., Total Trihalomethanes (TTHM) or Haloacetic Acid 5 (HAA5)] MCL Violation at [System]

Our water system recently violated a drinking water standard. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results from [provide date range] show that our system exceeds the standard, or maximum contaminant level (MCL), for [TTHM/HAA5]. The standard for [TTHM/HAA5] is [MCL]. It is determined by averaging all the samples collected at each sampling location for the past 12 months. The level of [TTHM/HAA5] averaged at one of our system's locations for [provide date range] was [level].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.

[TTHM are four volatile organic chemicals] [HAA5 are five haloacetic acid compounds] which form when disinfectants react with natural organic matter in the water.

[**People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.**] **Or**

[**People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.**]

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please contact [name of contact] at [phone number] or [mailing address].

> ***Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.***

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Filter Backwash Recycling Rule Treatment Technique Violation Notice – Template 2-20

Template on Reverse

Since failure to recycle spent filter backwash, thickener supernatant, and liquids from dewatering processes before all processes of the direct filtration treatment train; failure to obtain state approval for the use of an alternative recycle location; or failure to pursue capital improvements are violations that require Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- On [give date], we will no longer recycle our filter backwash and will not be in violation of this requirement.
- On [give date], the filter backwash will be piped to the beginning of our water treatment process and we will no longer be in violation of this requirement.
- On [give date], the filter backwash and all other current recycle flows will be discharged to waste as approved by the primacy agency.

Repeat Notices

If this is an ongoing violation, you should give the history behind the violation, if known.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice [40 CFR 141.31(d)].

Filter Backwash Recycling Rule Treatment Technique Violation Notice – Template 2-20

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

The Filter Backwash Recycling Rule requires water systems that recycle liquids used for water treatment to recycle these liquids through the system's existing filtration system or to an alternate location approved by the state. Our system did not return its water treatment recycle flows to the required location or a state-approved location by the required date of [give date].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from you health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for GWR Failure to Take Corrective Action Within Required Time Frame Notice – Template 2-21

Template on Reverse

A system's failure to take corrective action within the required timeframe or be in compliance with a state-approved corrective action plan and schedule for a fecal indicator-positive ground water source sample or significant deficiency under the Ground Water Rule is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations. Check with your agency to make sure you meet all requirements.

If this notice is for failing to address a fecal indicator-positive source sample, a Tier 1 notice for detecting a fecal indicator in the source water should have already been issued. Consider providing the history of the situation in this notice (i.e., what events lead to requiring corrective action) to avoid confusing the public when this second notice is issued.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In additional both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with Ground Water Rule treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- Although we did not meet our deadline, we are now in consultation with the state to develop a corrective action plan.
- The [source of contamination/significant deficiency] has been identified and addressed.
- We have implemented a short term plan to address the immediate issue while we pursue the long-term solution.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress with correcting the significant deficiency or addressing the fecal indicator-positive source sample, describe it. Alternatively, if funding or other issues are delaying corrective action, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice [40 CFR 141.31(d)].

GWR Failure to Take Corrective Action Within Required Time Frame Notice – Template 2-21

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to [Correct a Significant Deficiency/Address a Fecal Indicator-Positive Source Sample] Within Required Time Frame.

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

[A routine inspection conducted on [give date] by the [insert primacy agency] found [describe significant deficiency in our water system]] **OR**

[Sampling conducted at our groundwater source on [given date(s)] found indication of fecal contamination of our source(s)].

As required by Environmental Protection Agency's (EPA's) Ground Water Rule, we were required to take action to [correct this deficiency/address the fecal-indicator positive source sample]. However, we failed to take this action by the deadline established by [insert primacy agency name].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for GWR Failure to Maintain 4-log Treatment of Viruses Notice – Template 2-22

Template on Reverse

A ground water system's failure to maintain required 4-log treatment of viruses for a period greater than four hours is a treatment technique violation that requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In additional both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with Ground Water Rule treatment technique violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are increasing disinfection to maintain our proper residual levels.
- We are pursuing improvements to our treatment system so that we can maintain required treatment at all times.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are taking steps to ensure you are maintaining 4-log treatment for viruses, describe them. Alternatively, if you are having issues maintaining 4-log treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failure to Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We are required to [treat/disinfect] our drinking water source [name source]. From [give date] to [give date] we did not meet one or more of our treatment requirements [provide sufficient levels of disinfectant/ provide adequate contact time/meet alternative treatment criteria] due to [describe issue, e.g., malfunctioning equipment].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

While we have not detected any evidence of contamination in, or other health threats to, our source water, we are still committed to restoring the required level of treatment to the water from [source] to eliminate the threat of contamination.

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Failure to Comply with the Conditions of an Exemption Notice – Template 2-23

Template on Reverse

Since failure to comply with the conditions of an exemption requires Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent or alternative requirements for exemption violations (e.g., it may require you to provide water from an alternate source). Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) for the contaminant your system has been granted an exemption for must be included as written (with blanks filled in). Example language for arsenic is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is an example of a step that might be taken in response to this violation. You can include the following statement, if appropriate, or develop your own text:

- We have agreed upon a new deadline of [give date] to secure the funding needed in order to purchase [contaminant] removal treatment equipment. Once we have secured funding, we will purchase and begin installation of the selected treatment technology by [estimated time frame].

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. Include updated information regarding meeting the measures and schedules in your corrective action plan. Alternatively, if funding or other issues are delaying your progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Meet the Conditions of a [contaminant] Exemption

Our water system recently violated one of the conditions of our [contaminant] exemption. An exemption allows eligible systems additional time to build capacity in order to comply with a drinking water standard. [Name of system] was granted an exemption for the [contaminant] standard so that we could raise funds for a new treatment process to remove [contaminant]. As a condition of the exemption, we agreed to secure funding by [give date]. We did not meet this deadline.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will post this information on our Web site at www.ourwatersystem.com.

What does this mean?

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.

(Example language provided for arsenic. Enter required language from 40 CFR Appendix B to Subpart Q for your specific contaminant.)

*[*Some people who drink water containing arsenic in excess of the MCL over many years may have an increased risk of getting cancer.*]*

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

For more information, please contact [name of contact] at [phone number] or [mailing address]. You can also visit our Web site at www.ourwatersystem.com.

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Monitoring Violation Elevated to Tier 2 Notice – Template 2-24

Template on Reverse

If your primacy agency has designated a failure to monitor as a Tier 2 violation [40 CFR 141.203(a)], you must provide public notice to persons served within 30 days after it has been designated Tier 2 [40 CFR 141.203(b)]. Monitoring violations are Tier 3 by default, but may be elevated to Tier 2 by your primacy agency. You may elevate the violation to Tier 2 yourself as well. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. You can use the following language, if appropriate, or develop your own text:

- We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples [expected time frame], as described in the last column of the table above.

Repeat Notices

If this is an ongoing violation, you should give the history behind the violation, if known.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all public notification requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we ['did not monitor or test' or 'did not complete all monitoring or testing'] for [contaminant(s)] and, therefore, cannot be sure of the quality of your drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for, how often we are supposed to sample for [this contaminant/these contaminants] and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were taken
Nitrate (example)	One sample annually	0	2008	February 2009

What is being done?

[Describe corrective action.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

7. Tier 3 Notice Requirements and Suggestions

Tier 3 notices must meet the content (including mandatory language), format, and multilingual requirements described in Chapter 3, and are required for the following violations or situations [40 CFR 141.204(a)]:

- **Monitoring violations** (except for the following: failure to take a confirmation sample for nitrate or nitrite within 24 hours and failure to take required samples for chlorine dioxide in the distribution system, which require Tier 1 notice; repeated failure to conduct *Cyrptosporidium* monitoring which requires Tier 2 notice, and any monitoring violations elevated to Tier 1 or 2 by the primacy agency).
- **Testing procedure violations**, except for failure to test for fecal coliform or *E. coli* when repeat samples are positive for coliforms, and any testing procedure violations elevated to Tier 2 by the primacy agency.
- Operation under a **variance or exemption**.
- Special notice for **availability of unregulated contaminant monitoring data**.
- Special notice for **fluoride** secondary maximum contaminant level (SMCL) exceedances.

Remember that notices for variances or exemptions, fluoride SMCL exceedances, and availability of unregulated contaminant monitoring data have different content requirements than notices for violations (see Chapter 3).

What is the deadline for issuing a Tier 3 notice?

You must issue a Tier 3 public notice **within 12 months** of learning of the violation or situation [40 CFR 141.204(b)]. Keep in mind that your primacy agency may require earlier notice for some monitoring violations, especially if it believes such violations could affect public health.

Following the initial notice, you must **repeat the notice annually** for as long as the violation or situation persists. Posted notices must remain posted for as long as the violation or situation persists, but in no case less than seven days, even if the violation or situation is resolved [40 CFR 141.204(b)]. Generally a violation or situation is considered resolved when the system has returned to compliance as defined by the regulation in question; however, you may wish to contact your state to determine whether a violation or situation is considered resolved.

You must **notify new billing customers or units**, prior to, or at the time their service begins, of any ongoing violations or situations for which you have previously provided notice (40 CFR 141.206).

Remember to **send a copy of the notice and a certification statement** to your primacy agency within ten days after providing an initial or repeat notice to the public [40 CFR 141.31(d)].

Required Elements of a Public Notice [40 CFR 141.205(a)]

1. A description of the violation.
2. When the violation occurred.
3. Potential adverse health effects, using required language in 40 CFR Appendix B to Subpart Q or language for monitoring and testing procedure violations [40 CFR 141.205(d)(2)].
4. Population(s) at risk.
5. Whether alternative water supplies should be used.
6. Actions consumers should take, including when they should seek medical help, if known.
7. What you are doing to correct the violation.
8. When you expect to return to compliance.
9. Name, business address, and phone number for additional information.
10. Standard language encouraging distribution to all persons served, where applicable [40 CFR 141.205(d)(3)].

Which methods of delivery must I use?

Unless directed otherwise by the primacy agency, if you operate a **community water system**, you must provide notice by [40 CFR 141.204(c)] the following methods:

1. Mail or other direct delivery to each customer receiving a bill and other service connections to which water is delivered; and
2. Any other method reasonably calculated to reach others regularly served, if they would not normally be reached by the method above. Such people include those who do not pay water bills or do not have service connection addresses, (e.g., tenants, college students, nursing home patients, prison inmates). Methods may include publication in a local newspaper, posting in public places, delivery of multiple copies to landlords or office building managers, or delivery to community organizations.

Unless directed otherwise by the primacy agency, if you operate a **noncommunity water system**, you must provide notice by the following methods [40 CFR 141.204(c)] the following methods:

1. Posting the notice in conspicuous locations throughout the system or by direct delivery or mail to each customer and known service connection; and
2. Any other method reasonably calculated to reach others served, if they would not normally be reached by the method above. Such people may include those who may not see a posted notice because it is not in a location they routinely pass by. Methods may include publication in a local newspaper or newsletter distributed to consumers, use of e-mail to notify employees or students, or delivery of multiple copies in central locations (e.g., community centers).

Refer to the "Public Notification Handbook for Transient Noncommunity Water Systems" (EPA 816-R-09-009) for more information.

If you post a notice, it must remain posted for as long as the violation or situation persists. If the violation or situation is already resolved by the time you write the notice, you must post the notice for at least seven days [40 CFR 141.204(b)]. **Be sure that the notice is durable**. It should not blow away if posted outdoors.

Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time.

For **both system types**, there may be a few cases where you were able to reach all persons served with the first method you choose. In such cases, you may not need to use additional methods. In a community water system, such as a small town, a second method would be necessary to reach non-resident employees or restaurant customers. At a gas station, on the other hand, posting would be sufficient to reach all persons served.

Suggestions for Effective Public Notification Delivery

If you **mail** the notice, send it to all service connections, if possible, and not just billing customers since there are many people in addition to your billing customers who drink your water. Billing customers can be reached via inserts in their water bills. **E-mail** may be appropriate to contact most of the students at a college or university or large employer.

Community water systems whose consumers do not have service connections, such as nursing homes or prisons, should notify all those drinking the water.

Notices in **newspapers** may be in the form of an article or a paid advertisement. Also, try to get articles published in smaller **community newspapers, homeowners' association newsletters**, or similar publications. **Paid advertisements** offer an advantage because you are guaranteed the notice will appear exactly as you write it. Try to purchase ad space in the front section of the paper. Legal notices tend to get lost in the back of the paper where few people read them.

May I combine notices for multiple Tier 3 violations or situations?

If you have multiple monitoring or testing procedure violations or other situations within a 12-month period, you should strongly consider combining notification for them into a **single annual Tier 3 notice** [40 CFR 141.204(d)]. An annual notice can help you save preparation, delivery, and printing costs. You can issue such a notice at any time, as long as the earliest violation included occurred less than 12 months before the notice is provided to consumers. For example, if your water system violates the monitoring requirement for volatile organic contaminants (VOCs) on March 31 and also violates the monitoring requirements for the Total Coliform Rule in January, August, and December, you may issue a single notice on January 1 of the subsequent year listing all the violations since the previous January 1.

Tips for Very Small Community Systems

- Consider combining notices for multiple Tier 3 violations and situations into one annual notice.
- Compare mailing and labor costs before selecting a delivery method. Hand delivery may be cheaper and faster than preparing a mailing. However, you may be able to include your notice with the bill at little to no extra cost.
- Supplement your chosen delivery method by posting in banks, grocery stores, town halls, and restaurants, or by publishing in a newspaper.

If you are a community water system, you may also wish to **consider using the Consumer Confidence Report** (CCR) for Tier 3 notices. Unlike a separate annual notice, however, using the CCR to meet the

public notification obligation requires that you tailor the release of your CCR to meet the unique PN requirements. Using the CCR may reduce some production costs and may reduce redundancy since the violations and situations requiring public notice must also eventually be included in the CCR.

Including your Tier 3 public notice as part of the CCR could also provide the context that more accurately describes what has happened. Before you decide, however, remember that the **timing and delivery requirements for CCRs differ from those for PNs**. If you use the CCR for public notification, be very careful to adhere to the PN requirement that public notice for Tier 3 violations be completed no later than 12 months from the date the violation occurred. In addition, if you use the CCR to satisfy your Tier 3 notice requirements, it must be provided to all persons served, not only those who would normally receive the CCR. Keep in mind, small community water systems that have a mailing waiver for CCR will not satisfy PN delivery requirements.

An example illustrates the coordination challenge that water systems will face in using the CCR as the vehicle for an annual Tier 3 notice. CCRs must be published by July 1 of every year and must include information from the previous calendar year, according to the CCR regulation (40 CFR 141.152). A CCR published by July 1, 2011, must include violations or situations that occurred between January 1, 2010 and December 31, 2010. Under this schedule, public notice requirements for Tier 3 violations or situations that occurred between January and June 2010 could not be met since the CCR would reach consumers more than a year after they occurred. Any violations or situations that occur more than one year before the CCR is published must be reported in a separate PN notice. To minimize the timing conflict, you can:

- Publish the CCR early–as soon after the end of the calendar year as possible; or
- Mail a separate public notice for the violations occurring in January through June of the *current* year in the same envelope as your CCR covering the *previous* calendar year's violations.

Suggestions for the Layout of the Notice

The format of a Tier 3 notice depends on your circumstances and on the number of violations or situations you are reporting. If you have multiple monitoring violations, it may be simpler and shorter to list them in a table. The table could include columns for the required sampling frequency, the number of samples taken, when the samples should have been taken, and when the samples were or will be taken. However, not all monitoring violations are the same. For example, a coliform monitoring violation in which one of 100 samples were missed is less serious than missing one of two required chemical samples. You may feel it is more appropriate to describe each violation in a paragraph. Templates 3-1A, 3-1B, and 3-1C at the end of this Chapter offer sample language and instructions for preparing public notices for monitoring violations.

In a notice for monitoring violations, it is important to explain to consumers the implications of the violation. They may wonder why they weren't told earlier, whether there is any health risk, and why the samples were not taken. You should respond to their concerns. A statement clarifying that no emergency exists, that the notice is for informational purposes, and that subsequent monitoring showed no problems will help reassure consumers.

A notice for a fluoride SMCL exceedance need only contain the mandatory language found in Template 3-5 with the blanks filled in appropriately (40 CFR 141.208). You should also include the language that encourages distribution. Notices must be provided as soon as practical but no later than 12 months after

you learn of the exceedance. Due to the staining effect of fluoride at levels above the SMCL on the teeth of children under nine, consider issuing these notices quickly to prevent damage to their teeth.

A notice of the availability of unregulated contaminant data need only state that the monitoring results are available and provide a phone number to call to obtain them (40 CFR 141.207). You may use an annual notice or insert this notice into your CCR, provided public notification timing and delivery requirements can be met. You do not need to include the results themselves, unless you are a community water system using the CCR to provide the notice. CCR regulations require systems to include data on all detected contaminants.

You should include your PWS ID number at the bottom of any notice. This will help your primacy agency track compliance and prevent tracking errors among systems with similar names. Also include the date on which you distributed the notice.

Tier 3 Templates

Tier 3 notices are required for the following violations or situations:

- **Monitoring violations** (except for the following: failure to take a confirmation sample for nitrate or nitrite within 24 hours and failure to take required samples for chlorine dioxide in the distribution system, which require Tier 1 notice; repeated failure to conduct *Cryptosporidium* monitoring, which requires Tier 2 notice; and any monitoring violations elevated to Tier 1 or 2 by the primacy agency).
- **Testing procedure violations**, except for failure to test for fecal coliform or *E. coli* when repeat samples are positive for coliforms, and any testing elevated to Tier 2 by the primacy agency.
- Operation under a **variance or exemption**.
- Special notice for **availability of unregulated contaminant monitoring data**.
- Special notice for **fluoride** secondary maximum contaminant level (SMCL) exceedances.

The pages that follow contain templates for Tier 3 violations and situations. Along with the templates are instructions, including the required method of delivery and suggestions for completing individual sections of the notices. These instructions are designed to supplement Chapter 7, so you may see much of the information repeated here. The following templates are included:

Templates

Monitoring Violations Annual Notice–Template 3-1A
Monitoring Violations Annual Notice–Template 3-1B
Monitoring Violations Annual Notice–Template 3-1C
Failure to Comply with a Testing Procedure Notice – Template 3-2
Operating Under an Exemption Notice – Template 3-3
Special Notice for Availability of Unregulated Contaminant Monitoring Data – Template 3-4
Fluoride SMCL Notice–Template 3-5
Failure to Develop a Profile and/or Calculate a Benchmarking Notice – Template 3-6

Mandatory language on unknown risks for monitoring violations [40 CFR 141.205(d)], which must be included as written with blanks filled in, is presented in italics in each notice. All the language in the fluoride SMCL template (except the language discussed below) is mandatory (40 CFR 141.208).

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. Use of this language does not relieve you of your obligation to take steps reasonably calculated to notify all persons served:

> *Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

Instructions for Monitoring Violations Annual Notice – Template 3-1A

Template on Reverse

If you are required to provide Tier 3 notification, you must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Multiple monitoring violations can be serious, and your primacy agency may have more stringent requirements. Check with your primacy agency to make sure you meet its requirements.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation is resolved. If the violation has already been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.204(d)]. You may need to modify the template for a notice for individual monitoring violations. This example presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs) or other groups, you may list the group name in the table, but you must provide the name of every chemical in the group on the notice, e.g., in a footnote.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you took, or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. You can use the following language, if appropriate, or develop your own:

- We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples soon, as described in the last column of the table above.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

Our water system violated drinking water requirements over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we are doing (did) to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we ['did not monitor or test' or 'did not complete all monitoring or testing'] for [contaminant(s)] and therefore cannot be sure of the quality of your drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample for [this contaminant/these contaminants], how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were taken
VOCs[1] (example)	1 sample every three years	0	2009-2011	February 2012

What is being done?

[Describe corrective action.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.

Date distributed: _____.

[1]VOCs, also know as volatile organic compounds, are tested by collecting one sample and testing that sample for all the regulated VOCs. VOCs are commonly used in industrial and manufacturing processes. Regulated VOCs include benzene, carbon tetrachloride, chlorobenzene, 1,2-dichlorobenzene, 1,4-dichlorobenzene, 1,2-dichloroethane, cis-dichloroethane, trans-dichloroethane, dichloromethane, 1,2-dichloropropane, ethylbenzene, styrene, tetrachloroethylene, 1,1,1-trichloroethane, trichloroethylene, toluene, 1,2,4-trichlorobenzene, 1,1-dichloroethylene, 1,1,2-trichloroethane, vinyl chloride, and xylene.

Template on Reverse

The template on the reverse is another example of a monitoring violation. The example in this template is for Bromate under the Stage 2 DBPR. All of the instructions of Template 3-1A apply.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

On [give date] we became aware that our system recently failed to collect the correct number of drinking water samples. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we ['did not monitor or test' or 'did not complete all monitoring or testing'] for bromate and therefore cannot be sure of the quality of your drinking water during that time.

We were allowed to take 1 sample per quarter rather than 1 sample per month. In [give date], we no longer qualified for reduced quarterly bromate monitoring. Beginning in [give date], we failed to begin monitoring monthly for bromate.

What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

[Describe corrective action.] We began monitoring monthly for bromate on [give date] and will continue to monitor on this schedule [until/unless] we qualify for reduced monitoring.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

The template on the reverse is another example of a monitoring violation. The example in this template is for *Cryptosporidium* monitoring under LT2ESWTR. If a system fails to conduct *Cryptosporidium* monitoring of its source water for one or two months, it is required to issue Tier 3 notification. (Note: failure to conduct required *Cryptosporidium* monitoring for any three months or more requires Tier 2 notification and special notice. See Chapter 6 for an example template.) This notice can also be modified for *E. coli* or turbidity monitoring violations under LT2ESWTR. All the instructions of Template 3-1A apply.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

Our water system violated a drinking water requirement over the past year. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we ['did not monitor or test' or 'did not complete all monitoring or testing'] for* Cryptosporidium *and therefore cannot be sure of the quality of your drinking water during that time.

Cryptosporidium is a disease-causing microorganism that may be present in our raw water source.

What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

[Describe corrective action.] We began collecting our monthly samples for *Cryptosporidium* on [give date] and will continue to follow our required monitoring schedule.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Failure to Comply with a Testing Procedure Notice – Template 3-2

Template on Reverse

Failure to comply with a testing procedure requires Tier 3 notification. You must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Multiple testing violations can be serious, and your primacy agency may have more stringent requirements. Check with your primacy agency to make sure you meet its requirements.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation is resolved. If the violation has already been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.204(d)].

This example is for a holding time violation. It will need to be modified for other types of testing violations. However, If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Actions

In your notice, describe corrective actions you took, or are taking. Listed below is a step commonly taken by water systems with a holding time violation. You can use the following language, if appropriate, or develop your own that is specific to your testing violation:

- On [give date] we collected (will collect) a new sample of our finished water in order to have it analyzed for [contaminant]. We sent (will send) the sample to the certified laboratory via courier to ensure that the sample arrived within the allowed holding time.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Comply With a Testing Procedure

Our water system [name of system] recently failed to comply with a required testing procedure. Even though this was not an emergency, as our customers, you have a right to know what happened and what we did to correct the situation.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period], we did not complete all monitoring or testing for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.

Any sample we collect must be sent to and analyzed by a certified laboratory within a specified amount of time. We collected the sample on [give date], but did not get our sample to the laboratory within the allowed holding time.

What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

On [give date] we [collected/will collect] a new sample of our finished water in order to have it analyzed for [contaminant]. We [sent/will send] the sample to the certified lab via courier to ensure that the sample [arrived/arrives] within the allowed holding time. The sample was analyzed and [contaminant] was not found at detectable levels.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Operating Under an Exemption Notice – Template 3-3

Template on Reverse

If you are operating under a variance or exemption, you are required to provide Tier 3 notification. You must provide public notice to persons served within one year after you begin operating under a variance or exemption [40 CFR 141.204(b)]. Systems operating under a variance or exemption are required to include the following information in their notice [40 CFR 141.205(b)]:

- An explanation for the reasons for the variance or exemption;
- The date on which the variance or exemption was issued;
- A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption; and
- A notice of any opportunity for public input in the review of the variance or exemption.

Your primacy agency may require additional information. Check with your primacy agency to make sure you meet its requirements. Failure to comply with a variance or exemption is a Tier 2 violation. Use Template 2-23 for this type of violation.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation is resolved. If the violation has already been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.204(d)].

Mandatory Language

Although there is required content as discussed above, there is no mandatory language required for notifying consumers you are operating under a variance or exemption.

Corrective Actions

In your notice, describe corrective actions you took, or are taking. Listed below is one action commonly taken by water systems that have been granted an exemption. You can use the following language, if appropriate, or develop your own:

- We have begun the process to secure the necessary funding for a new treatment process. We have [explain steps taken thus far] and anticipate having funding secured by [give date]. At that time we will [explain your next steps, such as purchase and begin installation of the selected treatment technology].

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] is Operating Under an Exemption

Our water system has been granted an exemption from [primacy agency] for [contaminant] on [give date]. An exemption allows eligible systems additional time to comply with a drinking water standard. [Name of system] was granted an exemption for (contaminant) so that we could raise funds for a new treatment process to remove [contaminant] from our drinking water.

What should I do?

[Provide information about any actions customers or you are required to take as a condition of the exemption. For example if you are required to provide bottled water explain where, when and how customers will receive bottled water. If you are not required to provide bottled water or there are no corrective actions customers should take, you may state that here].

What does this mean?

This is not an emergency. If it had been, you would have been informed within 24 hours.

[Consider including health effects language from 40 CFR Appendix B to Subpart Q specific to the contaminant for which the exemption applies].

What is being done?

We have begun the process to secure the necessary funding for a new treatment process. We have [explain steps taken thus far] and anticipate having funding secured by [give date]. At that time we will [explain your next steps, such as purchase and begin installation of the selected treatment technology].

Our exemption will be reviewed by [primacy agency] on [date]. As our customer you have the opportunity to provide input if you wish.

For more information, please contact [name of contact] at [phone number] or [mailing address].

> Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Special Notice for Availability of Unregulated Contaminant Monitoring Data – Template 3-4

Template on Reverse

If you are required to monitor under 40 CFR 141.40 for unregulated contaminants, you must provide Tier 3 notification to persons served within one year after you receive the monitoring results [40 CFR 141.207(a)]. Check with your primacy agency to make sure you meet its requirements.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.207(a)].

Mandatory Language

There is no mandatory language required for notifying consumers of the availability of unregulated contaminant monitoring data.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

Special Notice for Availability of Unregulated Contaminant Monitoring Data– Template 3-4

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Availability of Monitoring Data for Unregulated Contaminants for [System]

Our water system has sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As our customers, you have a right to know that these data are available. If you are interested in examining the results, please contact [name of contact] at [phone number] or [mailing address].

This notice is being sent to you by [system]. State Water System ID#: _____. Date distributed: _____.

Instructions for Fluoride SMCL Notice – Template 3-5

Template on Reverse

For any exceedance of the fluoride secondary maximum contaminant level (SMCL), you must provide Tier 3 notification to persons served as soon as practical, but within 12 months after you learn of the exceedance (40 CFR 141.208), using the provided mandatory language and filling in the blanks. Your primacy agency may have more stringent deadlines or other requirements. Because fluoride at levels above the SMCL can permanently discolor children's teeth, you are urged to issue this notice as soon as practical. Noncommunity systems that monitor for fluoride (federal law does not require noncommunity systems to monitor) are encouraged to notify their consumers if they exceed the SMCL, especially at water systems serving children. If you exceed the MCL of 4 mg/l, you must provide Tier 2 notification within 30 days of learning of the violation [40 CFR 141.203(a)]. See Template 2-4.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

In addition, you must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the exceedance is resolved. If the exceedance has been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.208(a)]. Although you may add to the notice, as suggested below, you must leave the mandatory language unchanged.

Mandatory Language

Mandatory language for fluoride SMCL exceedances (40 CFR 141.208) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

Explaining the Situation

Use the following language, if applicable:

- Fluoride contamination is rarely due to human activity. Fluoride occurs naturally in some areas and is found in high concentrations in the aquifer of our source water.

If the fluoride levels in the water have returned to below the SMCL, be sure to make this clear in your notice.

Corrective Actions

In your notice, you should describe corrective actions you took or are taking, if any. The bullet below describes one action commonly taken by water systems with fluoride SMCL exceedances. You can use this language, or develop your own:

- We are continuing to monitor fluoride levels. We will inform you if they exceed the limit of 4 mg/l.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Elevated Fluoride Levels Detected in [System]

**This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/l) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system [name] has a fluoride concentration of [insert value] mg/l.*

Dental fluorosis in its moderate or severe forms, may result in a brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/l of fluoride (the US Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/l of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/l because of this cosmetic dental problem.

*For more information, please call [name of water system contact] of [name of community water system] at [phone number]. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877-8-NSF-HELP.**

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [system].

State Water System ID#: _____.
Date distributed: _____.

Instructions for Failure to Develop a Profile and/or Calculate a Benchmark Notice - Template 3-6

Template on Reverse

Failure to develop a disinfection profile for *Giardia lamblia* and viruses (a profile for viruses may be applicable under LT1ESWTR and is required under LT2ESWTR) or calculate a benchmark prior to making a significant change to your disinfection practice, requires Tier 3 notification. You must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Failure to develop a profile or calculate a benchmark can be serious and your state may have more stringent requirements. Check with your state to make sure you meet all requirements.

Community systems must use one of the following [40 CFR 141.204(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation is resolved. If the violation has already been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [40 CFR 141.204(d)]. If you modify this notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

Corrective Actions

In your notice, describe corrective actions you took, or are taking. Listed below is a step commonly taken by water systems with a profiling and benchmarking violation. You can use the following language, if appropriate, or develop your own that is specific to your violation:

- We are in the process of developing our disinfection profile and will calculate a benchmark as soon as the profile is complete.

After Issuing the Notice

Make sure to send your state a copy of each notice and a certification that you have met all the public notice requirements within ten days after issuing the notice [40 CFR 141.31(d)].

Failure to Develop a Profile and/or Calculate a Benchmark Notice - Template 3-6

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [System]

We violated a drinking water requirement. [Prior to making any change to our disinfection practices, we are required to develop a year-long profile of our disinfection system to determine our inactivation levels for certain pathogenic organisms. Development of a profile requires monitoring disinfection parameters. We did not meet this requirement.] **AND/OR**

[Since we [are making/made] a change to our disinfection practice, we [are/were] required to calculate a benchmark to determine our lowest monthly inactivation level over the year. We did not calculate a benchmark.]

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During [compliance period] we did not complete all monitoring or testing for the profile parameters and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

We collected (will collect) all required samples on [give date]. [Describe corrective action.]

For more information, please contact [name of contact] at [phone number] or [mailing address].

> **Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.**

This notice is being sent to you by [system name]. State Water System ID# _____.
Date distributed: _____

Appendices

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Appendix A
NPDWR Violations and Other Situations Requiring Public Notice[1]
(From Appendix A of 141, Subpart Q dated July 1, 2008)

Contaminant	MCL/MRDL/TT Violations[2]		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
I. Violations of National Primary Drinking Water Regulations (NPDWR):[3]				
A. Microbiological Contaminants				
1. Total coliform	2	141.63(a)	3	141.21(a)-(e)
2. Fecal coliform/*E. coli*	1	141.63(b)	1[4], 3	141.21(e)
3. Turbidity MCL	2	141.13(a)	3	141.22
4. Turbidity MCL (average of 2 days' samples >5 NTU)	2[5], 1	141.13(b)	3	141.22
5. Turbidity (for TT violations resulting from a single exceedance of maximum allowable turbidity level)	2[6], 1	141.71(a)(2), 141.71(c)(2)(i), 141.73(a)(2), 141.73(b)(2), 141.73(c)(2), 141.73(d), 141.173(a)(2), 141.173(b), 141.551(b)	3	141.74(a)(1), 141.74(b)(2), 141.74(c)(1), 141.174, 141.560(a)-(c), 141.561
6. Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. allowable turbidity level (TT)	2	141.70- 141.73	3	141.74
7. Interim Enhanced Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. turbidity level (TT)	2[7]	141.170- 141.173, 141.500- 141.553	3	141.172, 141.174, 141.530-141.544, 141.560-141.564
8. Filter Backwash Recycling Rule violations	2	141.76(c)	3	141.76(b),(d)
9. Long Term 1 Enhanced Surface Water Treatment Rule violations	2	141.500- 141.553	3	141.530-141.544, 141.560-141.564
10. LT2ESWTR violations	2	141.710-141.720	2[22], 3	141.701-141.705 and 141.708-141.709
11. Ground Water Rule violations	2	141.404	3	141.402(h), 141.403(d)
B. Inorganic Chemicals (IOCs)				
1. Antimony	2	141.62(b)	3	141.23(a), (c)

Appendix A
NPDWR Violations and Other Situations Requiring Public Notice[1]
(From Appendix A of 141, Subpart Q dated July 1, 2008)

Contaminant	MCL/MRDL/TT Violations[2]		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
2. Arsenic	2	141.62(b)[8]	3	141.23(a), (c)[11]
3. Asbestos (fibers >10 :m)	2	141.62(b)	3	141.23(a)-(b)
4. Barium	2	141.62(b)	3	141.23(a), (c)
5. Beryllium	2	141.62(b)	3	141.23(a), (c)
6. Cadmium	2	141.62(b)	3	141.23(a), (c)
7. Chromium (total)	2	141.62(b)	3	141.23(a), (c)
8. Cyanide	2	141.62(b)	3	141.23(a), (c)
9. Fluoride	2	141.62(b)	3	141.23(a), (c)
10. Mercury (inorganic)	2	141.62(b)	3	141.23(a), (c)
11. Nitrate	1	141.62(b)	1, 3[12]	141.23(a), (d) 141.23(f)(2)
12. Nitrite	1	141.62(b)	1, 3[12]	141.23(a), (e) 141.23(f)(2)
13. Total Nitrate and Nitrite	1	141.62(b)	3	141.23(a)
14. Selenium	2	141.62(b)	3	141.23(a), (c)
15. Thallium	2	141.62(b)	3	141.23(a), (c)
C. Lead and Copper Rule (Action Level for lead is 0.015 mg/L, for copper is 1.3 mg/L)				
1. Lead and Copper Rule (TT)	2	141.80- 141.85	3	141.86- 141.89
D. Synthetic Organic Chemicals (SOCs)				
1. 2,4-D	2	141.61(c)	3	141.24(h)
2. 2,4,5-TP (Silvex)	2	141.61(c)	3	141.24(h)
3. Alachlor	2	141.61(c)	3	141.24(h)
4. Atrazine	2	141.61(c)	3	141.24(h)
5. Benzo(a)pyrene (PAHs)	2	141.61(c)	3	141.24(h)
6. Carbofuran	2	141.61(c)	3	141.24(h)
7. Chlordane	2	141.61(c)	3	141.24(h)
8. Dalapon	2	141.61(c)	3	141.24(h)
9. Di (2-ethylhexyl) adipate	2	141.61(c)	3	141.24(h)
10. Di (2-ethylhexyl) phthalate	2	141.61(c)	3	141.24(h)
11. Dibromochloropropane	2	141.61(c)	3	141.24(h)
12. Dinoseb	2	141.61(c)	3	141.24(h)
13. Dioxin (2,3,7,8-TCDD)	2	141.61(c)	3	141.24(h)
14. Diquat	2	141.61(c)	3	141.24(h)
15. Endothall	2	141.61(c)	3	141.24(h)
16. Endrin	2	141.61(c)	3	141.24(h)
17. Ethylene dibromide	2	141.61(c)	3	141.24(h)

Appendix A
NPDWR Violations and Other Situations Requiring Public Notice[1]
(From Appendix A of 141, Subpart Q dated July 1, 2008)

Contaminant	MCL/MRDL/TT Violations[2]		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
18. Glyphosate	2	141.61(c)	3	141.24(h)
19. Heptachlor	2	141.61(c)	3	141.24(h)
20. Heptachlor epoxide	2	141.61(c)	3	141.24(h)
21. Hexachlorobenzene	2	141.61(c)	3	141.24(h)
22. Hexachlorocyclo-pentadiene	2	141.61(c)	3	141.24(h)
23. Lindane	2	141.61(c)	3	141.24(h)
24. Methoxychlor	2	141.61(c)	3	141.24(h)
25. Oxamyl (Vydate)	2	141.61(c)	3	141.24(h)
26. Pentachlorophenol	2	141.61(c)	3	141.24(h)
27. Picloram	2	141.61(c)	3	141.24(h)
28. Polychlorinated biphenyls (PCBs)	2	141.61(c)	3	141.24(h)
29. Simazine	2	141.61(c)	3	141.24(h)
30. Toxaphene	2	141.61(c)	3	141.24(h)
E. Volatile Organic Chemicals (VOCs)				
1. Benzene	2	141.61(a)	3	141.24(f)
2. Carbon tetrachloride	2	141.61(a)	3	141.24(f)
3. Chlorobenzene (monochlorobenzene)	2	141.61(a)	3	141.24(f)
4. *o*-Dichlorobenzene	2	141.61(a)	3	141.24(f)
5. *p*-Dichlorobenzene	2	141.61(a)	3	141.24(f)
6. 1,2-Dichloroethane	2	141.61(a)	3	141.24(f)
7. 1,1-Dichloroethylene	2	141.61(a)	3	141.24(f)
8. *cis*-1,2-Dichloroethylene	2	141.61(a)	3	141.24(f)
9. *trans*-1,2-Dichloroethylene	2	141.61(a)	3	141.24(f)
10. Dichloromethane	2	141.61(a)	3	141.24(f)
11. 1,2-Dichloropropane	2	141.61(a)	3	141.24(f)
12. Ethylbenzene	2	141.61(a)	3	141.24(f)
13. Styrene	2	141.61(a)	3	141.24(f)
14. Tetrachloroethylene	2	141.61(a)	3	141.24(f)
15. Toluene	2	141.61(a)	3	141.24(f)
16. 1,2,4-Trichlorobenzene	2	141.61(a)	3	141.24(f)
17. 1,1,1-Trichloroethane	2	141.61(a)	3	141.24(f)
18. 1,1,2-Trichloroethane	2	141.61(a)	3	141.24(f)
19. Trichloroethylene	2	141.61(a)	3	141.24(f)

Appendix A
NPDWR Violations and Other Situations Requiring Public Notice[1]
(From Appendix A of 141, Subpart Q dated July 1, 2008)

Contaminant	MCL/MRDL/TT Violations[2]		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
20. Vinyl chloride	2	141.61(a)	3	141.24(f)
21. Xylenes (total)	2	141.61(a)	3	141.24(f)
F. Radioactive Contaminants				
1. Beta/photon emitters	2	141.66(d)	3	141.25(a) 141.26(b)
2. Alpha emitters	2	141.66(c)	3	141.25(a) 141.26(a)
3. Combined radium (226 and 228)	2	141.66(b)	3	141.25(a) 141.26(a)
4. Uranium	2[9]	141.66(e)	3[10]	141.25(a) 141.26(a)
G. Disinfection Byproducts (DBPs), Byproduct Precursors, Disinfectant Residuals. Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water, including trihalomethanes (THMs) and haloacetic acids (HAAs).[13]				
1. Total trihalomethanes (TTHMs)	2	141.64(b)[14]	3	141.132(a)-(b) 141.600-141.605, 141.620-141.629
2. Haloacetic Acids (HAA5)	2	141.64(b)	3	141.132(a)-(b) 141.600-141.605, 141.620-141.629
3. Bromate	2	141.64(a)	3	141.132(a)-(b)
4. Chlorite	2	141.64(a)	3	141.132(a)-(b)
5. Chlorine (MRDL)	2	141.64(a)	3	141.132(a), (c)
6. Chloramine (MRDL)	2	141.64(a)	3	141.132(a), (c)
7. Chlorine dioxide (MRDL), where any 2 consecutive daily samples at entrance to distribution system only are above MRDL	2	141.65(a), 141.133(c)(3)	2[15], 3	141.132(a), (c) 141.133(c)(2)
8. Chlorine dioxide (MRDL), where sample(s) in distribution system the next day are also above MRDL	1[16]	141.65(a), 141.133(c)(3)	1	141.132(a), (c) 141.133(c)(2)
9. Control of DBP precursors—TOC (TT)	2	141.135(a)-(b)	3	141.132(a), (d)

Appendix A
NPDWR Violations and Other Situations Requiring Public Notice[1]
(From Appendix A of 141, Subpart Q dated July 1, 2008)

Contaminant	MCL/MRDL/TT Violations[2]		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
10. Benchmarking and disinfection profiling	N/A	N/A	3	141.172, 141.530-141.544
11. Development of monitoring plan	N/A	N/A	3	141.132(f)
H. Other Treatment Techniques				
1. Acrylamide (TT)	2	141.111	N/A	N/A
2. Epichlorohydrin (TT)	2	141.111	N/A	N/A
II. Unregulated Contaminant Monitoring:[17]				
A. Unregulated contaminants	N/A	N/A	3	141.40
B. Nickel	N/A	N/A	3	141.23(c), (k)
III. Public Notification for Variances and Exemptions:				
A. Operation under a variance or exemption	3	1415, 1416[18]	N/A	N/A
B. Violation of conditions of a variance or exemption	2	1415, 1416, 142.307[19]	N/A	N/A
IV. Other Situations Requiring Public Notification:				
A. Fluoride secondary maximum contaminant level (SMCL) exceedance	3	143.3	N/A	N/A
B. Exceedance of nitrate MCL for noncommunity systems, as allowed by primacy agency	1	141.11(d)	N/A	N/A
C. Availability of unregulated contaminant monitoring data	3	141.40	N/A	N/A
D. Waterborne disease outbreak	1	141.2, 141.71(c)(2)(ii)	N/A	N/A
E. Other waterborne emergency[20]	1	N/A	N/A	N/A
F. Source Water Sample Positive for GWR Fecal indicators: *E. coli*, enterococci, or coliphage	1	141.402(g)	N/A	N/A
G. Other situations as determined by primacy agency	1, 2, 3[21]	N/A	N/A	N/A

Appendix A Endnotes

1. Violations and other situations not listed in this table (e.g., failure to prepare Consumer Confidence Reports), do not require notice, unless otherwise determined by the primary agency. Primacy agencies may, at their option, also require a more stringent public notice tier (e.g., Tier 1instead of Tier 2 or Tier 2 instead of Tier 3) for specific violations and situations listed in this Appendix, as authorized under §141.202(a) and §141.203(a).

2. MCL—Maximum contaminant level, MRDL—Maximum residual disinfectant level, TT—Treatment technique.

3. The term Violations of National Primary Drinking Water Regulations (NPDWR) is used here to include violations of MCL, MRDL, treatment technique, monitoring, and testing procedure requirements.

4. Failure to test for fecal coliform or *E. coli* is a Tier 1 violation if testing is not done after any repeat sample tests positive for coliform. All other total coliform monitoring and testing procedure violations are Tier 3.

5. Systems that violate the turbidity MCL of 5 NTU based on an average of measurements over two consecutive days must consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.

6. Systems with treatment technique violations involving a single exceedance of a maximum turbidity limit under the Surface Water Treatment Rule (SWTR), the Interim Enhanced Surface Water Treatment Rule (IESWTR), or the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) are required to consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.

7. Most of the requirements of the Interim Enhanced Surface Water Treatment Rule (63 FR69477) (§§141.170–141.171, 141.173–141.174) become effective January 1, 2002 for Subpart H systems (surface water systems and ground water systems under the direct influence of surface water) serving at least 10,000 persons. However, §141.172 has some requirements that become effective as early as April 16, 1999. The Surface Water Treatment Rule remains in effect for systems serving at least 10,000 persons even after 2002; the Interim Enhanced Surface Water Treatment Rule adds additional requirements and does not in many cases supersede the SWTR.

8. The arsenic MCL citations are effective January 23, 2006. Until then, the citations are §141.11(b) and §141.23(n).

9. The uranium MCL Tier 2 violation citations are effective December 8, 2003 for all community water systems.

10. The uranium Tier 3 violation citations are effective December 8, 2000 for all community water systems.

11. The arsenic Tier 3 violation MCL citations are effective January 23, 2006. Until then, the citations are §141.23(a), (l).

12. Failure to take a confirmation sample within 24 hours for nitrate or nitrite after an initial sample exceeds the MCL is a Tier 1 violation. Other monitoring violations for nitrate are Tier 3.

13. Subpart H community and non-transient noncommunity systems serving ≥10,000 must comply with new DBP MCLs, disinfectant MRDLs, and related monitoring requirements beginning January 1, 2002. All other community and non-transient noncommunity systems must meet the MCLs and MRDLs beginning January 1, 2004. Subpart H transient noncommunity systems serving 10,000 or more persons and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. Subpart H transient noncommunity systems serving fewer than 10,000 persons and using only ground water not under the direct influence of surface water and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

14. §§141.64(b)(1) 141.132(a)–(b) apply until §§141.620–141.630 take effect under the schedule in §141.620(c).

15. Failure to monitor for chlorine dioxide at the entrance to the distribution system the day after exceeding the MRDL at the entrance to the distribution system is a Tier 2 violation.

16. If any daily sample taken at the entrance to the distribution system exceeds the MRDL for chlorine dioxide and one or more samples taken in the distribution system the next day exceed the MRDL, Tier 1 notification is required. Failure to take the required samples in the distribution system after the MRDL is exceeded at the entry point also triggers Tier 1 notification.

17. Some water systems must monitor for certain unregulated contaminants listed in §141.40.

18. This citation refers to §§1415 and 1416 of the Safe Drinking Water Act. §§1415 and 1416 require that "a schedule prescribed. . . for a public water system granted a variance [or exemption] shall require compliance by the system. . ."

19. In addition to §§1415 and 1416 of the Safe Drinking Water Act, 40 CFR 142.307 specifies the items and schedule milestones that must be included in a variance for small systems.

20. Other waterborne emergencies require a Tier 1 public notice under §141.202(a) for situations that do not meet the definition of a waterborne disease outbreak given in 40 CFR 141.2 but that still have the potential to have serious adverse effects on health as a result of short-term exposure. These could include outbreaks not related to treatment deficiencies, as well as situations that have the potential to cause outbreaks, such as failures or significant interruption in water treatment processes, natural disasters that disrupt the water supply or distribution system, chemical spills, or unexpected loading of possible pathogens into the source water.

21. Primacy agencies may place other situations in any tier they believe appropriate, based on threat to public health.

22. Failure to collect three or more samples for *Cryptosporidium* analysis is a Tier 2 violation requiring special notice as specified in §141.211. All other monitoring and testing procedure violations are Tier 3.

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Appendix B
Standard Health Effects Language for Public Notification
(From Appendix B of 40 CFR 141, Subpart Q dated July 1, 2008)

Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
National Primary Drinking Water Regulations (NPDWR):			
A. Microbiological Contaminants			
1a. Total coliform	Zero	See footnote[3]	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
1b. Fecal coliform/*E. coli*	Zero	Zero	Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly and people with severely compromised immune systems.
1c. Fecal Indicators (GWR) i. *E. coli* ii. enterococci iii. coliphage	 Zero None None	 TT TT TT	Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
1d. Ground Water Rule (GWR) TT violations	None	TT	Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.
2a. Turbidity (MCL)[4]	None	1 NTU[5]/ 5 NTU	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
2b. Turbidity (SWTR TT)[6]	None	TT[7]	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
2c. Turbidity (IESWTR TT and LT1ESWTR TT)[8]	None	TT	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
B. Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR), Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) and the Filter Backwash Recycling Rule (FBRR) Violations			
3. *Giardia lamblia* (SWTR/IESWTR/LT1ESWTR) 4. Viruses (SWTR/IESWTR/LT1ESWTR) 5. Heterotrophic plate count (HPC) bacteria[9] (SWTR/IESWTR/LT1ESWTR) 6. Legionella (SWTR/IESWTR/LT1ESWTR) 7. *Cryptosporidium* (IESWTR/FBRR/LT1ESWTR)	Zero	TT[10]	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.
C. Inorganic Chemicals (IOCs)			
8. Antimony	0.006	0.006	Some people who drink water containing antimony well in excess of the MCL over many years could experience increases in blood cholesterol and decreases in blood sugar.
9. Arsenic[11]	0	0.010	Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.
10. Asbestos (10 μm)	7 MFL[12]	7 MFL	Some people who drink water containing asbestos in excess of the MCL over many years may have an increased risk of developing benign intestinal polyps.
11. Barium	2	2	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.
12. Beryllium	0.004	0.004	Some people who drink water containing beryllium well in excess of the MCL over many years could develop intestinal lesions.
13. Cadmium	0.005	0.005	Some people who drink water containing cadmium in excess of the MCL over many years could experience kidney damage.
14. Chromium (total)	0.1	0.1	Some people who use water containing chromium well in excess of the MCL over many years could experience allergic dermatitis.
15. Cyanide	0.2	0.2	Some people who drink water containing cyanide well in excess of the MCL over many years could experience nerve damage or problems with their thyroid.
16. Fluoride	4.0	4.0	Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth, before they erupt from the gums.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
17. Mercury (inorganic)	0.002	0.002	Some people who drink water containing inorganic mercury well in excess of the MCL over many years could experience kidney damage.
18. Nitrate	10	10	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
19. Nitrite	1	1	Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
20.Total Nitrate and Nitrite	10	10	Infants below the age of six months who drink water containing nitrate and nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
21. Selenium	0.05	0.05	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.
22. Thallium	0.0005	0.002	Some people who drink water containing thallium in excess of the MCL over many years could experience hair loss, changes in their blood, or problems with their kidneys, intestines, or liver.
D. Lead and Copper Rule			
23. Lead	Zero	TT[13]	Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.
24. Copper	1.3	TT[14]	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.
E. Synthetic Organic Chemicals (SOCs)			
25. 2,4-D	0.07	0.07	Some people who drink water containing the weed killer 2,4-D well in excess of the MCL over many years could experience problems with their kidneys, liver, or adrenal glands.
26. 2,4,5-TP (Silvex)	0.05	0.05	Some people who drink water containing silvex in excess of the MCL over many years could experience liver problems.
27. Alachlor	Zero	0.002	Some people who drink water containing alachlor in excess of the MCL over many years could have problems with their eyes, liver, kidneys, or spleen, or experience anemia, and may have an increased risk of getting cancer.
28. Atrazine	0.003	0.003	Some people who drink water containing atrazine well in excess of the MCL over many years could experience problems with their cardiovascular system or reproductive difficulties.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
29. Benzo(a)pyrene (PAHs)	Zero	0.0002	Some people who drink water containing benzo(a)pyrene in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.
30. Carbofuran	0.04	0.04	Some people who drink water containing carbofuran in excess of the MCL over many years could experience problems with their blood, or nervous or reproductive systems.
31. Chlordane	Zero	0.002	Some people who drink water containing chlordane in excess of the MCL over many years could experience problems with their liver, or nervous system, and may have an increased risk of getting cancer.
32. Dalapon	0.2	0.2	Some people who drink water containing dalapon well in excess of the MCL over many years could experience minor kidney changes.
33. Di (2-ethylhexyl) adipate	0.4	0.4	Some people who drink water containing di (2-ethylhexyl) adipate well in excess of the MCL over many years could experience toxic effects such as weight loss, liver enlargement or reproductive difficulties.
34. Di(2-ethylhexyl) phthalate	Zero	0.006	Some people who drink water containing di (2-ethylhexyl) phthalate in excess of the MCL over many years may have problems with their liver, or experience reproductive difficulties, and may have an increased risk of getting cancer.
35. Dibromochloropropane (DBCP)	Zero	0.0002	Some people who drink water containing DBCP in excess of the MCL over many years could experience reproductive difficulties and may have an increased risk of getting cancer.
36. Dinoseb	0.007	0.007	Some people who drink water containing dinoseb well in excess of the MCL over many years could experience reproductive difficulties.
37. Dioxin (2,3,7,8-TCDD)	Zero	$3x10^{-8}$	Some people who drink water containing dioxin in excess of the MCL over many years could experience reproductive difficulties and may have an increased risk of getting cancer.
38. Diquat	0.02	0.02	Some people who drink water containing diquat in excess of the MCL over many years could get cataracts.
39. Endothall	0.1	0.1	Some people who drink water containing endothall in excess of the MCL over many years could experience problems with their stomach or intestines.
40. Endrin	0.002	0.002	Some people who drink water containing endrin in excess of the MCL over many years could experience liver problems.
41. Ethylene dibromide	Zero	0.00005	Some people who drink water containing ethylene dibromide in excess of the MCL over many years could experience problems with their liver, stomach, reproductive system, or kidneys, and may have an increased risk of getting cancer.
42. Glyphosate	0.7	0.7	Some people who drink water containing glyphosate in excess of the MCL over many years could experience problems with their kidneys or reproductive difficulties.
43. Heptachlor	Zero	0.0004	Some people who drink water containing heptachlor in excess of the MCL over many years could experience liver damage and may have an increased risk of getting cancer.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
44. Heptachlor epoxide	Zero	0.0002	Some people who drink water containing heptachlor epoxide in excess of the MCL over many years could experience liver damage, and may have an increased risk of getting cancer.
45. Hexachlorobenzene	Zero	0.001	Some people who drink water containing hexachlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys, or adverse reproductive effects, and may have an increased risk of getting cancer.
46. Hexachlorocyclo-pentadiene	0.05	0.05	Some people who drink water containing hexachlorocyclopentadiene well in excess of the MCL over many years could experience problems with their kidneys or stomach.
47. Lindane	0.0002	0.0002	Some people who drink water containing lindane in excess of the MCL over many years could experience problems with their kidneys or liver.
48. Methoxychlor	0.04	0.04	Some people who drink water containing methoxychlor in excess of the MCL over many years could experience reproductive difficulties.
49. Oxamyl (Vydate)	0.2	0.2	Some people who drink water containing oxamyl in excess of the MCL over many years could experience slight nervous system effects.
50. Pentachlorophenol	Zero	0.001	Some people who drink water containing pentachlorophenolin excess of the MCL over many years could experience problems with their liver or kidneys, and may have an increased risk of getting cancer.
51. Picloram	0.5	0.5	Some people who drink water containing picloram in excess of the MCL over many years could experience problems with their liver.
52. Polychlorinated biphenyls (PCBs)	Zero	0.0005	Some people who drink water containing PCBs in excess of the MCL over many years could experience changes in their skin, problems with their thymus gland, immune deficiencies, or reproductive or nervous system difficulties, and may have an increased risk of getting cancer.
53. Simazine	0.004	0.004	Some people who drink water containing simazine in excess of the MCL over many years could experience problems with their blood.
54. Toxaphene	Zero	0.003	Some people who drink water containing toxaphene in excess of the MCL over many years could have problems with their kidneys, liver, or thyroid, and may have an increased risk of getting cancer.
F. Volatile Organic Chemicals (VOCs)			
55. Benzene	Zero	0.005	Some people who drink water containing benzene in excess of the MCL over many years could experience anemia or a decrease in blood platelets, and may have an increased risk of getting cancer.
56. Carbon tetrachloride	Zero	0.005	Some people who drink water containing carbon tetrachloride in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
57. Chlorobenzene (monochlorobenzene)	0.1	0.1	Some people who drink water containing chlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys.
58. *o*-Dichlorobenzene	0.6	0.6	Some people who drink water containing o-dichlorobenzene well in excess of the MCL over many years could experience problems with their liver, kidneys, or circulatory systems.
59. *p*-Dichlorobenzene	0.075	0.075	Some people who drink water containing p-dichlorobenzene in excess of the MCL over many years could experience anemia, damage to their liver, kidneys, or spleen, or changes in their blood.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
60. 1,2-Dichloroethane	Zero	0.005	Some people who drink water containing 1,2-dichloroethane in excess of the MCL over many years may have an increased risk of getting cancer.
61. 1,1-Dichloroethylene	0.007	0.007	Some people who drink water containing 1,1-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
62. *cis*-1,2-Dichloroethylene	0.07	0.07	Some people who drink water containing cis-1,2-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
63. *trans*-1,2-Dichloroethylene	0.1	0.1	Some people who drink water containing trans-1,2-dichloroethylene well in excess of the MCL over many years could experience problems with their liver.
64. Dichloromethane	Zero	0.005	Some people who drink water containing dichloromethane in excess of the MCL over many years could have liver problems and may have an increased risk of getting cancer.
65. 1,2-Dichloropropane	Zero	0.005	Some people who drink water containing 1,2-dichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.
66. Ethylbenzene	0.7	0.7	Some people who drink water containing ethylbenzene well in excess of the MCL over many years could experience problems with their liver or kidneys.
67. Styrene	0.1	0.1	Some people who drink water containing styrene well in excess of the MCL over many years could have problems with their liver, kidneys, or circulatory system.
68. Tetrachloroethylene	Zero	0.005	Some people who drink water containing tetrachloroethylene in excess of the MCL over many years could have problems with their liver, and may have an increased risk of getting cancer.
69. Toluene	1	1	Some people who drink water containing toluene well in excess of the MCL over many years could have problems with their nervous system, kidneys, or liver.
70. 1,2,4-Trichlorobenzene	0.07	0.07	Some people who drink water containing 1,2,4-trichlorobenzene well in excess of the MCL over many years could experience changes in their adrenal glands.
71. 1,1,1-Trichloroethane	0.2	0.2	Some people who drink water containing 1,1,1-trichloroethane in excess of the MCL over many years could experience problems with their liver, nervous system, or circulatory system.
72. 1,1,2-Trichloroethane	0.003	0.005	Some people who drink water containing 1,1,2-trichloroethane well in excess of the MCL over many years could have problems with their liver, kidneys, or immune systems.
73. Trichloroethylene	Zero	0.005	Some people who drink water containing trichloroethylene in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
74. Vinyl chloride	Zero	0.002	Some people who drink water containing vinyl chloride in excess of the MCL over many years may have an increased risk of getting cancer.
75. Xylenes (total)	10	10	Some people who drink water containing xylenes in excess of the MCL over many years could experience damage to their nervous system.

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G. Radioactive Contaminants			
76. Beta/photon emitters	Zero	4 mrem/yr[15]	Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.
77. Alpha emitters	Zero	17 pCi/L[17]	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
78. Combined radium (226 & 228)	Zero	5 pCi/L	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
79. Uranium[16]	Zero	30 μg/L	Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.
H. Disinfection Byproducts (DBPs), Byproduct Precursors, and Disinfectant Residuals: Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water, including trihalomethanes (THMs) and haloacetic acids (HAAs)[18].			
80. Total trihalomethanes (TTHMs)	N/A	0.080[19,20]	Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.
81. Haloacetic Acids (HAA)	N/A	0.060[21]	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
82. Bromate	Zero	0.010	Some people who drink water containing bromate in excess of the MCL over many years may have an increased risk of getting cancer.
83. Chlorite	0.08	1.0	Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.
84. Chlorine	4 (MRDLG)[22]	4.0 (MRDL)[23]	Some people who use water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
85. Chloramines	4 (MRDLG)	4.0 (MRDL)	Some people who use water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort or anemia.

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Contaminant	MCLG[1] mg/L	MCL[2] mg/L	Standard Health Effects Language for Public Notification
86a. Chlorine dioxide, where any 2 consecutive daily samples taken at the entrance to the distribution system are above the MRDL.	0.8 (MRDLG)	0.8 (MRDL)	Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia. *Add for public notification only:* The chlorine dioxide violations reported today are the result of exceedances at the treatment facility only, not within the distribution system which delivers water to consumers. Continued compliance with chlorine dioxide levels within the distribution system minimizes the potential risk of these violations to consumers.
86b. Chlorine dioxide, where one or more distribution system samples are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia. *Add for public notification only:* The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure.
87. Control of DBP precursors (TOC)	None	TT	Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
I. Other Treatment Techniques			
88. Acrylamide	Zero	TT	Some people who drink water containing high levels of acrylamide over a long period of time could have problems with their nervous system or blood, and may have an increased risk of getting cancer.
89. Epichlorohydrin	Zero	TT	Some people who drink water containing high levels of epichlorohydrin over a long period of time could experience stomach problems, and may have an increased risk of getting cancer.

Appendix B Endnotes

1. MCLG - Maximum contaminant level goal

2. MCL - Maximum contaminant level

3. For water systems analyzing at least 40 samples per month, no more than 5.0 percent of the monthly samples may be positive for total coliforms. For systems analyzing fewer than 40 samples per month, no more than one sample per month may be positive for total coliforms.

4. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule. The MCL for the monthly turbidity average is 1 NTU; the MCL for the 2-day average is 5 NTU for systems that are required to filter but have not yet installed filtration (40 CFR 141.13).

5. NTU - Nephelometric turbidity unit

6. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2001 Long Term 1Enhanced Surface Water Treatment Rule. Systems subject to the Surface Water Treatment Rule (both filtered and unfiltered) may not exceed 5 NTU. In addition, in filtered systems, 95 percent of samples each month must not exceed 0.5 NTU in systems using conventional or direct filtration and must not exceed 1 NTU in systems using slow sand or diatomaceous earth filtration or other filtration technologies approved by the primacy agency.

7. TT - Treatment technique

8. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), the 1998 Interim Enhanced Surface Water Treatment Rule (IESWTR) and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR). For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the IESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency. For systems subject to the LT1ESWTR (systems serving fewer than 10,000 people, using surface water or ground water under the direct influence of surface water) that use conventional filtration or direct filtration, after January 1, 2005, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the LT1ESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency.

9. The bacteria detected by heterotrophic plate count (HPC) are not necessarily harmful. HPC is simply an alternative method of determining disinfectant residual levels. The number of such bacteria is an indicator of whether there is enough disinfectant in the distribution system.

10. SWTR, IESWTR, and LT1ESWTR treatment technique violations that involve turbidity exceedances may use the health effects language for turbidity instead.

11. These arsenic values are effective January 23, 2006. Until then, the MCL is 0.05 mg/L and there is no MCLG.

12. Millions fibers per liter.

13. Action Level = 0.015 mg/L

14. Action Level = 1.3 mg/L

15. Millirems per years

16. The uranium MCL is effective December 8, 2003 for all community water systems.

17. Picocuries per liter

18. Surface water systems and ground water systems under the direct influence of surface water are regulated under subpart H of 40 CFR 141. Subpart H community and non-transient noncommunity systems serving ≥10,000 must comply with subpart L DBP MCLs and disinfectant maximum residual disinfectant levels (MRDLs) beginning January 1, 2002. All other community and non-transient noncommunity systems must comply with subpart L DBP MCLs and disinfectant MRDLs beginning January 1, 2004. Subpart H transient noncommunity systems serving ≥10,000 that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. All other transient noncommunity systems that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

19. Community and non-transient noncommunity systems must comply with subpart V TTHM and HAA5 MCLs of 0.080 mg/L and 0.060 mg/L, respectively (with compliance calculated as a locational running annual average) on the schedule in §141.620.

20. The MCL for total trihalomethanes is the sum of the concentrations of the individual trihalomethanes.

21. The MCL for haloacetic acids is the sum of the concentrations of the individual haloacetic acids.

22. MRDLG - Maximum residual disinfectant level goal.

23. MRDL - Maximum residual disinfectant level.

Appendix C
Translated Phrases

From: Washington Department of Health (DOH PUB. # 331-246, February 2004) www.doh.wa.gov/ehp/dw/translations/translations.htm.
Translations are provided courtesy of the State of Washington Department of Health. None of these translations has been independently verified.

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Amharic	ይህ ዘገባ ስለሚጠጡት ውሃ ጠቃሚ መረጃዎችን ይዟል ። ሌላ ጉዳዩን የሚረዱሰውእንዲተረጉሙልዎት ወይም እንዲያስረዱዎት ያድርጉ ።	ውሃዎን ከመጠቀምዎ በፊት ያፍሉት ።	ውሃውን አይጠጡ ።	ዕድሜያቸው ከ12 ወራት በታች የሆኑ ልጆች ውሃውን መጠጣት የለባቸውም ። የልጆቹን ምግብ (ፎርሙላ) ለማሰናዳት ውሃውን አይጠቀሙ ።
Arabic	هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تستخدمه. اطلب من شخص ما ان يترجمه لك او يستطيع فهمه.	إغلي الماء قبل استعماله	لا تشرب الماء.	يجب ان لا يشرب الأطفال اللذين أعمارهم أقل من 12 سنة هذا الماء. لا تستخدم هذا الماء لتحضير الفورملا (حليب الأطفال).
Cambodian (Khmer)	របាយការណ៍នេះ មានសារៈសំខាន់ណាស់ អំពីអ្នកដែលលោក-អ្នកទទួលទាន ។ ចូរឲ្យជនណាម្នាក់ឲ្យបកប្រែជូនលោក-អ្នក ឬក៏និយាយជាមួយជនណាម្នាក់ ដែលយល់ទូវនន័យនេះច្បាស់លាស់ ។	ចូរដាំទឹកឲ្យពុះសិន មុននឹងប្រើប្រាស់ ។	ចូរកុំទទួលទានទឹក ។	ក្មេងក្រោមអាយុ១២ខែ មិនគួរឲ្យញ្ជាំទឹកទេ ។ ចូរកុំប្រើទឹកណាមួយធ្វើទឹកដោះ ។
Chinese Simplified	此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。	将水煮开后才使用。	不要喝这些水。	不满 12 个月大的小孩不应该喝这些水。不要用这些水做配方。
Chinese Traditional	此報告包含有關您的飲用水的重要資訊。請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	將水煮開後才使用。	切勿喝這些水。	不滿 12 個月大的小孩不應該喝這些水。切勿用這些水做配方。
Farsi	اين گزارش شامل اطلاعات مهمي درمورد اب اشاميدني شما ميباشد. از شخصي بخواهيد كه به شما ترجمه كنند و يا با شخصي كه اين موضوع را ميفهمند صحبت بكنيد.	قبل از استفاده اب اشاميدنيتان را به جوش بياوريد.	اب را نخوريد.	كودكان زير ۱۲ ماهه نبايستي اب را بخورند. اب را براي درست كردن غذاي بچه (فرمولا) استفاده نكنيد.
French	**Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.**	**Faire bouillir l'eau avant de l'utiliser.**	**Ne pas boire l'eau.**	**Les enfants des moins de 12 mois ne doivent pas boire l'eau. Ne pas utiliser l'eau dans une préparation lactée pour nourrisson.**

Appendix C
Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Greek	Αυτή η αναφορά περιλαμβάνει σημαντικές πληροφορίες σχετικά με το πόσιμο νερό σας. Ζητήστε από κάποιον να σας τη μεταφράσει, ή μιλείστε με κάποιον που την καταλαβαίνει.	Βράζετε το νερό πριν το χρησιμοποιήσετε.	Μην πίνετε το νερό.	Τα παιδιά κάτω των 12 μηνών δεν θα πρέπει να πίνουν το νερό. Μη χρησιμοποιήσετε το νερό για να φτιάξετε κάποια συνταγή.
Hebrew	דוח זה כולל מידע חשוב בנוגע למי השתייה שלכם. בקשו ממישהו שיתרגם אותו עבורכם, או שוחחו עם מישהו שמבין את תוכנו.	יש להרתיח את המים לפני השימוש.	אין לשתות את המים.	המים אסורים לשתייה לילדים מתחת לגיל 12. אין להשתמש במים להכנת תחליף חלב-אם לתינוקות.
Hindi	यह रीपोरट में आपके पीने वाले पानी के बारे में जरुरी जानकारी है। किसी से जिसे इसका अनुवाद करना आता हो उस से बात करें।	पानी इसतेमाल करने से पहिले उबाल लें।	पानी न पीएं।	12 महीने से कम उमर के बच्चों को पानी नहीं पीना चाहिए। फारमूला बनाने के लिए पानी का इसतेमाल न करें।
Hmong	**Dlaim ntawv tshoobxa nuav muaj lug teeemceeb heev nyob rua luv kwv hau taug cov dlej muj hauv. Kuas ib tug paub tshais rua koj, los nug ib tug kuv paub lug thaum.**	**Uantej kuv yuav siv muj cov dlej nuav yuav tau muab mug thoob kuas xpau.**	**Tsi tshob hauv cov dlej nuav.**	**Cov miavyaus kuv tsi tau muaj 12 xyoo tsi tshob hauv cov dlej nuav. Txhob muab cov dlej nuav moog tov mig.**
Japanese	このレポートには飲料水に関する重要な情報が記載されています。この英文を訳してもらうか、またはどなたか英語が分かる方にたずねてください。	水は使用する前に煮沸してください。	水を飲まないでください。	12か月未満のお子様には水を飲ませないでください。水を使って乳児用ミルクを作らないでください。
Korean	이 보고서에는 귀하의 식수에 대한 중요한 내용이 실려있습니다. 그러므로 이 보고서를 이해할 수 있는 사람한테 번역해 달라고 부탁하시기 바랍니다.	사용하기 전에 물을 끓이십시오.	물을 마시지 마십시오.	12세 미만의 아이들에게 물을 마시게 하지 마십시오. 혼물라를 섞을 때 물을 사용하지 마십시오.
Laotian	ໃບລາຍງານໃບນີ້ມີຂໍ້ມູນລະອຽດອັນສຳຄັນກ່ຽວກັບນ້ຳດື່ມຂອງທ່ານ. ໃຫ້ຄົນໃດຄົນນຶ່ງແປພາສາໃຫ້ທ່ານຟັງ, ຫຼື ເວົ້າກັບຄົນໃດຄົນນຶ່ງຜູ້ທີ່ເຂົ້າໃຈມັນ.	ຕົ້ມນ້ຳຂອງທ່ານກ່ອນໃຊ້.	ບ່າດື່ມນ້ຳ.	ເດັກນ້ອຍອາຍຸຕ່ຳກວ່າ 12 ເດືອນຄວນຈະບໍ່ດື່ມນ້ຳ. ບ່າສູ່ໃຊ້ນ້ຳເມື່ອຈະປະສົມນ້ຳນົມ.
Oromo	**Gabaasii kun odeeffanno barbachisa wa'ee bishaan dhugaatii qaba. Akkaa isinii turjumaa'aa gaafadhaa yuksan namaa xiinxala keessan dabbatuu dubbisaa.**	**Bishaan oso hindhuggaaneen duraa akka dareffistan.**	**Bishaan kan hindhugiinaa.**	**Daa'imaan hanii(ji'aa) 12 hingaddii bishaan kan dhugaan isaan irra hinjiru. Bishaan kana furmaalaa(Nyaata Ijoolee) qopheessuf itii hindayyadamina.**

Appendix C
Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Polish	Następujący raport zawiera ważną informację na temat wody pitnej. Proszę poprosić kogoś o przetłumaczenie lub porozmawiać z kimś kto rozumie.	Należy przegotować wodę przed spożyciem.	Proszę nie pić wody.	Dzieci w wieku poniżej 12 miesięcy nie powinny pić tej wody. Proszę nie używać tej wody do przygotowywania formuły.
Punjabi	ਇਸ ਰੀਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਉਸ ਨਾਲ ਗਲ ਕਰੋ।	ਪਾਣੀ ਨੂੰ ਇਸਤੇਮਾਲ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਉਬਾਲ ਲਵੋ।	ਪਾਣੀ ਨਾ ਪੀਵੋ।	12 ਮਹੀਨੇ ਤੋਂ ਘੱਟ ਉਮਰ ਦੇ ਬਚਿੱਆਂ ਨੂੰ ਪਾਣੀ ਨਹੀਂ ਪੀਣਾ ਚਾਹੀਦਾ। ਫਾਰਮੂਲਾ ਬਨਾਉਣ ਵਾਸਤੇ ਪਾਣੀ ਦਾ ਇਸਤੇਮਾਲ ਨਾ ਕਰੋ।
Russian	В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.	Кипятите воду, прежде чем пользоваться ею.	Не пейте воду.	Детям в возрасте до 12 месяцев не следует пить воду. Не используйте воду для приготовления адаптированной детской смеси ("формулы").
Samoan	O le lipoti lenei o lo'u iai ni mea e sili ona taua e uiga i le vai o lo'o e taumafaina nei. Su'e se tagata e fa'atilioina mo me, po'o lua talatalanoa i saisi e iai sona malamalamaga i lenei mataupu.	Tuma le vai ia papona ona fa'aoga iua lea.	Aua le inuina le vai.	Tamaiti uma laua e i lalo o le 12 taunga e le tatau ona inuina le vai. Aua le fa'aogaina le vai e sui ai ni vaila'au po'o le palu ai o ni mea taumama.
Serbo-Croatian	Ovaj izvještaj sadrži važnu informaciju o vašoj vodi za piće. Neka vam neko prevede, ili popričajte sa nekim ko se u ovo razumije.	Proključajte vodu prije upotrebe.	Ne pijte vodu.	Djeca ispod 12 mjeseci starosti ne bi trebala piti vodu. Ne koristite vodu za pripremljanje hrane u flašici za bebe.
Somali	Warbixintan waxay waduxan macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu turjumto xaas la hadl cid fahamysa.	Karkari biyaha intu xadoo isticmaalin.	Ha cabin biyaha.	Carruurta sanad jir ka yar ma aha inay biyaha cabaan. Ha u isticmaalin biyaha inaad kaba qaxtid cuunka ama raashinka la quso ee carruurta.
Spanish	Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.	Haga hervir el agua antes de usarla.	No beba el agua.	Los niños menores de 12 meses de edad no deben beber el agua. No use el agua para preparar la fórmula para bebés (biberón).
Tagalog	Naglalaman ang report na ito ng importanteng impormasyon tungkol sa iyong iniinom na tubig. Magharocon ng isang tao na isasalin ito sa iyong wika para sa iyo, o makipag-usap sa isang tao na nakaloaintindi dito.	Pakulain ang iyong tubig bago gagamitin.	Huwag inumin ang tubig.	Ang mga bata na kulang sa 12 na buwan ang gulang ay hindi dapat na iinumin ang tubig. Huwag gagamitin ang tubig sa paggawa ng formula.

Appendix C
Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Thai	รายงานนี้มีข้อมูลสำคัญเกี่ยวกับน้ำดื่มของท่านโปรดขอให้บุคคลไ ดบุคคลหนึ่งแปลข้อความให้ท่าน หรือปรึกษาผู้ที่เข้าใจข้อความนี้	ต้มน้ำให้เดือดก่อนนำไปใช้	อย่าดื่มน้ำนี้	เด็กที่อายุต่ำกว่า 12 ปี ต้องไม่ดื่มน้ำนี้ อย่าใช้น้ำนี้ในการผสมนมเลี้ยงเด็ก
Tigrigna	ኣዚ ጽሑፍ ብዛዕባ ትሰተይዎ ማይ ኣገዳሲ ሓበሬታ ኣለዎ። ዘተርጉመልኩም ወይ ዘረዳኣኩም ሰብ ድለዩ።	ማይ ኣፍሊሕሉም ስተዩ።	ካብዚ ማይ ኣይትስተዩ።	ትሕቲ 12 ወርሒ ዝዕሉ ሕጻናት ካብዚ ማይ ክሰትዩ የብሉምን። በዚ ማይ ንሕጻን ጸባ ንምብጽባጽ ኣይትጠቀሙ።
Ukrainian	Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам це повідомлення або поговоріть з людиною, яка розуміє його зміст.	Кип'ятіть воду до користування.	Не пийте воду.	Діти у віці до 12 місяці в не повинні пити воду. Не користуйтеся водою для приготування адаптованої дитячої суміші ("формули").
Vietnamese	Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hoặc hỏi người nào hiểu tài liệu này.	Đun sôi nước trước khi dùng.	Đừng uống nước này.	Trẻ em dưới 12 tháng không nên uống nước này. Đừng dùng nước này để pha sữa formula.

The water glass and faucet may be useful in a posted notice that would be seen by many non-English speaking people to illustrate that they should not drink the water.

Appendix D
The Public Notification Rule (40 CFR Part 40 CFR 141, Subpart Q)

than 2.0 NTU in two consecutive measurements taken 15 minutes apart at any time in each of two consecutive months, the system must report the filter number, the turbidity measurement, and the date(s) on which the exceedance occurred. In addition, the system must arrange for the conduct of a comprehensive performance evaluation by the State or a third party approved by the State no later than 30 days following the exceedance and have the evaluation completed and submitted to the State no later than 90 days following the exceedance.

(c) *Additional reporting requirements.* (1) If at any time the turbidity exceeds 1 NTU in representative samples of filtered water in a system using conventional filtration treatment or direct filtration, the system must inform the State as soon as possible, but no later than the end of the next business day.

(2) If at any time the turbidity in representative samples of filtered water exceeds the maximum level set by the State under § 141.173(b) for filtration technologies other than conventional filtration treatment, direct filtration, slow sand filtration, or diatomaceous earth filtration, the system must inform the State as soon as possible, but no later than the end of the next business day.

[63 FR 69516, Dec. 16, 1998, as amended at 66 FR 3779, Jan. 16, 2001]

Subpart Q—Public Notification of Drinking Water Violations

SOURCE: 65 FR 26035, May 4, 2000, unless otherwise noted.

§ 141.201 General public notification requirements.

Public water systems in States with primacy for the public water system supervision (PWSS) program must comply with the requirements in this subpart no later than May 6, 2002 or on the date the State-adopted rule becomes effective, whichever comes first. Public water systems in jurisdictions where EPA directly implements the PWSS program must comply with the requirements in this subpart on October 31, 2000. Prior to these dates, public water systems must continue to comply with the public notice requirements in § 141.32 of this part. The term ''primacy agency'' is used in this subpart to refer to either EPA or the State or the Tribe in cases where EPA, the State, or the Tribe exercises primary enforcement responsibility for this subpart.

(a) *Who must give public notice?* Each owner or operator of a public water system (community water systems, non-transient non-community water systems, and transient non-community water systems) must give notice for all violations of national primary drinking water regulations (NPDWR) and for other situations, as listed in Table 1. The term ''NPDWR violations'' is used in this subpart to include violations of the maximum contaminant level (MCL), maximum residual disinfection level (MRDL), treatment technique (TT), monitoring requirements, and testing procedures in this part 141. Appendix A to this subpart identifies the tier assignment for each specific violation or situation requiring a public notice.

TABLE 1 TO § 141.201—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A PUBLIC NOTICE

(1) NPDWR violations:
- (i) Failure to comply with an applicable maximum contaminant level (MCL) or maximum residual disinfectant level (MRDL).
- (ii) Failure to comply with a prescribed treatment technique (TT).
- (iii) Failure to perform water quality monitoring, as required by the drinking water regulations.
- (iv) Failure to comply with testing procedures as prescribed by a drinking water regulation.

(2) Variance and exemptions under sections 1415 and 1416 of SDWA:
- (i) Operation under a variance or an exemption.
- (ii) Failure to comply with the requirements of any schedule that has been set under a variance or exemption.

(3) Special public notices:
- (i) Occurrence of a waterborne disease outbreak or other waterborne emergency.

TABLE 1 TO § 141.201—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A PUBLIC NOTICE—Continued

(ii) Exceedance of the nitrate MCL by non-community water systems (NCWS), where granted permission by the primacy agency under 141.11(d) of this part.
(iii) Exceedance of the secondary maximum contaminant level (SMCL) for fluoride.
(iv) Availability of unregulated contaminant monitoring data.
(v) Other violations and situations determined by the primacy agency to require a public notice under this subpart, not already listed in Appendix A.

(b) *What type of public notice is required for each violation or situation?* Public notice requirements are divided into three tiers, to take into account the seriousness of the violation or situation and of any potential adverse health effects that may be involved. The public notice requirements for each violation or situation listed in Table 1 of this section are determined by the tier to which it is assigned. Table 2 of this section provides the definition of each tier. Appendix A of this part identifies the tier assignment for each specific violation or situation.

TABLE 2 TO § 141.201—DEFINITION OF PUBLIC NOTICE TIERS

(1) *Tier 1 public notice*—required for NPDWR violations and situations with significant potential to have serious adverse effects on human health as a result of short-term exposure.
(2) *Tier 2 public notice*—required for all other NPDWR violations and situations with potential to have serious adverse effects on human health.
(3) *Tier 3 public notice*—required for all other NPDWR violations and situations not included in Tier 1 and Tier 2.

(c) *Who must be notified?*

(1) Each public water system must provide public notice to persons served by the water system, in accordance with this subpart. Public water systems that sell or otherwise provide drinking water to other public water systems (*i.e.*, to consecutive systems) are required to give public notice to the owner or operator of the consecutive system; the consecutive system is responsible for providing public notice to the persons it serves.

(2) If a public water system has a violation in a portion of the distribution system that is physically or hydraulically isolated from other parts of the distribution system, the primacy agency may allow the system to limit distribution of the public notice to only persons served by that portion of the system which is out of compliance. Permission by the primacy agency for limiting distribution of the notice must be granted in writing.

(3) A copy of the notice must also be sent to the primacy agency, in accordance with the requirements under § 141.31(d).

§ 141.202 *Tier 1 Public Notice*—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 1 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 1 public notice. Appendix A to this subpart identifies the tier assignment for each specific violation or situation.

TABLE 1 TO § 141.202—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 1 PUBLIC NOTICE

(1) Violation of the MCL for total coliforms when fecal coliform or E. coli are present in the water distribution system (as specified in § 141.63(b)), or when the water system fails to test for fecal coliforms or E. coli when any repeat sample tests positive for coliform (as specified in § 141.21(e));
(2) Violation of the MCL for nitrate, nitrite, or total nitrate and nitrite, as defined in § 141.62, or when the water system fails to take a confirmation sample within 24 hours of the system's receipt of the first sample showing an exceedance of the nitrate or nitrite MCL, as specified in § 141.23(f)(2);
(3) Exceedance of the nitrate MCL by non-community water systems, where permitted to exceed the MCL by the primacy agency under § 141.11(d), as required under § 141.209;

TABLE 1 TO § 141.202—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 1 PUBLIC NOTICE—Continued

(4) Violation of the MRDL for chlorine dioxide, as defined in § 141.65(a), when one or more samples taken in the distribution system the day following an exceedance of the MRDL at the entrance of the distribution system exceed the MRDL, or when the water system does not take the required samples in the distribution system, as specified in § 141.133(c)(2)(i);

(5) Violation of the turbidity MCL under § 141.13(b), where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not take place within 24 hours after the system learns of the violation;

(6) Violation of the Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR) or Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit (as identified in Appendix A), where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not take place within 24 hours after the system learns of the violation;

(7) Occurrence of a waterborne disease outbreak, as defined in § 141.2, or other waterborne emergency (such as a failure or significant interruption in key water treatment processes, a natural disaster that disrupts the water supply or distribution system, or a chemical spill or unexpected loading of possible pathogens into the source water that significantly increases the potential for drinking water contamination);

(8) Detection of *E. coli*, enterococci, or coliphage in source water samples as specified in § 141.402(a) and § 141.402(b);

(9) Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, as determined by the primacy agency either in its regulations or on a case-by-case basis.

(b) *When is the Tier 1 public notice to be provided?* What additional steps are required? Public water systems must:

(1) Provide a public notice as soon as practical but no later than 24 hours after the system learns of the violation;

(2) Initiate consultation with the primacy agency as soon as practical, but no later than 24 hours after the public water system learns of the violation or situation, to determine additional public notice requirements; and

(3) Comply with any additional public notification requirements (including any repeat notices or direction on the duration of the posted notices) that are established as a result of the consultation with the primacy agency. Such requirements may include the timing, form, manner, frequency, and content of repeat notices (if any) and other actions designed to reach all persons served.

(c) *What is the form and manner of the public notice?* Public water systems must provide the notice within 24 hours in a form and manner reasonably calculated to reach all persons served. The form and manner used by the public water system are to fit the specific situation, but must be designed to reach residential, transient, and non-transient users of the water system. In order to reach all persons served, water systems are to use, at a minimum, one or more of the following forms of delivery:

(1) Appropriate broadcast media (such as radio and television);

(2) Posting of the notice in conspicuous locations throughout the area served by the water system;

(3) Hand delivery of the notice to persons served by the water system; or

(4) Another delivery method approved in writing by the primacy agency.

[65 FR 26035, May 4, 2000, as amended at 67 FR 1836, Jan. 14, 2002; 71 FR 65652, Nov. 8, 2006]

§ 141.203 *Tier 2 Public Notice*—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 2 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 2 public notice. Appendix A to this subpart identifies the tier assignment for each specific violation or situation.

TABLE 1 TO § 141.203—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 2 PUBLIC NOTICE

(1) All violations of the MCL, MRDL, and treatment technique requirements, except where a Tier 1 notice is required under § 141.202(a) or where the primacy agency determines that a Tier 1 notice is required;
(2) Violations of the monitoring and testing procedure requirements, where the primacy agency determines that a Tier 2 rather than a Tier 3 public notice is required, taking into account potential health impacts and persistence of the violation; and
(3) Failure to comply with the terms and conditions of any variance or exemption in place.
(4) Failure to take corrective action or failure to maintain at least 4-log treatment of viruses (using inactivation, removal, or a State-approved combination of 4-log virus inactivation and removal) before or at the first customer under § 141.403(a).

(b) *When is the Tier 2 public notice to be provided?*

(1) Public water systems must provide the public notice as soon as practical, but no later than 30 days after the system learns of the violation. If the public notice is posted, the notice must remain in place for as long as the violation or situation persists, but in no case for less than seven days, even if the violation or situation is resolved. The primacy agency may, in appropriate circumstances, allow additional time for the initial notice of up to three months from the date the system learns of the violation. It is not appropriate for the primacy agency to grant an extension to the 30-day deadline for any unresolved violation or to allow across-the-board extensions by rule or policy for other violations or situations requiring a Tier 2 public notice. Extensions granted by the primacy agency must be in writing.

(2) The public water system must repeat the notice every three months as long as the violation or situation persists, unless the primacy agency determines that appropriate circumstances warrant a different repeat notice frequency. In no circumstance may the repeat notice be given less frequently than once per year. It is not appropriate for the primacy agency to allow less frequent repeat notice for an MCL violation under the Total Coliform Rule or a treatment technique violation under the Surface Water Treatment Rule or Interim Enhanced Surface Water Treatment Rule. It is also not appropriate for the primacy agency to allow through its rules or policies across-the-board reductions in the repeat notice frequency for other ongoing violations requiring a Tier 2 repeat notice. Primacy agency determinations allowing repeat notices to be given less frequently than once every three months must be in writing.

(3) For the turbidity violations specified in this paragraph, public water systems must consult with the primacy agency as soon as practical but no later than 24 hours after the public water system learns of the violation, to determine whether a Tier 1 public notice under § 141.202(a) is required to protect public health. When consultation does not take place within the 24-hour period, the water system must distribute a Tier 1 notice of the violation within the next 24 hours (*i.e.*, no later than 48 hours after the system learns of the violation), following the requirements under § 141.202(b) and (c). Consultation with the primacy agency is required for:

(i) Violation of the turbidity MCL under § 141.13(b); or

(ii) Violation of the SWTR, IESWTR or LT1ESWTR treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit.

(c) *What is the form and manner of the Tier 2 public notice?* Public water systems must provide the initial public notice and any repeat notices in a form and manner that is reasonably calculated to reach persons served in the required time period. The form and manner of the public notice may vary based on the specific situation and type of water system, but it must at a minimum meet the following requirements:

(1) Unless directed otherwise by the primacy agency in writing, community water systems must provide notice by:

(i) Mail or other direct delivery to each customer receiving a bill and to other service connections to which

water is delivered by the public water system; and

(ii) Any other method reasonably calculated to reach other persons regularly served by the system, if they would not normally be reached by the notice required in paragraph (c)(1)(i) of this section. Such persons may include those who do not pay water bills or do not have service connection addresses (e.g., house renters, apartment dwellers, university students, nursing home patients, prison inmates, etc.). Other methods may include: Publication in a local newspaper; delivery of multiple copies for distribution by customers that provide their drinking water to others (e.g., apartment building owners or large private employers); posting in public places served by the system or on the Internet; or delivery to community organizations.

(2) Unless directed otherwise by the primacy agency in writing, non-community water systems must provide notice by:

(i) Posting the notice in conspicuous locations throughout the distribution system frequented by persons served by the system, or by mail or direct delivery to each customer and service connection (where known); and

(ii) Any other method reasonably calculated to reach other persons served by the system if they would not normally be reached by the notice required in paragraph (c)(2)(i) of this section. Such persons may include those served who may not see a posted notice because the posted notice is not in a location they routinely pass by. Other methods may include: Publication in a local newspaper or newsletter distributed to customers; use of E-mail to notify employees or students; or, delivery of multiple copies in central locations (e.g., community centers).

[65 FR 26035, May 4, 2000, as amended at 67 FR 1836, Jan. 14, 2002; 71 FR 65652, Nov. 8, 2006]

§ 141.204 *Tier 3 Public Notice*—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 3 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 3 public notice. Appendix A to this subpart identifies the tier assignment for each specific violation or situation.

TABLE 1 TO § 141.204—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 3 PUBLIC NOTICE

(1) Monitoring violations under 40 CFR part 141, except where a Tier 1 notice is required under § 141.202(a) or where the primacy agency determines that a Tier 2 notice is required;
(2) Failure to comply with a testing procedure established in 40 CFR part 141, except where a Tier 1 notice is required under § 141.202(a)) or where the primacy agency determines that a Tier 2 notice is required;
(3) Operation under a variance granted under Section 1415 or an exemption granted under Section 1416 of the Safe Drinking Water Act;
(4) Availability of unregulated contaminant monitoring results, as required under § 141.207; and
(5) Exceedance of the fluoride secondary maximum contaminant level (SMCL), as required under § 141.208.

(b) *When is the Tier 3 public notice to be provided?*

(1) Public water systems must provide the public notice not later than one year after the public water system learns of the violation or situation or begins operating under a variance or exemption. Following the initial notice, the public water system must repeat the notice annually for as long as the violation, variance, exemption, or other situation persists. If the public notice is posted, the notice must remain in place for as long as the violation, variance, exemption, or other situation persists, but in no case less than seven days (even if the violation or situation is resolved).

(2) Instead of individual Tier 3 public notices, a public water system may use an annual report detailing all violations and situations that occurred during the previous twelve months, as long as the timing requirements of paragraph (b)(1) of this section are met.

(c) *What is the form and manner of the Tier 3 public notice?* Public water systems must provide the initial notice and any repeat notices in a form and manner that is reasonably calculated to reach persons served in the required

time period. The form and manner of the public notice may vary based on the specific situation and type of water system, but it must at a minimum meet the following requirements:

(1) Unless directed otherwise by the primacy agency in writing, community water systems must provide notice by:

(i) Mail or other direct delivery to each customer receiving a bill and to other service connections to which water is delivered by the public water system; and

(ii) Any other method reasonably calculated to reach other persons regularly served by the system, if they would not normally be reached by the notice required in paragraph (c)(1)(i) of this section. Such persons may include those who do not pay water bills or do not have service connection addresses (e.g., house renters, apartment dwellers, university students, nursing home patients, prison inmates, etc.). Other methods may include: Publication in a local newspaper; delivery of multiple copies for distribution by customers that provide their drinking water to others (e.g., apartment building owners or large private employers); posting in public places or on the Internet; or delivery to community organizations.

(2) Unless directed otherwise by the primacy agency in writing, non-community water systems must provide notice by:

(i) Posting the notice in conspicuous locations throughout the distribution system frequented by persons served by the system, or by mail or direct delivery to each customer and service connection (where known); and

(ii) Any other method reasonably calculated to reach other persons served by the system, if they would not normally be reached by the notice required in paragraph (c)(2)(i) of this section. Such persons may include those who may not see a posted notice because the notice is not in a location they routinely pass by. Other methods may include: Publication in a local newspaper or newsletter distributed to customers; use of E-mail to notify employees or students; or, delivery of multiple copies in central locations (e.g., community centers).

(d) *In what situations may the Consumer Confidence Report be used to meet the Tier 3 public notice requirements?* For community water systems, the Consumer Confidence Report (CCR) required under Subpart O of this part may be used as a vehicle for the initial Tier 3 public notice and all required repeat notices, as long as:

(1) The CCR is provided to persons served no later than 12 months after the system learns of the violation or situation as required under § 141.204(b);

(2) The Tier 3 notice contained in the CCR follows the content requirements under § 141.205; and

(3) The CCR is distributed following the delivery requirements under § 141.204(c).

[65 FR 26035, May 4, 2000; 65 FR 38629, June 21, 2000]

§ 141.205 Content of the public notice.

(a) *What elements must be included in the public notice for violations of National Primary Drinking Water Regulations (NPDWR) or other situations requiring a public notice?* When a public water system violates a NPDWR or has a situation requiring public notification, each public notice must include the following elements:

(1) A description of the violation or situation, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);

(2) When the violation or situation occurred;

(3) Any potential adverse health effects from the violation or situation, including the standard language under paragraph (d)(1) or (d)(2) of this section, whichever is applicable;

(4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in their drinking water;

(5) Whether alternative water supplies should be used;

(6) What actions consumers should take, including when they should seek medical help, if known;

(7) What the system is doing to correct the violation or situation;

(8) When the water system expects to return to compliance or resolve the situation;

(9) The name, business address, and phone number of the water system

owner, operator, or designee of the public water system as a source of additional information concerning the notice; and

(10) A statement to encourage the notice recipient to distribute the public notice to other persons served, using the standard language under paragraph (d)(3) of this section, where applicable.

(b) *What elements must be included in the public notice for public water systems operating under a variance or exemption?*

(1) If a public water system has been granted a variance or an exemption, the public notice must contain:

(i) An explanation of the reasons for the variance or exemption;

(ii) The date on which the variance or exemption was issued;

(iii) A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption; and

(iv) A notice of any opportunity for public input in the review of the variance or exemption.

(2) If a public water system violates the conditions of a variance or exemption, the public notice must contain the ten elements listed in paragraph (a) of this section.

(c) *How is the public notice to be presented?*

(1) Each public notice required by this section:

(i) Must be displayed in a conspicuous way when printed or posted;

(ii) Must not contain overly technical language or very small print;

(iii) Must not be formatted in a way that defeats the purpose of the notice;

(iv) Must not contain language which nullifies the purpose of the notice.

(2) Each public notice required by this section must comply with multilingual requirements, as follows:

(i) For public water systems serving a large proportion of non-English speaking consumers, as determined by the primacy agency, the public notice must contain information in the appropriate language(s) regarding the importance of the notice or contain a telephone number or address where persons served may contact the water system to obtain a translated copy of the notice or to request assistance in the appropriate language.

(ii) In cases where the primacy agency has not determined what constitutes a large proportion of non-English speaking consumers, the public water system must include in the public notice the same information as in paragraph (c)(2)(i) of this section, where appropriate to reach a large proportion of non-English speaking persons served by the water system.

(d) *What standard language must public water systems include in their public notice?* Public water systems are required to include the following standard language in their public notice:

(1) Standard health effects language for MCL or MRDL violations, treatment technique violations, and violations of the condition of a variance or exemption. Public water systems must include in each public notice the health effects language specified in Appendix B to this subpart corresponding to each MCL, MRDL, and treatment technique violation listed in Appendix A to this subpart, and for each violation of a condition of a variance or exemption.

(2) Standard language for monitoring and testing procedure violations. Public water systems must include the following language in their notice, including the language necessary to fill in the blanks, for all monitoring and testing procedure violations listed in Appendix A to this subpart:

> We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period], we ''did not monitor or test'' or ''did not complete all monitoring or testing'' for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.

(3) Standard language to encourage the distribution of the public notice to all persons served. Public water systems must include in their notice the following language (where applicable):

> Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

§ 141.206 Notice to new billing units or new customers.

(a) *What is the requirement for community water systems?* Community water systems must give a copy of the most recent public notice for any continuing violation, the existence of a variance or exemption, or other ongoing situations requiring a public notice to all new billing units or new customers prior to or at the time service begins.

(b) *What is the requirement for non-community water systems?* Non-community water systems must continuously post the public notice in conspicuous locations in order to inform new consumers of any continuing violation, variance or exemption, or other situation requiring a public notice for as long as the violation, variance, exemption, or other situation persists.

§ 141.207 Special notice of the availability of unregulated contaminant monitoring results.

(a) *When is the special notice to be given?* The owner or operator of a community water system or non-transient, non-community water system required to monitor under § 141.40 must notify persons served by the system of the availability of the results of such sampling no later than 12 months after the monitoring results are known.

(b) *What is the form and manner of the special notice?* The form and manner of the public notice must follow the requirements for a Tier 3 public notice prescribed in §§ 141.204(c), (d)(1), and (d)(3). The notice must also identify a person and provide the telephone number to contact for information on the monitoring results.

§ 141.208 Special notice for exceedance of the SMCL for fluoride.

(a) *When is the special notice to be given?* Community water systems that exceed the fluoride secondary maximum contaminant level (SMCL) of 2 mg/l as specified in § 143.3 (determined by the last single sample taken in accordance with § 141.23), but do not exceed the maximum contaminant level (MCL) of 4 mg/l for fluoride (as specified in § 141.62), must provide the public notice in paragraph (c) of this section to persons served. Public notice must be provided as soon as practical but no later than 12 months from the day the water system learns of the exceedance. A copy of the notice must also be sent to all new billing units and new customers at the time service begins and to the State public health officer. The public water system must repeat the notice at least annually for as long as the SMCL is exceeded. If the public notice is posted, the notice must remain in place for as long as the SMCL is exceeded, but in no case less than seven days (even if the exceedance is eliminated). On a case-by-case basis, the primacy agency may require an initial notice sooner than 12 months and repeat notices more frequently than annually.

(b) *What is the form and manner of the special notice?* The form and manner of the public notice (including repeat notices) must follow the requirements for a Tier 3 public notice in § 141.204(c) and (d)(1) and (d)(3).

(c) *What mandatory language must be contained in the special notice?* The notice must contain the following language, including the language necessary to fill in the blanks:

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/l) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system [*name*] has a fluoride concentration of [*insert value*] mg/l.

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/l of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/l because of this cosmetic dental problem.

For more information, please call [name of water system contact] of [name of community water system] at [phone number]. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1–877–8–NSF–HELP.''

§ 141.209 Special notice for nitrate exceedances above MCL by non-community water systems (NCWS), where granted permission by the primacy agency under § 141.11(d)

(a) *When is the special notice to be given?* The owner or operator of a non-community water system granted permission by the primacy agency under § 141.11(d) to exceed the nitrate MCL must provide notice to persons served according to the requirements for a Tier 1 notice under § 141.202(a) and (b).

(b) *What is the form and manner of the special notice?* Non-community water systems granted permission by the primacy agency to exceed the nitrate MCL under § 141.11(d) must provide continuous posting of the fact that nitrate levels exceed 10 mg/l and the potential health effects of exposure, according to the requirements for Tier 1 notice delivery under § 141.202(c) and the content requirements under § 141.205.

§ 141.210 Notice by primacy agency on behalf of the public water system.

(a) *May the primacy agency give the notice on behalf of the public water system?* The primacy agency may give the notice required by this subpart on behalf of the owner and operator of the public water system if the primacy agency complies with the requirements of this subpart.

(b) *What is the responsibility of the public water system when notice is given by the primacy agency?* The owner or operator of the public water system remains responsible for ensuring that the requirements of this subpart are met.

§ 141.211 Special notice for repeated failure to conduct monitoring of the source water for *Cryptosporidium* and for failure to determine bin classification or mean *Cryptosporidium* level.

(a) *When is the special notice for repeated failure to monitor to be given?* The owner or operator of a community or non-community water system that is required to monitor source water under § 141.701 must notify persons served by the water system that monitoring has not been completed as specified no later than 30 days after the system has failed to collect any 3 months of monitoring as specified in § 141.701(c). The notice must be repeated as specified in § 141.203(b).

(b) *When is the special notice for failure to determine bin classification or mean Cryptosporidium level to be given?* The owner or operator of a community or non-community water system that is required to determine a bin classification under § 141.710, or to determine mean *Cryptosporidium* level under § 141.712, must notify persons served by the water system that the determination has not been made as required no later than 30 days after the system has failed report the determination as specified in § 141.710(e) or § 141.712(a), respectively. The notice must be repeated as specified in § 141.203(b). The notice is not required if the system is complying with a State-approved schedule to address the violation.

(c) *What is the form and manner of the special notice?* The form and manner of the public notice must follow the requirements for a Tier 2 public notice prescribed in § 141.203(c). The public notice must be presented as required in § 141.205(c).

(d) *What mandatory language must be contained in the special notice?* The notice must contain the following language, including the language necessary to fill in the blanks.

(1) The special notice for repeated failure to conduct monitoring must contain the following language:

We are required to monitor the source of your drinking water for *Cryptosporidium*. Results of the monitoring are to be used to determine whether water treatment at the (treatment plant name) is sufficient to adequately remove *Cryptosporidium* from your drinking water. We are required to complete this monitoring and make this determination by (required bin determination date). We ''did not monitor or test'' or ''did not complete all monitoring or testing'' on schedule and, therefore, we may not be able to determine by the required date what treatment modifications, if any, must be made to ensure adequate *Cryptosporidium* removal. Missing this deadline may, in turn, jeopardize our ability to have the required

treatment modifications, if any, completed by the deadline required, (date).

For more information, please call (name of water system contact) of (name of water system) at (phone number).

(2) The special notice for failure to determine bin classification or mean *Cryptosporidium* level must contain the following language:

We are required to monitor the source of your drinking water for *Cryptosporidium* in order to determine by (date) whether water treatment at the (treatment plant name) is sufficient to adequately remove *Cryptosporidium* from your drinking water. We have not made this determination by the required date. Our failure to do this may jeopardize our ability to have the required treatment modifications, if any, completed by the required deadline of (date). For more information, please call (name of water system contact) of (name of water system) at (phone number).

(3) Each special notice must also include a description of what the system is doing to correct the violation and when the system expects to return to compliance or resolve the situation.

[71 FR 768, Jan. 5, 2006]