**Tier 2 Public Notification Templates**



**Distribute within 30 days**

Kentucky Division of Water Contacts:

**Emergency Line:** 1-800-928-2380 or 502-564-2380

**General Line:** 502-564-3410

**Email:** DrinkingWaterCompliance@ky.gov

Tier 2 Notices

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 Kentucky Division of Water (DOW).
* **Monitoring or testing procedure violations (if required by DOW)**.
* **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.***

# Kentucky EEC (@KentuckyEEC) | TwitterGeneral Instructions for All Tier 2 Public Notifications

## Distribution

**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 notices on these templates are appropriate for mailing, posting, or hand delivery. Click on the red text to modify it for your water system/scenario. 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**](https://www.ecfr.gov/current/title-40/chapter-I/subchapter-D/part-141#Appendix-B-to-Subpart-Q-of-Part-141) **of the SDWA) must be included as written (with blanks filled in). These are in italics within each notice template.**

**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.*

## **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 DOW), 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 CLICK TO ADD DATE. Since that time, we have taken a confirmation sample on CLICK TO ADD DATE that also resulted in a high nitrate level. We are currently monitoring the nitrate concentration PROVIDE SAMPLING TIME FRAME I.E. EVERY 3 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 PROVIDE YEAR we were meeting drinking water standards for nitrate.

## Kentucky EEC (@KentuckyEEC) | TwitterCorrective Actions

**In your notice, describe corrective actions you are taking.** Do not use overly technical terminology when describing treatment methods. The following are examples for various situations highlighted. Choose one that in applicable to you or utilize your own text.

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: **(Template 2-1)**

* 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.

Listed below are some steps commonly taken by water systems with **total coliform violations to resolve the issue**. 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: **(Template 2-2)**

* 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.

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: **(Template 2-3)**

* 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 WATER SYSTEM NAME’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.

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: **(Template 2-4)**

* 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 NAME OF WATER 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.

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: **(Template 2-5)**

* 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.

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: **(Template 2-6)**

* 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.

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: **(Template 2-7)**

* 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.

You can use the following language, if appropriate, for **issues with installing corrosion control**, or develop your own text: **(Template 2-8)**

* 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.

Listed below are some steps commonly taken by water systems **with 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: **(Templates 2-9, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17)**

* We are developing plans to cover our uncovered finished water storage reservoir. We expect to have the reservoir covered by CLICK TO ADD 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 CLICK TO ADD 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 CLICK TO ADD 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 CLICK TO ADD DATE and treatment in place by CLICK TO ADD DATE. Until the schedule receives state approval, you will receive a notice similar to this every three months.
* We determined our bin classification on CLICK TO ADD DATE and have notified the state.
* We are in the process of determining our bin classification and will notify the state upon completion.
* We determined our mean *Cryptosporidium* level on CLICK TO ADD DATE and have notified the state.
* We are in the process of determining our mean *Cryptosporidium* level and will notify the state upon completion.
* We are currently working to INSTALL TREATMENT/ADJUST OUR TREATMENT PROCESS 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/ADJUSTED OUR TREATMENT PROCESS and are now achieving the required level of additional treatment.
* 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.
* 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.
* We will install a second disinfectant by CLICK TO ADD 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.

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: **(Template 2-10)**

* We will begin collecting the required source water monitoring samples on CLICK TO ADD DATE.
* We have since taken the required samples for source water monitoring.

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: **(Templates 2-18, 2-19)**

* 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 in our finished water. Testing will be completed by CLICK TO ADD DATE at which time we will evaluate effectiveness and begin installation.
* 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.

Listed below are steps commonly used by water systems **for recycling backwash rule violations**. You can include one of the following, if appropriate, or develop your own text: **(Template 2-20)**

* On CLICK TO ADD DATE, we will no longer recycle our filter backwash and will not be in violation of this requirement.
* On CLICK TO ADD 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 CLICK TO ADD DATE, the filter backwash and all other current recycle flows will be discharged to waste as approved by DOW.

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: **(Templates 2-21, 2-22)**

* 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.
* 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.

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: **(Template 2-24)**

* 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 THE CORRECTIVE ACTIONS
* We plan to take the required samples EXPECTED TIME FRAME, as described in the last column of the table above.

## **After Issuing the Notice**

**A complete Public Notice Package will contain:**

* A completed and signed [Public Notice Certification](https://eec.ky.gov/Environmental-Protection/Water/Drinking/DWProfessionals/ComplianceDocuments/PN%20Certification%201.1.pdf)
* A copy of the PN direct delivered for the primary method
* A copy of the PN Good Faith Efforts for the secondary method
* A list of locations of public postings, if that method is used

Send a complete Public Notice Package to Kentucky Division of Water **within ten (10) days** after you issue the notice [40 CFR 141.31(d)]. The Public Notice Package can be submitted electronically on the [KOG eForm website](https://dep.gateway.ky.gov/eForms/Account/Home.aspx) using eForm 169 (Drinking Water Information and Data Submittal form) or emailed to DrinkingWaterCompliance@ky.gov.

It is a good idea to inform your consumers when the violation has been resolved. See **Template 2-2** for a resolved notice template.

**See** [**References and Definitions**](#_References_and_Definitions) **for further clarification on acronyms and references within the templates.**

# Templates

**To navigate to a template press CTRL and click on the name below:**

****[Unresolved Total Coliform Notice–Template 2-1](#_Instructions_for_Unresolved)

[Resolved Total Coliform Notice–Template 2-2](#_Instructions_for_Resolved)

[Chemical or Radiological MCLs Notice–Template 2-3](#_Instructions_for_Chemical)

[Fluoride MCL Notice–Template 2-4](#_Instructions_for_Fluoride)

[SWTR Failure to Filter Notice–Template 2-5](#_Instructions_for_SWTR)

[SWTRs Turbidity Exceedance Notice–Template 2-6](#_Instructions_for_SWTRs)

[SWTR Disinfection Treatment Notice–Template 2-7](#_Instructions_for_SWTR_1)

[LCR Failure to Install Corrosion Control Notice–Template 2-8](#_Instructions_for_LCR)

[LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice–Template 2-9](#_Instructions_for_LT2ESWTR)

[LT2ESWTR Failure to Conduct Required Cryptosporidium Monitoring for Any Three Months Notice–Template 2-10](#_Instructions_for_LT2ESWTR_1)

[LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice– Template 2-11](#template_2_11)

[LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template 2-12](#TEMPLATE_2_12)

[LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice–Template 2-13](#TEMPLATE_2_13)

[LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice– Template 2-14](#TEMPLATE_2_14)

[LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice–Template 2-15](#TEMPLATE_2_15)

[LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice– Template 2-16](#TEMPLATE_2_16)

[LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice– Template 2-17](#TEMPLATE_2_17)

[Stage 2 DBPR TTHM or HAA5 MCL Violation Notice–Template 2-18](#_Instructions_for_Stage)

[Filter Backwash Recycling Rule Treatment Technique Violation Notice–Template 2-19](#_Instructions_for_Filter)

[GWR Failure to Take Corrective Action Within Required Time Frame Notice– Template 2-20](#_Instructions_for_GWR)

[GWR Failure to Maintain 4-log Treatment of Viruses Notice- Template 2-21](#_Instructions_for_GWR_1)

[Failure to Comply with the Conditions of an Exemption Notice – Template 2-22](#_Instructions_for_Failure)

[Monitoring Violation Elevated to Tier 2 Notice – Template 2-23](#_Instructions_for_Monitoring)

# Instructions for Unresolved Total Coliform Notice – Template 2-1

Template on Next Page

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 DOW to make sure you meet all requirements. **You must issue a repeat notice every three months for as long as the violation persists.**

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

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

**Tests Show Coliform Bacteria in** INSERT WATER SYSTEM NAME **Water**

IMPORTANT INFORMATION ABOUT YOUR DRINKING 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 INSERT NUMBER OF SAMPLES samples for coliform bacteria during MONTH. NUMBER OR PERCENT of those samples showed the presence of coliform bacteria. The standard is that no more than 1 SAMPLE PER MONTH/5% 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 THE CORRECTIVE ACTIONS

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/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Resolved Total Coliform Notice – Template 2-2

Template on Next Page

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 DOW to make sure you meet all its requirements.

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

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

**Tests Showed Coliform Bacteria in** INSERT WATER SYSTEM NAME **Water**

IMPORTANT INFORMATION ABOUT YOUR DRINKING 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% 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 ACTIONS Further testing shows that this problem has been resolved.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Chemical or Radiological MCLs Notice – Template 2-3

Template on Next Page

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.** DOW may have more stringent requirements for MCL violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements. Use **Template 2-4 for fluoride MCL violations**.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

INSERT NAME OF WATER SYSTEM **Has Levels of** CONTAMINANT **Above Drinking Water Standards**

IMPORTANT INFORMATION ABOUT YOUR DRINKING 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 did (are doing) to correct this situation.

We routinely monitor for the presence of drinking water contaminants. On CLICK TO ADD DATE, we received notice that the sample collected on CLICK TO ADD DATE showed that our system exceeds the standard, or maximum contaminant level (MCL), for CONTAMINANT. The standard for CONTAMINANT is CONTAMINANT MCL. The average level of CONTAMINANT over the last year has been LEVEL. OR CONTAMINANT was found at DETECTED 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 OF SUBPART Q [HERE](https://www.ecfr.gov/cgi-bin/retrieveECFR?gp=&SID=90ff9848d545c52735750837d28c4af8&mc=true&n=pt40.25.141&r=PART&ty=HTML#ap40.25.141_1211.b)

What is being done?

DESCRIBE THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Fluoride MCL Notice – Template 2-4

Template on the Next Page

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 (SMCL) of 2 milligrams per liter but not the MCL of 4 milligrams per liter, a Tier 3 Public Notice is required; you must issue a special notice with different health effects language. **See Chapter 3 in the** [**Revised Public Notification Handbook (epa.gov)**](https://urldefense.com/v3/__https%3A/nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=P1006ROA.txt__;!!Db6frn15oIvDD3UI!z6jE05DMdC8kLt6UUfoTs5jKsuog_lr0mNcs9BxknKRBxdHOc7IpPBcaEclBnaU8pjsG$) **or Template 3-5 (from the Tier 3 Public Notification Templates file) for more information**.

**Additional information regarding delivery, mandatory language, corrective actions, and what to do after issuing the notices can be found** [**here.**](#_General_Instructions_for)

INSERT NAME OF WATER SYSTEM **Has Levels of Fluoride Above Drinking Water Standards**

IMPORTANT INFORMATION ABOUT YOUR DRINKING 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 DID/ARE DOING to correct this situation.

We routinely monitor for the presence of drinking water contaminants. On CLICK TO ADD DATE, we received notice that the sample collected on CLICK TO ADD 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 & 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 THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM Does Not Meet Treatment Requirements

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 CLICK TO ADD DATE, the KY Division of Water 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 ACTIONS.

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/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for SWTRs Turbidity Exceedance Notice – Template 2-6

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements. In addition:

|  |  |
| --- | --- |
| **For Exceedances of Single Turbidity Limits****You must consult with DOW 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 CLICK TO ADD DATE showed levels of NUMBER turbidity units. This was above the standard of STANDARD LEVEL units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.” | **For Exceedances of Monthly Turbidity Limits**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 turbidity units.” |

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Does Not Meet Treatment Requirements**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 DOINGto 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 AT BEGINNING OF THIS DOCUMENT

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 CORRRECTIVE 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/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for SWTR Disinfection Treatment Notices – Template 2-7

Template on the Next Page

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. DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

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 CLICK TO ADD 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 CLICK TO ADD DATE, disinfectant levels dropped below 0.2 milligrams per liter for GIVE NUMBER OF HOURShours. The standard is that levels may not drop below 0.2 for more than four hours.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

INSERT NAME OF WATER SYSTEM **Does/Did Not Meet Treatment Requirements**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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.

DESCRIPTION OF THE VIOLATION

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 THE CORRECTIVE ACTIONS

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/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for LCR Failure to Install Corrosion Control Notice – Template 2-8

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

Description of the Violation

This template is for systems that 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.

**Additional information regarding delivery, mandatory language, corrective actions, and what to do after issuing the notices can be found** [**here.**](#_General_Instructions_for)

INSERT NAME OF WATER SYSTEM **Water Contains High Levels of Lead**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 CLICK TO ADD 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.
* Do not 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 ACTIONS Corrosion control will be in place by CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

**Uncovered Finished Water Reservoir Violation at** INSERT NAME OF WATER SYSTEM

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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 of the EPA’s [Revised Public Notification Handbook](https://nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=P1006ROA.txt) (2010) 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.** DOW may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

**Monitoring Requirements Not Met for** NAME OF WATER SYSTEM

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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/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 jeopardize our ability to have the required treatment modifications, if any, completed by the deadline required,* CLICK TO ADD 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 THE CORRECTIVE ACTIONS We will collect all required samples by CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 NAME OF WATER SYSTEM. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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 next page 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.** DOW may have more stringent requirements for this monitoring violation (e.g., it may

require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Determine Required Treatment Based on *Cryptosporidium* Level**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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* CLICK TO ADD 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* CLICK TO ADD 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 THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME OR the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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 next page 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.** DOW may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

WATER SYSTEM NAME **Failed to Determine *Cryptosporidium* Level**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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* CLICK TO ADD 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* CLICK TO ADD 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 THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME OR the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

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

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

WATER SYSTEM NAME **Failed to Provide the Appropriate Level of Treatment Within Required Time Frame**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 WATER SYSTEM NAME was required to provide an additional level of treatment to address *Cryptosporidium* by CLICK TO ADD 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 THE CORRECTIVE ACTIONS We expect to achieve this additional level of treatment by CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# ****Instru********ctions for LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice – Template 2-14****

Template on the Next Page

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**. DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Provide the Appropriate Level of Treatment Within Required Time Frame**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 WATER SYSTEM NAME was required to provide a specified level of treatment to address *Cryptosporidium* by CLICK TO ADD 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 THE CORRECTIVE ACTIONS We expect to achieve this specified level of treatment by CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice – Template 2-15

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Maintain the Required Level of Treatment**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 NAME OF WATER SYSTEM was required to maintain a specified level of additional treatment to address *Cryptosporidium*. During PROVIDE RANGE OF DATES, 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 THE CORRECTIVE ACTIONS AND WHEN THE SYSTEM RETURNED/EXPECTS TO RETURN TO COMPLIANCE

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice – Template 2-16

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Maintain the Required Level of Treatment**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 NAME OF WATER SYSTEM was required to maintain a specified level of treatment to address *Cryptosporidium*. During PROVIDE RANGE OF DATES, 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 THE CORRECTIVE ACTIONS AND WHEN THE SYSTEM RETURNED/EXPECTS TO RETURN TO COMPLIANCE

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice – Template 2-17

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations; e.g., it may require you to provide water from an alternate source. Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Provide the Appropriate Level of Treatment Within Required Time Frame**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 NAME OF WATER SYSTEM was required to use a minimum of two disinfectants to meet our treatment requirement by CLICK TO ADD 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./CHLROINE DIOXIDE/OZONE disinfection system installed by CLICK TO ADD 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/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Stage 2 DBPR TTHM or HAA5 MCL Violation Notice – Template 2-18

Template on the Next Page

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.**

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

CONTAMINANT I.E. TOTAL TRIHALOMETHANES (TTHM) OR HALOACETIC ACID 5 (HAA5) **MCL Violation at** NAME OF WATER SYSTEM

IMPORTANT INFORMATION ABOUT YOUR DRINKING 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/ARE DOING to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Testing results from RANGE OF DATES show that our system exceeds the standard, or maximum contaminant level (MCL), for TTHM/HAA5. The standard for TTHM/HAA5 is MCL OF CONTAMINANT. 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 RANGE OF DATES was AVERAGE DETECTION 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.

SELECT THE RELEVANT STATEMENT which form when disinfectants react with natural organic matter in the water.

SELECT THE RELEVANT HEALTH STATEMENT

What is being done?

DESCRIBE THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME **OR** the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Filter Backwash Recycling Rule Treatment Technique Violation Notice – Template 2-19

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with DOW to make sure you meet all requirements.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Meet Treatment Requirements**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 CLICK TO ADD 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?

DESCRIBE THE CORRECTIVE ACTIONS We anticipate resolving the problem within ESTIMATED TIME FRAME.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for GWR Failure to Take Corrective Action Within Required Time Frame Notice – Template 2-20

Template on the Next Page

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.** DOW may have more stringent requirements for treatment technique violations. Check with DOW 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.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to** CORRECT A SIGNIFICANT DEFICIENCY/ADDRESS A FECAL INDICATOR-POSTIVE SOURCE SAMPLE **Within Required Time Frame.**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 CLICK TO ADD DATE by the KY Division of Water found DESCRIBE SIGNIFICANT DEFICIENCY IN WATER SYSTEM

 **OR**

Sampling conducted at our groundwater source on CLICK TO ADD DATE 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 KY Division of Water.

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 THE CORRECTIVE ACTIONS We anticipate resolving the problem within DESCRIBE THE CORRECTIVE ACTIONS **OR** the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME**.** KY Water System ID#:KY PWSID #Date distributed:CLICK TO ADD DATE

# Instructions for GWR Failure to Maintain 4-log Treatment of Viruses Notice – Template 2-21

Template on the Next Page

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.** DOW may have more stringent requirements for treatment

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failure to Meet Treatment Requirements**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 OF WATER SOURCE. From CLICK TO ADD DATE to CLICK TO ADD DATE we did not meet one or more of our treatment requirements PROVIDE SUFFICINT LEVELS OF DISINFECTANT/PROVIDE ADEQUATE CONTACT TIME/MEET ALTERNATIVE TREATMENT CRITERIA due to DESCRIBE ISSUE I.E. MALFUNCTIONING EQUPIMENT ETC.

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 WATER SOURCE NAME to eliminate the threat of contamination.

What is being done?

DESCRIBE THE CORRECTIVE ACTIONS We anticipate resolving the problem within DESCRIBE THE CORRECTIVE ACTIONS **OR** the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# Instructions for Failure to Comply with the Conditions of an Exemption Notice – Template 2-22

Template on the Next Page

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.** DOW 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 DOW to make sure you meet all requirements.

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 CLICK TO ADD 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.

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

NAME OF WATER SYSTEM **Failed to Meet the Conditions of a** CONTAMINANT **Exemption**

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 WATER 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 CLICK TO ADD 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](http://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.

ENTER REQUIRED LANGUAGE FROM 40 CFR APPENDIX B TO SUBPART Q FOR YOUR SPECIFIC CONTAMINANT.

What is being done?

DESCRIBE THE CORRECTIVE ACTIONS We anticipate resolving the problem within DESCRIBE THE CORRECTIVE ACTIONS **OR** the problem was resolved on CLICK TO ADD DATE.

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME**.** KY Water System ID#:KY PWSID #Date distributed:CLICK TO ADD DATE

# Instructions for Monitoring Violation Elevated to Tier 2 Notice – Template 2-23

Template on the Next Page

If DOW 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 DOW. 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.**

**Additional information regarding delivery, mandatory language, corrective actions, and after issuing the notices can be found** [**here.**](#_General_Instructions_for)

**Monitoring Requirements Not Met for** NAME OF WATER SYSTEM

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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/TEST OR DID NOT COMPLETE ALL MONITORING/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/WILL BE taken.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contaminant** | **Required sampling frequency** | **Number of samples taken** | **When samples should have been taken** | **When samples were taken** |
| CONTAMINANT | REQUIRED SAMPLING FREQUENCY | # OF SAMPLES TAKEN | WHEN SAMPLES SHOULD HAVE BEEN TAKEN | WHEN SAMPLES WERE TAKEN |

What is being done?

DESCRIBE THE CORRECTIVE ACTIONS

For more information, please contact NAME OF CONTACT at PHONE NUMBER or MAILING/EMAIL 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 WATER SYSTEM NAME. KY Water System ID#: KY PWSID # Date distributed: CLICK TO ADD DATE

# References and Definitions

For guidance in communicating with non-English speaking/reading members of your community, reference **Chapter 4** in the [Revised Public Notification Handbook (epa.gov)](https://urldefense.com/v3/__https%3A/nepis.epa.gov/Exe/ZyPDF.cgi?Dockey=P1006ROA.txt__;!!Db6frn15oIvDD3UI!z6jE05DMdC8kLt6UUfoTs5jKsuog_lr0mNcs9BxknKRBxdHOc7IpPBcaEclBnaU8pjsG$). Reference Chapter 3 for information about Fluoride secondary MCL notifications (see instructions for Template 2-4), or Chapter 6 for more information about issuing Tier 2 public notifications

To review the 10 required elements of a Public Notice, here is [the EPA Quick Reference Guide](https://eec.ky.gov/Environmental-Protection/Water/Drinking/DWProfessionals/ComplianceDocuments/Public%20Notification%20Quick%20Reference.pdf).

Acronym Definitions:

**CFE –** combined filter effluent

**DBPR –** Disinfectants and Disinfection Byproducts Rule

**DOW** – Kentucky Division of Water

**GWR –** Groundwater Rule

**HAA5 –** Haloacetic acids

**IESWTR –** Interim Enhanced Surface Water Treatment Rule

**LT1ESWTR –** Long Term 1 Enhanced Surface Water Treatment Rule

**LT2ESWTR –** Long Term 2 Enhanced Surface Water Treatment Rule

**MCL –** maximum contaminant level

**MRDL –** maximum residual disinfectant level

**PWS –** public water system

**SWTR –** Surface Water Treatment Rule

**TCR –** Total Coliform Rule

**TTHM –** Total Trihalomethanes