



Public Notification Handbook for Transient Noncommunity Water Systems

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

You should read the regulations thoroughly to ensure that you are in compliance. The public notification (PN) regulations are in the Code of Federal Regulations (CFR) under Chapter 40, Part 141, Subpart Q, beginning at section 40 CFR 141.201. The most recent version of the rule can be found at www.epa.gov/safewater/publicnotification.

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

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Acronyms

CFE	Combined Filter Effluent
CFR	Code of Federal Regulations
DBP	Disinfection Byproducts
EPA	United States (US) Environmental Protection Agency
FBRR	Filter Backwash Recycling Rule
FDA	United States (US) Food and Drug Administration
GWR	Ground Water Rule
HPC	Heterotrophic Plate Count
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
mg/l	Milligrams per Liter
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
NPDWR	National Primary Drinking Water Regulation
NTU	Nephelometric Turbidity Unit
PN	Public Notification
PWS	Public Water System
Stage 1 DBPR	Stage 1 Disinfectants and Disinfection Byproducts Rule
SWTR	Surface Water Treatment Rule
TCR	Total Coliform Rule
TT	Treatment Technique
UV	Ultraviolet Light

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1. Introduction

The purpose of this handbook is to explain the US Environmental Protection Agency's (EPA's) Public Notification (PN) Rule and provide specific examples of public notices. This handbook is geared to the specific needs of transient noncommunity water systems that must issue a notice when faced with a violation or situation affecting their water supply. Transient noncommunity water systems provide drinking water to a population that changes day to day. They include, among others, campgrounds, hotels, rest areas, and restaurants with their own water supplies. The majority of these systems are very small, serving 500 people or less.

The PN requirements are designed to protect public health. One of the best ways that water system operators can contribute to public health protection is to make sure that as many people as possible who consume water from a particular water system know about water quality issues and how to protect themselves from potential risks.

While the risks associated with violations at transient noncommunity water systems (and the public notification needs and delivery methods) are different than those for other water system types, all water system operators share an obligation to protect the health of their consumers. Regardless of the system type, all consumers have the same general health risk concerns; what is unique about a transient noncommunity water system's PN requirements is the limited scope of the necessary message and the delivery options.

Throughout this document you will find tips and suggestions to help you effectively meet the Public Notification Rule requirements. The suggestions contained in this document are based on the guiding principles for good risk communication and public education.

This handbook complements EPA's Revised Public Notification Handbook (EPA 816-R-09-013), which was written for community water systems and non-transient noncommunity water systems. The Revised Public Notification Handbook provides more detail on risk communication and public education strategies, with a focus on reaching large, diverse populations via a wide variety of communication methods, including radio and television. Transient noncommunity water system operators may benefit from reading that version as well.

In addition to increasing the effectiveness of public notices, this handbook should make transient noncommunity water system owners' and operators' jobs easier and help them comply with federal and state PN requirements. This handbook contains templates designed for posted notices for several violations and situations that are relevant to transient systems. The templates are located in Appendix A.

Throughout this document, the terms "state" and "states" are used to refer to all types of primacy agencies including states, US territories, Native American tribes, and EPA Regions that maintain state primacy. Note that the PN requirements described in this handbook are based on federal regulations. Citations provided within the document refer to specific sections found in Title 40 of the Code of Federal Regulations (e.g., 40 CFR 141.201). States or tribes may have alternate public notice requirements or more stringent drinking water standards. **You should check with your state to make sure you meet its specific requirements.**

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2. How to Use this Handbook

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

1. **Determine what tier of public notification your violation or situation requires.**
See Table 1 in Chapter 3 for violations or situations requiring public notice listed by Tier.
2. **Consult your state** if required.

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

If you treat surface water or groundwater under the direct influence of surface water, and have a single exceedance of turbidity limits or a two-day turbidity maximum contaminant level (MCL) violation, immediately consult with your state when you learn of the violation. Your state will determine whether the violation needs to be elevated to Tier 1 [40 CFR 141.203(b)].

3. **Review the requirements for public notices.** Read Chapter 3 on “Summary of Public Notification Requirements,” which describes content, mandatory language, formatting, and distribution requirements that are applicable to all notices.
4. **Determine the appropriate method(s) of delivery.** For transient noncommunity water systems, this is generally posting or hand delivery, plus another method. Table 2 in Chapter 3 summarizes requirements for issuing a public notice. See Chapter 5 on “Suggestions for Effective Public Notice Delivery” for other ideas on appropriate delivery methods for different situations.
5. **Develop a notice; you can use the templates that fit your situation or write your own.** Templates for violations or situations are provided in Appendix A of this handbook. The reverse of each template (the instructions) includes specific suggestions for modifying each template. These templates are also available in Microsoft Word format on EPA’s Web site at www.epa.gov/safewater/publicnotification/compliancehelp_templates.html. **If there is no template for your violation or situation,** write your own notice using the list of 10 required elements provided in the “Required Elements of a Public Notice” box in Chapter 3. Chapter 4 provides tips for formatting an effective notice. In addition, EPA has developed a Web-based tool (PNiWriter) to create notices. You can access this program on the EPA Web site at <http://www.pniwriter.com>.
6. **Translate the notice.** If a large proportion of the people who receive your water do not speak English [40 CFR 141.205(c)], translate the notice into the appropriate language(s). Templates NC-1A and NC-4A are Spanish versions of the nitrate and fecal coliform/*E. coli* violation templates.
7. **Provide your notice to persons served as soon as practical** and within the required time frame. Use the method of delivery chosen in step 4 above.

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

Plan In Advance For Public Notification

Any advance work that you can do to prepare for a public notification effort will really pay off if you are faced with a violation or situation.

- ▶ Create a list of emergency contacts, including staff at the state, people who can help copy or distribute a notice on short order, or people who can translate your notice.
- ▶ Know in advance what languages are spoken by your customers. In many areas of the country operators should plan on providing notices in English and Spanish, at a minimum. See the discussion of translations in Chapter 3.
- ▶ Think about methods of delivery that would most effectively reach your consumers. Posting will reach transient populations in many situations, but other methods may be needed. See Chapter 5 for ideas.
- ▶ If your water system is “prone” to certain types of violations (e.g., nitrate exceedances in agricultural areas) be prepared to deal with these, especially during the growing season, when fertilizers are applied.
- ▶ Prepare to have bottled water or an alternative water supply available if needed.

3. Summary of Public Notification Requirements

You should read this handbook before a violation or other situation occurs to familiarize yourself with the public notification process and requirements. This chapter summarizes PN requirements for transient noncommunity water systems. See Appendix E for a copy of this regulation. **Also, check with your state to see if they have stricter requirements.**

What kinds of violations and situations require public notice?

EPA has assigned each violation and situation requiring notice to one of three categories, or tiers, based on the risk of adverse health effects. Table 1 summarizes the violations and situations requiring notice included in each tier. For a list of violations and situations and their respective tiers that are applicable to transient noncommunity water systems, refer to Appendix B of this handbook.

Table 1: Violations or Situations Requiring Public Notice

Tier 1 Violations or Situations (40 CFR 141.202)
<ul style="list-style-type: none">▶ Violations of the MCL for total coliforms when fecal coliform or <i>E. coli</i> are present, or failure to test for fecal coliform/<i>E. coli</i> after any repeat sample tests positive for coliform.▶ Nitrate, nitrite, or total nitrate and nitrite MCL violation or failure to take a confirmation sample within 24 hours of the first exceedance.▶ Exceedance of the nitrate MCL of 10 milligrams per liter (mg/l) (but not more than 20 mg/l) when permitted by the state (see special notice discussion in this Chapter).▶ Chlorine dioxide maximum residual disinfectant level (MRDL) violation when one or more of the samples taken in the distribution system exceed the MRDL on the day after exceeding the MRDL at the entrance of the distribution system, or when required samples are not taken in the distribution system.▶ Violation of turbidity MCL based on an average of two consecutive days for systems avoiding filtration, if elevated by state, or if a consultation does not occur.▶ Treatment technique violation involving single exceedance of the maximum turbidity limit, if elevated by state, or if a consultation does not occur.▶ Detection of <i>E. coli</i>, enterococci, or coliphage in a ground water source sample.▶ Waterborne disease outbreak or other waterborne emergency.▶ Other violations or situations as determined by the state.

Tier 2 Violations or Situations (40 CFR 141.203)

- ▶ All MCL, MRDL, and treatment technique violations not included in Tier 1.
- ▶ Monitoring violations as determined by the state.
- ▶ Violations of the conditions of a variance or exemption.
- ▶ For ground water systems providing 4-log treatment for viruses, failure to maintain treatment for more than 4 hours.
- ▶ Failure to take **corrective action** within the required timeframe or be in compliance with a state-approved **corrective action plan** and schedule for a **fecal indicator-positive ground water source sample** under the Ground Water Rule (GWR).
- ▶ Failure to take **corrective action** within the required timeframe or be in compliance with a state-approved **corrective action plan** and schedule for a **significant deficiency** under the Ground Water Rule (GWR). (See special notice discussion in this Chapter).
- ▶ Special public notice for repeated failure to conduct monitoring for *Cryptosporidium* (40 CFR 141.211).

Tier 3 Violations or Situations (40 CFR 141.204)

- ▶ Monitoring violations, except those in Tier 1 or 2.
- ▶ Failure to comply with testing procedures, except those in Tier 1.
- ▶ Operation under a variance or exemption.

What information is required in my notice?

Your public notice must include specific information listed in the following text box in order to be considered complete.

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

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

To address the third element listed in the box above, a public notice must include the following standard language [40 CFR 141.205(d)]:

- ▶ **Health effects language.** For violations of a maximum contaminant level (MCL), a maximum residual disinfectant level (MRDL), a treatment technique, or the conditions of a variance or exemption, you must include the health effects language specified in Appendix C of this handbook or Appendix B to Subpart Q [40 CFR 141.205(d)(1)]. When no mandatory language is specified, you must develop wording to describe potential health effects for these other situations.
- ▶ **Standard language for monitoring and testing procedure violations.** You must include the following language for all monitoring and testing procedure violations with blanks filled in [40 CFR 141.205(d)(2)]:

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

- ▶ **Standard language to encourage distribution.** To address the tenth required element, encouraging distributions to all persons served, each public notice must include the following standard language [40 CFR 141.205(d)(3)]:

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.

Special notices

Some violations and situations that require public notice have special conditions of form, manner, and/or content.

- ▶ Special notice for nitrate MCL exceedances for noncommunity water systems only.

Some noncommunity water systems may have been **granted permission by the state** to exceed the nitrate MCL (10 mg/l) up to a level of 20 mg/l. These systems must provide continuous posting in a conspicuous location of the fact that nitrate levels exceed 10 mg/l and the potential health effects of exposure (40 CFR 141.209). You must include the required content elements summarized in this handbook. Your state may only grant permission to exceed the MCL if you can demonstrate that the water will not be available to children under 6 months of age [40 CFR 141.209(b)]. See sample template NC-3 in Appendix A of this handbook for this situation.

- ▶ Special notice for repeated failure to conduct monitoring of the source water for *Cryptosporidium* for surface water systems only [40 CFR 141.211(d)]. (The date to begin compliance for this requirement varies depending on your system size. You should check with your state to determine when this requirement applies to you.)

Surface water systems that do not collect any 3 months of monitoring of the source water for *Cryptosporidium*, must provide notice within 30 days. The notice must be posted in a conspicuous

location. In addition, you must use a second delivery method reasonable calculated to reach other people. The notice must include a description of what the system is doing to correct the violation, when the system expects to return to compliance or resolve the violation, and the following mandatory language:

We are required to monitor the source of your drinking water for Cryptosporidium. Results of the monitoring are to be used to determine whether (treatment plant name) is sufficient to adequately treat the water for Cryptosporidium. We are required to complete this monitoring and make this determination by (required bin determination date). We “did not monitor or test” or “did not complete all monitoring or testing” on schedule and, therefore, we may not be able to determine by the required date what treatment modifications, if any, must be made. Missing this deadline may, in turn, jeopardize our ability to have the required treatment modifications, if any, completed by the deadline required, (date). For more information, please call (name of water system contact) of (name of water system) at (phone number).

See sample template NC-15 in Appendix A of this handbook for this violation.

- ▶ Special notice for failure to determine a bin classification (filtered surface water systems) or mean *Cryptosporidium* level (unfiltered surface water systems) [40 CFR 141.211(d)]. The date to begin compliance for this requirement varies depending on your system size. You should check with your state to determine when this requirement applies to you.

Surface water systems that filter and do not determine a bin classification and surface water systems that do not filter and do not determine a mean *Cryptosporidium* level, must provide notice within 30 days. The notice must be posted in a conspicuous location as well as another delivery method reasonable calculated to reach other people. The notice must include a description of what the system is doing to correct the violation, when the system expects to return to compliance or resolve the violation, and the following mandatory language:

We are required to monitor the source of your drinking water for Cryptosporidium in order to determine by (date) whether water treatment at the (treatment plant name) is sufficient to adequately remove Cryptosporidium from your drinking water. We have not made this determination by the required date. Our failure to do this may jeopardize our ability to have the required treatment modifications, if any, completed by the required deadline of (date). For more information, please call (name of water system contact) of (name of water system) at (phone number).

See sample templates NC-16 and NC-17 in Appendix A of this handbook for these violations.

SPECIAL NOTICE FOR UNCORRECTED SIGNIFICANT DEFICIENCIES

Special notice may be required under the Ground Water Rule, beginning December 1, 2009, if the state identifies a significant deficiency and it is uncorrected (after a specified amount of time).

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

When and how do I need to notify my consumers?

After you learn of a violation or situation, public notice must be provided. The deadlines for issuing public notice and repeat notices, and the delivery methods, vary by tier and are summarized in Table 2.

Table 2: Requirements for Issuing a Public Notice

Violation Tier	Deadline for Initial Notice	Repeated Notices *	Delivery Methods to Use
1	24 hours**	As directed by the state	1. Posting, hand delivery, radio and/or television. In consultation with the state, additional methods may be required.
2	30 days ***	Every 3 months	1. Posting, hand delivery, or mail 2. Plus any other method calculated to reach others not reached by the first method such as publication in a local newspaper or delivery to community centers.
3	1 year****	Annually	1. Posting, hand delivery, or mail 2. Plus any other method calculated to reach others not reached by the first method such as publication in a local newspaper or delivery to community centers.
<p>* Repeated notices are required if the violation or situation persists, unless otherwise directed by the state.</p> <p>** For Tier 1 notices, systems must also initiate consultation with the state within 24 hours.</p> <p>*** Systems with turbidity MCL violations based on the average of samples over two days, or with turbidity single exceedance treatment technique violations, must consult with the state within 24 hours after learning of the violation.</p> <p>**** EPA recommends consolidating all Tier 3 violations and situations occurring within a given year into an annual notice.</p>			

Deadlines for issuing public notice

As shown in Table 2, the deadline for issuing a public notice varies by tier.

- ▶ For Tier 1 public notices, you must provide the notice as soon as practical but no later than 24 hours after you learn of the violation or situation. In addition, you must contact the state within 24 hours to determine additional public notice requirements such as the length of time to the notice must be posted and if repeat notices are needed.
- ▶ For Tier 2 public notices, you must provide the notice as soon as practical but no later than 30 days after you learn of the violation or situation. If you post the notice, you must keep it posted for as long as the violation or situation lasts, but in no case for less than seven days (even if you resolve the violation or situation before seven days). You must repeat the notice every three months as long as the violation or situation lasts.
- ▶ For Tier 3 public notices, you must provide the notice no later than one year after you learn of the violation or situation. If you post the notice, you must keep it posted for as long as the violation or situation lasts, but in no case for less than seven days (even if you resolve the violation or situation before seven days). You must repeat the notice annually for as long as the violation or situation lasts.

Generally, a violation or situation is considered resolved when the system has returned to compliance as defined by the regulation in question; however, you may wish to contact your state to determine whether a violation or situation is considered resolved.

Required methods of delivery

As shown in Table 2, the delivery methods vary by tier as follows:

- ▶ For violations and situations requiring **Tier 1** notification, you must use one of the following methods to distribute required notices: posting, hand delivery, newspapers, or radio and/or television. You may need to use another method such as publication in a community newspaper or posting at a community center to reach other persons served [40 CFR 141.202(c)].
- ▶ For violations and situations requiring **Tier 2 or 3** notification, you must use posting, hand delivery, or mail, plus another method such as publication in a newspaper or posting at a community center to reach others if they would not normally be reached by the first method.

Posting will probably be the most effective delivery method for the vast majority of transient noncommunity water systems. Your state may allow you to use a different method of delivery for any tier. See Chapter 5 on “Suggestions for Effective Public Notice Delivery” for additional ideas on how various types of businesses can meet notice delivery requirements.

You must also post every notice for as long as the violation or situation exists to let visitors or new employees know of the situation. If the violation or situation has already been resolved, Tier 2 and 3 notices must still be posted for at least seven days [40 CFR 141.203(b); 40 CFR 141.204(b)]. If you can reach all persons

served with the first method you choose, you may not need to use additional methods. At a gas station, for instance, posting in the bathrooms and front door may be sufficient to reach all persons served.

Are there formatting requirements for public notices?

All public notices must meet certain formatting standards. These requirements will ensure that consumers can easily read and understand the notice. Notices must:

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

Will I need to translate my notice?

You may also be required to translate part of your notice if a large proportion of the population served does not speak English [40 CFR 141.205(c)]. If translations are needed, your notice must, at a minimum, contain information in the appropriate language(s) regarding the importance of the notice, or it must provide a phone number or address where a translated notice, or information or assistance in the appropriate language, is available. Your state may have established criteria for what constitutes a large proportion of the people you serve; check with the state to be sure.

While the transient nature of your consumer base may make it difficult to find exact statistics about the English proficiency of the people you serve, as a business owner, you should have a general “feel” for the languages spoken by your consumers. If you are unsure about this, ask staff who work directly with customers about what languages they hear spoken by visitors.

To facilitate translations, especially for violations or situations requiring Tier 1 notification, establish contacts with institutions and people who can translate notices into other languages for you in advance. Community centers and universities can help provide translations. If your system is in an area where a language other than English is predominant (for example in the Southwest, where Spanish is commonly spoken), there is a good chance that some of your employees may also speak that language. These employees can be valuable assets if you need to translate a notice or respond to questions. Spanish-language templates for nitrate and fecal coliform violations are provided in Appendix A of this handbook (see templates NC-1A and NC-4A). Appendix D provides translations of several useful phrases that convey the importance of the message and the need to have it translated.

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4. Suggestions for Layout of the Notice

In addition to meeting the formatting requirements discussed in Chapter 3, notices for transient noncommunity water systems should be appropriate to the consumers' situation. For example, visitors at a rest stop just need to be aware they shouldn't drink the water, rather than being told to boil it. See Templates NC-1 through NC-28 in Appendix A of this handbook for examples of postings.

Formatting Hints

- ▶ Limit the notice to one page.
- ▶ Display important elements in bold and/or large type and/or all upper case letters.
- ▶ List each of the most important elements on a separate line and center the text, leaving a blank line between each element.
- ▶ Other required elements, such as health effects and your corrective actions, can be provided in paragraph format, with a title for each paragraph if space permits.

How should the notice be formatted to get people's attention?

A person walking by a posted notice is unlikely to read the entire notice. Therefore, you should format the notice so that consumers will see and read the most important information first. Posters should include a title designed to catch people's attention. It should highlight the population at risk (if applicable), provide actions consumers should take, state a very short description of the violation or situation, and tell where to obtain alternative sources of water if alternative water supplies should be used.

How can I make a notice easier to read?

Assume that consumers will only read the top half of the notice (or what can be read in ten seconds). The most important information, especially instructions to protect consumers' health, should be placed on the top half of the notice in large print. Bullets and bold text are also effective. Smaller type is appropriate for the less critical elements, e.g., what the system is doing, an explanation of the cause of the violation or situation, etc. You must still include all the required elements in the notice.

Remember that some of your consumers may have limited reading abilities. It is important that notices do not contain overly technical or confusing language. Whoever on your staff is responsible for responding to questions about the notice should keep in mind that it may be necessary to read or explain the entire notice. If many of the visitors to your system are young children, remember that they do not read at an adult level, and their parents may not see a posted notice (for example, at a rest stop, children may use the bathrooms while their parents wait outside).

If your system serves a large proportion of non-English speaking people, include the appropriate translated phrases provided in Appendix D. Appendix D also includes simple pictures that convey the concept of "do not drink the water," that would be understood by someone who cannot read. These pictures would also grab the attention of people passing by.

How should I tailor the notice to my situation?

If you are providing bottled or other sources of water:

- ▶ List the location from which you are distributing or selling it.
- ▶ If you use water for cooking or ice making (e.g., at a restaurant), be sure to let customers know that you are using bottled water for this purpose.
- ▶ Confirm ahead of time and periodically reconfirm that available bottled water supplies meet the US Food and Drug Administration (FDA) or state safety standards by asking bottlers for their most recent testing results.

If your system supplies water to people for cooking (such as a campground), your notice should provide instructions on how to use the water to cook. The following are examples for nitrate and fecal coliform or *E. coli* violations:

- ▶ For a nitrate violation, instruct consumers that boiling the water will not make the water safe for infants as boiling only makes nitrates more concentrated. In this scenario, the water should not be provided to infants.
- ▶ For a fecal coliform or *E. coli* violation, instruct consumers to use boiled water for brushing teeth, washing dishes, and food preparation.

5. Suggestions for Effective Public Notice Delivery

Most transient noncommunity water systems can probably use some combination of posting and hand delivery. For instance, a **campground** should post notices in bathrooms or at water pumps and hand out flyers to campers as they register. A **resort** or **hotel** should hand deliver notices to guests' rooms or cottages, as well as post notices in common areas.

How can I make posting effective?

Post notices at all water fountains, kitchen and bathroom sinks, ice machines, soda machines, coffee makers, on bulletin boards, outside administrative offices, and at any other appropriate central locations. Posted notices must remain posted for as long as the violation or situation lasts, but in no case less than seven days, even if the violation or situation is resolved [40 CFR 141.203(b) and 40 CFR 141.204(b)]. This is especially important for transient systems, where consumers are continuously entering and leaving the area served.

Be sure that the notice is durable. It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time. You can make door hangers for hand delivery. Knot a rubber band through a hole punched in the notice and put the rubber band around door knobs. This method will be useful at a **hotel** or a **campground** with cabins.

What other methods are available to reach all consumers?

You may also want to use some of these ideas, in addition to one of the required methods listed above:

- ▶ Spoken word — If you are hand delivering notices and time permits, take the time to explain the situation as you deliver the notice, or have a meeting to explain the situation to your employees, students, etc. For notifications at a hotel or campground; speak to guests as they register.
- ▶ Sound trucks — Sound trucks (or police cars with speakers) might be useful as a supplement to hand delivery for violations or situations that have potential for serious adverse health effects as a result of short term exposure. They are most appropriate for distribution at a time of day when most people are expected to be in a concentrated area such as a beach or campground.
- ▶ Answering machines — Consider including public notice information on the greeting of your answering machine or voicemail. The greeting can be updated as you make progress in resolving the violation or situation. It also enables you to at least partially answer your customers' questions and address the violation at the same time.
- ▶ Community organizations — You might distribute multiple copies to nearby social service agencies or clinics. This way doctors or case workers will be informed if their patients or clients ask them about the implications of the violation or situation.
- ▶ Automatic dialers — Some phone systems can be programmed to send voicemail to every extension. This might be useful to notify guests at a hotel or resort.
- ▶ In-house/ Cable TV — Some hotels have in-house cable television systems in which you can put information about the violation on the "hotel information" station. For potentially serious adverse health effects as a result of short term exposure, ask a local TV station or cable company to put "scrollers" across the screen similar to National Weather Service announcements for tornado watches.

After providing the notice, what information must I provide my state?

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

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

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

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

- Consultation with state (if required) on [insert date].
- Notice distributed by [insert method] on [insert date].
- Notice distributed by [insert method] on [insert date].
- Content - required elements.

Signature of owner or operator

Date

Appendices

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Appendix A

Templates for Transient Noncommunity Water Systems

The pages that follow contain templates recommended for use by transient noncommunity water systems. They are generally designed for posting, and are tailored to systems where consumers will not be able to boil or otherwise treat their water. Along with each template are instructions on how to complete the template, and suggestions for methods of delivery and modifying individual sections of the notice. These suggestions are designed to supplement the handbook, so you may see much of the information repeated here.

Mandatory language on health effects or mandatory language on unknown risks for monitoring violations, which must be included as written (with blanks filled in), is presented in *italics* in each notice [40 CFR 141.205(d)].

You must also include the following italicized language in all notices, where applicable. This language will **encourage word-of-mouth communication** of the problem. Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify persons served [40 CFR 141.202(c), 40 CFR 141.203(c), 40 CFR 141.204(c)]:

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.

Templates

Nitrate MCL Exceedance Notice –Template NC-1

Spanish Nitrate MCL Exceedance Notice –Template NC-1A

Nitrate Failure to Take a Confirmation Sample Notice – Template NC-2

Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice – Template NC-3

TCR Fecal Coliform or *E. coli* Notice – Template NC-4

Spanish TCR Fecal Coliform or *E. coli* Notice – Template NC-4A

Unresolved Total Coliform Notice – Template NC-5

Monitoring Violation Notice –Template NC-6

Problem Corrected Notice –Template NC-7

Waterborne Disease Outbreak Notice – NC-8

IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – NC-9

Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice – NC-10

SWTR Failure to Filter Notice – NC-11

SWTRs Turbidity Exceedance Notice – NC-12

SWTR Disinfection Treatment Notice – NC-13

LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique Violation Notice – NC-14

LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring for Any Three Months Notice – NC-15

LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice – NC-16

LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – NC-17

Appendix A

Templates for Transient Noncommunity Water Systems Continued

LT2ESWTR Failure to Provide or Install an Additional Level of Treatment Notice – NC-18
LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice – NC-19
LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice – NC-20
LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice - NC-21
LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice - NC-22
LT2ESWTR Monitoring Violation (Tier 3) Notice - NC-23
Filter Backwash Recycling Rule Treatment Technique Violation Notice - NC-24
GWR Fecal Indicator-Positive Source Sample Notice - NC-25
GWR Failure to Take Corrective Action within Required Time Frame Notice - NC-26
GWR Failure to Maintain 4-log Treatment of Viruses Notice - NC-27
Failure to Develop a Profile and/or Calculate a Benchmark Notice - NC-28

Instructions for Nitrate MCL Exceedance Notice - Template NC-1

Template on Reverse

Since exceeding the nitrate maximum contaminant level of 10 mg/l requires Tier 1 notification, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period, you must also contact your state. This template can also be used for nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

If you modify the notice, you must still include all required PN elements and leave the mandatory language unchanged (see below).

Mandatory Language

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

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

Alternative Sources of Water

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

Repeat Notices

If this is a repeat notice, you may wish to include an explanation similar to the following:

As you may recall, on [give date], you were also notified of high nitrate levels that occurred during the [give quarter e.g., first, second, third or fourth] of the year. Since that time the water system has been monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed due to nitrates contained in fertilizer. It appears the high nitrates occur during the later summer and fall. Note that previous tests prior to [give year] show that we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is some sample language describing steps commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

Nitrate MCL Exceedance Notice - Template NC-1

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

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

High nitrate levels were detected on [give date].

Bottled water should be used for infants. [We are providing bottled water for infants and their families at _____].

Adults and children older than 6 months can drink the water.

On [give date], we received notice that the sample collected on [give date] showed a nitrate concentration in the drinking water of [level and units]. This is above the nitrate standard, or maximum contaminant level, of [state/federal MCL].

Possible Health Effects

**Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.* Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.*

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

[Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

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

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

Template on Reverse

The template on reverse is a Spanish translation of Template NC-1 for a nitrate violation. All the instructions for Template NC-1 apply. If you modify the English template, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See the discussion on translations in Chapter 3 for suggestions on preparing multilingual notices.

AVISO SOBRE SU AGUA POTABLE

PARA LOS PADRES DE BEBES DE SEIS MESES DE EDAD Y MENORES

NO DE A BEBER EL AGUA A BEBES MENORES DE SEIS MESES DE EDAD, NI LA USE PARA LA PREPARACION DE SU JUGO O LECHE EN POLVO

Altos niveles de nitratos fueron detectados en [date].

Deberá usarse agua embotellada para los bebés. [Tenemos agua embotellada disponible para bebes y sus familias, en ____].

Adultos y bebés mayores de seis (6) meses de edad pueden tomar el agua del grifo.

Recibimos un aviso el (fecha) que la muestra tomada el (fecha la muestra fue tomada) demuestra una concentración de nitrato de (nivel unidades). Este nivel está por encima de la norma, o nivel máximo de contaminación (NMC) de [state/federal MCL in Spanish].

Posibles Efectos a la Salud

**Bebés menores de seis (6) meses que ingieran agua con nitratos en exceso del nivel máximo de contaminación (NMC) se pueden enfermar de gravedad y, de no ser tratados, pueden morir. Los síntomas incluyen dificultad en respirar y síndrome de bebé azul.* El síndrome de bebé azul se refiere al color azulado que toma la piel del bebé. Los nitratos son dañinos para los bebés porque ellos no pueden procesarlos en la misma manera que los adultos pueden hacerlo.*

Los síntomas en los bebés pueden desarrollarse con rapidez, con el deterioro de su salud en los días subsiguientes. Si los síntomas ocurren en bebés menores de seis (6) meses de edad, busque atención médica inmediatamente. Si usted está embarazada o tiene algún problema de salud en particular, puede optar por hacer una consulta con su médico.

Lo Que Estamos Haciendo Al Respecto

[Describe corrective action in Spanish.]

Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year]. Nosotros le informaremos cuando este problema haya sido corregido. Para mayor información, por favor póngase en contacto con [name of contact] de [system] al [phone number] o [location/address].

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

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

Fecha de distribución: _____.

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

Template on Reverse

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

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

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

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

Mandatory Language

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

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

Alternative Sources of Water

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

Repeat Notices

If this is a repeat notice, you may wish to include an explanation similar to the following:

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

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is some sample language describing steps commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own text:

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

Nitrate Failure to Take a Confirmation Sample Notice - Template NC-2

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

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

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

**Bottled water should be used for infants. [We are providing
bottled water for infants and their families at ____].**

Adults and children older than 6 months can drink the water.

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

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

Possible Health Effects

Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

[Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

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

Date distributed: _____.

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

Template on Reverse

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

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

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

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

Mandatory Language

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

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

Alternative Sources of Water

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

Continuous Notices

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

After Issuing the Notice

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

**Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice - Template
NC-3**

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

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

High nitrate levels were detected on [give date].

Adults and children older than 6 months can drink the water.

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

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

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

Possible Health Effects

**Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.* Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.*

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

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

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

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

Date distributed:_____.

Instructions for TCR Fecal Coliform or *E. coli* Notice - Template NC-4

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. See the suggestions below on how you can modify this template for other situations. Since exceeding the fecal coliform or *E. coli* maximum contaminant level requires a Tier 1 notification, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period you must also contact your state. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

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

Mandatory Language

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

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

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation.

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 and state bottled water standards for bacteria and other contaminants.

Corrective Action

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

- We are chlorinating and flushing the water system.
- We are increasing sampling for coliform bacteria to identify the source of contamination.
- We are repairing the wellhead seal.
- We are repairing, cleaning, and disinfecting the storage tank.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

**DRINKING WATER WARNING
DO NOT DRINK THE WATER**

**Fecal coliform [or *E. coli*] bacteria were found in the water supply
on [give date].**

Bottled water is available from [provide location].

Possible Health Effects

Fecal coliforms and *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems.

People at increased risk should seek advice from their health care providers about drinking this water.

Steps We Are Taking

[Describe corrective action.]

We will inform you when additional samples show no [fecal coliform/*E. coli*] bacteria and you may drink the water. We anticipate resolving the problem within [estimated time frame]. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

This notice is being sent to you by [system].

State Water System ID#: _____. Date distributed: _____.

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

Template on Reverse

The template on reverse is a Spanish translation of Template NC-4 for a Fecal Coliform or *E. coli* violation. All the instructions for Template NC-4 apply. If you modify the English template, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See the discussion on translations in Chapter 3 for suggestions on multilingual notices.

**AVISO SOBRE SU AGUA POTABLE
NO BEBA EL AGUA**

Bacterias coliformes fecales [o *E. coli*] fueron encontradas en su servicio de agua el día de [date].

Agua embotellada está disponible en ____].

Posibles Efectos a la Salud

Coliformes fecales y *E. coli* son bacterias cuya presencia indica que el agua está contaminada con desechos humanos o de animales. Microbios en estos desechos pueden causar diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Presentan además un riesgo especial para la salud de bebés, niños y niñas de corta edad y personas con sistemas inmunológicos en alto riesgo.

Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos sobre agua apta para beber.

Lo Que Estamos Haciendo Al Respecto

[Describe corrective action in Spanish.]

Nosotros le informaremos cuándo muestras adicionales indiquen que no existen bacterias coniformes presentes y que es permitido nuevamente beber de ésta agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year]. Para mayor información, por favor póngase en contacto con [name of contact] de [system] al [phone number] o [location/address].

Por favor comparta esta información con todo aquel que puede que tome de ésta agua, sea colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregandolo manualmente. Es importante distribuir este aviso ampliamente en caso que Ud. lo reciba en representación de un edificio de apartamentos, negocio, hospital, hogar de infantes, hogar de ancianos o comunidad residencial.

Este aviso ha sido enviado a usted por [system].

Numero de Identificación: _____. Fecha de distribución: _____.

Instructions for Unresolved Total Coliform Notice - Template NC-5

Template on Reverse

This template is intended for systems where consumers will not need to boil their water or where they will not have the facilities to do so. Since exceeding the total coliform bacteria maximum contaminant level requires a Tier 2 notification, you must provide public notice to persons served as soon as practical and within 30 days after you learn of the violation [40 CFR 141.203(b)]. Persistent total coliform problems can pose a serious health risk, and your state may elevate such situations to Tier 1. Check with your state to make sure you meet all its requirements. You must issue a repeat notice every three months for as long as the violation persists.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Description of the Violation

The template on the reverse is intended for use by systems taking fewer than 40 coliform bacteria samples a month. You can modify the template using the following language if you are required to take 40 or more samples per month:

We routinely monitor for the presence of drinking water contaminants. During [provide month], [give percentage] percent of our samples showed the presence of total coliform bacteria. The standard is that no more than 5 percent of samples may do so.

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

Unresolved Total Coliform Notice - Template NC-5

DRINKING WATER NOTICE

Tests Show Presence of Coliform Bacteria in Water

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

What This Means

This is not an emergency. Total coliform bacteria themselves are generally not harmful.

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 systems.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.]

We will inform you when additional samples show no coliform bacteria. We anticipate resolving the problem within [estimated time frame]. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

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

Date distributed: _____.

Instructions for Monitoring Violation Notice - Template NC-6

Template on Reverse

Since most monitoring violations are included in Tier 3, you must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Multiple monitoring violations can be serious, and your state may have more stringent requirements. Check with your state to make sure you meet its requirements.

Noncommunity water systems must use one of the following methods [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

In addition, you must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)].

You must post the notice until the violation is resolved. If the violation has already been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, you should print your notice on your system's letterhead, if available.

The template on the reverse is appropriate for use as an annual notice combining notification for several violations, as well as for notices for individual violations. This template presents violations in a table; however, you may write out an explanation for each violation if you wish.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time. If you do modify the notice, you must still include all required PN elements and leave the mandatory language unchanged (see below).

Mandatory Language

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

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

Corrective Actions

In your notice describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Choose the appropriate language, or develop your own text:

- We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples soon, as described in the last column of the table above.

After Issuing the Notice

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

Monitoring Violation Notice - Template NC-6

DRINKING WATER NOTICE

Monitoring Requirements Not Met for [System]

We violated a drinking water requirement. Even though this is not an emergency, as our customers, you have the right to know what happened and what we are doing to correct this situation.

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

What This Means

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 (frequency) and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were (or will be) taken
Coliform (example)	Two samples per month	1	July 1, July 15, August 1	July 1, August 1

Steps We Are Taking

[Describe corrective action.]

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

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

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

Date distributed: _____.

Instructions for Problem Corrected Notice - Template NC-7

Template on Reverse

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

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

Problem Corrected Notice - Template NC-7

DRINKING WATER PROBLEM CORRECTED

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

[Add further details here when appropriate.]

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

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

This notice is being sent to you by [system].

State Water System ID#: _____.

Date distributed: _____.

Instructions for Waterborne Disease Outbreak Notice - Template NC-8

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. See the suggestions below on how you can modify this template for other situations. Since a waterborne disease outbreak is a Tier 1 situation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the situation [40 CFR 141.202(b)]. You must contact your state during this time. You should coordinate with your local health department as well. You must also issue a public notice if you are experiencing a waterborne emergency other than a waterborne disease outbreak, such as one caused by flooding or treatment failure. In such cases, you may be able to modify this template to apply to your situation. Check with your state for more direction. More information on waterborne disease outbreaks and emergencies is available from the Centers for Disease Control and Prevention (<http://www.cdc.gov/healthywater/disease/index.html>, 1-800-311-3435). For a waterborne disease outbreak or other emergency, you must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. Instructions should also depend on whether your system has elevated nitrate levels; boiling water concentrates nitrates and makes levels higher. If known, list any organisms detected, the number of affected people, any water treatment problems contributing to the waterborne disease outbreak, and any sources of contamination, such as flooding. If you do modify the notice on the reverse, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

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

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

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

Alternative Sources of Water

If you are 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 and state bottled water standards for bacteria and other contaminants.

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER WARNING

DO NOT DRINK THE WATER

Disease-causing Organisms Have Entered [System's] Water Supply

Bottled water is available from [provide location].

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

Possible Health Effects

- [Describe symptoms of the waterborne disease.] Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

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.

Steps We Are Taking

[Describe the outbreak, corrective action, and when the outbreak might end.] We will inform you when this problem is corrected and you may drink the water. We anticipate resolving the problem within [estimated time frame].

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

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

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

Date distributed: _____.

Instructions for IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice - Template NC-9

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. If your state has designated this turbidity single exceedance as a Tier 1 violation [40 CFR 141.202(a)], you must provide public notice to persons served within 24 hours after it has been designated Tier 1 [40 CFR 141.202(b)]. Turbidity violations are Tier 2 by default, but may frequently be elevated to Tier 1 by your state. In addition, violations are automatically elevated if you are unable to consult with your state within 24 hours. In such cases, you must issue a notice within the next 24 hours. You may elevate the violation to Tier 1 yourself as well. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

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

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

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Corrective Action

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

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

Source of the Problem

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity
Single Exceedance as Tier 1 Notice - Template NC-9**

DRINKING WATER WARNING

DO NOT DRINK THE WATER

[System] Has High Turbidity Levels

Bottled water is available from [provide location].

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

Possible Health Effects

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

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.

Steps We Are Taking

[Describe reason for the high turbidity, corrective action, and when the system expects to return to compliance.] We will inform you when turbidity returns to appropriate levels and you may drink the water.

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

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

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

Instructions for Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice - Template NC-10

Template on Reverse

When one or more of the samples taken in the distribution system exceeds the chlorine dioxide MRDL on the day after a chlorine dioxide measurement taken at the entrance to the distribution system exceeds the MRDL, or when required samples are not taken in the distribution system, you must provide Tier 1 public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. You must also contact your state within 24 hours of learning of the violation or situation. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

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

Mandatory Language

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

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

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets US Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Population at Risk

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER WARNING
PREGNANT WOMEN AND YOUNG CHILDREN SHOULD NOT
DRINK THE WATER

Bottled water is available from [provide location].

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

Possible Health Effects

- **Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant mothers who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.*

*The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure. There are no obvious symptoms, but chlorine dioxide can affect development of the nervous system.**

- Water, juice, and formula for young children and for pregnant women should not be prepared with tap water. Adults who are not pregnant and older children can drink the tap water because their nervous systems are already developed. However, if you have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected.

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

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

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

Instructions for SWTR Failure to Filter Notice - Template NC-11

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER NOTICE

[System] Does Not Meet Treatment Requirements

On [give date], the [state] 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 This Means

This is not an emergency. 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.

You may drink the water. 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.

Steps We Are Taking

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

We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

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

Instructions for SWTRs Turbidity Exceedance Notice - Template NC-12

Template on Reverse

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

<u>For Exceedances of Single Turbidity Limits</u>	<u>For Exceedances of Monthly Turbidity Limits</u>
<p>You must consult with your state as soon as practical but within 24 hours of learning of the violation. During the consultation, the state 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 NC-9). For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice:</p> <p>“Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [give date] showed levels of [number] turbidity units. This was above the standard of [standard] units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.”</p>	<p>Use the following language to describe your violation and insert into the second paragraph of the template:</p> <p>“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 [standard] units.”</p>

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER NOTICE

[System] Did Not Meet Treatment Requirements

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

What This Means

This is not an emergency. We do not know of any cases of contamination, and none of our testing has shown disease-causing organisms in the drinking water.

Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. 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.

You may drink the water. 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.

Steps We Are Taking

A problem occurred with the treatment system at the water plant. [Describe the reason for high turbidity, corrective actions, and when the system returned or expects to return to compliance.]

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

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

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

Date distributed: _____.

Instructions for SWTR Disinfection Treatment Notice - Template NC-13

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Description of the Violation

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

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

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

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

Monthly exceedance - During the months of [give dates], disinfectant residual was undetectable in more than 5% of samples. The requirement is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.

Single exceedance - On [give date], disinfectant levels dropped below 0.2 milligrams per liter for [give numbers of hours] hours. The requirement is that levels may not drop below 0.2 milligrams per liter for more than four hours.

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

[System] Does/Did Not Meet Treatment Requirements

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

What This Means

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe why the violation occurred and the corrective action.]

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique Violation Notice - Template NC-14

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with this type of Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) treatment technique violation. You can use one or more of the following statements, if appropriate, or develop your own text:

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique
Violation Notice - Template NC-14**

DRINKING WATER NOTICE

Uncovered Finished Water Reservoir Violation at [System]

Water systems with uncovered finished water reservoirs are required to cover these reservoirs, treat the discharge 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 This Means

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring For Any Three Months Notice - Template NC-15

Template on Reverse

A surface water 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 Template NC-23 for an example.) You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your state may have more stringent requirements for this monitoring violation (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all requirements.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

Corrective Action

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

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

After Issuing the Notice

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

LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring for Any Three Months Notice - Template NC-15

DRINKING WATER NOTICE

Monitoring Requirements Not Met for [System]

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

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

What This Means

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

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice – Template NC-16

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**LT2ESWTR Filtered System Failure to Determine and Report Bin
Classification Notice - Template NC-16**

DRINKING WATER NOTICE

[System] Did Not Determine Required Treatment Based on *Cryptosporidium* Level

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

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

What This Means

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template NC-17

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**LT2ESWTR Unfiltered System Failure to Calculate and Report Mean
Cryptosporidium Level Notice – Template NC-17**

DRINKING WATER NOTICE

[System] Did Not Determine *Cryptosporidium* Level

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

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

What This Means

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice - Template NC-18

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment Notice - Template NC-18

DRINKING WATER NOTICE

[System] Did Not Provide the Appropriate Level of Treatment Within Required Time Frame

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

What This Means

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 we provide an additional level of treatment, there is an increased chance that *Cryptosporidium* 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.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice - Template NC-19

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation
Level Notice - Template NC-19**

DRINKING WATER NOTICE

**[System] Did Not Provide the Appropriate Level of Treatment
Within Required Time Frame**

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

What This Means

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 we a specified level of treatment, there is an increased chance that *Cryptosporidium* 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.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit Notice - Template NC-20

Template on Reverse

Based on *Cryptosporidium* monitoring results, some filtered systems are required to achieve additional treatment credit using a microbial toolbox option. A filtered system's failure to achieve required treatment credit to meet the bin classification requirements, is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your state may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all requirements.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

- We are taking steps to ensure the required level of treatment can be maintained at all times.
- The reason for the lapse in treatment has been identified and addressed.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit
Notice - Template NC-20**

DRINKING WATER NOTICE

[System] Did Not Maintain the Required Level of Treatment

Cryptosporidium is a disease-causing microorganism that has been found in our raw water source. Our water system [give system name] was required to maintain a specified level of additional treatment to address *Cryptosporidium*. During [provide date range], our system fell below this level.

What This Means

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 we consistently maintain an additional level of treatment, there is an increased chance that *Cryptosporidium* 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.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice - Template NC-21

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

- We are taking steps to ensure the required level of treatment can be maintained at all times.
- The reason for the lapse in treatment has been identified and addressed.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice - Template NC-21

DRINKING WATER NOTICE

[System] Did Not Maintain the Required Level of Treatment

Cryptosporidium is a disease-causing microorganism that may be in our raw water source. Our water system [give system name] was required to maintain a specified level of treatment to address *Cryptosporidium*. During [provide date range], our system fell below this level.

What This Means

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 we consistently maintain the specified level of treatment, there is an increased chance that *Cryptosporidium* 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.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice - Template NC-22

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

- We will install a second disinfectant by [provide date] to satisfy this requirement.
- We are currently working with state officials and our engineers to finalize plans for water treatment that will satisfy this requirement once it is installed.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice - Template NC-22

DRINKING WATER NOTICE

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

Our unfiltered water system [give system name] was required to use a minimum of two disinfectants to meet our treatment requirement by [give date]. We failed to have the new [ultraviolet light (U.V.)/chlorine dioxide/ozone] disinfection system installed by the required date.

What This Means

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 the second disinfectant is installed, 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.

You may drink the water. 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.

Steps We Are Taking

We expect to have the [U.V./chlorine dioxide/ozone] disinfection system installed by [give date]. We will also continue to disinfect the water with chlorine, as we have in the past.

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

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

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

Instructions for LT2ESWTR Monitoring Violation (Tier 3) Notice – Template NC-23

Template on Reverse

The template on the reverse is another example of a monitoring violation. The example in this template is for *Cryptosporidium* monitoring under LT2ESWTR. If a system fails to conduct *Cryptosporidium* monitoring of its source water for one or two months, they are required to issue Tier 3 notification. (Note: failure to conduct required *Cryptosporidium* monitoring for any three months requires Tier 2 notification and special notice. See Template NC-15 for an example.) This notice can also be modified for *E. coli* or turbidity monitoring violations under LT2ESWTR. All the instructions of Template NC-6 apply.

DRINKING WATER NOTICE

Monitoring Requirements Not Met for [System]

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

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

What This Means

This is not an emergency. There is nothing you need to do at this time.

Steps We Are Taking

[Describe corrective action.] We began collecting our monthly samples for *Cryptosporidium* on [give date] and will continue to follow our required monitoring schedule.

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

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

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

Instructions for Filter Backwash Recycling Rule Treatment Technique Violation Notice - Template NC-24

Template on Reverse

Since failure to recycle spent filter backwash, thickener supernatant, and liquids from dewatering processes before all processes of the direct filtration treatment train; failure to obtain state approval for the use of an alternative recycle location; or failure to pursue capital improvements, are violations that require Tier 2 notice, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your state may have more stringent requirements for treatment technique violations; e.g., it may require you to provide water from an alternate source. Check with your state to make sure you meet all requirements.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. You can use one or more of the following statements, if appropriate, or develop your own text:

- On [give date], we will no longer recycle our filter backwash and will not be in violation of this requirement.
- On [give date], the filter backwash will be piped to the beginning of our water treatment process and we will no longer be in violation of this requirement.
- On [give date], the filter backwash and all other current recycle flows will be discharged to waste as approved by the state.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

**Filter Backwash Recycling Rule Treatment Technique Violation Notice -
Template NC-24**

DRINKING WATER NOTICE

[System] Did Not Meet Treatment Requirements

The Filter Backwash Recycling Rule requires water systems that recycle liquids used for water treatment to recycle these liquids through the system's existing filtration system or to an alternate location approved by the state. Our system did not return its water treatment recycle flows to the required location or a state-approved location by the required date of [give date].

What This Means

This is not an emergency. 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.

You may drink the water. 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.

Steps We Are Taking

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

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

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

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

Instructions for GWR Fecal Indicator-Positive Source Sample Notice - Template NC-25

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. See the suggestions below on how you can modify this template for other situations. Since detection of a fecal indicator (*E. coli*, enterococci, coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period you must also contact your state. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

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

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

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

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

Alternative Sources of Water

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

Corrective Action

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

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

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER WARNING

DO NOT DRINK THE WATER

[System]’s [Source] Tested Positive for Fecal Indicator (*E. coli*, Enterococci, Coliphage) on [Give Date].

Bottled water is available from [provide location].

Possible Health Effects

Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.

People at increased risk should seek advice from their health care providers about drinking this water.

Steps We Are Taking

[Describe corrective action.]

We will inform you when you may drink the water. We anticipate resolving the problem within [estimated time frame]. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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

This notice is being sent to you by [system].

State Water System ID#: _____. Date distributed: _____.

Instructions for GWR Failure to Take Corrective Action Within Required Time Frame Notice - Template NC-26

Template on Reverse

A system's failure to take corrective action within the required timeframe or be in compliance with a state-approved corrective action plan and schedule for a fecal indicator-positive ground water source sample or significant deficiency under the Ground Water Rule (GWR) is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your state may have more stringent requirements for treatment technique violations. Check with your state 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.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

- Although we did not meet our deadline, we are now in consultation with the state to develop a corrective action plan.
- The [source of contamination/significant deficiency] has been identified and addressed.
- We have implemented a short term plan to address the immediate issue while we pursue the long-term solution.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

**GWR Failure to Take Corrective Action Within Required Time Frame
Notice - Template NC-26**

DRINKING WATER NOTICE

[System] Failed to [Correct a Significant Deficiency/Address a Fecal Indicator-Positive Source Sample] Within Required Time Frame

Our water system [give system name] was required to take action to [correct a significant deficiency/address a fecal-indicator positive source sample] by [give date]. However, we failed to take action by the required date.

What This Means

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 the problem is corrected, 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.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.] We expect to have the [significant deficiency/source of fecal contamination] corrected by [give date].

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

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

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

Instructions for GWR Failure to Maintain 4-log Treatment of Viruses Notice - Template NC-27

Template on Reverse

A ground water system's failure to maintain required 4-log treatment of viruses for a period greater than 4 hours is a treatment technique violation and requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Your state may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all requirements.

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)].

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

Mandatory Language

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

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

Corrective Action

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

- We are increasing disinfection to maintain our proper residual levels.
- We are pursuing improvements to our treatment system so that we can maintain required treatment at all times.

After Issuing the Notice

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

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

GWR Failure to Maintain 4-log Treatment of Viruses Notice - Template NC-27

DRINKING WATER NOTICE

[System] Failed to Meet Treatment Requirements

Our water system [give system name] is required to [treat/disinfect] our drinking water source. From [give date] to [give date], we failed to provide the required [treatment/disinfection].

What This Means

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 we consistently provide the required treatment, 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.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.] We expect to have the problem resolved by [give date] (or the problem was resolved on [give date]).

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

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

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

Instructions for Failure to Develop a Profile and/or Calculate a Benchmark Notice - Template NC-28

Template on Reverse

Failure to develop a disinfection profile for *Giardia lamblia* and viruses or calculate a benchmark prior to making a significant change to your disinfection practice requires Tier 3 notification. A profile for viruses may be applicable under Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) and is required under Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR). You must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Failure to develop a profile or calculate a benchmark can be serious and your state may have more stringent requirements. Check with your state to make sure you meet all requirements.

Noncommunity water systems must use one of the following methods [40 CFR 141.204(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

In addition, you must use *another* method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.204(c)].

You must post the notice until the violation is resolved. If the violation has been resolved, you must post the notice for at least seven days [40 CFR 141.204(b)]. If you mail, post, or hand deliver, you should print your notice on your system's letterhead, if available.

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

Mandatory Language

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

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

Corrective Actions

In your notice, describe corrective actions you took, or are taking. Listed below is a step commonly taken by water systems with a profiling and benchmarking violation. You can use the following language, if appropriate, or develop your own text:

- We are in the process of developing our disinfection profile and will calculate a benchmark as soon as the profile is complete.

After Issuing the Notice

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

**Failure to Develop a Profile and/or Calculate a Benchmark Notice -
Template NC-28**

DRINKING WATER NOTICE

Monitoring Requirements Not Met for [System]

[Prior to making any change to our disinfection practices, we are required to develop a year-long profile of our disinfection system to determine our inactivation levels for certain pathogenic organisms. Development of a profile requires monitoring disinfection parameters. We did not meet this requirement.] **AND/OR**

[Since we (are making/made) a change to our disinfection practice, we [are/were] required to calculate a benchmark to determine our lowest monthly inactivation level over the year. We did not calculate a benchmark.]

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

What This Means

This is not an emergency. There is nothing you need to do at this time.

Steps We Are Taking

We collected all required samples on [give date]. [Describe corrective action.]

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

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

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

Appendix B
NPDWR Violations and Other Situations Requiring Public Notice¹

(Excerpts from Appendix A of 40 CFR 141, Subpart Q dated July 1, 2008, that are Applicable to Transient Noncommunity Water Systems)

Contaminant	MCL/MRDL/TT Violations ²		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
I. Violations of National Primary Drinking Water Regulations (NPDWR):³				
A. Microbiological Contaminants				
1. Total coliform	2	141.63(a)	3	141.21(a)-(e)
2. Fecal coliform/ <i>E. coli</i>	1	141.63(b)	1 ⁴ , 3	141.21(e)
3. Turbidity MCL	2	141.13(a)	3	141.22
4. Turbidity MCL (average of 2 days' samples >5 NTU)	2 ⁵ , 1	141.13(b)	3	141.22
5. Turbidity (for TT violations resulting from a single exceedance of maximum allowable turbidity level)	2 ⁶ , 1	141.71(a)(2), 141.71(c)(2)(i), 141.73(a)(2), 141.73(b)(2), 141.73(c)(2), 141.73(d), 141.173(a)(2), 141.173(b), 141.551(b)	3	141.74(a)(1), 141.74(b)(2), 141.74(c)(1), 141.174, 141.560(a)-(c), 141.561
6. Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. allowable turbidity level (TT)	2	141.70-141.73	3	141.74
7. Interim Enhanced Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. turbidity level (TT)	2 ⁷	141.170-141.173, 141.500-141.553	3	141.172, 141.174, 141.530- 141.544, 141.560- 141.564
8. Filter Backwash Recycling Rule violations	2	141.76(c)	3	141.76(b), (d)
9. Long Term 1 Enhanced Surface Water Treatment Rule violations	2	141.500-141.553	3	141.530- 141.544, 141.560- 141.564
10. LT2ESWTR violations	2	141.710- 141.720	2 ²² , 3	141.701- 141.705 and 141.708- 141.709
11. Ground Water Rule violations	2	141.404	3	141.402(h), 141.403(d)

**Appendix B
NPDWR Violations and Other Situations Requiring Public Notice¹**

(Excerpts from Appendix A of 40 CFR 141, Subpart Q dated July 1, 2008, that are Applicable to Transient Noncommunity Water Systems)

Contaminant	MCL/MRDL/TT Violations ²		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
B. Inorganic Chemicals (IOCs)				
11. Nitrate	1	141.62(b)	1, 3 ¹²	141.23(a), (d) 141.23(f)(2)
12. Nitrite	1	141.62(b)	1, 3 ¹²	141.23(a), (e) 141.23(f)(2)
13. Total Nitrate and Nitrite	1	141.62(b)	3	141.23(a)
G. Disinfection Byproducts (DBPs), Byproduct Precursors, Disinfectant Residuals. Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs).¹³				
4. Chlorite	2	141.64(a)	3	141.132(a)-(b)
7. Chlorine dioxide (MRDL), where any 2 consecutive daily samples at entrance to distribution system only are above MRDL	2	141.65(a), 141.133(c)(3)	2 ¹⁵ , 3	141.132(a), (c) 141.133(c)(2)
8. Chlorine dioxide (MRDL), where sample(s) in distribution system the next day are also above MRDL	1 ¹⁶	141.65(a), 141.133(c)(3)	1	141.132(a), (c) 141.133(c)(2)
III. Public Notification for Variances and Exemptions:				
A. Operation under a variance or exemption	3	1415, 1416 ¹⁸	N/A	N/A
B. Violation of conditions of a variance or exemption	2	1415, 1416, 142.307 ¹⁹	N/A	N/A
IV. Other Situations Requiring Public Notification:				
B. Exceedance of nitrate MCL for noncommunity systems, as allowed by state	1	141.11(d)	N/A	N/A
D. Waterborne disease outbreak	1	141.2, 141.71(c)(2)(ii)	N/A	N/A
E. Other waterborne emergency ²⁰	1	N/A	N/A	N/A
F. Source Water Sample Positive for GWR Fecal indicators: <i>E. coli</i> , enterococci, or coliphage	1	141.402(g)	N/A	N/A
G. Other situations as determined by state	1, 2, 3 ²¹	N/A	N/A	N/A

Appendix B Endnotes

1. Primacy agencies may, at their option, also require a more stringent public notice tier (e.g., Tier 1 instead of Tier 2 or Tier 2 instead of Tier 3) for specific violations and situations listed in this Appendix, as authorized under §141.202(a) and §141.203(a).
2. MCL—Maximum contaminant level, MRDL—Maximum residual disinfectant level, TT—Treatment technique.
3. The term Violations of National Primary Drinking Water Regulations (NPDWR) is used here to include violations of MCL, MRDL, treatment technique, monitoring, and testing procedure requirements.
4. Failure to test for fecal coliform or *E. coli* is a Tier 1 violation if testing is not done after any repeat sample tests positive for coliform. All other total coliform monitoring and testing procedure violations are Tier 3.
5. Systems that violate the turbidity MCL of 5 NTU based on an average of measurements over two consecutive days must consult with the state within 24 hours after learning of the violation. Based on this consultation, the state may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the state in the 24-hour period, the violation is automatically elevated to Tier 1.
6. Systems with treatment technique violations involving a single exceedance of a maximum turbidity limit under the Surface Water Treatment Rule (SWTR), the Interim Enhanced Surface Water Treatment Rule (IESWTR), or the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) are required to consult with the state within 24 hours after learning of the violation. Based on this consultation, the state may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the state in the 24-hour period, the violation is automatically elevated to Tier 1.
7. Most of the requirements of the Interim Enhanced Surface Water Treatment Rule (63 FR 69477) (§§141.170–141.171, 141.173–141.174) become effective January 1, 2002 for Subpart H systems (surface water systems and ground water systems under the direct influence of surface water) serving at least 10,000 persons. However, §141.172 has some requirements that become effective as early as April 16, 1999. The Surface Water Treatment Rule remains in effect for systems serving at least 10,000 persons even after 2002; the Interim Enhanced Surface Water Treatment Rule adds additional requirements and does not in many cases supersede the SWTR.
12. Failure to take a confirmation sample within 24 hours for nitrate or nitrite after an initial sample exceeds the MCL is a Tier 1 violation. Other monitoring violations for nitrate are Tier 3.
13. Subpart H transient noncommunity systems serving fewer than 10,000 persons and using only ground water not under the direct influence of surface water and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

14. §§141.64(b)(1) 141.132(a)–(b) apply until §§141.620–141.630 take effect under the schedule in §141.620(c).
15. Failure to monitor for chlorine dioxide at the entrance to the distribution system the day after exceeding the MRDL at the entrance to the distribution system is a Tier 2 violation.
16. If any daily sample taken at the entrance to the distribution system exceeds the MRDL for chlorine dioxide and one or more samples taken in the distribution system the next day exceed the MRDL, Tier 1 notification is required. Failure to take the required samples in the distribution system after the MRDL is exceeded at the entry point also triggers Tier 1 notification.
18. This citation refers to §§1415 and 1416 of the Safe Drinking Water Act. §§1415 and 1416 require that “a schedule prescribed. . . for a public water system granted a variance [or exemption] shall require compliance by the system. . .”
19. In addition to §§1415 and 1416 of the Safe Drinking Water Act, 40 CFR 142.307 specifies the items and schedule milestones that must be included in a variance for small systems.
20. Other waterborne emergencies require a Tier 1 public notice under §141.202(a) for situations that do not meet the definition of a waterborne disease outbreak given in 40 CFR 141.2 but that still have the potential to have serious adverse effects on health as a result of short-term exposure. These could include outbreaks not related to treatment deficiencies, as well as situations that have the potential to cause outbreaks, such as failures or significant interruption in water treatment processes, natural disasters that disrupt the water supply or distribution system, chemical spills, or unexpected loading of possible pathogens into the source water.
21. Primacy agencies may place other situations in any tier they believe appropriate, based on threat to public health.
22. Failure to collect three or more samples for *Cryptosporidium* analysis is a Tier 2 violation requiring special notice as specified in §141.211. All other monitoring and testing procedure violations are Tier 3.

Appendix C
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2008, that are Applicable to Transient Noncommunity Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
National Primary Drinking Water Regulations (NPDWR):			
A. Microbiological Contaminants			
1a. Total coliform	Zero	See footnote ³	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
1b. Fecal coliform/ <i>E. coli</i>	Zero	Zero	Fecal coliforms and <i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly and people with severely compromised immune systems.
1c. Fecal Indicators (GWR) i. <i>E. coli</i> ii. enterococci iii. coliphage	Zero None None	TT TT TT	Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
2a. Turbidity (MCL) ⁴	None	1 NTU ⁵ / 5 NTU	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
2b. Turbidity (SWTR TT) ⁶	None	TT ⁷	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
2c. Turbidity (IESWTR and LT1ESWTR TT) ⁸	None	TT	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

Appendix C
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2008, that are Applicable to Transient Noncommunity Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
B. Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR), Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR), and the Filter Backwash Recycling Rule (FBRR) violations			
3. <i>Giardia lamblia</i> (SWTR/ IESWTR/ LT1ESWTR) 4. Viruses (SWTR/IESWTR/ LT1ESWTR) 5. Heterotrophic plate count (HPC) bacteria ⁹ (SWTR/IESWTR/ LT1ESWTR) 6. Legionella (SWTR/ IESWTR/ LT1ESWTR) 7. <i>Cryptosporidium</i> (IESWTR/FBRR/ LT1ESWTR)	Zero	TT ¹⁰	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.
C. Inorganic Chemicals (IOCs)			
18. Nitrate	10	10	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
19. Nitrite	1	1	Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
20. Total Nitrate and Nitrite	10	10	Infants below the age of six months who drink water containing nitrate and nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
H. Disinfection Byproducts (DBPs), Byproduct Precursors, and Disinfectant Residuals: Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs).¹⁸			
83. Chlorite	0.08	1.0	Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.

Appendix C
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2008, that are Applicable to Transient Noncommunity Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
86a. Chlorine dioxide, where any 2 consecutive daily samples taken at the entrance to the distribution system are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	<p>Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.</p> <p><i>Add for public notification only:</i> The chlorine dioxide violations reported today are the result of exceedances at the treatment facility only, not within the distribution system which delivers water to consumers. Continued compliance with chlorine dioxide levels within the distribution system minimizes the potential risk of these violations to consumers.</p>
86b. Chlorine dioxide, where one or more distribution system samples are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	<p>Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.</p> <p><i>Add for public notification only:</i> The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure.</p>

Appendix C Endnotes

1. MCLG - Maximum contaminant level goal
2. MCL - Maximum contaminant level
3. For water systems analyzing at least 40 samples per month, no more than 5.0 percent of the monthly samples may be positive for total coliforms. For systems analyzing fewer than 40 samples per month, no more than one sample per month may be positive for total coliforms.
4. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule. The MCL for the monthly turbidity average is 1 NTU; the MCL for the 2-day average is 5 NTU for systems that are required to filter but have not yet installed filtration (40 CFR 141.13).
5. NTU - Nephelometric turbidity unit
6. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2001 Long Term 1 Enhanced Surface Water Treatment Rule. Systems subject to the Surface Water Treatment Rule (both filtered and unfiltered) may not exceed 5 NTU. In addition, in filtered systems, 95 percent of samples each month must not exceed 0.5 NTU in systems using conventional or direct filtration and must not exceed 1 NTU in systems using slow sand or diatomaceous earth filtration or other filtration technologies approved by the state.
7. TT - Treatment technique
8. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), the 1998 Interim Enhanced Surface Water Treatment Rule (IESWTR) and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR). For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the IESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the state. For systems subject to the LT1ESWTR (systems serving fewer than 10,000 people, using surface water or ground water under the direct influence of surface water) that use conventional filtration or direct filtration, after January 1, 2005, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the LT1ESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration

must meet turbidity limits set by the state.

9. The bacteria detected by heterotrophic plate count (HPC) are not necessarily harmful. HPC is simply an alternative method of determining disinfectant residual levels. The number of such bacteria is an indicator of whether there is enough disinfectant in the distribution system.

10. SWTR, IESWTR, and LT1ESWTR treatment technique violations that involve turbidity exceedances may use the health effects language for turbidity instead.

18. Subpart H transient noncommunity systems serving $\geq 10,000$ that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. All other transient noncommunity systems that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

22. MRDLG - Maximum residual disinfectant level goal.

23. MRDL - Maximum residual disinfectant level.

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Appendix D Translated Phrases



From: Washington Department of Health (DOH PUB # 331-248, February 2004) www.doh.wa.gov/eha/translations-translations.htm.
 Translations are provided courtesy of the State of Washington Department of Health. None of these translations has been independently verified.

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Amharic	ይህ ዘገባ ለሰጣጡት ውሃ ጠቃሚ መረጃዎችን ይዟል ። ሌላ ጉዳዩን የሚረዱለዎትን የረገጥ-ጥጥ ወይም ለገዳይነት ያደርጉ ።	ውሃዎን ከመጠቀምዎ በፊት ያፍሱት ።	ውሃውን አይጠቡ ።	ዕድሜያቸው ከ12 ወራት በታች የሆኑ ልጆች ውሃውን መጠቀስ የለባቸውም ። የልጆቹን ምግብ (ርርመላ) ለማዘናት ውሃውን አይጠቀሙ ።
Arabic	هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تستخدمه. اطلب من شخص ما ان يترجمه لك لو يستطيع فهمه.	اغلي الماء قبل استعماله	لا تشرب الماء.	يجب ان لا يشرب الأطفال الذين اعمارهم اقل من 12 سنة هذا الماء. لا تستخدم هذا الماء لتخصير الفورمولا (طليب الأطفال).
Cambodian (Khmer)	របាយការណ៍នេះ មានសារៈសំខាន់ណាស់ អំពីព័ត៌មានសំខាន់ៗ អ្នកទទួលបាន ។ ប្រសិនបើមានការងារអ្នកមិនយល់ ឬ មិនអាចយល់បាន សូមសុំឲ្យមនុស្សម្នាក់ទៀតជួយបកប្រែឲ្យអ្នកបាន ។	ប្រាំវ៉ិកម្យុះសិន មុននឹងប្រើប្រាស់ ។	ប្រាំមុនប្រើប្រាស់ ។	កុំប្រើប្រាស់ទឹកស្អាត មិនមែនប្រើប្រាស់ទឹកស្អាត ។
Chinese Simplified	此报告包含有关您的饮用水的重要信息。 请人帮您翻译出来，或请看懂此报告的人将内容说给您听。	将水煮开后才使用。	不要喝这些水。	不满 12 个月大的小孩不应该喝这些水。 不要用这些水做配方。
Chinese Traditional	此報告包含有關您的飲用水的重要資訊。 請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	將水煮開後才使用。	切勿喝這些水。	不滿 12 個月大的小孩不應該喝這些水。 切勿用這些水做配方。
Farsi	این گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شما میباشد. از شخصی بخواهید که به شما ترجمه کنند و یا با شخصی که این موضوع را میفهمند صحبت کنید.	قبل از استفاده آب آشامیدنیتان را به جوش بیاورید.	آب را نخورید.	کودکان زیر ۱۲ ماهه نیاستی آب را بخورند. آب را برای درست کردن غذای بچه (فرمولا) استفاده نکنید.
French	Ce rapport contient des informations importantes à propos de votre eau potable. Demandez à quelqu'un de traduire ces informations pour vous ou d'en parler avec une personne qui comprend ces informations.	Faire bouillir l'eau avant de l'utiliser.	Ne pas boire l'eau.	Les enfants des moins de 12 mois ne doivent pas boire l'eau. Ne pas utiliser l'eau dans une préparation lactée pour nourisson.

Appendix D Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Polish	Niebezpieczny raport zawiera ważną informację na temat wody pitnej. Proszę poprosić kogoś o przełożenie treści lub porozumienie z kimś kto rozumie.	Należy przegotować wodę przed spożyciem.	Proszę nie pić wody.	Dzieci w wieku poniżej 12 miesięcy nie powinny pić tej wody. Proszę nie używać tej wody do przygotowywania formuły.
Punjabi	ਇਸ ਰੀਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਉਸ ਨਾਲ ਗੱਲ ਕਰੋ।	ਪਾਣੀ ਨੂੰ ਇਸਤੇਮਾਲ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਉਬਾਲ ਲਵੋ।	ਪਾਣੀ ਨਾ ਪੀਓ।	12 ਮਹੀਨੇ ਤੋਂ ਘੱਟ ਉਮਰ ਦੇ ਬੱਚਿਆਂ ਨੂੰ ਪਾਣੀ ਨਹੀਂ ਪੀਣਾ ਚਾਹੀਦਾ। ਫਾਰਮੂਲਾ ਬਣਾਉਣ ਵਾਸਤੇ ਪਾਣੀ ਦਾ ਇਸਤੇਮਾਲ ਨਾ ਕਰੋ।
Russian	В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.	Кипятите воду, прежде чем пользоваться ею.	Не пейте воду.	Детям в возрасте до 12 месяцев не следует пить воду. Не используйте воду для приготовления адаптированной детской смеси ("формулы").
Samoan	O le lipoti lena o le'o iai ni mea e sili ona taua e uiga i le vai o lo'u e tauaifaina nei. Sa'e se tagata e fa'ahitama ma oe, po'o lau talafanana i seisi e iai sona mafualetaga i lena mataga.	Tuua le vai ia papiua ona fa'atua ona lau.	Am le inaina le vai.	Tamaiti ona lau e i lalo o le 12 tausaga e le taua ona inaina le vai. Aua le fa'asagana le vai e sai ai ni vaiha'au po'u le palu ai o ni mea taua.
Serbo-Croatian	Ovaj izvještaj sadrži važnu informaciju u vezi sa vašom vodom za piće. Neka vam nekog prevede, ili popitajte sa nekim ko se u ovo razumije.	Prokjučajte vodu prije upotrebe.	Nie pijeć vodu.	Djeca ispod 12 mjeseci starosti ne bi trebala piti vodu. Ne koristite vodu za pripremljanje hrane a bebe.
Somali	Warixinta waxy warbaa marjannad warbixinta sh ee la xiriihi biyaha aad cabdid. Cid ba kuu tujunta ama la hadli cid fahmayso.	Kaahsi biyaha inta aadan isticmaadin.	Ha cabin biyaha.	Carrunta somal jir ka yar waaba inta biyaha cabaan. Ha u isticmaadin biyaha inta kula qasbiid caaraha ama warbixinta ka qasbiid ee caaraha.
Spanish	Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.	Haga hervir el agua antes de usarla.	No beba el agua.	Los niños menores de 12 meses de edad no deben beber el agua. No use el agua para preparar la fórmula para bebés (bebé).
Tagalog	Naglalaman ang report sa itinag importanteng impormasyon tungkol sa inyong inumin na tubig. Magkaroon ng isang tau na isasalin ito sa inyong wika para sa iyo, o makipag-usap sa isang tau na makababasa ng ito.	Pakuhin ang inyong tubig bago paggamitin.	Huwag inumin ang tubig.	Ang mga bata na kulang sa 12 na buwan ang gabang ay hindi dapat na inumin ang tubig. Huwag paggamitin ang tubig sa paggawa ng formula.

**Appendix D
Translated Phrases**

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Thai	รายงานนี้มีความสำคัญเกี่ยวกับน้ำดื่มของคุณ คุณควรหาคนแปลหรือพูดคุยกับคนที่เข้าใจภาษาไทย	ต้มน้ำดื่มก่อนนำมาใช้	อย่าดื่ม	เด็กที่อายุต่ำกว่า 12 เดือน ไม่ควรดื่มน้ำนี้ อย่าใช้น้ำนี้ในการทำนมผง
Tigrigna	ዚህ ደብዳቤ ላይ የሚገኘው መረጃ ለውሃ ጥራት ስለሚመለከት ማንንም ይህን ደብዳቤ ለሌላ ሰው ማብራራት ወይ ለሌላ ሰው ማሳተፍ ይገባል።	ሚያ ለፍ.ሊ.ሐክ.ም ስተዩ።	ካብዚ ሚያ ሊይተስተዩ።	ተሕተ 12 ወር ሐ. ገዙኑ ሕጻናት ካብዚ ሚያ ከስተዩ የብሉ-ምን። በዚ ሚያ ንሕጻን ጸባ ንምብጽብጽ ሊይተጠቀሙ።
Ukrainian	Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам це повідомлення або поговоріть з людиною, яка розуміє його зміст.	Кип'ятіть воду до користування.	Не пийте воду.	Діти у віці до 12 місяців в не повинні пити воду. Не користуйтеся водою для приготування адаптованої дитячої суміші ("формули").
Vietnamese	Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hoặc hỏi người nào hiểu tài liệu này.	Đun sôi nước trước khi dùng.	Đừng uống nước này.	Trẻ em dưới 12 tháng không nên uống nước này. Đừng dùng nước này để pha sữa formula.
<p>The water glass and faucet may be useful in a posted notice that would be seen by many non-English speaking people to illustrate that they should not drink the water.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>				

Appendix E

The Public Notification Rule (40 CFR Part 40 CFR 141, Subpart Q)

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than 2.0 NTU in two consecutive measurements taken 15 minutes apart at any time in each of two consecutive months, the system must report the filter number, the turbidity measurement, and the date(s) on which the exceedance occurred. In addition, the system must arrange for the conduct of a comprehensive performance evaluation by the State or a third party approved by the State no later than 30 days following the exceedance and have the evaluation completed and submitted to the State no later than 90 days following the exceedance.

(c) *Additional reporting requirements.*

(1) If at any time the turbidity exceeds 1 NTU in representative samples of filtered water in a system using conventional filtration treatment or direct filtration, the system must inform the State as soon as possible, but no later than the end of the next business day.

(2) If at any time the turbidity in representative samples of filtered water exceeds the maximum level set by the State under §141.173(b) for filtration technologies other than conventional filtration treatment, direct filtration, slow sand filtration, or diatomaceous earth filtration, the system must inform the State as soon as possible, but no later than the end of the next business day.

[63 FR 69516, Dec. 16, 1998, as amended at 66 FR 3779, Jan. 16, 2001]

Subpart Q—Public Notification of Drinking Water Violations

SOURCE: 65 FR 26035, May 4, 2000, unless otherwise noted.

§ 141.201 General public notification requirements.

Public water systems in States with primacy for the public water system supervision (PWSS) program must comply with the requirements in this subpart no later than May 6, 2002 or on the date the State-adopted rule becomes effective, whichever comes first. Public water systems in jurisdictions where EPA directly implements the PWSS program must comply with the requirements in this subpart on October 31, 2000. Prior to these dates, public water systems must continue to com-

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ply with the public notice requirements in §141.32 of this part. The term “primacy agency” is used in this subpart to refer to either EPA or the State or the Tribe in cases where EPA, the State, or the Tribe exercises primary enforcement responsibility for this subpart.

(a) *Who must give public notice?* Each owner or operator of a public water system (community water systems, non-transient non-community water systems, and transient non-community water systems) must give notice for all violations of national primary drinking water regulations (NPDWR) and for other situations, as listed in Table 1. The term “NPDWR violations” is used in this subpart to include violations of the maximum contaminant level (MCL), maximum residual disinfection level (MRDL), treatment technique (TT), monitoring requirements, and testing procedures in this part 141. Appendix A to this subpart identifies the tier assignment for each specific violation or situation requiring a public notice.

TABLE 1 TO § 141.201—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A PUBLIC NOTICE

- (1) NPDWR violations:
 - (i) Failure to comply with an applicable maximum contaminant level (MCL) or maximum residual disinfectant level (MRDL).
 - (ii) Failure to comply with a prescribed treatment technique (TT).
 - (iii) Failure to perform water quality monitoring, as required by the drinking water regulations.
 - (iv) Failure to comply with testing procedures as prescribed by a drinking water regulation.
- (2) Variance and exemptions under sections 1415 and 1416 of SDWA:
 - (i) Operation under a variance or an exemption.
 - (ii) Failure to comply with the requirements of any schedule that has been set under a variance or exemption.
- (3) Special public notices:
 - (i) Occurrence of a waterborne disease outbreak or other waterborne emergency.

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TABLE 1 TO § 141.201—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A PUBLIC NOTICE—Continued

- (ii) Exceedance of the nitrate MCL by non-community water systems (NCWS), where granted permission by the primacy agency under 141.11(d) of this part.
- (iii) Exceedance of the secondary maximum contaminant level (SMCL) for fluoride.
- (iv) Availability of unregulated contaminant monitoring data.
- (v) Other violations and situations determined by the primacy agency to require a public notice under this subpart, not already listed in Appendix A.

(b) *What type of public notice is required for each violation or situation?* Public notice requirements are divided into three tiers, to take into account the seriousness of the violation or situation and of any potential adverse health effects that may be involved. The public notice requirements for each violation or situation listed in Table 1 of this section are determined by the tier to which it is assigned. Table 2 of this section provides the definition of each tier. Appendix A of this part identifies the tier assignment for each specific violation or situation.

TABLE 2 TO § 141.201—DEFINITION OF PUBLIC NOTICE TIERS

- (1) *Tier 1 public notice*—required for NPDWR violations and situations with significant potential to have serious adverse effects on human health as a result of short-term exposure.
- (2) *Tier 2 public notice*—required for all other NPDWR violations and situations with potential to have serious adverse effects on human health.
- (3) *Tier 3 public notice*—required for all other NPDWR violations and situations not included in Tier 1 and Tier 2.

(c) *Who must be notified?*

(1) Each public water system must provide public notice to persons served by the water system, in accordance with this subpart. Public water systems that sell or otherwise provide drinking water to other public water systems (*i.e.*, to consecutive systems)

are required to give public notice to the owner or operator of the consecutive system; the consecutive system is responsible for providing public notice to the persons it serves.

(2) If a public water system has a violation in a portion of the distribution system that is physically or hydraulically isolated from other parts of the distribution system, the primacy agency may allow the system to limit distribution of the public notice to only persons served by that portion of the system which is out of compliance. Permission by the primacy agency for limiting distribution of the notice must be granted in writing.

(3) A copy of the notice must also be sent to the primacy agency, in accordance with the requirements under §141.31(d).

§ 141.202 Tier 1 Public Notice—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 1 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 1 public notice. Appendix A to this subpart identifies the tier assignment for each specific violation or situation.

TABLE 1 TO § 141.202—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 1 PUBLIC NOTICE

- (1) Violation of the MCL for total coliforms when fecal coliform or E. coli are present in the water distribution system (as specified in § 141.63(b)), or when the water system fails to test for fecal coliforms or E. coli when any repeat sample tests positive for coliform (as specified in § 141.21(e));
- (2) Violation of the MCL for nitrate, nitrite, or total nitrate and nitrite, as defined in § 141.62, or when the water system fails to take a confirmation sample within 24 hours of the system's receipt of the first sample showing an exceedance of the nitrate or nitrite MCL, as specified in § 141.23(f)(2);
- (3) Exceedance of the nitrate MCL by non-community water systems, where permitted to exceed the MCL by the primacy agency under §141.11(d), as required under §141.209;

TABLE 1 TO § 141.202—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 1 PUBLIC NOTICE—Continued

- (4) Violation of the MRDL for chlorine dioxide, as defined in § 141.65(a), when one or more samples taken in the distribution system the day following an exceedance of the MRDL at the entrance of the distribution system exceed the MRDL, or when the water system does not take the required samples in the distribution system, as specified in § 141.133(c)(2)(i);
- (5) Violation of the turbidity MCL under § 141.13(b), where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not take place within 24 hours after the system learns of the violation;
- (6) Violation of the Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR) or Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit (as identified in Appendix A), where the primacy agency determines after consultation that a Tier 1 notice is required or where consultation does not take place within 24 hours after the system learns of the violation;
- (7) Occurrence of a waterborne disease outbreak, as defined in § 141.2, or other waterborne emergency (such as a failure or significant interruption in key water treatment processes, a natural disaster that disrupts the water supply or distribution system, or a chemical spill or unexpected loading of possible pathogens into the source water that significantly increases the potential for drinking water contamination);
- (8) Detection of *E. coli*, enterococci, or coliphage in source water samples as specified in § 141.402(a) and § 141.402(b);
- (9) Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, as determined by the primacy agency either in its regulations or on a case-by-case basis.

(b) *When is the Tier 1 public notice to be provided?* What additional steps are required? Public water systems must:

- (1) Provide a public notice as soon as practical but no later than 24 hours

after the system learns of the violation;

- (2) Initiate consultation with the primacy agency as soon as practical, but no later than 24 hours after the public water system learns of the violation or situation, to determine additional public notice requirements; and

(3) Comply with any additional public notification requirements (including any repeat notices or direction on the duration of the posted notices) that are established as a result of the consultation with the primacy agency. Such requirements may include the timing, form, manner, frequency, and content of repeat notices (if any) and other actions designed to reach all persons served.

(c) *What is the form and manner of the public notice?* Public water systems must provide the notice within 24 hours in a form and manner reasonably calculated to reach all persons served. The form and manner used by the public water system are to fit the specific situation, but must be designed to reach residential, transient, and non-transient users of the water system. In order to reach all persons served, water systems are to use, at a minimum, one or more of the following forms of delivery:

- (1) Appropriate broadcast media (such as radio and television);
- (2) Posting of the notice in conspicuous locations throughout the area served by the water system;
- (3) Hand delivery of the notice to persons served by the water system; or
- (4) Another delivery method approved in writing by the primacy agency.

[65 FR 26035, May 4, 2000, as amended at 67 FR 1836, Jan. 14, 2002; 71 FR 65652, Nov. 8, 2006]

§ 141.203 Tier 2 Public Notice—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 2 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 2 public notice. Appendix A to this subpart identifies the tier assignment for each specific violation or situation.

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TABLE 1 TO § 141.203—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 2 PUBLIC NOTICE

- (1) All violations of the MCL, MRDL, and treatment technique requirements, except where a Tier 1 notice is required under § 141.202(a) or where the primacy agency determines that a Tier 1 notice is required;
- (2) Violations of the monitoring and testing procedure requirements, where the primacy agency determines that a Tier 2 rather than a Tier 3 public notice is required, taking into account potential health impacts and persistence of the violation; and
- (3) Failure to comply with the terms and conditions of any variance or exemption in place.
- (4) Failure to take corrective action or failure to maintain at least 4-log treatment of viruses (using inactivation, removal, or a State-approved combination of 4-log virus inactivation and removal) before or at the first customer under § 141.403(a).

(b) *When is the Tier 2 public notice to be provided?*

(1) Public water systems must provide the public notice as soon as practical, but no later than 30 days after the system learns of the violation. If the public notice is posted, the notice must remain in place for as long as the violation or situation persists, but in no case for less than seven days, even if the violation or situation is resolved. The primacy agency may, in appropriate circumstances, allow additional time for the initial notice of up to three months from the date the system learns of the violation. It is not appropriate for the primacy agency to grant an extension to the 30-day deadline for any unresolved violation or to allow across-the-board extensions by rule or policy for other violations or situations requiring a Tier 2 public notice. Extensions granted by the primacy agency must be in writing.

(2) The public water system must repeat the notice every three months as long as the violation or situation persists, unless the primacy agency determines that appropriate circumstances warrant a different repeat notice frequency. In no circumstance may the repeat notice be given less frequently than once per year. It is not appropriate for the primacy agency to allow

less frequent repeat notice for an MCL violation under the Total Coliform Rule or a treatment technique violation under the Surface Water Treatment Rule or Interim Enhanced Surface Water Treatment Rule. It is also not appropriate for the primacy agency to allow through its rules or policies across-the-board reductions in the repeat notice frequency for other ongoing violations requiring a Tier 2 repeat notice. Primacy agency determinations allowing repeat notices to be given less frequently than once every three months must be in writing.

(3) For the turbidity violations specified in this paragraph, public water systems must consult with the primacy agency as soon as practical but no later than 24 hours after the public water system learns of the violation, to determine whether a Tier 1 public notice under § 141.202(a) is required to protect public health. When consultation does not take place within the 24-hour period, the water system must distribute a Tier 1 notice of the violation within the next 24 hours (*i.e.*, no later than 48 hours after the system learns of the violation), following the requirements under § 141.202(b) and (c). Consultation with the primacy agency is required for:

(i) Violation of the turbidity MCL under § 141.13(b); or

(ii) Violation of the SWTR, IESWTR or LT1ESWTR treatment technique requirement resulting from a single exceedance of the maximum allowable turbidity limit.

(c) *What is the form and manner of the Tier 2 public notice?* Public water systems must provide the initial public notice and any repeat notices in a form and manner that is reasonably calculated to reach persons served in the required time period. The form and manner of the public notice may vary based on the specific situation and type of water system, but it must at a minimum meet the following requirements:

(1) Unless directed otherwise by the primacy agency in writing, community water systems must provide notice by:

(i) Mail or other direct delivery to each customer receiving a bill and to other service connections to which

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water is delivered by the public water system; and

(ii) Any other method reasonably calculated to reach other persons regularly served by the system, if they would not normally be reached by the notice required in paragraph (c)(1)(i) of this section. Such persons may include those who do not pay water bills or do not have service connection addresses (e.g., house renters, apartment dwellers, university students, nursing home patients, prison inmates, etc.). Other methods may include: Publication in a local newspaper; delivery of multiple copies for distribution by customers that provide their drinking water to others (e.g., apartment building owners or large private employers); posting in public places served by the system or on the Internet; or delivery to community organizations.

(2) Unless directed otherwise by the primacy agency in writing, non-community water systems must provide notice by:

(i) Posting the notice in conspicuous locations throughout the distribution system frequented by persons served by the system, or by mail or direct delivery to each customer and service connection (where known); and

(ii) Any other method reasonably calculated to reach other persons served by the system if they would not normally be reached by the notice required in paragraph (c)(2)(i) of this section. Such persons may include those served who may not see a posted notice because the posted notice is not in a location they routinely pass by. Other methods may include: Publication in a local newspaper or newsletter distributed to customers; use of E-mail to notify employees or students; or, delivery of multiple copies in central locations (e.g., community centers).

[65 FR 26035, May 4, 2000, as amended at 67 FR 1836, Jan. 14, 2002; 71 FR 65652, Nov. 8, 2006]

§ 141.204 Tier 3 Public Notice—Form, manner, and frequency of notice.

(a) *Which violations or situations require a Tier 3 public notice?* Table 1 of this section lists the violation categories and other situations requiring a Tier 3 public notice. Appendix A to this subpart identifies the tier assign-

ment for each specific violation or situation.

TABLE 1 TO § 141.204—VIOLATION CATEGORIES AND OTHER SITUATIONS REQUIRING A TIER 3 PUBLIC NOTICE

-
- (1) Monitoring violations under 40 CFR part 141, except where a Tier 1 notice is required under § 141.202(a) or where the primacy agency determines that a Tier 2 notice is required;
 - (2) Failure to comply with a testing procedure established in 40 CFR part 141, except where a Tier 1 notice is required under § 141.202(a) or where the primacy agency determines that a Tier 2 notice is required;
 - (3) Operation under a variance granted under Section 1415 or an exemption granted under Section 1416 of the Safe Drinking Water Act;
 - (4) Availability of unregulated contaminant monitoring results, as required under § 141.207; and
 - (5) Exceedance of the fluoride secondary maximum contaminant level (SMCL), as required under § 141.208.
-

(b) *When is the Tier 3 public notice to be provided?*

(1) Public water systems must provide the public notice not later than one year after the public water system learns of the violation or situation or begins operating under a variance or exemption. Following the initial notice, the public water system must repeat the notice annually for as long as the violation, variance, exemption, or other situation persists. If the public notice is posted, the notice must remain in place for as long as the violation, variance, exemption, or other situation persists, but in no case less than seven days (even if the violation or situation is resolved).

(2) Instead of individual Tier 3 public notices, a public water system may use an annual report detailing all violations and situations that occurred during the previous twelve months, as long as the timing requirements of paragraph (b)(1) of this section are met.

(c) *What is the form and manner of the Tier 3 public notice?* Public water systems must provide the initial notice and any repeat notices in a form and manner that is reasonably calculated to reach persons served in the required

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time period. The form and manner of the public notice may vary based on the specific situation and type of water system, but it must at a minimum meet the following requirements:

(1) Unless directed otherwise by the primacy agency in writing, community water systems must provide notice by:

(i) Mail or other direct delivery to each customer receiving a bill and to other service connections to which water is delivered by the public water system; and

(ii) Any other method reasonably calculated to reach other persons regularly served by the system, if they would not normally be reached by the notice required in paragraph (c)(1)(i) of this section. Such persons may include those who do not pay water bills or do not have service connection addresses (e.g., house renters, apartment dwellers, university students, nursing home patients, prison inmates, etc.). Other methods may include: Publication in a local newspaper; delivery of multiple copies for distribution by customers that provide their drinking water to others (e.g., apartment building owners or large private employers); posting in public places or on the Internet; or delivery to community organizations.

(2) Unless directed otherwise by the primacy agency in writing, non-community water systems must provide notice by:

(i) Posting the notice in conspicuous locations throughout the distribution system frequented by persons served by the system, or by mail or direct delivery to each customer and service connection (where known); and

(ii) Any other method reasonably calculated to reach other persons served by the system, if they would not normally be reached by the notice required in paragraph (c)(2)(i) of this section. Such persons may include those who may not see a posted notice because the notice is not in a location they routinely pass by. Other methods may include: Publication in a local newspaper or newsletter distributed to customers; use of E-mail to notify employees or students; or, delivery of multiple copies in central locations (e.g., community centers).

(d) *In what situations may the Consumer Confidence Report be used to meet*

the Tier 3 public notice requirements? For community water systems, the Consumer Confidence Report (CCR) required under Subpart O of this part may be used as a vehicle for the initial Tier 3 public notice and all required repeat notices, as long as:

(1) The CCR is provided to persons served no later than 12 months after the system learns of the violation or situation as required under §141.204(b);

(2) The Tier 3 notice contained in the CCR follows the content requirements under §141.205; and

(3) The CCR is distributed following the delivery requirements under §141.204(c).

[65 FR 26035, May 4, 2000; 65 FR 38629, June 21, 2000]

§ 141.205 Content of the public notice.

(a) *What elements must be included in the public notice for violations of National Primary Drinking Water Regulations (NPDWR) or other situations requiring a public notice?* When a public water system violates a NPDWR or has a situation requiring public notification, each public notice must include the following elements:

(1) A description of the violation or situation, including the contaminant(s) of concern, and (as applicable) the contaminant level(s);

(2) When the violation or situation occurred;

(3) Any potential adverse health effects from the violation or situation, including the standard language under paragraph (d)(1) or (d)(2) of this section, whichever is applicable;

(4) The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in their drinking water;

(5) Whether alternative water supplies should be used;

(6) What actions consumers should take, including when they should seek medical help, if known;

(7) What the system is doing to correct the violation or situation;

(8) When the water system expects to return to compliance or resolve the situation;

(9) The name, business address, and phone number of the water system

owner, operator, or designee of the public water system as a source of additional information concerning the notice; and

(10) A statement to encourage the notice recipient to distribute the public notice to other persons served, using the standard language under paragraph (d)(3) of this section, where applicable.

(b) *What elements must be included in the public notice for public water systems operating under a variance or exemption?*

(1) If a public water system has been granted a variance or an exemption, the public notice must contain:

(i) An explanation of the reasons for the variance or exemption;

(ii) The date on which the variance or exemption was issued;

(iii) A brief status report on the steps the system is taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption; and

(iv) A notice of any opportunity for public input in the review of the variance or exemption.

(2) If a public water system violates the conditions of a variance or exemption, the public notice must contain the ten elements listed in paragraph (a) of this section.

(c) *How is the public notice to be presented?*

(1) Each public notice required by this section:

(i) Must be displayed in a conspicuous way when printed or posted;

(ii) Must not contain overly technical language or very small print;

(iii) Must not be formatted in a way that defeats the purpose of the notice;

(iv) Must not contain language which nullifies the purpose of the notice.

(2) Each public notice required by this section must comply with multilingual requirements, as follows:

(i) For public water systems serving a large proportion of non-English speaking consumers, as determined by the primacy agency, the public notice must contain information in the appropriate language(s) regarding the importance of the notice or contain a telephone number or address where persons served may contact the water system to obtain a translated copy of the no-

tice or to request assistance in the appropriate language.

(ii) In cases where the primacy agency has not determined what constitutes a large proportion of non-English speaking consumers, the public water system must include in the public notice the same information as in paragraph (c)(2)(i) of this section, where appropriate to reach a large proportion of non-English speaking persons served by the water system.

(d) *What standard language must public water systems include in their public notice?* Public water systems are required to include the following standard language in their public notice:

(1) Standard health effects language for MCL or MRDL violations, treatment technique violations, and violations of the condition of a variance or exemption. Public water systems must include in each public notice the health effects language specified in Appendix B to this subpart corresponding to each MCL, MRDL, and treatment technique violation listed in Appendix A to this subpart, and for each violation of a condition of a variance or exemption.

(2) Standard language for monitoring and testing procedure violations. Public water systems must include the following language in their notice, including the language necessary to fill in the blanks, for all monitoring and testing procedure violations listed in Appendix A to this subpart:

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

(3) Standard language to encourage the distribution of the public notice to all persons served. Public water systems must include in their notice the following language (where applicable):

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

§ 141.206 Notice to new billing units or new customers.

(a) *What is the requirement for community water systems?* Community water systems must give a copy of the most recent public notice for any continuing violation, the existence of a variance or exemption, or other ongoing situations requiring a public notice to all new billing units or new customers prior to or at the time service begins.

(b) *What is the requirement for non-community water systems?* Non-community water systems must continuously post the public notice in conspicuous locations in order to inform new consumers of any continuing violation, variance or exemption, or other situation requiring a public notice for as long as the violation, variance, exemption, or other situation persists.

§ 141.207 Special notice of the availability of unregulated contaminant monitoring results.

(a) *When is the special notice to be given?* The owner or operator of a community water system or non-transient, non-community water system required to monitor under §141.40 must notify persons served by the system of the availability of the results of such sampling no later than 12 months after the monitoring results are known.

(b) *What is the form and manner of the special notice?* The form and manner of the public notice must follow the requirements for a Tier 3 public notice prescribed in §§141.204(c), (d)(1), and (d)(3). The notice must also identify a person and provide the telephone number to contact for information on the monitoring results.

§ 141.208 Special notice for exceedance of the SMCL for fluoride.

(a) *When is the special notice to be given?* Community water systems that exceed the fluoride secondary maximum contaminant level (SMCL) of 2 mg/l as specified in §143.3 (determined by the last single sample taken in accordance with §141.23), but do not exceed the maximum contaminant level (MCL) of 4 mg/l for fluoride (as specified in §141.62), must provide the public notice in paragraph (c) of this section to persons served. Public notice must be provided as soon as practical but no

later than 12 months from the day the water system learns of the exceedance. A copy of the notice must also be sent to all new billing units and new customers at the time service begins and to the State public health officer. The public water system must repeat the notice at least annually for as long as the SMCL is exceeded. If the public notice is posted, the notice must remain in place for as long as the SMCL is exceeded, but in no case less than seven days (even if the exceedance is eliminated). On a case-by-case basis, the primacy agency may require an initial notice sooner than 12 months and repeat notices more frequently than annually.

(b) *What is the form and manner of the special notice?* The form and manner of the public notice (including repeat notices) must follow the requirements for a Tier 3 public notice in §141.204(c) and (d)(1) and (d)(3).

(c) *What mandatory language must be contained in the special notice?* The notice must contain the following language, including the language necessary to fill in the blanks:

This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/l) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). The drinking water provided by your community water system [name] has a fluoride concentration of [insert value] mg/l.

Dental fluorosis, in its moderate or severe forms, may result in a brown staining and/or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease. Your drinking water does not contain more than 4 mg/l of fluoride, but we're required to notify you when we discover that the fluoride levels in your drinking water exceed 2 mg/l because of this cosmetic dental problem.

For more information, please call [name of water system contact] of [name of community water system] at [phone number]. Some home water treatment units are also available to remove fluoride from drinking water. To learn more about available home water treatment units, you may call NSF International at 1-877-8-NSF-HELP.”

§ 141.209 Special notice for nitrate exceedances above MCL by non-community water systems (NCWS), where granted permission by the primacy agency under § 141.11(d)

(a) *When is the special notice to be given?* The owner or operator of a non-community water system granted permission by the primacy agency under § 141.11(d) to exceed the nitrate MCL must provide notice to persons served according to the requirements for a Tier 1 notice under § 141.202(a) and (b).

(b) *What is the form and manner of the special notice?* Non-community water systems granted permission by the primacy agency to exceed the nitrate MCL under § 141.11(d) must provide continuous posting of the fact that nitrate levels exceed 10 mg/l and the potential health effects of exposure, according to the requirements for Tier 1 notice delivery under § 141.202(c) and the content requirements under § 141.205.

§ 141.210 Notice by primacy agency on behalf of the public water system.

(a) *May the primacy agency give the notice on behalf of the public water system?* The primacy agency may give the notice required by this subpart on behalf of the owner and operator of the public water system if the primacy agency complies with the requirements of this subpart.

(b) *What is the responsibility of the public water system when notice is given by the primacy agency?* The owner or operator of the public water system remains responsible for ensuring that the requirements of this subpart are met.

§ 141.211 Special notice for repeated failure to conduct monitoring of the source water for *Cryptosporidium* and for failure to determine bin classification or mean *Cryptosporidium* level.

(a) *When is the special notice for repeated failure to monitor to be given?* The owner or operator of a community or non-community water system that is

required to monitor source water under § 141.701 must notify persons served by the water system that monitoring has not been completed as specified no later than 30 days after the system has failed to collect any 3 months of monitoring as specified in § 141.701(c). The notice must be repeated as specified in § 141.203(b).

(b) *When is the special notice for failure to determine bin classification or mean *Cryptosporidium* level to be given?* The owner or operator of a community or non-community water system that is required to determine a bin classification under § 141.710, or to determine mean *Cryptosporidium* level under § 141.712, must notify persons served by the water system that the determination has not been made as required no later than 30 days after the system has failed report the determination as specified in § 141.710(e) or § 141.712(a), respectively. The notice must be repeated as specified in § 141.203(b). The notice is not required if the system is complying with a State-approved schedule to address the violation.

(c) *What is the form and manner of the special notice?* The form and manner of the public notice must follow the requirements for a Tier 2 public notice prescribed in § 141.203(c). The public notice must be presented as required in § 141.205(c).

(d) *What mandatory language must be contained in the special notice?* The notice must contain the following language, including the language necessary to fill in the blanks.

(1) The special notice for repeated failure to conduct monitoring must contain the following language:

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

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treatment modifications, if any, completed by the deadline required, (date).

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

(2) The special notice for failure to determine bin classification or mean *Cryptosporidium* level must contain the following language:

We are required to monitor the source of your drinking water for *Cryptosporidium* in order to determine by (date) whether water treatment at the (treatment plant name) is sufficient to adequately remove *Cryptosporidium* from your drinking water.

We have not made this determination by the required date. Our failure to do this may jeopardize our ability to have the required treatment modifications, if any, completed by the required deadline of (date). For more information, please call (name of water system contact) of (name of water system) at (phone number).

(3) Each special notice must also include a description of what the system is doing to correct the violation and when the system expects to return to compliance or resolve the situation.

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