

## **Tier 2 - Public Notice Instructions**

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The enclosed public notice (PN) template contains all of the mandatory PN elements. If you choose to format the PN in a different manner you must be sure to include all 10 of the required elements. You may want to refer to the *Illinois EPA Sample Collectors Handbook, Chapter 1, page 10* for additional guidance.

You must complete the template by filling in information that is specific to your supply. This information in the template has been put in [brackets and highlighted]. In order to prepare a notice that has all of the required elements, all of these highlighted areas must be filled in and included as part of your notice.

### **Notification and Delivery Methods**

Since your violation is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. Persistent maximum contaminant level exceedances can be serious. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods:

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

In addition, public water supplies must use another method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers (*newspaper notices are not allowed as a primary means of notification; unless, it is direct mail or hand delivered to each bill-paying unit*), e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the next page is appropriate for hand delivery or mail. If you modify the notice, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

### **Corrective Action**

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

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

### **Repeat Notices**

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

### **After Issuing the Notice**

Send a copy of each type of notice and a certification that you have met all the public notice requirements to Illinois EPA within ten days from the time you issue the notice.