

## **Tier 3 – 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 most monitoring/reporting violations are included in Tier 3, you must provide public notice to persons served within one year after you learn of the violation. Multiple monitoring/reporting violations can be serious.

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 post the notice, it must remain posted until the violation is resolved. If the violation has been resolved, you must post the notice for at least one week. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the next page is appropriate for insertion in an annual notice or the CCR, as long as public notification timing and delivery requirements are met. You must send 2 copies of the CCR to the Agency, one with the CCR and one with the Public Notice Certification Form. You may need to modify the template for a notice for individual monitoring violations. This example presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs), synthetic organic chemicals (SOCs), or inorganic chemicals (IOCs), you may list the group name in the table, but you must provide the name of every chemical in the group on the notice, e.g., in a footnote.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time.

Include in your notice the standard language for monitoring and testing procedure violations in italics. If you modify the notice, you may not alter this mandatory language.

### **Corrective Action**

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

- We have since taken the required samples, as described in the last column of the table above. The result(s) 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 result(s) 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.
- We have since submitted the report, as describe in the last column of the table above.

### **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.