

APPENDIX D

Tier 2

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Appendix D

Tier 2 Public Notice Templates

Unresolved Total Coliform: Instructions and Template

Instructions for Unresolved Total Coliform Notice

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. Persistent total coliform problems 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, 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.

Description of the Violation

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

If You Take Less Than 40 Samples a Month

State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.

If You Take More Than 40 Samples a Month

State the percentage of samples testing positive for coliform. The standard is that no more than 5 percent of samples may test positive each month.

Corrective Action

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

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

Make sure to send a copy of each type of notice and a certification that you have met all the public notice requirements to the Illinois EPA within ten days after issuing the notice.

Unresolved Total Coliform Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Show Coliform Bacteria in [System] Water

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

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

What should I do?

- **You should continue to boil your water or take other corrective actions until this problem is solved.** However, if you have specific health concerns, consult your doctor.

- People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

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

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

What happened? What is being done?

[Describe corrective action.]

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

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

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, restaurants 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]. Water System ID# _____ Date distributed _____

Resolved Total Coliform: Instructions and Template

Instructions for Resolved Total Coliform Notice

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. Some states have more stringent requirements for coliform violations.

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, 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. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

Description of the Violation

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

If You Take Less Than 40 Samples a Month

State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.

If You Take More Than 40 Samples a Month

State the percentage of samples testing positive for coliform. The standard is that no more than 5 percent of samples may test positive each month.

Corrective Action

In your notice, describe corrective actions you have taken. Listed below are some steps commonly taken by water systems with total coliform violations. Use one or more of the following actions, if appropriate, or develop your own:

- We have increased sampling for coliform bacteria to catch the problem early if it recurs.
- The well and/or distribution system has been disinfected and additional samples do not show presence of coliform bacteria.
- A cross-connection has been found in the distribution system and backflow protection has been installed to prevent any future contamination.

After Issuing the Notice

Make sure to send a copy of each type of notice along with a certification that you have met all the public notice requirements to the Illinois EPA within ten days after issuing the notice.

Resolved Total Coliform Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Tests Showed Coliform Bacteria in [System] Water

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

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

What should I do?

- **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.
- People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

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

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

What happened? What was done?

[Describe corrective action.]

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

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

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

Chemical or Radionuclide MCLs Notice: Instructions and Template

Instructions for Chemical and Radionuclide MCLs Notice

Since exceeding chemical or radiological maximum contaminant levels (MCLs) 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. 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, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on next page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and you may not modify the mandatory health effects language.

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

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all public notification requirements within 10 days after issuing the notice.

Chemical and Radionuclide MCLs Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

We routinely monitor for the presence of drinking water contaminants. Testing results we received on [date] show that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. The average level of [contaminant] over the last year was [level]. *or* [contaminant] was found at [level].

What should I do?

- **You do not need to use an alternative (e.g., bottled) water supply.** However, if you have specific health concerns, consult your doctor.

What does this mean?

This is not an immediate risk. If it had been, you would have been notified immediately. However, [Insert relevant health effects language from Appendix B].

What happened? What is being done?

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

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

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

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

Fluoride MCL: Instructions and Template

Instructions for Fluoride MCL Notice

Since exceeding the fluoride maximum contaminant level (MCL) is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. You must issue a repeat notice every three months for as long as the violation persists. **If you exceed the secondary maximum contaminant level of 2 milligrams per liter but not the MCL of 4 milligrams per liter, you must issue a special notice with different health effects language. See page 5 of this handbook.**

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, 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. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and you may not modify the mandatory health effects language.

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with fluoride violations. 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 fluoride 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 fluoride.
- We have since taken samples at this location and had them tested. They show that we meet the standards.

Repeat Notices

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

After Issuing the Notice

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all public notification requirements within 10 days after issuing the notice.

Fluoride MCL Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Has Levels of Fluoride Above Drinking Water Standards

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

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

What should I do?

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

What does this mean?

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

What happened? What is being done?

Fluoride contamination is rarely due to human activity. Fluoride occurs naturally in some areas and is found in high concentrations in our source water. [Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

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

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

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

SWTR Turbidity Monthly Exceedance Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

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

We routinely monitor your water for turbidity (cloudiness), caused by suspended particles. This tells us whether we are effectively filtering the water supply. Water samples for [month] showed that [percentage] percent of turbidity measurements were over 0.3 turbidity units. The standard is that no more than 5 percent of samples may exceed 0.3 turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] units.

What should I do?

- **You do not need to boil your water or take other actions.** We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

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

What happened? What is being done?

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] 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].

Water System ID#

Date distributed

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SWTR Failure to Filter: Instructions and Template

Instructions for SWTR Failure to Filter Notice

Since surface water treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. 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, 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. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with surface water treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- Our filtration system 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 due to suspended particles), disinfectant levels, and the presence of bacteria. We continue to meet the standards for these measurements.

Repeat Notices

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

After Issuing the Violation

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met the public notice requirements within 10 days after you issued the notice.

SWTR Failure to Filter Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

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

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

What should I do?

- You do not need to boil your water. However, if you have specific health concerns, consult your doctor. A home filter will not necessarily solve the problem, because not all home filters protect against parasites. These filters must be properly maintained if installed to ensure your drinking water is safe. Call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters if you are considering installing one.
- People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1(800) 426-4791.

What does this mean?

This is not a situation requiring that you take immediate action. If it had been you would have been notified immediately. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

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

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

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

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

SWTR Turbidity Exceedance Notice: Instructions and Template

Instructions for SWTR Turbidity Exceedance Notice

Since surface water treatment filtration treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. This template may also be adapted for use with turbidity MCL violations.

For Exceedances of Single Turbidity Limits

You must consult with your Illinois Environmental Protection Agency, Regional Field Operation Staff as soon as practical but within 24 hours of learning of the violation.

During the consultation, the Illinois EPA may choose to elevate your turbidity exceedance to Tier 1. If consultation does not occur, the violation is automatically elevated to Tier 1. For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice:

Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [date] showed a level of [number] turbidity units. This was above the standard of [standard] units. Because of these high levels, there is an increased chance that the water may contain disease-causing organisms.

For Exceedances of Monthly Turbidity Limits

Use the following language to describe your violation and insert into the second paragraph of the template:

Water samples for [month] showed that [percentage] percent of turbidity measurements were over [standard] turbidity units. The standard is that no more than 5 percent of samples may exceed [standard] turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] units.

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, 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. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with filtration treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- 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.

Make sure to send a copy of each type of notice and a certification that you have met all public notice requirements to the Illinois EPA within 10 days after issuing the notice.

SWTR Turbidity Exceedance Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does Not Meet Treatment Requirements

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

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

What should I do?

- **You do not need to boil your water or take other actions.** We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

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

What happened? What is being done?

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] 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, restaurants 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].

Water System ID# _____

Date distributed _____

Inadequate DBP Precursor Template

Inadequate DBP Precursor Removal Template	
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER	
[System] Does Not Meet Treatment Requirements	
Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation. Surface water systems (or groundwater under the influence of surface water) using conventional filtration treatment (enhanced coagulation or enhanced precipitative softening) must demonstrate that Total Organic Carbon (TOC) removals are in compliance with either the Step 1 TOC removal requirements or meet the requirements of alternative compliance criteria. Our supply was unable to meet the requirements during the [monitoring period].	
What should I do?	
<ul style="list-style-type: none">• You do not need to use an alternative (e.g., bottled) water supply. However, if you have specific health concerns, consult your doctor.	
What does this mean?	
This is not an immediate risk. If it had been, you would have been notified immediately. Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.	
What happened? What is being done?	
[Describe the reason for not meeting Step 1 Removal, corrective actions, and when the system returned or expects to return to compliance.] For more information, please contact [name of contact] at [phone number] or [mailing address]. <i>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.</i>	
This notice is being sent to you by [system]. Water System ID# _____ Date distributed _____	

Intentionally Blank

SWTR Disinfection Treatment Notice: Instructions and Template

Instructions for SWTR Disinfection Treatment Notice

Since surface water treatment disinfection treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. Some disinfection problems may 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, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available. If you modify the notice, you must leave the mandatory health effects language in italics unchanged.

The notice on the next page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

Description of the Violation

Choose from the following descriptions of violations, and modify to fit your situation.

Contact Time - In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On [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 _____, disinfectant residual was undetectable in more than 5 percent of samples. The standard is that disinfectant may be undetectable in no more than 5 percent of samples each month for two months in a row.

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

Corrective Action

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

- 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.

Make sure to send a copy of each type of notice and a certification that you have met all the public notice requirements to the Illinois EPA within ten days after issuing the notice.

SWTR Disinfection Treatment Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does/Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation. Surface water systems (or groundwater under the influence of surface water) to ensure proper disinfection, the water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. Our supply was unable to meet the requirements during the [monitoring period].

What should I do?

- **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.
- People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1 (800) 426-4791.

What does this mean?

This is not a situation requiring immediate action. If it had been, you would have been notified immediately. Tests taken during this same time period did not indicate the presence of bacteria in the water.

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

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

What happened? What is being done?

[Describe why the violation occurred and corrective action.]

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

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

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

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

LCR Failure to Install Corrosion Control Notice: Instructions and Template

Instructions for LCR Failure to Install Corrosion Control Notice

Since lead and copper treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. 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, 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. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

Explaining the Violation

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

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

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

Corrective Action

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

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

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

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all the public notice requirements within 10 days after issuing the notice.

LCR Failure to Install Corrosion Control Template

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Water Contains High Levels of Lead

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

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

What should I do?

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

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

What does this mean?

Typically, lead enters public water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason; however, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder.

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

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

What happened? What is being done?

[Describe corrective action.]

This is not an emergency. If it had been, you would have been notified immediately. Corrosion control will be in place by [date].

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

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

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

Instructions for LT2ESWTR Failure to Conduct Source Water Monitoring (Initial or Second Round) Notice

Template on Reverse

A system's failure to conduct an initial or second round of *Cryptosporidium* monitoring by the required date is a monitoring violation that requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for this monitoring violation; e.g., it may require you to provide water from an alternate source. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with LT2ESWTR monitoring violations. You can use one or more of the following actions, if appropriate, or develop your own:

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

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

LT2ESWTR Failure to Conduct Source Water Monitoring (Initial or Second Round) Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring and Reporting Requirements Not Met for [Name of 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 [name of treatment plant] is sufficient to adequately treat the water for *Cryptosporidium*. We are required to complete this monitoring and make this determination by [give date]. We did not monitor or test 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, [give date].

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

What is being done?

[Describe corrective action.]

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

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

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

Date Distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Determine Bin Classification Notice

Template on Reverse

A filtered system's failure to determine bin classification by the required date is a treatment technique violation that requires Tier 2 notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for this monitoring violation; e.g., it may require you to provide water from an alternate source. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

- 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.

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

LT2ESWTR Filtered System Failure to Determine Bin Classification Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

We 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].

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

What is being done?

[Describe corrective action.]

For more information, please contact [provide contact name] at [provide contact phone number] or write to [provide 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 Install Treatment Notice

Template on Reverse

A filtered system's failure to provide the level of treatment appropriate for its LT2ESWTR bin classification by the required treatment 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. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations; e.g., it may require you to provide water from an alternate source. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with LT2ESWTR treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

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

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

LT2ESWTR Failure to Install Treatment Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

Our water system [give system name] was required to provide additional treatment for *Cryptosporidium* by [provide date]. *Cryptosporidium* is a disease-causing microorganism that may occur in our raw water source.

We failed to provide the required treatment by the required date. Although this situation is not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

What should I do?

There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have specific health concerns, consult your doctor.

You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

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

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

[Describe corrective action.] We expect to have the additional treatment installed by [give date].

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

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

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

Date Distributed:_____.

Instructions for Stage 1 DBPR TTHM or HAA5 MCL Violation Notice

Template on Reverse

If your system's running annual average for Total Trihalomethanes (TTHM) exceeds the MCL of 0.080 mg/L or the running annual average of Haloacetic Acid 5 (HAA5) exceeds the MCL of 0.060 mg/L, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation. 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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

Corrective Actions

In your notice, describe corrective actions you took or are taking. Listed below is a step commonly taken by water systems with TTHM or HAA5 MCL violations. You can use the following action, if appropriate, or develop your own:

- We are pilot testing [name treatment type] treatment to ensure it will reduce concentrations of [Contaminant, i.e., Total Trihalomethanes or Haloacetic Acid 5] in our finished water. Testing will be completed by [provide date] at which time we will evaluate effectiveness and begin installation.

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

Stage 1 DBPR TTHM or HAA5 MCL Violation Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Contaminant, i.e., Total Trihalomethanes or Haloacetic Acid 5] MCL Violation at [System]

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

We routinely monitor for the presence of drinking water contaminants. Testing results from [date range] show that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. It is determined by averaging all samples collected by our system for the last 12 months. The level of [contaminant] averaged at our system for [date range] was [level].

What should I do?

- There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers.
- You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

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

[People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.]

Or

[People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.]

What is being done?

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

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

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

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

Date Distributed: _____.

Instructions for Stage 2 DBPR TTHM or HAA5 MCL Violation Notice

Template on Reverse

If your system's locational running annual average for Total Trihalomethanes (TTHM) exceeds the MCL of 0.080 mg/L or the locational running annual average for Haloacetic Acid 5 (HAA5) exceeds the MCL of 0.060 mg/L at one or more sampling locations, you must provide the public notice to persons served as soon as practical but within 30 days after you learn of the violation. 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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory.

Corrective Actions

In your notice, describe corrective actions you took or are taking. Listed below is a step commonly taken by water systems with TTHM or HAA5 MCL violations. You can use the following action, if appropriate, or develop your own:

- [TTHM are four volatile chemicals] [HAA5 are five haloacetic acid compounds] which form when disinfectants react with natural organic matter in the water. We are working to minimize the formation of [TTHM or HAA5] while ensuring we maintain an adequate level of disinfectant. We have taken additional samples at this location and throughout the system to determine if our efforts have been effective. The samples show that we now meet the standards.

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

Stage 2 DBPR TTHM or HAA5 MCL Violation Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Contaminant, i.e., Total Trihalomethanes or Haloacetic Acid 5] MCL Violation at [System]

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

We routinely monitor for the presence of drinking water contaminants. Testing results from [date range] show that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. It is determined by averaging all samples collected at each sampling location for the past 12 months. The level of [contaminant] averaged at one of our system's locations for [date range] was [level].

What should I do?

- There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers.
- You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

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

[People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.]

Or

[People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.]

What is being done?

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

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

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

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

Date Distributed: _____.

Instructions for LT2ESWTR Filter Backwash Recycling Rule Treatment Technique Violation Notice

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 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. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations; e.g., it may require you to provide water from an alternative source. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. You can use one or more of the following actions, if appropriate, or develop your own:

- As of [give date, we will no longer recycle our filter backwash and will not be in violation of this standard.
- As of [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 standard
- As of [give date], the filter backwash and all other current recycle flows will be discharged to waste as approved by the primacy agency.

Repeat Notices

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

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

Filter Backwash Recycling Rule Treatment Technique Violation Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

What should I do?

- There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have specific health concerns, consult your doctor.
- You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

This is not an immediate risk. If it had been an emergency, you would have been notified immediately.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

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

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

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

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

Date Distributed: _____.

Instructions for GWR Failure to Take Corrective Action Within Required Time Frame Notice

Template on Reverse

A system's failure to take corrective action for a significant deficiency identified by the primacy agency or a fecal indicator-positive source sample within a required time frame established by the primary agency 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. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. 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 actions, if appropriate, or develop your own:

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

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress with correcting the significant deficiency or source of fecal contamination, describe it. Alternatively, if funding or other issues are delaying corrective action, let consumers know.

After Issuing the Notice

Make sure to send your primary agency a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

GWR Failure to Take Corrective Action Within Required Time Frame Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Correct a Significant Deficiency (Fecal Contamination) Within Required Time Frame.

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

[A routine inspection conducted on [give date] by the [insert primacy agency] found [describe significant deficiency in our water system]] **OR** [Sampling conducted at our groundwater source on [given date(s)] found indication of fecal contamination of our source(s)]. As required by Environmental Protection Agency's (EPA's) Ground Water Rule, we were required to take action to correct this [deficiency/contamination]. However, we failed to take this action by the deadline established by [insert primacy agency name].

What should I do?

There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have specific health concerns, consult your doctor.

You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

This is not an immediate risk. If it had been an emergency, you would have been notified immediately.

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.

What is being done?

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

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

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

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

Date Distributed:_____.

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

Template 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. You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations. Check with your agency to make sure you meet all requirements.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. 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 actions, if appropriate, or develop your own:

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

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are taking steps to ensure you are maintaining 4-log treatment for viruses, describe them. Alternatively, if you are having issues maintaining 4-log treatment, let consumers know.

After Issuing the Notice

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

GWR Failure to Maintain 4-Log Treatment of Viruses Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failure to Meet Treatment Requirements

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

We are required to [treat/disinfect] our drinking water source [name source]. From [give date] to [give date] we did not meet one or more of our treatment requirements [provide sufficient levels of disinfectant/provide adequate contact time/meet alternative criteria] due to [describe issue, e.g., malfunctioning equipment].

What should I do?

There is nothing you need to do unless you have a severely compromised immune system, have an infant, or are elderly. These people may be at increased risk and should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791. If you have specific health concerns, consult your doctor.

You do not need to boil your water or take other corrective actions. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information].

What does this mean?

This is not an emergency. If it had been an emergency, 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. While we have not detected any evidence of contamination in, or other health threats to, our source water we are still committed to restoring the required level of treatment to the water from [source] to eliminate the threat of contamination.

What is being done?

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

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

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

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

Date Distributed: _____.

Instructions for Failure to Comply with the Conditions of an Exemption Notice

Template on Reverse

Since failure to comply with the conditions of an exemption requires Tier 2 notification, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation . You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency may have more stringent or alternative requirements for exemption violations; e.g., it may require you to provide water from an alternative source. Check with your agency to make sure you meet all requirements

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. Listed below is an example of a step that might be taken in response to this violation. You can use the following action, if appropriate, or develop your own:

- We have agreed upon a new deadline of [give date] to secure the funding needed in order to purchase [containment] removal treatment equipment. Once we have secured funding, we will purchase and begin installation of the selected treatment technology by [estimated time frame].

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. Include updated information regarding meeting the measures and schedules in your corrective action plan. Alternatively, if funding or other issues are delaying your progress, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice.

Failure to Comply with the Conditions of an Exemption Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Meet the Conditions of a [contaminant] Exemption.

Our water system recently violated one of the conditions of our [contaminant] exemption. An exemption allows eligible systems additional time to build capacity in order to comply with a drinking water standard. [Name of system] was granted an exemption for the [contaminant] standard so that we could raise funds for a new treatment process to remove [contaminant]. As a condition of the exemption, we agreed to secure funding by [give date]. We did not meet this deadline.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [give TV and/or radio stations where they can get additional information]. We will also post this information on our website at www.ourwatersystem.com.

What does this mean?

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

(Example language provided for arsenic. Enter appropriate language for your specific contaminant.)

[Some people who drink water containing arsenic in excess of the MCL over many years may have an increased risk of getting cancer.]

What is being done?

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

For more information, please contact [name of contact] at [phone number] or [mailing address]. You can also visit our web site at www.ourwatersystem.com.

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

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

Date Distributed:_____.

Instructions for Monitoring Violation Elevated to Tier 2 Notice

Template on Reverse

If your primacy agency has designated a failure to monitor as a Tier 2 violation, you must provide public notice to persons served within 30 days after it has been designated Tier 2. Monitoring violations are Tier 3 by default, but may be elevated to Tier 2 by your primacy agency. You may elevate the violation to Tier 2 yourself as well. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods:

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

Non-community systems must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, 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 reverse is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, 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. Listed below are some steps commonly taken by water systems with monitoring violations. You can use the following action, if appropriate, or develop your own:

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

Repeat Notices

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

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met the public notice requirements within ten days after you issued the notice.

Monitoring Violation Elevated to Tier 2 Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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 [contaminant(s)] and, therefore, cannot be sure of the quality of our drinking water during that time. Even though this is not an emergency, as our customers, you have a right to know what happened and what we did (are doing) to correct this situation.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for, how often we are supposed to sample for [this contaminant/these contaminants] and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required Sampling Frequency	Number of Samples Taken	When Samples Should Have Been Taken	When Samples Were Taken
Nitrate (example)	One sample annually	0	2006	February 2007

What is being done?

[Describe corrective action.]

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

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

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

Date Distributed: _____.