

Public Notification (PN) Handbook for Community Water Systems



pennsylvania

DEPARTMENT OF ENVIRONMENTAL PROTECTION

**Public Notification (PN) Handbook
for
Community Water Systems**

Table of Contents

	Page
Section 1 – Introduction	
The Purpose of this Handbook.....	1
The Importance of PN	1
The PN Tier Classification System.....	1
Tier Requirements.....	2
Section 2 – How to Use This Handbook	
Response Steps.....	3
Appropriate Use of the Templates.....	4
Section 3 – Summary of Requirements	
When and how do I need to notify my consumers?.....	5
Who must I inform when a violation or situation occurs?.....	5
Does every notice need to be sent to everyone in the distribution system?.....	6
What if I sell water to other systems?.....	6
What kinds of violations and situations require public notice?.....	6
What information do I need to include in each notice for a violation or situation?	9
10 Content Elements	9
What standard language do I have to include in my notices?	10
Will I have to provide notices in languages other than English?.....	11
Are there any situations in which I can abbreviate the content of the public notice?.....	11
What are the minimum content elements required in an abbreviated message?.....	12
How do I provide the entire Tier 1 PN if I deliver an abbreviated message?	12
How can I collect customer telephone numbers that I need for automatic telephone dialing services?.....	12
What do I need to include for special notices for unregulated contaminant monitoring?.....	12
What information do I need to include if I've been issued a variance or exemption?	12
Are there formatting requirements for public notices?.....	13
What information must I provide the Department?	13
Section 4 – Making Public Notification Work	
How can I prepare for public notification before a violation or situation occurs?	15
O & M Plan Updates	15
ERP Updates	15
Links to templates for both plans:	15
How can I make a notice easier to read?	16
How can I ensure that the media distributes an accurate notice?	17
What other steps should I take after issuing a notice?	18
How can I prevent overreaction to a public notice?.....	18

Section 5 – Tier 1 Notice Requirements and Suggestions

What is the deadline for issuing a Tier 1 notice?.....	22
Which methods of delivery must I use?.....	23
Are there any situations in which I can abbreviate the content of the public notice?.....	23
What are the minimum content elements required in an abbreviated message?.....	23
How do I provide the entire Tire 1 PN if I deliver an abbreviated message?.....	24
Must I issue a "Problem Corrected Notice for Tier 1 violations or situations?	24
Suggestions for Effective Public Notification Delivery.	24
Suggestions for Layout of the Notice.	26

Section 6 – Tier 2 Notice Requirements and Suggestions

What is the deadline for issuing a Tier 2 notice?.....	29
When might a Tier 2 violation be elevated to Tier 1?	30
Which methods of delivery must I use?.....	30
Suggestions for Effective Public Notification Delivery.	30
Suggestions for Layout of the Notice.	31

Section 7 – Tier 3 Notice Requirements and Suggestions

What is the deadline for issuing a Tier 3 notice?.....	33
Which methods of delivery must I use?.....	33
Suggestions for Effective Public Notification Delivery	34
May I combine notices for multiple Tier 3 violations or situations?.....	34
Suggestions for the Layout of the Notice	35

Appendices

A – NPDWR Violations and Other Situations Requiring Public Notification	39
B – Standard Health Effects Language for Public Notification.....	43
C – Templates for Common Public Notices.....	54
D – Translated Public Notice Phrases.....	103
E – Sample Public Notification Certification Form	108
F – For More Information.....	110

Section 1 - Introduction

The Purpose of this Handbook

The purpose of this handbook is to explain the revised public notification (PN) rule, provide templates and examples of public notices, and discuss ways to make public notification effective.

The Importance of Public Notification

Public notification helps to ensure that consumers will always know what to do if there is a problem with their drinking water. Some public notices need to **immediately** alert consumers that they must take additional action (such as boiling their water.) For less serious violations, such as failing to collect a sample, water suppliers must notify consumers in a less urgent timeframe.

The PN Tier Classification System

Violations or situations that trigger PN are classified into a system of three tiers according to their potential threat to public health. Table 1 shows how the tiers are organized.

Table 1	
Tier Classification	Violations or situations...
Tier 1	...with adverse health effects as a result of short-term exposure.
Tier 2	...with the potential to cause chronic health effects.
Tier 3	...that cause no known health effects.

Tier Requirements

Each tier has different requirements regarding how and when a public notice is issued. The requirements are structured so that events resulting in serious health risks will be communicated quickly and clearly to consumers. Tier 2 and 3 notices do not have to be issued as quickly because they do not pose short-term health risks.

The timetable for issuing the notice correlates to the urgency of the notice. Table 2 shows the delivery deadlines for each of the three Tiers.

Table 2		
Tier	Deadlines for Notice	Deadlines to Contact DEP*
1	24 hours	1 Hour**
2	30 days	1 Hour for MCL, MRDL, TT Violations
3	1 year***	48 Hours

Notes:

- * For all Tiers, a copy of each notice issued must be sent to DEP within 10 days of the issuance, along with a certification that all PN requirements have been met.
- ** For Tier 1, systems must also initiate consultation with DEP within 24 hours and issue a "Problem Corrected" notice within 24 hours of correcting the problem.
- *** DEP recommends consolidating all Tier 3 violations/situations occurring within a given year into an annual notice.

Section 2 – How to Use This Handbook

This handbook contains information to help you prepare and issue a public notice. Before you are faced with a violation or situation requiring public notification, you should read this handbook.

Listed below are the steps to take to respond to a violation or other situation requiring notice:

Response Steps

1. Determine what tier your violation or situation falls into.

Refer to Table 2 in Section 3 for a summary of major violations and situations requiring notice and your deadline for providing public notice. Appendix A lists each contaminant and the associated Tier classification.

2. Report to DEP within 1 hour.

For Tier 1 violations and situations and Tier 2 violations involving an MCL, MRDL or TT violation, report the circumstances to the Department within 1 hour.

3. Consult with DEP (if required).

For Tier 1 violations and situations, consult with the Department within 24 hours. You must issue the notice within 24 hours, even if you are unable to contact DEP.

4. Review the requirements for public notices.

Read the “Summary of Requirements” section which describes content, mandatory language, formatting, and distribution requirements that are applicable to all notices.

5. Determine the appropriate method(s) of delivery.

Sections 5, 6, and 7 describe the method of delivery requirements for Tier 1, 2, and 3 notices, respectively, as well as ideas for creating the most effective notice possible.

6. Develop a notice, modifying the templates to fit your situation.

Appendix C contains common PN Templates. If there is no template for your violation or situation, write your own notice using the list of required content elements in Section 3, and follow the suggestions on layout in Sections 5 through 7.

7. Provide multilingual information.

All public notices must contain information in Spanish which are included in all the PN templates. In addition, if a large proportion of the non-English-speaking population you serve speaks a language other than Spanish, you must provide information in that language as well. See “Will I have to provide notices in language other than English?” in Section 3 for more information. Appendix D contains translated public notice phrases.

8. Provide your notice to persons served as soon as practical but within the allowed time frame.

Use the method of delivery chosen in step 5 above.

9. **For Tier 1 PN notices, provide a “Problem Corrected” Notice within 24 hours of correcting the situation and receiving permission from DEP to issue the “Problem Corrected” notice.**

Use the “Problem Corrected” Notice template which is one of the Tier 1 PN templates.

10. **Send a copy of each type of notice issued (including repeat notices) to DEP within ten days after you distribute the notice, along with a statement certifying that all public notification requirements have been met.**

Use the PN Certification form in Appendix E.

Appropriate Use of the Templates.

The templates in this handbook are designed to help operators create public notices for a variety of violations. However, it is important to note that the templates included here are not inclusive and may not be appropriate for all violations and situations. Depending on the severity of your violation or situation, it may be necessary to modify the instructions you give to consumers or to change the timing of the notice. For instance, if trichloroethylene levels are 10 times the standard (rather than a slight exceedance), you should not tell your customers that they can continue to drink the water. The Department has created a document *“Policy for Issuing and Removing Water Supply Warnings”* (383-2129-005) that provides information about **“Do Not Drink”** and **“Do Not Use”** notices and the circumstances that trigger these specific consumer actions. Please refer to this document if you need to issue “Do Not Drink” or “Do Not Use” Tier 1 public notices.

Section 3 – Summary of Requirements

When and how do I need to notify my consumers?

EPA has assigned (and DEP has incorporated by reference) each violation and situation requiring notice to one of three categories, or tiers, based on the risk of adverse health effects (see Appendix A), unless otherwise specified by regulation or order of the Department. After you learn of a violation or situation, public notice must be provided following the requirements summarized in Table 1 below. Delivery requirements for community water systems (CWSs) are indicated below.

Table 1 Requirements for Issuing Public Notice			
Tier	Deadline for Notice	Delivery Methods to Use*	Go to...
1	24 hours**	Until May 10, 2010, use at a minimum, one or more of the following: Broadcast media (radio or television), posting or hand delivery. Beginning on May 10, 2010: <ul style="list-style-type: none"> • provide direct delivery of public notice to each service connection using one or more of the following methods: hand delivery, electronic mail, or automatic telephone dialing systems. • provide public notice to transient and nontransient service connections (if applicable) by using appropriate broadcast media (radio or television.) 	Section 5
2	30 days	Mail or other direct delivery, and any other method as needed to reach others.	Section 6
3	1 year***	Mail or other direct delivery, and any other method as needed to reach others.	Section 7
Notes: * DEP may approve other methods. ** For Tier 1, systems must also initiate consultation with DEP within 24 hours. *** DEP recommends consolidating all Tier 3 violations/situations occurring within a given year into an annual notice.			

Who must I inform when a violation or situation occurs?

If you are faced with a violation or situation requiring public notification, you must provide the notice to persons served by your system. This means you must take all steps reasonably designed to inform people if they would not be reached by the most commonly used methods of notification. This does not mean that every person in the area served by the system must be notified (this may be impossible); but, you must identify different types of consumers and make an effort to reach each. Additionally, every new billing customer or unit must be notified of any ongoing violations or situations for which notice has previously been issued.

For example, if a community water system mails a notice to its billing customers only, people who do not receive water bills, such as tenants whose utilities are included in their rent or people who work in the area served by the system but live elsewhere, would not receive a notice. Publishing a notice in the newspaper and providing copies of the notice to landlords to distribute to their tenants would help reach those people.

The requirement to include standard language to encourage distribution of the notice (where applicable) described later in this section is intended to increase public awareness of the situation. However, use of this language does not relieve you of your obligation to notify persons served.

Does every notice need to be sent to everyone in the distribution system?

In general, notices must be provided to persons served throughout the distribution system. In some very limited cases, however, if you can show that a violation affects a portion of the distribution system that is physically or hydraulically isolated from the rest of the distribution system, the Department may allow you to notify only those in the portion of the system that is out of compliance. If you have a violation involving a point-of-entry (POE) device, the Department may allow you to limit distribution of the notice to only persons served by that POE device. You must receive written permission from the Department to limit distribution of a notice.

What if I sell water to other systems?

The obligation to notify persons served includes notifying owners or operators of other systems that buy or otherwise obtain water from you. The owners or operators of such systems are responsible for notifying their customers within the appropriate deadline, with the “clock” starting when the purchasing systems learn of the violation or situation from you. Sometimes, however, it may be easier and less confusing for consumers if one system notifies all the customers in consecutive systems (e.g., if the notice is broadcast over television or radio). You should send copies of your notice to purchasing systems prior to notifying the media if time permits. You should incorporate procedures and chains of communication for such situations into your emergency response plan. In addition, any memoranda of understanding you sign with other water systems should spell out each system’s public notification responsibilities.

What kinds of violations and situations require public notice?

In general, public notice is required for any of the following violations:

- Failure to comply with an applicable State primary maximum contaminant level (MCL) or maximum residual disinfectant level (MRDL);
- Failure to comply with a prescribed treatment technique requirement;
- Failure to perform water quality monitoring; and
- Failure to comply with the schedule of a variance or exemption.

Other situations (**not** violations) which require notice include:

- Operation under a variance or an exemption;
- Circumstances exist that adversely affect the quality or quantity of drinking water as defined under 109.701(a)(3)(iii);
- Availability of unregulated contaminant monitoring results; and
- Other situations determined by the Department to require a public notice.

Table 2 on the next page shows the organization of violations and situations into tiers, based on the seriousness of any potential adverse health effects. For a complete list of contaminants and their appropriate tiers, refer to Appendix A.

Table 2: Violations and Situations Requiring Public Notice

Tier 1 Violations and Other Situations Requiring Notice Within 24 Hours

1. Violation of the MCL for **total coliforms** when **fecal coliforms or *E. coli*** are present in the water distribution system or when the water supplier fails to test for fecal coliforms or *E. coli* when any check sample tests positive for coliforms;
2. Violation of the MCL for **nitrate, nitrite, or total nitrate and nitrite** or when the water supplier fails to take a confirmation sample within 24 hours of the system's receipt of the first sample showing an exceedance of the nitrate or nitrite MCL;
3. Exceedance of the **nitrate** MCL by noncommunity water systems when permitted by the Department in writing to operate under an Alternate Nitrate Level;
4. Violations of the MRDL for **chlorine dioxide** when one or more of the samples taken in the distribution system the day following an exceedance of the MRDL at the entrance of the distribution system exceed the MRDL or when the water supplier does not take the required samples in the distribution system;
5. Violation of the **turbidity** MCL of 5 NTU based on an average for two consecutive days by a public water system using an unfiltered surface water source;
6. Violation of a **treatment technique** requirement for pathogenic bacteria, viruses and protozoan cysts, resulting from a single exceedance of the combined filter effluent maximum allowable **turbidity** limit;
7. Occurrence of a **waterborne disease outbreak** or any **other situation defined under 109.701(a)(3)(iii)** that adversely affects the quality or quantity of the finished water; and
8. Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, as determined by the Department on a case-by-case basis.

Tier 2 Violations Requiring Notice Within 30 Days

1. All violations of the primary MCL, MRDL and treatment technique requirements, except where Tier 1 notice is required; or when the Department determines that a Tier 1 notice is required;
2. Violations of the monitoring requirements, when the Department determines that a Tier 2 rather than a Tier 3 public notice is required, taking into account potential health impacts and persistence of the violation; and
3. Failure to comply with the terms and conditions of any variance or exemption in place.
4. Other violations or situations determined by the Department to require a Tier 2 public notice, taking into account potential chronic health impacts and persistence of the violation.

Tier 3 Violations and Other Situations Requiring Notice Within 1 Year

1. Monitoring violations, except when a Tier 1 notice is required or where the Department determines that a Tier 2 notice is required;
2. Reporting and record maintenance violations for systems recycling their waste streams;
3. Operation under a variance or an exemption granted; and
4. Availability of unregulated contaminant monitoring results.

What information do I need to include in each notice for a violation or situation?

Your public notice must include specific information in order to be considered complete (known as the 10 Content Elements).

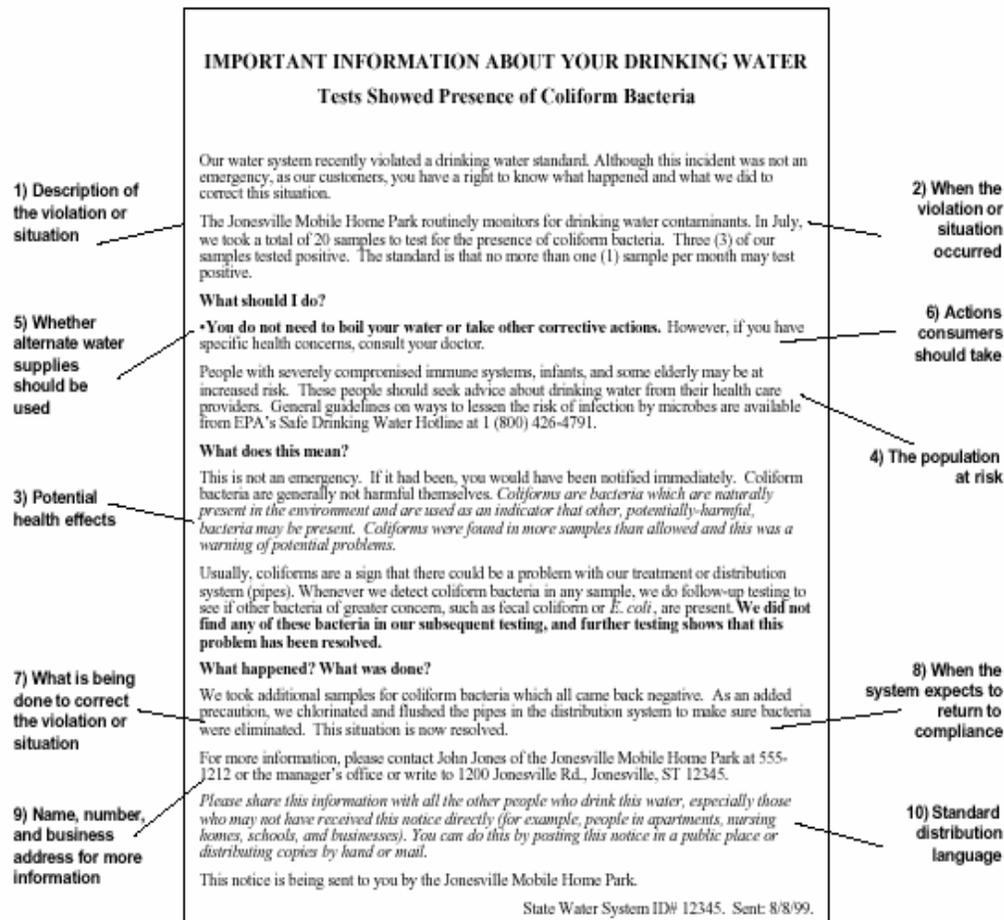
10 Content Elements:

1. A description of the violation or situation, including the contaminant of concern, and (as applicable) the contaminant level;
2. When the violation or situation occurred;
3. Any potential adverse health effects from drinking the water, using mandatory health effects language described on page 10;
4. The population at risk, including subpopulations particularly vulnerable if exposed to the contaminant in their drinking water;
5. Whether alternative water supplies should be used;
6. What actions consumers should take, including when they should seek medical help, if known;
7. What you are doing to correct the violation or situation;
8. When you expect to return to compliance or resolve the situation;
9. Your name, business address, and phone number or those of a designee of the public water system as a source of additional information concerning the notice; and
10. A statement encouraging notice recipients to distribute the notice to others, where applicable, using the standard language found late in this section.

Some required elements may not be applicable to every violation or situation. However, you must still address these elements in your notice. For example, if it is unnecessary for consumers to boil their water or drink bottled water, you should tell them they do not need to do so. This is especially important for Tier 2 notices, where a violation may have been resolved by the time the notice is issued or may not be an immediate health risk. You should consult with the Department for the appropriate information for some elements of the notice, such as the actions consumers should take. The Department also can help you identify other system-specific information, such as the sensitive subpopulations at risk (e.g., children, dialysis patients).

If you do not know when your system will return to compliance, give your consumers an idea of how long it will take—for example, a few days for an *E. coli* violation or months for failure to install corrosion control. Some situations, such as waterborne emergencies, may not have mandatory health effects language, but you must still describe potential health effects. You may be able to adapt the language from a treatment technique or MCL violation. Figure 1 contains an example showing how all the 10 content elements fit into a notice for a violation.

Figure 1



What standard language do I have to include in my notices?

- **Language to encourage distribution of the notice to all persons served.** You must include the following language in all notices, where applicable (e.g., in a notice mailed to customers). This language would probably not be necessary for a notice provided by broadcast and print media. Use of this language does **not** relieve you of your obligation to notify persons served:

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

- **Health effects language for MCL and MRDL violations, treatment technique violations, and violations of the conditions of a variance or exemption.** You must include the health effects language specified in Appendix B for such violations. You must also describe potential health effects for other situations, even if there is no mandatory language. If DEP has elevated a Tier 2 PN to a Tier 1 PN because the contaminants levels have exceeded EPA’s health advisories, please include the **acute health effects language** found in Table 1 of the *“Policy for Issuing and Removing Water Supply Warnings”* (383-2129-005.)

- **Language for monitoring violations.** You must include the following language for failure to collect and/or analyze all required drinking water samples:

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

Will I have to provide notices in languages other than English?

Each public notice shall contain information in Spanish regarding the importance of the notice, **OR** contain a telephone number or address where persons served may contact the water system to obtain a translated copy of the notice or to request assistance.

In addition to the Spanish translation, water systems will need to provide a translated phrase in another non-English language if the following conditions are met:

- For systems serving at least 1,000 people, when 10 percent or more of the consumers speak the same non-English language (other than Spanish.)
- For systems serving less than 1,000 people, when 100 consumer speak the same non-English language (other than Spanish.)

The public notice shall contain information in the appropriate non-English language regarding the importance of the notice, **OR** contain a telephone number or address where persons served may contact the water system to obtain a translated copy of the notice or to request assistance in the appropriate language. Translated phrases may be found in Appendix D.

The Department will make the final determination of which systems need to include this information. Each year that the U.S. Census Bureau provides updated information, the Department will determine which systems have reached the population threshold for a particular language, and then contact those systems regarding their additional multilingual requirements. To find information on the languages spoken in your area, see the U.S. Census Bureau’s website <http://factfinder.census.gov> .

If you choose to provide notices in multiple languages for non-English speaking populations in your service area, refer to Appendix D for additional information. In addition, schools and universities often have students who can translate notices. Make contacts ahead of time with universities, high school teachers, community centers, and other services for low-cost translations. You may also wish to work with community or ethnic organizations to make sure the notice gets to non-English speaking consumers.

Are there any situations in which I can abbreviate the content of the public notice?

Yes. There are a few situations where public water suppliers may abbreviate the content of the public notice because the delivery method satisfies the time frame; but, the method is not practical to use it to deliver the entire 10 content elements. These situations include:

- Using automatic telephone dialing systems to deliver a Tier 1 PN.
- Using media (radio or TV) to deliver a Tier 1 PN to the transient and nontransient service connections.
- Using a bullhorn announcement to deliver a Tier 1 PN.

What are the minimum content elements required in an abbreviated message?

All abbreviated messages must include:

1. A description of the violation or situation, including the contaminant of concern, and (as applicable) the contaminant level;
2. Whether alternative water supplies should be used;
3. What actions consumers should take, including when they should seek medical help, if known;
4. A telephone number or website address, or both, where consumers can obtain the entire notice.

How do I provide the entire Tier 1 PN if I deliver an abbreviated message?

A water supplier that delivers an abbreviated notice must also provide the entire public notice in one of the following ways:

- Posted on a website.
- Recorded on a dedicated telephone line.
- A method approved in writing by the Department.

How can I collect customer telephone numbers that I need for automatic telephone dialing services?

Water suppliers using automatic telephone dialing services will need to keep customer telephone numbers up to date. To do this, a water supplier could include bill inserts such as “How Can We Reach You?” that remind customers to call the water company with updated telephone numbers (including cell phone numbers) or ask customers to record their new telephone numbers on the water company’s website.

What do I need to include for special notices for unregulated contaminant monitoring?

If you monitor for unregulated contaminants, you must issue a public notice stating that the results of the monitoring are available and give a phone number to call for those results. You do not need to include the ten content elements listed above, but you must follow the Tier 3 schedule. You may include this information in an annual notice for Tier 3 situations and violations.

What information do I need to include if I’ve been issued a variance or exemption?

Notices for operating under a variance or exemption have different content requirements than notices for the violations and situations described above. If you are operating under a variance or exemption, you must notify your consumers within one year of obtaining it and repeat the notice annually for as long as the variance or exemption exists. You must include the following in your notice:

- An explanation of the reason for the variance or exemption;
- The date on which the variance or exemption was issued;

- A brief status report on the steps you are taking to install treatment, find alternative sources of water, or otherwise comply with the terms and schedules of the variance or exemption; and
- A notice of any opportunity for public input in the review of the variance or exemption.

Are there formatting requirements for public notices?

All public notices shall meet certain formatting standards. These requirements help prevent the notice from being “buried” in a newspaper and help ensure that consumers can easily read and understand the notice. Notices shall:

- Be displayed in a conspicuous way when printed or posted;
- Not contain overly technical language or print that is smaller than a font size of 10 points;
- Not be formatted in a way that defeats the purpose of the notice; and
- Not contain language that nullifies the purpose of the notice.

What information must I provide the Department?

After you provide the notice to your consumers, you must, within **ten (10) days**, send the Department a copy of each type of notice you distribute (e.g., newspaper article, press release to TV/radio, mail notices) and a certification that you have met all the public notification requirements. You must send certifications for both initial and any repeat notices. When you certify, you are also stating that you will meet future requirements for notifying new billing units of the violation or situation.

Appendix E contains the Department’s PN certification form (3800-FM-WSFR0076, Rev 10/08.) It is a useful tool for tracking and noting required activities. You may wish to copy this certification onto the reverse side of the copy of the notice you send to the Department.

Section 4 – Making Public Notification Work

How can I prepare for public notification before a violation or situation occurs?

In order to be ready to handle an emergency and issue PN as soon as possible, water suppliers must update their Operation and Maintenance (O & M) and Emergency Response Plans (ERPs) in the following ways:

O & M Plan Updates

- Include public notification elements as follows:
 - Public Notice Templates.
 - EPA contaminant fact sheets.
 - An explanation of appropriate methods of delivery of public notice.

ERP Updates

- Include an organization table that provides a prioritized list of names and contact numbers of persons in charge of the water system during an emergency.
- Include a list of appropriate contact persons and phone numbers for each probable emergency situation for the following groups of people:
 - Emergency management agencies within a water system's jurisdiction.
 - Key public officials within a water supplier's service area.
 - Government agencies including; but not limited to the Department, Public Utility Commission, Department of Health, Department of Public Welfare and Pennsylvania Department of Agriculture.
 - Facilities within a water supplier's service area, including but not limited to hospital, schools, day-care facilities, nursing homes, social service agencies, industrial and commercial users.
 - Media.
 - Equipment and Chemical suppliers.

Links to templates for both plans:

Go to DEP's PN Web site at:

<http://www.depweb.state.pa.us/watersupply/cwp/view.asp?a=1251&q=510149>

Click on the O & M Plan and ERP Template location link.

Click on the link to access the template.

O & M Template: [3800-FM-WSFR0301](#)

ERP Template: [3800-FM-WSFR0300](#)

Note: Change the display to 50 items per page so you can view all the sections. You will have to print each section to get the entire template. Print the word file if you want to use the form fields.

When a serious violation, waterborne disease outbreak, or other emergency occurs, you will already have an established decision process and chain of command. Find out who you should contact at the Department for cases where consultation is required. Determine whether there are alternative procedures for notifying the Department when violations or situations occur on weekends or holidays. DEP requires you to review and/or update your Emergency Response Plan at least annually and as necessary to reflect changes to communication procedures and contact information. Water suppliers must record the date of update on their ERP.

As part of planning for Tier 1 notification, work with the media ahead of time. Explain to them what constitutes an emergency and the minimum elements that are required in an abbreviated notice. (See Section 5, minimum content elements for abbreviated messages.)

Remember that some of your consumers may have a low reading ability. For this reason, it is important that notices do not contain overly technical or confusing language. Whoever on your staff is responsible for responding to questions about the notice should keep in mind that it may be necessary to read or explain the entire notice to a caller.

Water suppliers are required to maintain EPA's contaminant fact sheets that are found on the Agency's website at

<http://www.epa.gov/safewater/hfacts.html>

If your consumers call to ask for information, you will be able to help them. The fact sheets are updated periodically, so make sure you have the most recent version.

The U.S. Centers for Disease Control and Prevention (CDC) is a good source of information on drinking water contaminants that can cause disease, including *Cryptosporidium* (<http://www.cdc.gov>), or 1(800)311-3435). CDC has created a comprehensive webpage that includes many resources regarding *Cryptosporidium* which is found at: <http://www.cdc.gov/crypto/>

Information on other diseases is available at:
<http://www.cdc.gov/health/diseases.htm>

If you are going to provide bottled water, you should confirm ahead of time and periodically reconfirm that available bottled water supplies meet both the Food and Drug Administration's and Department's water quality standards by asking bottlers for their most recent testing results.

Implement ongoing public education programs about contaminants at risk of violation; that is, contaminants whose levels are below the MCL but have the potential in the future to exceed it (or have previously exceeded it). This would apply to naturally occurring contaminants, such as radium, fluoride, or arsenic, and for recurring pollution problems (e.g., nitrate, pesticides). With an education program in place, consumers will be better informed if a violation occurs.

How can I make a notice easier to read?

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

Try to limit the wordiness of the notice. A question and answer format is easy to read and guides readers to the information that is likely to concern them. Bullets and bold text are also effective.

Highlight the name of your system, especially where people in your area are served by more than one water system. You may also want to prepare a map showing the area you serve, especially if it extends beyond city limits. You may want to print the notices on your system's letterhead which, coupled with the title of the notice, will make people immediately recognize that the notice is important.

How can I ensure that the media distributes an accurate notice?

If you write a press release or get a reporter to write a story for the newspaper, TV, or radio, explain to the newspaper or station what information you are trying to communicate and why (i.e., the ten content elements required on each public notice). The most important information, including a description of the violation or situation, the population at risk, the instructions to consumers, and potential health effects, should be near the beginning. Be sure to include a contact name and telephone number so the media can call you for more information.

When you send the notice to radio and TV stations and newspapers, write **“PRESS RELEASE FOR PUBLIC SAFETY”** at the top of the notice to emphasize its importance.

If the media will not run a story on your violation or situation, ask an official from your emergency management department to participate by reading the notice on the air or agreeing to an interview. The media may be more likely to air a public notice connected to such officials.

If a newspaper will not publish a story or press release, you may need to buy space to print the notice in its entirety. You should buy an advertisement as close to the front of the paper as possible and make it large enough that people will see it. Legal notices are not recommended because they rarely meet the formatting requirements for public notices and are not widely read.

Develop an ongoing relationship with the media. Hold an annual media day where you can explain how your system operates, including any improvements you may be implementing. In addition, look into whether local news outlets hold community outreach days—this is another way to form a relationship with the media. The more informed the members of the media are about the water system in general, the more accurate and positive they will be when writing about a violation or situation. They will also be more likely to give your story the space it needs. Designate one person on your staff to serve as a liaison to the media.

**Case Study
City of Lacey, Washington**

To alert residents of an *E. coli* violation, the City of Lacey and the Washington State Department of Health issued a joint press release. (The City also hand-delivered notices in the affected neighborhood.) Co-issuing the notice gave the press release greater credibility and showed that the City and State were giving out consistent information. At the same time, the City contacted Seattle and Tacoma television and radio stations and newspapers. The local newspaper also interviewed system personnel daily. While Lacey received positive feedback on its efforts within the affected neighborhood, it also learned an important lesson about working with the media. Many unaffected consumers were unnecessarily alarmed because lengthy television interviews were edited to short sound bites, some of which did not mention that only 450 homes in the system's 40,000-person distribution area were affected. Lacey addressed the misperception through the local newspaper and a special consumer hotline. This taught the City the importance of prioritizing information for the press.

When you send a press release to local television and radio stations, try to get them to commit to airing the story. Watch or listen to the news to be sure the public notice is aired. It is possible that, despite your best attempts, the story will be incomplete or the TV/radio station will not air the notice. If this happens, distribute a written follow-up notice as soon as possible, even if the deadline has passed. Include any additional information that has become available since the initial notice was prepared. Although a partial notice telling consumers what to do is better than no notice, your obligation under the PN rule is not satisfied until a complete notice is distributed.

What other steps should I take after issuing a notice?

The Department requires you to issue a “problem corrected” notice for Tier 1 violations or situations within 24 hours of correcting the problem. Consumers will expect to receive official word that the problem is solved or being addressed. See Appendix C for an example of a “problem corrected” notice.

You should notify local health professionals of the violation or situation. People may call their doctors with questions about how the violation or situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and may need to make plans to use an alternate source of water.

How can I prevent overreaction to a public notice?

Public education can minimize overreaction to a water problem and can help focus community attention on the source of a problem. Consider using education as a public relations tool to inform the public about contaminants, what a public notice means, and specific types of water problems. It helps create a partnership between you and your customers and reduces the prevalence of the “us versus them” mentality.

Public notification for recurring problems such as nitrate is more effective if supplemented by a public education program. There are a number of ways to create awareness of a contaminant problem and of what it means for public health. These include public meetings at community centers, newspaper or local TV and radio coverage, working with local libraries to establish a reference section on the problem, or newsletters or fact sheets mailed with monthly bills or otherwise distributed broadly throughout the community. Information that is helpful to the public includes:

- Descriptions of the contaminant(s);
- Information on how contaminants get into the water;
- What you are doing to prevent or correct the problem;
- Why the problem recurs, and what the public can do to prevent a recurrence;

General Tips on Working with the Media

- Be truthful and honest about local water quality issues.
- Answer questions as best you can. Don't be afraid to say that you need to check on something if there is a question you can't answer.
- Keep in mind that reporters are not familiar with state or federal requirements for safe drinking water – avoid technical jargon.
- Provide additional sources of information (i.e., state contacts or fact sheets).
- Be sensitive to the fact that reporters may be working on a tight deadline.
- Provide a list of the content elements that must be addressed.
- Don't be defensive when answering questions.

- If and why protection measures have a limited effectiveness; and
- The impact on the consumer.

While ongoing problems warrant implementing an early and ongoing public education campaign, public response to a notice can point you to other areas in which public education would be useful. For example, if you receive a high number of calls about a notice, there is probably a need for greater public understanding of the problem.

Section 5 – Tier 1 Notice Requirements and Suggestions

Tier 1 notice is required for violations or situations with significant potential to have serious adverse effects on human health as a result of **short-term** exposure. These violations or situations have the potential to cause **acute** health effects. Acute effects occur within hours or days of the time that a person consumes a contaminant.

Tier 1 notices must be issued for the following violations and situations and must meet the content, format, and multilingual requirements described in Section 3, “Summary of Requirements”:

- Violation of the MCL for **total coliforms** when **fecal coliforms or *E. coli*** are present in the water distribution system or when the water supplier fails to test for fecal coliforms or *E. coli* when any check sample tests positive for coliforms;
- Violation of the MCL for **nitrate, nitrite, or total nitrate and nitrite** or when the water supplier fails to take a confirmation sample within 24 hours of the system’s receipt of the first sample showing an exceedance of the nitrate or nitrite MCL;
- Exceedance of the **nitrate** MCL by noncommunity water systems, when permitted by the Department in writing to operate under an Alternate Nitrate Level;
- Violations of the MRDL for **chlorine dioxide** when one or more of the samples taken in the distribution system the day following an exceedance of the MRDL at the entrance of the distribution system exceed the MRDL or when the water supplier does not take the required samples in the distribution system;
- Violation of the **turbidity** MCL of 5 NTU based on an average for two consecutive days by a public water system using an unfiltered surface water source;
- Violation of a **treatment technique** requirement for pathogenic bacteria, viruses and protozoan cysts, resulting from a single exceedance of the combined filter effluent maximum allowable **turbidity** limit;
- Occurrence of a **waterborne disease outbreak or other situations defined under 109.701(a)(3)(iii)** that adversely affect the quality or quantity of the finished water; and
- Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, as determined by the Department on a case-by-case basis.

What is the deadline for issuing a Tier 1 notice?

As soon as possible but no later than 24 hours after learning of a violation or situation, you must:

- Issue a public notice.
- Initiate consultation with the Department.

The **consultation** with the Department is independent of the public notice itself. You must issue the notice within 24 hours, even if you are unable to contact anyone at the Department. The Department has 24-hour emergency hotlines, so consultation should be possible at any time. As a result of the consultation, the Department may set additional public notice requirements. The Department may ask you to issue repeat notices for continuing violations or situations, or, if your initial notice does not meet the requirements, another initial notice. The Department may also require you to provide notice to specific groups, such as health care providers. Remember to send a copy of each type of notice and a certification statement to the Department within 10 days after providing the initial and any repeat notice. You must also notify new billing customers of ongoing violations for which you've previously provided notice.

For any ongoing violations or situations, you must repeat a Tier 1 public notice no less frequently than once every 30 days, as long as the violation or situation persists.

Case Study

Public Notification of Waterborne Emergencies

When a construction crew accidentally ruptured a sewer line one mile from its wellfield, the Town of Walkersville, MD immediately issued a precautionary boil water advisory for infants, the elderly, and people with severely compromised immune systems. While no drinking water contamination was evident, the Town was concerned that its treatment plant might not be capable of removing or inactivating *Cryptosporidium* that might be present in the sewage. To notify consumers, volunteer fire department staff knocked on doors at 3,000 homes and businesses, and Walkersville notified the cable company and other local media. Walkersville also provided water in tanker trucks to a local nursing home and spoke to medical professionals in the area. Three days later, when tests of untreated well water showed increasing bacteria concentrations (but before any contamination was detected in the finished water) the boil water advisory was extended to all residents, including those using private wells. The volunteer fire department again assisted with notification. Tanker trucks were set up in four locations. The advisory was rescinded when Walkersville temporarily connected to the nearby Frederick, MD water supply. Even though bacteria levels reached 30,000 organisms/100 mL in well water and *Cryptosporidium* was confirmed in the sewage, no residents became ill due to the incident, in large part due to the early public notification and quick response by the Town.

Which methods of delivery must I use?

Until May 10, 2010, to reach all persons served, you must use, at a minimum, one or more of the following: **broadcast media** (radio and television), **posting** in conspicuous locations, **hand delivery**, or a **method approved by the Department** in advance or during consultation. The method(s) you choose must fit the specific situation and be reasonably designed to reach all persons served, including residents, employees, and travelers. Therefore, you may need to use other methods *in addition* to those previously mentioned.

Beginning on May 10, 2010, you must provide within 24 hours, a Tier 1 public notice to each service connection using one or more of the following forms of direct delivery:

- **Hand delivery**
- **Electronic mail**
- **Automatic telephone dialing systems**
- **Another form of direct delivery approved in writing by the Department**



Required Content Elements of a Public Notice

1. A description of the violation or situation;
2. When the violation or situation occurred;
3. Potential adverse health effects, using language in Appendix B or language for monitoring violations;
4. Populations at risk;
5. Whether alternative water supplies should be used;
6. Actions consumers should take, including when they should seek medical help, if known;
7. What you are doing to correct the violation or situation;
8. When you expect to return to compliance;
9. Name, business address, and phone number for additional information; and
10. Standard language encouraging distribution to all persons served, where applicable.

In addition to providing public notification to each service connection, if you also serve transient and nontransient service connections, you must provide an abbreviated notice using **broadcast media**.

Be sure that people understand the importance of notifying others who may travel through the distribution area of the violation or situation. For instance, people who patronize restaurants or work in office buildings in the distribution area but live elsewhere may not be aware of the violation or situation. Owners of these establishments should be encouraged to tell their customers about the violation or situation.

Are there any situations in which I can abbreviate the content of the public notice?

Yes. There are a few situations where public water suppliers may abbreviate the content of the public notice because the delivery method satisfies the time frame; but, the method is not practical to use it to deliver the entire 10 content elements. These situations include:

- Using automatic telephone dialing systems to deliver a Tier 1 PN.
- Using media (radio or TV) to deliver a Tier 1 PN to the transient and nontransient service connections.
- Using a bullhorn announcement to deliver a Tier 1 PN.

What are the minimum content elements required in an abbreviated message?

All abbreviated messages must include:

1. A description of the violation or situation, including the contaminant of concern, and (as applicable) the contaminant level;
2. Whether alternative water supplies should be used;

3. What actions consumers should take, including when they should seek medical help, if known;
4. A telephone number or website address, or both, where consumers can obtain the entire notice.

A template for an abbreviated message is found in Appendix C.

How do I provide the entire Tier 1 PN if I deliver an abbreviated message?

A water supplier that delivers an abbreviated notice must also provide the entire public notice in one of the following ways:

- Posted on a website.
- Recorded on a dedicated telephone line.
- A method approved in writing by the Department.

Must I issue a “Problem Corrected Notice for Tier 1 violations or situations?”

Yes, the Department requires you to issue a “**problem corrected**” notice within 24 hours of correcting the situation. See Appendix C for an example of a “problem corrected” notice.

Suggestions for Effective Public Notification Delivery.

- When choosing a method for public notification, you should consider several issues, including the population served, population density (i.e., is the area rural, urban, or suburban), and whether your forms of direct delivery can meet the 24 hour Tier 1 delivery deadline.
- When you write a notice for radio or television, assume that it will only receive a few seconds of air time. Make sure the most important information, including a phone number to call for more information, will be included. See the “Required Content Elements for Abbreviated Messages” box.
- For TV notices, ask the station or cable company to put “scrollers” across the screen similar to National Weather Service announcements for tornado watches. This is a good way to put the notice on TV and reach people who don’t watch the news, as well as target a subsection of the TV audience. You can also work with the appropriate state office to broadcast alerts on NOAA Weather Radio and NOAA Weather Wire Service.
- Automatic phone dialers may be effective in providing direct delivery of the Tier 1 PN to each service connection. Some automatic phone dialing service providers offer geographic information systems to target a specific service area. If you are using automatic phone dialers, be sure to include the minimum content elements in the “Required Content Elements for Abbreviated Messages” box on page 24.

Required Content Elements for Abbreviated messages

- A description of the violation or situation, including the contaminant of concern, and (as applicable) the contaminant level;
- Whether alternative water supplies should be used;
- What actions consumers should take, including when they should seek medical help, if known;
- A telephone number or website address, or both, where consumers can obtain the entire notice.

- Prepare written notices on your water system's letterhead. This gives the notice additional credibility and makes it recognizable as official word from the water system.
- Send a broadcast fax. Program your fax machine with the fax numbers of all radio and television stations in the area and all emergency response plan contact persons listed under 109.707(a)(2) so that the push of a button sends the notice to all of them.
- You can make door hangers for hand delivery that will not easily blow away. Knot a rubber band through a hole punched in the notice and put the rubber band around consumers' door knobs.
- If you post a notice, be sure that the notice is durable. It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time.



Selecting a Delivery Method

Here are some questions to consider when determining how to deliver your notice:

- My system is in a suburban area. How can I write the notice so that it will not alarm the rest of the metropolitan area when delivered through the media? Can I be sure the radio or TV station will give the notice the air time it needs?
- Will the local newspaper write an accurate article about the violation or situation? Will it prominently publish the information in a press release? Will I need to buy an ad or notice?
- Do I have the time and resources to deliver the notice door-to-door?

Suggestions for Layout of the Notice.

Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take. Refer to Appendix C for Tier 1 notice templates.

Title – Public notices for Tier 1 violations and situations, especially those used for posting, hand delivery, or in a newspaper, should have an attention-getting title. For example, “WARNING” is better than “Public Notice.” This should be followed by the targeted audience or the population at risk, such as “People served by _____ Water System” for notices for fecal coliform violations or disease outbreaks, or “Infants under six months” for notices for nitrate violations. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice or include a map. Titles should be in large and/or bold type and centered across the top of the page.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Consumer Actions – The instructions to consumers should be next in your notice. This should be a short phrase in large type, such as “Boil Your Water” or “Do Not Drink the Water.”

Description of the Violation or Situation – A short description in large type of the violation or situation should follow instructions to consumers. As soon as consumers read “Boil Your Water” for a fecal coliform notice, they will want to know why they should do so. However, since this is a headline, it should be kept short and concise. As another example, for nitrate violations, you could say, “High nitrate levels have been detected.” Then the level detected should be listed in normal type, followed by the maximum contaminant level (MCL), or action level, if applicable. A more detailed explanation of the violation or situation should be given in the body of the notice.

Other Consumer Actions — For nitrate violations, the notice should instruct consumers not to boil water, since that may be their first reaction, and explain why. For microbiological violations or waterborne disease outbreaks or other emergencies, provide detailed instructions on using boiled water for brushing teeth, cooking, making ice, etc. If you instruct consumers to use bottled water, you should make sure that any water you provide meets water quality standards. Be sure to provide instructions for those who are not at high risk as well. For example, nitrates at levels below 20 mg/l are not generally considered hazardous to adults. Fecal coliform might only be present in part of the distribution system, and unaffected consumers (i.e., people outside of a narrow area impacted who do not need to boil their water) should be told they do not need to take action but have a right to be informed of the problem.

Case Study City of Lacey, Washington

Throughout the course of an *E. coli* violation, the City of Lacey water system maintained close contact with the lab, seeking its insight on tests, protocols, and ramifications. This enabled the system to make timely decisions or at least prepare for likely outcomes. The system could then anticipate and initiate the next outreach or public awareness piece. As soon as it became evident that repeat samples for *E. coli* would be positive, the water system mobilized city employees to conduct an early evening door-to-door notification to about 450 homes in the affected area. Employees rang doorbells to talk to residents and provided door hangers that included a boil water order, health effects language on *E. coli*, and information on a community meeting to be held the next day. City employees also staffed a hotline for consumers. Lacey set up a temporary bulletin board in the affected neighborhood to post updates. The electronic and print media also ran stories on the situation. When the boil water order was lifted, the system held another meeting and again hand-delivered door hangers, which included customer evaluation forms. Ninety percent of the respondents gave Lacey a rating of satisfactory or higher for its handling of the event, citing the City’s proactive outreach effort as the reason for the solid rating.

Other Elements — The following order is suggested for the remaining elements: whether (and where) consumers should seek alternative drinking water sources; potential health effects (using the language in Appendix B); the date the violation or situation occurred; corrective action you are taking; when you expect to return to compliance or resolve the situation; and the name, address, and phone number of a person to contact for more information. If you are coordinating with the local health department, you may wish to also list its phone number. Do not alter the health effects language in any way.

Optional Elements — If you know the source of the contamination, include it in the notice. This information helps the consumer understand why there is a violation or other situation and what is necessary to resolve it. It also reinforces the fact that drinking water is a vulnerable resource that must be protected.

Public Water System ID Number/Date of Distribution — Consider including your PWS ID number at the bottom of the notice. This will help the Department track compliance and prevent tracking errors between systems with similar names. Also include the date you distributed the notice.

Section 6 – Tier 2 Notice Requirements and Suggestions

Tier 2 notices must meet the content, format, and multilingual requirements described in detail in Section 3 and are required for the following violations:

- All violations of the primary MCL, MRDL and treatment technique requirements, except where a Tier 1 notice is required by regulation or when the Department determines that a Tier 1 notice is required;
- Violations of the monitoring requirements when the Department determines that a Tier 2 rather than a Tier 3 public notice is required, taking into account potential health impacts and persistence of the violation;
- Failure to comply with the terms and conditions of any variance or exemption; and
- Other violations or situations determined by the Department to require a Tier 2 public notice, taking into account potential chronic health impacts and persistence of the violation.

Tier 2 violations have the potential to cause **chronic** health effects. Chronic effects occur after people consume a contaminant at levels over EPA’s health standards for **many years**. Tier 2 violations are considered less urgent than Tier 1 violations or situations because there is **little immediate risk** to consumers or because the system may have already returned to compliance by the time the notice is issued.

What is the deadline for issuing a Tier 2 notice?

Tier 2 notices must be issued as soon as possible, but no later than **30 days** after the system learns of the violation. The Department may, in appropriate circumstances, allow additional time for the initial notice of up to three months from the date the system learns of the violation.

Circumstances that may warrant an extension include coordination with billing cycles and return to compliance. An extension for up to three months may allow a system to include the initial notice in the same mailing as the quarterly bill. For violations that were quickly resolved and no longer pose any risk to persons served, an extension may be appropriate so the system can report a return to compliance. The Department will not grant an extension across the board or for an unresolved violation. Extensions granted by the Department must be in writing.

For any unresolved violation, you must repeat the notice every **three months** as long as the violation or situation persists, unless the Department determines that appropriate circumstances warrant a different repeat notice frequency. Circumstances that may warrant an extension include coordination with billing cycles. Under no circumstances may the repeat notice be given less frequently than once per year. Determinations granted by the Department for less frequent repeat notices must be in writing.

 **Required Content Elements of a Public Notice**

1. A description of the violation or situation;
2. When the violation or situation occurred;
3. Potential adverse health effects, using language in Appendix B or language for monitoring violations;
4. Populations at risk;
5. Whether alternative water supplies should be used;
6. Actions consumers should take, including when they should seek medical help, if known;
7. What you are doing to correct the violation or situation;
8. When you expect to return to compliance;
9. Name, business address, and phone number for additional information; and
10. Standard language encouraging distribution to all persons served, where applicable.

Posted notices must remain posted for as long as the violation persists. If the violation is already resolved when you post the notice, you must post the notice for at least one week. You must also notify new billing customers or units of any ongoing violations for which you have previously provided notice prior to or at the time their service begins.

Remember to send a copy of the notice and a certification statement to the Department within ten days after providing the initial and any repeat notice to the public.

When might a Tier 2 violation be elevated to Tier 1?

Every violation is unique, and the Department will consider several factors in deciding whether a violation should be elevated. Some circumstances where the Department may upgrade a violation to a higher tier include **when the violation is persistent** or **when the level of contamination is extraordinarily high**. DEP's "*Policy for Issuing and Removing Water Supply Warnings*" (383-2129-005) provides health advisory levels which will be used as a trigger level to upgrade a Tier 2 violation to a Tier 1 situation. This policy includes acute health effects language that must be inserted into a Tier 1 public notice. Please refer to this policy if the level of contamination is above the MCL.

Remember, as the system operator, you are a guardian of the quality of your water supply and of public health. If you believe that a violation or situation warrants 24-hour notice, you can issue a notice at any time (i.e., elevate the violation to Tier 1 yourself). You do not have to wait for the Department to make a determination. Depending on the severity of the violation or situation, you may also choose to issue a Tier 2 notice in much less than 30 days.

Which methods of delivery must I use?

Unless directed otherwise by the Department, if you operate a **community water system**, you must provide notice by:

1. Mail or other direct delivery to each customer receiving a bill and other service connections to which water is delivered, and
2. Any other method reasonably designed to reach others regularly served, if they would not normally be reached by the method above. Such people include those who do not pay water bills or do not have service connection addresses, (e.g., tenants, college students, nursing home patients, prison inmates). Methods may include publication in a local newspaper, posting in public places, delivery of multiple copies to landlords or office building managers, or delivery to community organizations.

There may be some cases where you would be able to reach all persons served with the first method you choose. In such cases, you may not need to use additional methods. At a gas station, for instance, posting would be sufficient to reach all persons served. Consult with the Department if there are other delivery methods you believe would be more effective in your situation; the Department may allow alternate methods of delivery.

Suggestions for Effective Public Notification Delivery.

- **If you mail the notice**, send it to all service connections, if possible, and not just billing customers, since there may be many people in addition to your billing customers who drink your water. Billing customers can be reached via inserts in their water bills, if the bills are distributed and received within 30 days of the violation. Be sure to tell owners or managers

of businesses, homeowners' associations, apartment buildings, or resort rental properties to pass the information along to their employees or tenants. You may wish to send multiple copies of the notice to building managers. See the discussion of standard language to encourage distribution to all persons served on page 10.

- **Notices in newspapers** may be in the form of an article or a paid advertisement. However, articles are more effective than paid notices because they are more likely to be noticed and read. Work with the local newspaper to write an article on the violation and what the system is doing to correct it. Be sure that anyone at the paper who writes or edits an article knows what items must be included to meet the requirements for public notification. If your system is located in the suburban area of a large city, you should request that your notice be placed in the weekly community news section. Also, focus on getting articles published in smaller community newspapers, homeowners' association newsletters, or similar publications.
- **Paid advertisements** offer an advantage because you are guaranteed the notice will appear exactly as you write it. Try to purchase ad space in the front section of the paper. Legal notices tend to get lost in the back of the paper where few people read them. If your notice must appear with other paid notices, a descriptive title becomes very important. The header "notice" may be overlooked, but the mention of the community's drinking water supply gets people's attention.



Tips for Very Small Community Systems

- Compare the costs of mailing and labor for hand delivery before choosing a method.
- Hand delivery may not be necessary to meet your deadline, but it may be cheaper or less time-consuming than putting together a mailing.
- Alternatively, if your notice deadline coincides with your billing schedule, you may be able to include your notice in the bill at no extra cost.
- Supplement with posting in common areas and gathering places, such as banks, grocery stores and restaurants.
- Ask your local newspaper to write a story on the violation (let the reporter know which elements must be included). Or, purchase an ad to publish the notice.

Suggestions for Layout of the Notice.

Tier 2 notices should answer the most common questions people will have about the violation: What does this mean to me? What should I do? What is the water system doing? The tone of a Tier 2 notice is less urgent than that of a Tier 1 notice. A question and answer format that anticipates consumers' concerns is recommended for each section.

Title – The notice should have a descriptive title but should not be overly alarming. The title "Drinking Water Notice" or "Important Information about Your Drinking Water" would be more appropriate than "Drinking Water Alert." Follow with a subtitle describing the situation, such as: "Tests Show Levels of [Contaminant] Above Drinking Water Standards."

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Describe What Happened – The notice should briefly describe what happened and give some background as to how the violation was discovered. For example, suppose you routinely test the water and that the most recent samples showed a violation. Provide a context for the exceedance by giving the applicable drinking water standard and whether the exceedance is a monthly, quarterly,

or other type of average. If the problem has already been corrected, be sure to communicate this clearly. If this is a repeat notice, explain why the violation continues (e.g., you are in the process of installing new treatment). If the violation is intermittent, explain that the water is in and out of compliance with standards, or (if appropriate) that the contamination levels are only slightly above allowable standards.

The message should also vary depending on the contaminant. For instance, several inorganic and radioactive chemicals, such as arsenic and radium, are naturally occurring. This fact can help in explaining the options for treatment. For example, it may be difficult to drill a new well if high contaminant levels occur throughout an aquifer. Disinfection byproducts, on the other hand, form when naturally occurring organic matter combines with disinfectants added to kill microorganisms. You should explain that the risk of disease from drinking water that is not disinfected is more immediate than that of getting cancer from drinking water containing disinfection byproducts.

Explain What Consumers Should Do – Next, the notice should tell customers what they need to do, even if no action is necessary. This will usually be: “You do/do not need to seek other sources of drinking water.” Since people’s first reaction may be to boil their water, explain the effect of boiling (i.e., whether boiling is necessary, has no effect, or is harmful). Tell consumers that if they have specific health concerns, especially for the young, old, or people with compromised immune systems (undergoing chemotherapy, HIV-positive, or other immune system problems), they may wish to consult their doctors.

Explain How the Violation Affects Consumers – Be clear that the situation is not an emergency and that consumers would have been notified immediately if it had been. Consumers may wonder why they are getting a notice, especially if the problem is resolved or not serious; it may help to explain that you are informing them because they have the right to know about problems with their water even if there is no immediate (or any) health threat.

Describe What You Are Doing to Correct the Problem – Inform consumers of the steps you are taking to correct the problem, such as the installation of new treatment, increased frequency or type of monitoring, or your collaboration with the Department. Tell them when you expect the drinking water to again meet the standard. Although you probably will be unable to give an exact date, you can give your customers a general idea of how long it will take (e.g., a few days for a coliform MCL, several months for a chemical MCL). Provide the name, address, and telephone number of someone who can answer any questions consumers may have.

Optional Elements — If you know the source of the contamination, include it in the notice. This helps reassure consumers that you have investigated the problem and are taking steps to address it. It also reinforces the fact that drinking water is a vulnerable resource that must be protected. If you do not know the actual source, you should at least provide common or possible sources such as those listed in the guidance for the Consumer Confidence Report.

Public Water System ID Number/Date of Distribution — Consider including your PWS ID number at the bottom of the notice. This will help the Department track compliance and prevent tracking errors between systems with similar names. Include the date you distributed the notice.

Section 7 – Tier 3 Notice Requirements and Suggestions

Tier 3 notices must meet the content (including mandatory language), format, and multilingual requirements described in Section 3, and are required for the following violations:

- Monitoring violations, except when a Tier 1 notice is required by regulation, or where the Department determines that a Tier 2 notice is required;
- Reporting and record maintenance violations for systems recycling their waste streams;
- Operation under a variance or an exemption; and
- Availability of unregulated contaminant monitoring results.

Remember that notices for variances or exemptions and availability of unregulated contaminant monitoring data have different content requirements than notices for violations. (See Section 3.)

What is the deadline for issuing a Tier 3 notice?

You must issue a public notice for a Tier 3 violation or situation within 12 months of learning of the violation or situation. Keep in mind that the Department may require earlier notice for some monitoring violations, especially if it believes such violations could affect public health. Remember to send a copy of the notice and a certification statement to the Department within 10 days after providing an initial or repeat notice to the public.

Following the initial notice, you must repeat the notice annually for as long as the violation or situation persists. You must also notify new billing customers or units, prior to or at the time their service begins, of any ongoing violations or situations for which you have previously provided notice.

Which methods of delivery must I use?

Unless directed otherwise by the Department, if you operate a **community water system**, you must provide notice by:

1. Mail or other direct delivery to each customer receiving a bill and other service connections to which water is delivered, and
2. Any other method reasonably designed to reach others regularly served, if they would not normally be reached by the method above. Such people include those who do not pay water bills or do not have service connection addresses, (e.g., tenants, college students, nursing home patients, prison inmates). Methods may include publication in a local newspaper, posting in public places, delivery of multiple copies to landlords or office building managers, or delivery to community organizations.

If you post a notice, it must remain posted for as long as the violation or situation persists. If the violation or situation is already resolved by the time you write the notice, you must post the notice for at least one week. Be sure that the notice is durable. It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time.

There may be some cases where you were able to reach all persons served with the first method you choose. In such cases, you may not need to use additional methods. In a community water system, such as a small town, a second method would be necessary to reach non-resident employees or restaurant customers. At a gas station, on the other hand, posting would be sufficient to reach all persons served.

Suggestions for Effective Public Notification Delivery.

- **If you mail the notice**, send it to all service connections, if possible, and not just billing customers, since there are many people in addition to your billing customers who drink your water. Billing customers can be reached via inserts in their water bills.
- Community water systems whose consumers do not have service connections, such as nursing homes or prisons, should be sure to notify all those drinking the water.
- **Notices in newspapers** may be in the form of an article or a paid advertisement. Also, try to get articles published in smaller community newspapers, homeowners' association newsletters, or similar publications. **Paid advertisements** offer an advantage because you are guaranteed the notice will appear exactly as you write it. Try to purchase ad space in the front section of the paper. Legal notices tend to get lost in the back of the paper where few people read them.

May I combine notices for multiple Tier 3 violations or situations?

If you have multiple monitoring violations or other situations within a 12-month period, you should strongly consider combining notification for them into a single annual Tier 3 notice. An annual notice can help you save preparation, delivery, and printing costs. You can issue such a notice at any time, as long as the earliest violation included occurred less than 12 months before the notice is provided to consumers.

If you are a community water system, you may also wish to consider using the **Consumer Confidence Report (CCR)** for Tier 3 notices. Unlike a separate annual notice, however, using the CCR to meet the public notification obligation requires that you tailor the release of your CCR to meet the unique PN requirements. Using the CCR may reduce some production costs and may reduce redundancy since the violations and situations requiring public notice must also eventually be included in the CCR.



Required Content Elements of a Public Notice

1. A description of the violation or situation;
2. When the violation or situation occurred;
3. Potential adverse health effects, using language in Appendix B or language for monitoring violations;
4. Populations at risk;
5. Whether alternative water supplies should be used;
6. Actions consumers should take, including when they should seek medical help, if known;
7. What you are doing to correct the violation or situation;
8. When you expect to return to compliance;
9. Name, business address, and phone number for additional information; and
10. Standard language encouraging distribution to all persons served, where applicable.

Including your Tier 3 public notice as part of the CCR could also provide the context that more accurately describes what has happened. Before you decide, however, remember that the **timing and delivery requirements for CCRs differ from those for PNs**. If you use the CCR for public notification, be *very careful* to adhere to the PN requirement that public notice for Tier 3 violations be completed no later than 12 months from the date the violation occurred. In addition, if you use the CCR, it must be provided to persons served that are not necessarily only the billing customers who would receive the CCR.

To minimize the timing conflict, you can:

- Publish the CCR early—as soon after the end of the calendar year as possible, or
- Mail a separate public notice for the violations occurring in January through June of the *current* year in the same envelope as your CCR covering the *previous* calendar year's violations.

Suggestions for the Layout of the Notice.

The format of a Tier 3 notice depends on your circumstances and on the number of violations or situations you are reporting. If you have multiple monitoring violations, it may be simpler and shorter to list them in a table. The table could include columns for the required sampling frequency, the number of samples taken, when the samples should have been taken, and when the samples were or will be taken. However, not all monitoring violations are the same. A coliform monitoring violation in which one of 100 samples was missed is less serious than missing one of two required samples. You may feel it is more appropriate to describe each violation in a paragraph.

In a notice for monitoring violations, it is important to tell consumers the implications of the violation. They may wonder why they weren't told earlier, whether there is any health risk, and why the samples were not taken. You should respond to their concerns. A statement clarifying that no emergency exists, that the notice is for informational purposes, and that subsequent monitoring showed no problems will help reassure consumers. You must include the following language for failure to collect and/or analyze all drinking water samples:

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

If samples were collected during the required monitoring period, but the results were submitted late, you must issue public notice to inform your consumers that you failed to comply with the reporting requirements.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.



Tips for Very Small Community Systems

- Consider combining notices for Tier 3 violations and situations into one annual notice.
- Compare mailing and labor costs before selecting a delivery method. Hand delivery may be cheaper and faster than preparing a mailing. However, you may be able to include your notice with the bill at no extra cost.
- Supplement your chosen delivery method by posting in common areas and gathering places, such as banks, grocery stores and restaurants, or by publishing in a newspaper.

A notice of the availability of unregulated contaminant data need only state that the monitoring results are available and provide a phone number to call to obtain them. You may use an annual notice or insert this notice into your CCR, provided public notification timing and delivery requirements can be met. You do not need to include the results themselves, unless you are a community water system using the CCR to provide the notice. CCR regulations require systems to include data on all **detected** contaminants.

You should include your PWS ID number at the bottom of any notice. This will help the Department track compliance and prevent tracking errors between systems with similar names. Also include the date on which you distributed the notice.

Appendices

Appendix A

Violations and Other Situations Requiring
Public Notice

NOTE: Appendices A & B are provided as illustrations of how this information is maintained by EPA. To get the most recent information on these topics, go to: www.epa.gov/safewater/publicnotification/compliancehelp.html

Appendix B

Required Standard Health Effects Language
for Public Notifications

Appendix C

Templates for Common Public Notices

(Electronic versions of these templates are available online at: www.depweb.state.pa.us/watersupply. Click on "Drinking Water Information" in the left column, then click on "Public Drinking Water Information". A link to the templates is near the bottom of the page and is labeled "Public Notification".)

- Tier 1:** BWA Due to Loss of Positive Pressure
- Tier 1:** Violation of the MCL for total coliforms when fecal coliforms or E. coli are present
- Tier 1:** Violation of a treatment technique resulting from a single exceedance of the combined filter effluent maximum allowable turbidity limit (Acute)
- Tier 1:** Occurrence of a waterborne disease outbreak (Acute)
- Tier 1:** Exceedance of the Chlorine Dioxide MRDL (Acute)
- Tier 1:** Violation of the nitrate, nitrite, or total nitrate and nitrite MCL
- Tier 1:** "Problem Corrected" public notice
- Tier 1:** Abbreviated Message
- Tier 1:** "DO NOT DRINK" PN when an EPA Health Advisory Level has been exceeded
- Tier 1:** "DO NOT USE" PN when an EPA Health Advisory Level has been exceeded
- Tier 1:** "DO NOT DRINK" PN without EPA Health Advisory Levels
- Tier 1:** "DO NOT USE" PN without EPA Health Advisory Levels

- Tier 2:** Violation of a chemical or radiological MCL
- Tier 2:** IESWTR/SWTR monthly exceedance of turbidity limit
- Tier 2:** Violation of the total coliform MCL
- Tier 2:** Violation of the fluoride MCL
- Tier 2:** Violation of the LCR TT

- Tier 3:** Monitoring Violation

Appendix D

Translated Public Notice Phrases

Appendix E

Sample Public Notification Certification Form

Appendix F

For More Information

Appendix A – See Note on page 37
NPDWR Violations and Other Situations Requiring Public Notification

Contaminant	MCL/MRDL/TT ² Violations Tier of Public Notice Required	Monitoring & Testing Procedure Violations Tier of Public Notice Required
I. Violations of National Primary Drinking Water Regulations (NPDWR):³		
A. Microbiological Contaminants		
1. Total coliform	2	3
2. Fecal coliform/ <i>E. coli</i>	1	1, 3 ⁴
3. Turbidity MCL (unfiltered)	2	3
4. Turbidity MCL (average of 2 days' samples >5 NTU) (unfiltered)	1	3
5. Turbidity (for TT violations resulting from a single exceedance of CFE max. allowable turbidity level)	1	3
6. Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. allowable turbidity level (TT)	2	3
7. Interim Enhanced Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. turbidity level (TT)	2	3
8. Filter Backwash Recycling Rule Violations	2	3
9. Long Term 1 Enhanced Surface Water Treatment Rule Violations	2	3
10. Long Term 2 Enhanced Surface Water Treatment Rule Violations	2	2,3 ¹⁰
11. Ground Water Rule Violations	2	3
B. Inorganic Chemicals (IOCs)		
1. Antimony	2	3
2. Arsenic	2	3
3. Asbestos (fibers >10 µm)	2	3
4. Barium	2	3
5. Beryllium	2	3
6. Cadmium	2	3
7. Chromium (total)	2	3
8. Cyanide	2	3
9. Fluoride	2	3
10. Mercury (inorganic)	2	3
11. Nitrate	1	1, 3 ⁵
12. Nitrite	1	1, 3 ⁵
13. Total Nitrate and Nitrite	1	3
14. Selenium	2	3
15. Thallium	2	3
C. Lead and Copper Rule (Action Level for lead is 0.015 mg/L, for copper is 1.3 mg/L)		
1. Lead and Copper Rule (TT)	2	3
D. Synthetic Organic Chemicals (SOCs)		
1. 2,4-D	2	3
2. 2,4,5-TP (Silvex)	2	3
3. Alachlor	2	3
4. Atrazine	2	3
5. Benzo(a)pyrene (PAHs)	2	3
6. Carbofuran	2	3
7. Chlordane	2	3
8. Dalapon	2	3
9. Di (2-ethylhexyl) adipate	2	3

10.	Di (2-ethylhexyl) phthalate	2	3
11.	Dibromochloropropane	2	3
12.	Dinoseb	2	3
13.	Dioxin (2,3,7,8-TCDD)	2	3
14.	Diquat	2	3
15.	Endothall	2	3
16.	Endrin	2	3
17.	Ethylene dibromide	2	3
18.	Glyphosate	2	3
19.	Heptachlor	2	3
20.	Heptachlor epoxide	2	3
21.	Hexachlorobenzene	2	3
22.	Hexachlorocyclo-pentadiene	2	3
23.	Lindane	2	3
24.	Methoxychlor	2	3
25.	Oxamyl (Vydate)	2	3
26.	Pentachlorophenol	2	3
27.	Picloram	2	3
28.	Polychlorinated biphenyls (PCBs)	2	3
29.	Simazine	2	3
30.	Toxaphene	2	3
E. Volatile Organic Chemicals (VOCs)			
1.	Benzene	2	3
2.	Carbon tetrachloride	2	3
3.	Chlorobenzene (monochlorobenzene)	2	3
4.	<i>o</i> -Dichlorobenzene	2	3
5.	<i>p</i> -Dichlorobenzene	2	3
6.	1,2-Dichloroethane	2	3
7.	1,1-Dichloroethylene	2	3
8.	<i>cis</i> -1,2-Dichloroethylene	2	3
9.	<i>trans</i> -1,2-Dichloroethylene	2	3
10.	Dichloromethane	2	3
11.	1,2-Dichloropropane	2	3
12.	Ethylbenzene	2	3
13.	Styrene	2	3
14.	Tetrachloroethylene	2	3
15.	Toluene	2	3
16.	1,2,4-Trichlorobenzene	2	3
17.	1,1,1-Trichloroethane	2	3
18.	1,1,2-Trichloroethane	2	3
19.	Trichloroethylene	2	3
20.	Vinyl chloride	2	3
21.	Xylenes (total)	2	3
F. Radioactive Contaminants			
1.	Beta/photon emitters	2	3
2.	Alpha emitters	2	3
3.	Combined radium (226 & 228)	2	3
4.	Uranium	2	3
G. Disinfection Byproducts (DBPs), Byproduct Precursors, Disinfectant Residuals: Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water, including trihalomethanes (THMs) and haloacetic acids (HAAs).			
1.	Total trihalomethanes (TTHMs)	2	3
2.	Haloacetic Acids (HAA5)	2	3
3.	Bromate	2	3
4.	Chlorite	2	3
5.	Chlorine (MRDL)	2	3

6.	Chloramine (MRDL)	2	3
7.	Chlorine dioxide (MRDL), where any 2 consecutive daily samples at entrance to distribution system only are above MRDL	2	2 ⁶ , 3
8.	Chlorine dioxide (MRDL), where sample(s) in distribution system the next day are also above MRDL	1 ⁷	1
9.	Control of DBP precursors--TOC (TT)	2	3
10.	Bench marking and disinfection profiling	N/A	3
11.	Development of monitoring plan	N/A	3
H. Other Treatment Techniques			
1.	Acrylamide (TT)	2	N/A
2.	Epichlorohydrin (TT)	2	N/A
II. Unregulated Contaminant Monitoring.⁸			
A.	Unregulated contaminants	N/A	3
B.	Nickel	N/A	3
III. Public Notification for Variances and Exemptions:			
A.	Operation under a variance or exemption	3	N/A
B.	Violation of conditions of a variance or exemption	2	N/A
IV. Other Situations Requiring Public Notification:			
A.	Flouride secondary maximum contaminant level (SMCL) Exceedance (Does <u>NOT</u> Apply in PA)	N/A in PA	N/A in PA
B.	Exceedance of nitrate MCL for noncommunity systems, as allowed by the department under ANL.	1	N/A
C.	Availability of unregulated contaminant monitoring data	3	N/A
D.	Waterborne disease outbreak	1	N/A
E.	Other waterborne emergency ⁹	1	N/A
F.	Source Water Sample Positive for GWR Fecal indicators: E. coli, Enterococci, or coliphage	1	N/A

Appendix A Endnotes

- Violations and other situations not listed in this table (e.g., violations caused by late reporting) do not require notice, unless otherwise determined by the DEP. The department may, at their option, also require a more stringent public notice tier (e.g., Tier 1 instead of Tier 2 or Tier 2 instead of Tier 3) for specific violations and situations listed in this Appendix.
- MCL - Maximum contaminant level, MRDL - Maximum residual disinfectant level, TT - Treatment technique.
- The term *Violations of National Primary Drinking Water Regulations (NPDWR)* is used here to include violations of MCL, MRDL, treatment technique, monitoring, and testing procedure requirements.
- Failure to test for fecal coliform or *E. coli* is a Tier 1 violation if testing is not done after any repeat sample tests positive for coliform. All other total coliform monitoring and testing procedure violations are Tier 3.
- Failure to take a confirmation sample within 24 hours for nitrate or nitrite after an initial sample exceeds the MCL is a Tier 1 violation. Other monitoring violations for nitrate are Tier 3.
- Failure to monitor for chlorine dioxide at the entrance to the distribution system the day after exceeding the MRDL at the entrance to the distribution system is a Tier 2 violation.
- If any daily sample taken at the entrance to the distribution system exceeds the MRDL for chlorine dioxide and one or more samples taken in the distribution system the next day exceed the MRDL, Tier 1 notification is required. Failure to take the required samples in the distribution system after the MRDL is exceeded at the entry point also triggers Tier 1 notification.
- Some systems must monitor for certain unregulated contaminants.

9. Other waterborne emergencies require a Tier 1 public notice for situations that do not meet the definition of a waterborne disease outbreak but that still have the potential to have serious adverse effects on health as a result of short-term exposure. These could include outbreaks not related to treatment deficiencies, as well as situations that have the potential to cause outbreaks, such as failure or significant interruption in water treatment processes, natural disasters that disrupt the water supply or distribution system, chemical spills or unexpected loading of possible pathogens into the source water.
10. Failure to collect three or more samples for Cryptosporidium Analysis is a Tier 2 violation requiring special notice as specified in §141-211. All other monitoring and testing procedure violations are Tier 3.



APPENDIX B – See Note on page 37

Standard Health Effects Language for Public Notification

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

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification			
B. Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR), Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) and the Filter Backwash Recycling Rule (FBRR) violations						
3. <i>Giardia lamblia</i> (SWTR/IESWTR/LT1ESWTR)	Zero	TT ¹⁰	Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.			
4. Viruses (SWTR/IESWTR/LT1ESWTR)						
5. Heterotrophic plate count (HPC) bacteria ⁹ (SWTR/IESWTR/LT1ESWTR)						
6. Legionella (SWTR/IESWTR/LT1ESWTR)						
7. Cryptosporidium (IESWTR/FBRR/LT1ESWTR)						
C. Inorganic Chemicals (IOCs)						
8. Antimony				0.006	0.006	Some people who drink water containing antimony well in excess of the MCL over many years could experience increases in blood cholesterol and decreases in blood sugar.
9. Arsenic ¹¹	0	0.010	Some people who drink water containing arsenic in excess of the MCL over many years could experience skin damage or problems with their circulatory system, and may have an increased risk of getting cancer.			
10. Asbestos (>10 µm)	7 MFL ¹²	7 MFL	Some people who drink water containing asbestos in excess of the MCL over many years may have an increased risk of developing benign intestinal polyps.			
11. Barium	2	2	Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure.			
12. Beryllium	0.004	0.004	Some people who drink water containing beryllium well in excess of the MCL over many years could develop intestinal lesions.			
13. Cadmium	0.005	0.005	Some people who drink water containing cadmium in excess of the MCL over many years could experience kidney damage.			
14. Chromium (total)	0.1	0.1	Some people who use water containing chromium well in excess of the MCL over many years could experience allergic dermatitis.			
15. Cyanide	0.2	0.2	Some people who drink water containing cyanide well in excess of the MCL over many years could experience nerve damage or problems with their thyroid.			

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
16. Fluoride	2	2	This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Dental fluorosis, in its moderate or severe forms, may result in a brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease.
17. Mercury (inorganic)	0.002	0.002	Some people who drink water containing inorganic mercury well in excess of the MCL over many years could experience kidney damage.
18. Nitrate	10	10	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
19. Nitrite	1	1	Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
20. Total Nitrate and Nitrite	10	10	Infants below the age of six months who drink water containing nitrate and nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.
21. Selenium	0.05	0.05	Selenium is an essential nutrient. However, some people who drink water containing selenium in excess of the MCL over many years could experience hair or fingernail losses, numbness in fingers or toes, or problems with their circulation.
22. Thallium	0.0005	0.002	Some people who drink water containing thallium in excess of the MCL over many years could experience hair loss, changes in their blood, or problems with their kidneys, intestines, or liver.
D. Lead and Copper Rule			
23. Lead	Zero	TT ¹³	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.
24. Copper	1.3	TT ¹⁴	Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
E. Synthetic Organic Chemicals (SOCs)			
25. 2,4-D	0.07	0.07	Some people who drink water containing the weed killer 2,4-D well in excess of the MCL over many years could experience problems with their kidneys, liver, or adrenal glands.
26. 2,4,5-TP (Silvex)	0.05	0.05	Some people who drink water containing silvex in excess of the MCL over many years could experience liver problems.
27. Alachlor	Zero	0.002	Some people who drink water containing alachlor in excess of the MCL over many years could have problems with their eyes, liver, kidneys, or spleen, or experience anemia, and may have an increased risk of getting cancer.
28. Atrazine	0.003	0.003	Some people who drink water containing atrazine well in excess of the MCL over many years could experience problems with their cardiovascular system or reproductive difficulties.
29. Benzo(a)pyrene (PAHs)	Zero	0.0002	Some people who drink water containing benzo(a)pyrene in excess of the MCL over many years may experience reproductive difficulties and may have an increased risk of getting cancer.
30. Carbofuran	0.04	0.04	Some people who drink water containing carbofuran in excess of the MCL over many years could experience problems with their blood, or nervous or reproductive systems.
31. Chlordane	Zero	0.002	Some people who drink water containing chlordane in excess of the MCL over many years could experience problems with their liver, or nervous system, and may have an increased risk of getting cancer.
32. Dalapon	0.2	0.2	Some people who drink water containing dalapon well in excess of the MCL over many years could experience minor kidney changes.
33. Di (2-ethylhexyl) adipate	0.4	0.4	Some people who drink water containing di (2-ethylhexyl) adipate well in excess of the MCL over many years could experience toxic effects such as weight loss, liver enlargement or possible reproductive difficulties.
34. Di(2-ethylhexyl) phthalate	Zero	0.006	Some people who drink water containing di (2-ethylhexyl) phthalate well in excess of the MCL over many years may have problems with their liver, or experience reproductive difficulties, and may have an increased risk of getting cancer.
35. Dibromochloropropane (DBCP)	Zero	0.0002	Some people who drink water containing DBCP in excess of the MCL over many years could experience reproductive difficulties and may have an increased risk of getting cancer.
36. Dinoseb	0.007	0.007	Some people who drink water containing dinoseb well in excess of the MCL over many years could experience reproductive difficulties.
37. Dioxin (2,3,7,8-TCDD)	Zero	3×10^{-8}	Some people who drink water containing dioxin in excess of the MCL over many years could experience reproductive difficulties and may have an increased risk of getting cancer.
38. Diquat	0.02	0.02	Some people who drink water containing diquat in excess of the MCL over many years could get cataracts.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
39. Endothall	0.1	0.1	Some people who drink water containing endothall in excess of the MCL over many years could experience problems with their stomach or intestines.
40. Endrin	0.002	0.002	Some people who drink water containing endrin in excess of the MCL over many years could experience liver problems.
41. Ethylene dibromide	Zero	0.00005	Some people who drink water containing ethylene dibromide in excess of the MCL over many years could experience problems with their liver, stomach, reproductive system, or kidneys, and may have an increased risk of getting cancer.
42. Glyphosate	0.7	0.7	Some people who drink water containing glyphosate in excess of the MCL over many years could experience problems with their kidneys or reproductive difficulties.
43. Heptachlor	Zero	0.0004	Some people who drink water containing heptachlor in excess of the MCL over many years could experience liver damage and may have an increased risk of getting cancer.
44. Heptachlor epoxide	Zero	0.0002	Some people who drink water containing heptachlor epoxide in excess of the MCL over many years could experience liver damage, and may have an increased risk of getting cancer.
45. Hexachlorobenzene	Zero	0.001	Some people who drink water containing hexachlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys, or adverse reproductive effects, and may have an increased risk of getting cancer.
46. Hexachlorocyclo-pentadiene	0.05	0.05	Some people who drink water containing hexachlorocyclopentadiene well in excess of the MCL over many years could experience problems with their kidneys or stomach.
47. Lindane	0.0002	0.0002	Some people who drink water containing lindane in excess of the MCL over many years could experience problems with their kidneys or liver.
48. Methoxychlor	0.04	0.04	Some people who drink water containing methoxychlor in excess of the MCL over many years could experience reproductive difficulties.
49. Oxamyl (Vydate)	0.2	0.2	Some people who drink water containing oxamyl in excess of the MCL over many years could experience slight nervous system effects.
50. Pentachlorophenol	Zero	0.001	Some people who drink water containing pentachlorophenol in excess of the MCL over many years could experience problems with their liver or kidneys, and may have an increased risk of getting cancer.
51. Picloram	0.5	0.5	Some people who drink water containing picloram in excess of the MCL over many years could experience problems with their liver.
52. Polychlorinated biphenyls (PCBs)	Zero	0.0005	Some people who drink water containing PCBs in excess of the MCL over many years could experience changes in their skin, problems with their thymus gland, immune deficiencies, or reproductive or nervous system difficulties, and may have an increased risk of getting cancer.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
53. Simazine	0.004	0.004	Some people who drink water containing simazine in excess of the MCL over many years could experience problems with their blood.
54. Toxaphene	Zero	0.003	Some people who drink water containing toxaphene in excess of the MCL over many years could have problems with their kidneys, liver, or thyroid, and may have an increased risk of getting cancer.
F. Volatile Organic Chemicals (VOCs)			
55. Benzene	Zero	0.005	Some people who drink water containing benzene in excess of the MCL over many years could experience anemia or a decrease in blood platelets, and may have an increased risk of getting cancer.
56. Carbon tetrachloride	Zero	0.005	Some people who drink water containing carbon tetrachloride in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
57. Chlorobenzene (monochlorobenzene)	0.1	0.1	Some people who drink water containing chlorobenzene in excess of the MCL over many years could experience problems with their liver or kidneys.
58. <i>o</i> -Dichlorobenzene	0.6	0.6	Some people who drink water containing <i>o</i> -dichlorobenzene well in excess of the MCL over many years could experience problems with their liver, kidneys, or circulatory systems.
59. <i>p</i> -Dichlorobenzene	0.075	0.075	Some people who drink water containing <i>p</i> -dichlorobenzene in excess of the MCL over many years could experience anemia, damage to their liver, kidneys, or spleen, or changes in their blood.
60. 1,2-Dichloroethane	Zero	0.005	Some people who drink water containing 1,2-dichloroethane in excess of the MCL over many years may have an increased risk of getting cancer.
61. 1,1-Dichloroethylene	0.007	0.007	Some people who drink water containing 1,1-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
62. <i>cis</i> -1,2-Dichloroethylene	0.07	0.07	Some people who drink water containing <i>cis</i> -1,2-dichloroethylene in excess of the MCL over many years could experience problems with their liver.
63. <i>trans</i> -1,2-Dichloroethylene	0.1	0.1	Some people who drink water containing <i>trans</i> -1,2-dichloroethylene well in excess of the MCL over many years could experience problems with their liver.
64. Dichloromethane	Zero	0.005	Some people who drink water containing dichloromethane in excess of the MCL over many years could have liver problems and may have an increased risk of getting cancer.
65. 1,2-Dichloropropane	Zero	0.005	Some people who drink water containing 1,2-dichloropropane in excess of the MCL over many years may have an increased risk of getting cancer.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
66. Ethylbenzene	0.7	0.7	Some people who drink water containing ethylbenzene well in excess of the MCL over many years could experience problems with their liver or kidneys.
67. Styrene	0.1	0.1	Some people who drink water containing styrene well in excess of the MCL over many years could have problems with their liver, kidneys, or circulatory system.
68. Tetrachloroethylene	Zero	0.005	Some people who drink water containing tetrachloroethylene in excess of the MCL over many years could have problems with their liver, and may have an increased risk of getting cancer.
69. Toluene	1	1	Some people who drink water containing toluene well in excess of the MCL over many years could have problems with their nervous system, kidneys, or liver.
70. 1,2,4-Trichlorobenzene	0.07	0.07	Some people who drink water containing 1,2,4-trichlorobenzene well in excess of the MCL over many years could experience changes in their adrenal glands.
71. 1,1,1-Trichloroethane	0.2	0.2	Some people who drink water containing 1,1,1-trichloroethane in excess of the MCL over many years could experience problems with their liver, nervous system, or circulatory system.
72. 1,1,2-Trichloroethane	0.003	0.005	Some people who drink water containing 1,1,2-trichloroethane well in excess of the MCL over many years could have problems with their liver, kidneys, or immune systems.
73. Trichloroethylene	Zero	0.005	Some people who drink water containing trichloroethylene in excess of the MCL over many years could experience problems with their liver and may have an increased risk of getting cancer.
74. Vinyl chloride	Zero	0.002	Some people who drink water containing vinyl chloride in excess of the MCL over many years may have an increased risk of getting cancer.
75. Xylenes (total)	10	10	Some people who drink water containing xylenes in excess of the MCL over many years could experience damage to their nervous system.
G. Radioactive Contaminants			
76. Beta/photon emitters	Zero	4 mrem/yr ⁵	Certain minerals are radioactive and may emit forms of radiation known as photons and beta radiation. Some people who drink water containing beta and photon emitters in excess of the MCL over many years may have an increased risk of getting cancer.
77. Alpha emitters (Gross alpha)	Zero	15 pCi/L ¹⁶	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
78. Combined radium (226 & 228)	Zero	5 pCi/L	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.
79. Uranium ¹⁷	zero	30 µg/l	Some people who drink water containing uranium in excess of the MCL over many years may have an increased risk of getting cancer and kidney toxicity.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
H. Disinfection Byproducts (DBPs), Byproduct Precursors, and Disinfectant Residuals: Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water, including trihalomethanes (THMs) and haloacetic acids (HAAs).¹⁸			
80. Total trihalomethanes (TTHMs)	N/A	0.080 ^{19,20}	Some 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.
81. Haloacetic Acids (HAA)	N/A	0.060 ²¹	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.
82. Bromate	Zero	0.010	Some people who drink water containing bromate in excess of the MCL over many years may have an increased risk of getting cancer.
83. Chlorite	0.8	1.0	Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.
84. Chlorine	4 (MRDLG) ²	4.0 (MRDL) ²³	Some people who use drinking water containing chlorine well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chlorine well in excess of the MRDL could experience stomach discomfort.
85. Chloramines	4 (MRDLG)	4.0 (MRDL)	Some people who use drinking water containing chloramines well in excess of the MRDL could experience irritating effects to their eyes and nose. Some people who drink water containing chloramines well in excess of the MRDL could experience stomach discomfort or anemia.
86a. Chlorine dioxide, where any 2 consecutive daily samples taken at the entrance to the distribution system are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia. <i>Add for public notification only:</i> The chlorine dioxide violations reported today are the result of exceedances at the treatment facility only, not within the distribution system which delivers water to consumers. Continued compliance with chlorine dioxide levels within the distribution system minimizes the potential risk of these violations to consumers.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
86b. Chlorine dioxide, where one or more distribution system samples are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	<p><i>Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.</i></p> <p><u>Add for public notification only:</u> The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure.</p>
87. Control of DBP precursors (TOC)	None	TT	<p>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.</p>
I. Other Treatment Techniques			
88. Acrylamide	Zero	TT	<p>Some people who drink water containing high levels of acrylamide over a long period of time could have problems with their nervous system or blood, and may have an increased risk of getting cancer.</p>
89. Epichlorohydrin	Zero	TT	<p>Some people who drink water containing high levels of epichlorohydrin over a long period of time could experience stomach problems, and may have an increased risk of getting cancer.</p>

Appendix B Endnotes

1. MCLG – Maximum contaminant level goal
2. MCL – Maximum contaminant level
3. For water systems analyzing at least 40 samples per month, no more than 5.0 percent of the monthly samples may be positive for total coliforms. For systems analyzing fewer than 40 samples per month, no more than one sample per month may be positive for total coliforms.
4. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule, and the 1998 Interim Enhanced Surface Water Treatment Rule. The MCL for the monthly turbidity average is 1.0 NTU; the MCL for the 2-day average is 5.0 NTU for systems that are required to filter but have not yet installed filtration (40 CFR 141.13).
5. NTU – Nephelometric turbidity unit
6. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), and the 1998 Interim Enhanced Surface Water Treatment Rule (IESWTR). Systems subject to the Surface Water Treatment Rule (both filtered and unfiltered) may not exceed 2.0 NTU. In addition, in filtered systems, 95 percent of samples each month must not exceed 0.5 NTU in systems using conventional or direct filtration and must not exceed 1.0 NTU in systems using slow sand or diatomaceous earth filtration or other filtration technologies approved by the Department.
7. TT – Treatment technique
8. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), and the 1998 Interim Enhanced Surface Water Treatment Rule (IESWTR). For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the IESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the Department.
9. The bacteria detected by heterotrophic plate count (HPC) are not necessarily harmful. HPC is simply an alternative method of determining disinfectant residual levels. The number of such bacteria is an indicator of whether there is enough disinfectant in the distribution system.
10. SWTR and IESWTR treatment technique violations that involve turbidity exceedances may use the health effects language for turbidity instead.
11. These arsenic values are effective January 23, 2006. Until then, the MCL is 0.05 mg/l and there is no MCLG.
12. Millions of fibers per liter
13. Action Level = 0.015 mg/L
14. Action Level = 1.3 mg/L
15. Millirems per year
16. Picocuries per liter
17. The uranium MCL is effective December 8, 2003 for all community water systems.
18. Surface water systems and ground water systems under the direct influence of surface water are regulated under Subpart H of 40 CFR 141. Subpart H community and nontransient noncommunity systems serving $\geq 10,000$ must comply with DBP MCLs and disinfectant maximum residual disinfectant levels (MRDLs) beginning January 1, 2002. All other community and nontransient noncommunity systems must meet the MCLs and MRDLs beginning January 1, 2004. Subpart H transient noncommunity systems serving 10,000 or more persons and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. Subpart H transient noncommunity systems serving fewer than 10,000 persons and systems using only ground water not under the direct influence of surface water and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

19. The MCL of 0.10 mg/l for TTHMs is in effect until January 1, 2002 for Subpart H community water systems serving 10,000 or more. This MCL is in effect until January 1, 2004 for community water systems with a population of 10,000 or more using only ground water not under the direct influence of surface water. After these deadlines, the MCL will be 0.080 mg/l. On January 1, 2004, all systems serving less than 10,000 will have to comply with the new MCL as well.
20. The MCL for total trihalomethanes is the sum of the concentrations of the individual trihalomethanes.
21. The MCL for haloacetic acids is the sum of the concentrations of the individual haloacetic acids.
22. MRDLG – Maximum residual disinfectant level goal
23. MRDL – Maximum residual disinfectant level

Appendix C

Templates for Common Public Notices

3800-FM-WSFR0180 Rev. 7/2009



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF WATER STANDARDS AND FACILITY REGULATION

Instructions for BWA Due to a Loss of Positive Pressure:

A situation that causes a loss of positive pressure in any portion of the distribution system where there is evidence of contamination or a water supplier suspects a high risk of contamination has the potential to cause adverse health effects. Public notice, in the form of a boil water advisory, shall be provided to persons impacted by the loss of positive pressure as soon as possible, but no later than 24 hours after you learn of the violation or situation. The form and manner shall fit the specific situation and shall be designed to reach residential, transient, and non-transient users of the water system. In order to reach all persons served, you shall use, at a minimum, one or more of the following forms of delivery:

- Appropriate broadcast media such as radio or television.
- Posting of the notice in conspicuous locations throughout the area served by the water system.
- Hand delivery of the notice to persons served by the water system.
- Another delivery method approved in writing by the Department.

In addition, you shall:

- Report the circumstances to the Department within 1 hour of discovery of the violation or situation.
- Initiate consultation with the Department as soon as possible, but no later than 24 hours after the violation or situation, to determine initial and any additional public notice requirements.
- Comply with initial and any additional public notification requirements that are established as a result of the consultation with the Department.

Description of the Violation/Situation:

If you know why the loss of distribution system pressure occurred, explain it in your notice.

Potential Health Effects

Use the mandatory health effects language indicated in *italics* on the following template.

Population at Risk

Some people can be affected more severely than others, as described on the following template. The specific language on the following template is not mandatory, but you must provide information on the population at risk. In addition, make sure it is clear who is served by your water system—you may need to list the areas you serve.

Corrective Action

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems that experience a loss of pressure in the distribution system. Use one or more of the following actions, if appropriate, or develop your own:

- We are sampling/we sampled the finished 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.
- We are repairing/replacing water lines.
- We are flushing the system thoroughly to re-establish disinfectant residuals.

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

HIERVAN EL AGUA ANTES DE USARLA.

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ **May Be At Increased Risk From Microbial Contamination.**

We routinely monitor the conditions in the distribution system. On _____, we experienced a loss of positive water pressure due to _____. A loss of positive water pressure is a signal of the existence of conditions that could allow contamination to enter the distribution system through back-flow by back-pressure or back-siphonage. As a result, there is an increased chance that the water may contain disease-causing organisms.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for one minute, and let it cool before using; or use bottled water. You should use boiled or bottled water for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice.

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.

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 happened? What is being done?

We will inform you when all corrective actions have been completed and when you no longer need to boil your water.

For more information, please contact:

at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 notice for violation of the MCL for total coliforms when fecal coliforms or *E. coli* are present (Acute):

Violation of the MCL for total coliforms, when fecal coliforms or *E. coli* are present in the water distribution system, or when the water supplier fails to test for fecal coliforms or *E. coli* when any check sample tests positive for coliforms, is a Tier 1 violation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER WARNING" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as "BOIL YOUR WATER BEFORE USING". As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice. If you are selling or providing bottled water, your notice should say where it can be obtained. For more information about providing bottled water, see the "Other Consumer Actions" section.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. Include the appropriate **mandatory health effects language** indicated in *italics* on the following template. You may not change this wording.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with fecal coliform or *E. Coli* 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 switching to an alternate drinking water source.
- We are increasing sampling for coliform bacteria to determine the source of contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

HIERVAN EL AGUA ANTES DE USARLA.

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ water is contaminated with _____.
_____ bacteria were found in the water supply on _____. These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.

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

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

What happened? What is being done?

Bacterial contamination can occur when increased run-off enters the drinking water source. It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

We will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem by _____.

For more information, please contact: _____

_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 notice for violation of a treatment technique resulting from a single exceedance of the combined filter effluent maximum allowable turbidity limit (Acute):

Exceedance of the maximum allowable turbidity limit of 1 NTU (conventional, direct or other filtration technologies) or 2.0 NTU (slow sand or diatomaceous earth filtration technologies) in a combined filter effluent turbidity sample, for public water systems using surface water or groundwater sources under the direct influence of surface water (GUDIs), is a treatment technique violation.

This event constitutes a Tier 1 violation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER WARNING" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as "BOIL YOUR WATER BEFORE USING". As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice. If you are selling or providing bottled water, your notice should say where it can be obtained. For more information about providing bottled water, see the "Other Consumer Actions" section.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

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

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. Include the appropriate **mandatory health effects language** indicated in *italics* on the following template. You may not change this wording.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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

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

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

HIERVAN EL AGUA ANTES DE USARLA.

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE.
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

_____ has high turbidity levels.

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

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.

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

The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

We anticipate resolving the problem by _____.

We will inform you when tests show no bacteria and you no longer need to boil your water.

For more information, please contact: _____

_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 notice for occurrence of a waterborne disease outbreak (Acute):

Occurrence of a waterborne disease outbreak requires a Tier 1 notice. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER WARNING" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as "BOIL YOUR WATER BEFORE USING". As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice. If you are selling or providing bottled water, your notice should say where it can be obtained. For more information about providing bottled water, see the "Other Consumer Actions" section.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

If known, list any organisms detected, the number of affected people, any water treatment problems contributing to the waterborne disease outbreak, and any sources of contamination, such as flooding.

Other Consumer Actions (What should I do?):

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

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

Some people who contract waterborne diseases can be affected more severely than others, as described on the template. You are required to identify the population at risk. Although the specific language on the template is not mandatory, you may wish to use it to identify the population at risk.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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

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

It is recommended that you notify health professionals in the area of the outbreak. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professional, including dentists, use tap water during their procedures and need to know of contamination so they can use bottled water.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

DRINKING WATER WARNING

BOIL YOUR WATER BEFORE USING

HIERVAN EL AGUA ANTES DE USARLA.

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

Disease-causing organisms have entered _____ water supply.

These organisms are causing illness in people served by _____.

We learned of a waterborne disease outbreak from _____ on _____.

What should I do?

DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.

If you experience any of these symptoms and they persist, contact your doctor. 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.

What happened? What is being done?

We anticipate resolving the problem by _____.

We will inform you when you no longer need to boil your water.

For more information, please contact: _____

_____ at _____

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-(800)-426-4791.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 notice for exceedance of the chlorine dioxide MRDL (Acute):

Exceedance of the MRDL for chlorine dioxide of 0.8 mg/L at the entrance to the distribution system, where sample(s) in the distribution system the next day are also above the MRDL, or where the system fails to collect the required number of distribution samples the next day is a Tier 1 violation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER WARNING" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as "PREGNANT WOMEN AND YOUNG CHILDREN SHOULD NOT DRINK THE WATER". As soon as consumers read this phrase, they will want to know why. However, it should be kept short and concise. A short description of the violation or situation should follow instructions to consumers. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. Include the appropriate **mandatory health effects language** indicated in *italics* on the following template. You may not change this wording. The language on the template lists "young children" as one of the groups at increased risk. Because the potential health effects of chlorine dioxide are based on tests on laboratory animals, there is no way to determine at exactly what age the water is safe to drink. If your consumers have questions, encourage them to err on the side of caution. Unaffected consumers should be told they do not need to take action but have a right to be informed of the problem.

If you are providing bottled water, your notice shall say where it can be obtained. Remember that bottled water can also be contaminated or be high in chlorine dioxide if the bottler uses municipal water. Make sure the bottled water meets all drinking water standards by contacting the bottler and asking for the most recent test results.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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

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

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

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

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE.
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

_____ has high chlorine dioxide levels.

Sample results received _____ showed chlorine dioxide levels of _____. This is above the standard or maximum residual disinfectant level (MRDL) of 0.8 mg/L. Chlorine dioxide is used for disinfection, but too much of it over a short period of time may harm the development of children, infants and fetuses.

What should I do?

DO NOT USE THIS WATER IF YOU ARE PREGNANT OR GIVE IT TO YOUNG CHILDREN. Bottled water should be used until further notice.

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

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

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

What happened? What is being done?

Chlorine dioxide is used in small amounts every day to kill bacteria and other organisms that may be in your drinking water. A problem occurred with our chlorine dioxide generator, and too much chlorine dioxide was released.

We will inform you when chlorine dioxide levels return to appropriate levels and when you no longer need to seek an alternative source of drinking water.

For more information, please contact: _____
_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 notice for violation of the nitrate, nitrite, or total nitrate and nitrite MCL (Acute):

Violation of the MCL for nitrate of 10 mg/L, or nitrite of 1 mg/L, or total nitrate and nitrite of 10 mg/L occurs when samples exceed these values or when the supplier fails to take a confirmation sample within 24 hours of the system's receipt of the first sample showing an exceedance of the nitrate or nitrite MCL. This event constitutes a Tier 1 violation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER WARNING" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as "DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA". As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice. If you are providing alternative sources of water for infants, your notice should say where it can be obtained. For more information about providing bottled water, see the "Other Consumer Actions" section.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. Include the appropriate **mandatory health effects language** indicated in *italics* on the following template. You may not change this wording.

Remember that bottled water can also be contaminated. Make sure the bottled water meets all drinking water standards by contacting the bottler and asking for the most recent test results.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

In your notice, describe the corrective actions you are taking. Listed below are some actions commonly taken by water systems with nitrate/nitrite violations. Use this language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include:
 - Drilling a new well,
 - Mixing the water with low-nitrate water from another source, or
 - Buying water from another water system.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Repeat Notices

If this is a repeat notice (as required by DEP), or if your system's nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

You were initially notified of high nitrate levels on [insert date]. Since that time, we have been monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears that high nitrates occur during the later summer and fall. Note that prior to [insert year] we were meeting drinking water standards for nitrate.

DRINKING WATER WARNING

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

**PADRES DE FAMILIA CON BEBES DE SEIS MESES DE EDAD Y MENORES, NO USEN
EL AGUA PARA PREPARAR ALIMENTOS PARA BEBES.**

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE.
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

_____ has high levels of nitrate.

Sample results received _____ showed nitrate levels of _____. This is above the nitrate standard, or maximum contaminant level (MCL) of 10 mg/L. Nitrate in drinking water is a serious health concern for infants less than six months old.

What should I do?

DO NOT GIVE THE WATER TO INFANTS. *Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome. Blue- baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.*

Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.

DO NOT BOIL THE WATER. Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.

Adults and children older than six months can drink the tap water. Nitrate is a concern for infants because they can't process nitrates in the same way adults can. However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

What happened? What is being done?

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year. We'll let you know when the amount of nitrate is again below the limit.

We anticipate resolving the problem by _____.

For more information, please contact: _____

at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 1 "Problem Corrected" notice:

DEP requires all public water systems to issue a "problem corrected" notice within 24 hours after a Tier 1 violation or situation has been resolved.

The template notice is very general and can be used for any violation or situation. However, to help restore consumers' confidence in the water system, you should modify the notice to fit your situation.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, "DRINKING WATER PROBLEM CORRECTED" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was solved.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

DRINKING WATER PROBLEM CORRECTED

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE.
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

As a customer of _____,
you were notified on _____ of a problem with our drinking water and were advised to

We are pleased to report that the problem has been corrected and that it is no longer necessary to _____

We apologize for any inconvenience and thank you for your patience.

As always, you may contact:

at _____

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 _____.

PWS ID#: _____

Date distributed: _____



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF WATER STANDARDS AND FACILITY REGULATION

**Instructions for completing a Tier 1 abbreviated message when using
an automatic telephone dialing system, TV scrollers, bullhorn
announcements or radio station news flashes.**

The following violations or situations are Tier 1 events that require Tier 1 public notices:

- Violation of the MCL for total coliforms when fecal coliforms or E. coli are present in the water distribution system or when the water supplier fails to test for fecal coliforms or E. coli when any check sample tests positive for coliforms.
- Violation of the MCL for nitrate, nitrite, or total nitrate and nitrite or when the water supplier fails to take a confirmation sample within 24 hours of the system's receipt of the first sample showing an exceedance of the nitrate or nitrite MCL.
- Exceedance of the nitrate MCL by noncommunity water systems, when permitted by the Department in writing to operate under an Alternate Nitrate Level.
- Violations of the MRDL for chlorine dioxide when one or more of the samples taken in the distribution system the day following an exceedance of the MRDL at the entrance of the distribution system exceed the MRDL or when the water supplier does not take the required samples in the distribution system.
- Violation of the turbidity MCL of 5 NTU based on an average for 2 consecutive days by a public water system using an unfiltered surface water source.
- Violation of a treatment technique requirement for pathogenic bacteria, viruses and protozoan cysts, resulting from a single exceedance of the combined filter effluent maximum allowable turbidity limit.
- Occurrence of a waterborne disease outbreak or other situations defined under 109.701(a)(3)(iii) that adversely affect the quality or quantity of the finished water.
- Other violations or situations with significant potential to have serious adverse effects on human health as a result of short-term exposure, as determined by the Department on a case-by-case basis.

Beginning on May 10, 2010, water suppliers must provide within 24 hours, a Tier 1 public notice to each **service connection** using one or more of the following forms of direct delivery:

- Hand delivery
- Electronic mail
- Automatic telephone dialing systems
- Another form of direct delivery approved in writing by the Department

In addition to providing public notification to each service connection, water suppliers that also serve transient and nontransient service connections must provide an abbreviated notice using broadcast media.

Minimum content elements for abbreviated messages:

1. A description of the violation or situation, including the contaminant of concern, and (as applicable) the contaminant level;
2. Whether alternative water supplies should be used;
3. What actions consumers should take, including when they should seek medical help, if known;
4. A telephone number or website address, or both, where consumers can obtain the entire notice.

Additional Requirements when using an Abbreviated Message:

A water supplier that delivers an abbreviated notice must also provide the entire Tier 1 public notice (mandatory 10 content elements and Spanish translation regarding the importance of the notice) in one of the following ways:

- Posted on a website.
- Recorded on a dedicated telephone line.
- A method approved in writing by the Department.

Abbreviated Message:

Recorded messages need to be clear and concise. Keep the message short enough (50 to 60 seconds) in length so that the message doesn't get cut off on customer's answering machines or it exceeds the Vendor's length capacity.

You may want to begin with identifying that the message is coming from your water company. For example, "This is a message from ABC Water system."

If the message pertains to a portion of the distribution system, state the area or streets impacted by this message.

Content Item #1: Description of the Violation or Situation

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Content Item #2: Alternative water supply information

If you are selling or providing bottled water, your message should say where it can be obtained.

Content Item #3: What Actions Consumers should take?

Provide a detailed description of actions consumers should take from the specific Tier 1 PN template that is required for this violation or situation.

Content Item #4: Telephone number or website address where consumers can obtain the entire Tier 1 PN:

Provide a telephone number where the entire Tier 1 PN notice is recorded or provide a website address where your customers can read the entire Tier 1 PN notice.

Optional Content Item:

You may want to include a sentence about issuing a message when the problem is corrected.

Abbreviated Message Template

This is a message from _____ . We are currently experiencing _____ which requires to you as a consumer to take the following actions.

_____.

We are providing alternate water at the following locations _____.

For more information about this public notice, visit our website at _____ or call _____ to listen to a recording of the entire public notice.

We will be sending another message when the problem is corrected and your water is OK to _____.



Instructions for issuing a Tier 1 “DO NOT DRINK” PN when an EPA Health Advisory Level has been exceeded.

When drinking water contains contaminant levels that exceed an EPA one-day or ten-day health advisory level, DEP staff should elevate the event to a Tier 1 situation. This situation has significant potential to have serious adverse effects on human health as a result of short-term exposure. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, “DRINKING WATER WARNING” is better than “PUBLIC NOTICE”. You should also identify the targeted audience or the population at risk, such as “People served by _____ Water System”. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as “DO NOT DRINK”. As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. If you are selling or providing bottled water, your notice should say where it can be obtained. If you want to provide more specific details about “drinking” restrictions, you can add additional text.

Include the appropriate **acute health effects language** indicated in *italics* on the following template. Acute health effects language can be found in Table 1 of the Department’s “Policy for Issuing and Removing Water Supply Warnings” or from EPA’s technical fact sheets at: <http://www.epa.gov/safewater/hfacts.html>. If acute health effects language is not available, the Department will assist in determining the appropriate language to insert regarding health effects.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

If the source of contamination is known, indicate the source of contamination. If the source is unknown, use the EPA technical fact sheets to describe the sources of contamination. In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with chemical violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove _____ or connecting to _____ water supply.
- We have stopped using the contaminated well/source. 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 _____.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Template Form Field Instructions:

When you place the cursor in the form field of the following template, look in the bottom left corner of your computer (row above the START button) for instructions about the information you enter in that field.

(i.e. first form field instructions read: Insert system name)

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

**NO BEBA EL AGUA
ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA
POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON
ALGUIEN QUE LO ENTIENDA.**

_____ has high levels of _____.

Sample results received on _____ showed _____ levels of _____.
This level is above the _____ EPA health advisory level of _____ mg/L. According
to EPA, consuming water that contains a contaminant above this health advisory level may be a serious health
concern.

What should I do?

DO NOT DRINK THE WATER. Use bottled water or alternative sources for drinking, cooking, or food
preparation **until further notice**. Throw away ice cubes if made with tap water. _____.

DO NOT BOIL THE WATER. Boiling, freezing, filtering, or letting water stand does not reduce the _____
level. Excessive boiling can make the _____ more concentrated, because _____
remains behind when the water evaporates.

_____.

If you have specific health concerns, you may wish to consult your doctor.

What happened? What is being done?

We'll let you know when the amount of _____ is again below the limit.

We anticipate resolving the problem by _____.

For more information, please contact: _____

_____ at _____

*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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for issuing a Tier 1 “DO NOT USE” PN when an EPA Health Advisory Level has been exceeded.

When drinking water contains contaminant levels that exceed an EPA one-day or ten-day health advisory level, DEP staff should elevate the event to a Tier 1 situation. This situation has significant potential to have serious adverse effects on human health as a result of short-term exposure. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

The Department will determine on a case-by-case basis when a situation warrants a “Do Not Use” advisory. “Do Not Use” advisories will be issued when it is determined that short-term consumptive, dermal, and/or respiratory exposure to the water may adversely affect human health.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, “DRINKING WATER WARNING” is better than “PUBLIC NOTICE”. You should also identify the targeted audience or the population at risk, such as “People served by _____ Water System”. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as “DO NOT USE”. As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. If you are selling or providing bottled water, your notice should say where it can be obtained. If you want to provide more specific details about “use” restrictions, you can add additional text.

Include the appropriate **acute health effects language** indicated in *italics* on the following template. Acute health effects language can be found in Table 1 of the Department’s “Policy for Issuing and Removing Water Supply Warnings” or from EPA’s technical fact sheets at: <http://www.epa.gov/safewater/hfacts.html>. If acute health effects language is not available, the Department will assist in determining the appropriate language to insert regarding health effects.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

If the source of contamination is known, indicate the source of contamination. If the source is unknown, use the EPA technical fact sheets to describe the sources of contamination. In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with chemical violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove _____ or connecting to _____ water supply.

- We have stopped using the contaminated well/source. 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 _____.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Template Form Field Instructions:

When you place the cursor in the form field of the following template, look in the bottom left corner of your computer (row above the START button) for instructions about the information you enter in that field.

(i.e. first form field instructions read: Insert system name)

**DRINKING WATER WARNING
DO NOT USE THE WATER**

NO USE EL AGUA

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ has high levels of _____.

Sample results received on _____ showed _____ levels of _____. This is above the _____ EPA health advisory level of _____ mg/L. According to EPA, using water that contains a contaminant above this health advisory level may be a serious health concern.

What should I do?

DO NOT USE THE WATER. Use bottled water or alternative sources for drinking, bathing, hand washing, making ice, brushing teeth, washing dishes, cooking, or food preparation **until further notice**.

DO NOT BOIL THE WATER. Boiling, freezing, filtering, or letting water stand does not reduce the _____ level.

If you have specific health concerns, you may wish to consult your doctor.

What happened? What is being done?

We'll let you know when the amount of _____ is again below the limit.

We anticipate resolving the problem by _____.

For more information, please contact: _____

_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for issuing a Tier 1 “DO NOT DRINK” PN without EPA Health Advisory Levels

When drinking water contains contaminant levels that are substantially high or exceed an MCL; but EPA has not established a one-day or ten-day health advisory, the Department may still determine that this is a situation with potential to have serious adverse effects on human health as a result of short-term exposure. Consequently, DEP staff should elevate this event to a Tier 1 situation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

The Department will determine on a case-by-case basis when a situation warrants a “Do Not Drink” advisory. “Do Not Drink” advisories will be issued when it is determined that short-term drinking exposure to the water may adversely affect human health.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, “DRINKING WATER WARNING” is better than “PUBLIC NOTICE”. You should also identify the targeted audience or the population at risk, such as “People served by _____ Water System”. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as “DO NOT DRINK”. As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. If you are selling or providing bottled water, your notice should say where it can be obtained. If you want to provide more specific details about “drinking” restrictions, you can add additional text.

Include the appropriate **acute health effects language** indicated in *italics* on the following template. Acute health effects language can be found in Table 1 of the Department’s “Policy for Issuing and Removing Water Supply Warnings” or from EPA’s technical fact sheets at: <http://www.epa.gov/safewater/hfacts.html>. If acute health effects language is not available, the Department will assist in determining the appropriate language to insert regarding health effects.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

If the source of contamination is known, indicate the source of contamination. If the source is unknown, use the EPA technical fact sheets to describe the sources of contamination. In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with chemical violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove _____ or connecting to _____ water supply.

- We have stopped using the contaminated well/source. 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 _____.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Template Form Field Instructions:

When you place the cursor in the form field of the following template, look in the bottom left corner of your computer (row above the START button) for instructions about the information you enter in that field.

(i.e. first form field instructions read: Insert system name)

**DRINKING WATER WARNING
DO NOT DRINK THE WATER
NO BEBA EL AGUA**

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ has high levels of _____.

Sample results received on _____ showed _____ levels of _____.
This level _____ of _____ mg/L. _____
in drinking water at this level may be a serious health concern

What should I do?

DO NOT DRINK THE WATER. Use bottled water or alternative sources for drinking, cooking, or food preparation **until further notice**. Throw away ice cubes if made with tap water. _____

DO NOT BOIL THE WATER. Boiling, freezing, filtering, or letting water stand does not reduce the _____ level. Excessive boiling can make the _____ more concentrated, because _____ remains behind when the water evaporates.

_____.

If you have specific health concerns, you may wish to consult your doctor.

What happened? What is being done?

_____. We'll let you know when the amount of _____ is again below the limit.

We anticipate resolving the problem by _____.

For more information, please contact: _____

_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for issuing a Tier 1 “DO NOT USE” PN without EPA Health Advisory Levels.

When drinking water contains contaminant levels that are substantially high or exceed an MCL; but EPA has not established a one-day or ten-day health advisory, the Department may still determine that this is a situation with potential to have serious adverse effects on human health as a result of short-term exposure. Consequently, DEP staff should elevate the event to a Tier 1 situation. Tier 1 notices should convey the urgency of the situation and make it clear to consumers what actions they must take.

The Department will determine on a case-by-case basis when a situation warrants a “Do Not Use” advisory. “Do Not Use” advisories will be issued when it is determined that short-term consumptive, dermal, and/or respiratory exposure to the water may adversely affect human health.

Title:

Public notices for Tier 1 violations and situations should have an attention-getting title. For example, “DRINKING WATER WARNING” is better than “PUBLIC NOTICE”. You should also identify the targeted audience or the population at risk, such as “People served by _____ Water System”. If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. This should be a short phrase, such as “DO NOT USE”. As soon as consumers read this phrase, they will want to know why. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

Provide a detailed description of the violation or situation, including the contaminant(s) of concern, the contaminant level(s) and when the violation or situation occurred.

Other Consumer Actions (What should I do?):

Provide a detailed description of actions consumers should take. If you are selling or providing bottled water, your notice should say where it can be obtained. If you want to provide more specific details about “use” restrictions, you can add additional text.

Include the appropriate **acute health effects language** indicated in *italics* on the following template. Acute health effects language can be found in Table 1 of the Department’s “Policy for Issuing and Removing Water Supply Warnings” or from EPA’s technical fact sheets at: <http://www.epa.gov/safewater/hfacts.html>. If acute health effects language is not available, the Department will assist in determining the appropriate language to insert regarding health effects.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

If the source of contamination is known, indicate the source of contamination. If the source is unknown, use the EPA technical fact sheets to describe the sources of contamination. In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with chemical violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove _____ or connecting to _____ water supply.

- We have stopped using the contaminated well/source. 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 _____.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Template Form Field Instructions:

When you place the cursor in the form field of the following template, look in the bottom left corner of your computer (row above the START button) for instructions about the information you enter in that field.

(i.e. first form field instructions read: Insert system name)

DRINKING WATER WARNING

DO NOT USE THE WATER

NO USE EL AGUA

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ has high levels of _____.

Sample results received on _____ showed _____ levels of _____.
This level _____ of _____ mg/L. _____
in drinking water at this level may be a serious health concern.

What should I do?

DO NOT USE THE WATER. Use bottled water or alternative sources for drinking, bathing, hand washing, making ice, brushing teeth, washing dishes, cooking, or food preparation **until further notice**.

DO NOT BOIL THE WATER. Boiling, freezing, filtering, or letting water stand does not reduce the _____ level. _____

If you have specific health concerns, you may wish to consult your doctor.

What happened? What is being done?

_____. We'll let you know when
the amount of _____ is again below the limit.

We anticipate resolving the problem by _____.

For more information, please contact: _____

_____ at _____

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 2 notice for violation of a chemical or radiological MCL:

Violation of the MCL for a chemical or radiological contaminant requires a Tier 2 notice. Tier 2 notices are less urgent but should answer the most common questions people will have about the violation.

Title:

Public notices for Tier 2 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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 DEP to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove _____ or connecting to _____ 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 _____.
- 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 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 your levels are changing as a result of treatment, you can indicate this.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ Has Levels of _____
Above Drinking Water Standards

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. Testing results we received on _____ show that our system exceeds the standard, or maximum contaminant level (MCL), for _____. The standard for _____ is _____. _____ was found at _____.

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, _____.

What happened? What was done?

_____. We anticipate resolving the problem within _____.

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 2 notice for IESWTR/SWTR monthly exceedance of turbidity limit:

Exceedance of the monthly turbidity limit occurs when 6 percent or more of the combined filter effluent turbidity samples exceed the allowable monthly turbidity limit of 0.3 NTU (conventional, direct or other filtration technologies) or 1.0 NTU (slow sand or diatomaceous earth filtration technologies) for public water systems using surface water or groundwater sources under the direct influence of surface water (GUDIs).

Title:

Public notices for Tier 2 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ 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 did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. _____

What should I do?

You do not need to boil water or take 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. _____.
We anticipate resolving the problem by _____.

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 2 notice for violation of the total coliform MCL:

Violation of the MCL for total coliforms occurs when total coliforms are present in the water distribution system in either routine or check samples (See table below for standards). These events constitute a Tier 2 violation. Tier 2 notices are less urgent but should answer the most common questions people will have about the violation.

Title:

Public notices for Tier 2 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Description of the Violation or Situation:

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.

<p>If You Take Less Than 40 Samples a Month</p> <p>State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.</p>	<p>If You Take More Than 40 Samples a Month</p> <p>State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.</p>
--	--

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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.
- The well and/or distribution system has been disinfected and additional samples do not show presence of coliform bacteria.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

Tests Showed Coliform Bacteria in _____ 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 _____ samples to test for the presence of coliform bacteria during _____. _____ of our samples showed the presence of total coliform bacteria. The standard is that no more than _____ may do so.

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.

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?

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?

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 2 notice for violation of the fluoride MCL:

Violation of the MCL for fluoride requires a Tier 2 notice. Tier 2 notices are less urgent but should answer the most common questions people will have about the violation.

Title:

Public notices for Tier 2 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. A short description of the violation or situation should follow instructions to consumers. However, it should be kept short and concise. A more detailed explanation of the violation or situation should be given in the next section of the notice.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

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 repairing/have repaired the fluoridation treatment.
- For naturally-occurring fluoride in your source water:
- We are working with DEP 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 _____ 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, 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.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ Has Levels of Fluoride Above Drinking Water Standards

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. Testing results we received on _____ 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 _____. The standard for fluoride is determined by the average of samples taken over the last year. This average may not exceed the MCL of 2.0 mg/L.

What should I do?

This is not an emergency. If it had been, you would have been notified immediately. *This is an alert about your drinking water and a cosmetic dental problem that might affect children under nine years of age. At low levels, fluoride can help prevent cavities, but children drinking water containing more than 2 milligrams per liter (mg/L) of fluoride may develop cosmetic discoloration of their permanent teeth (dental fluorosis). Dental fluorosis, in its moderate or severe forms, may result in a brown staining and or pitting of the permanent teeth. This problem occurs only in developing teeth, before they erupt from the gums. Drinking water containing more than 4 mg/L of fluoride (the U.S. Environmental Protection Agency's drinking water standard) can increase your risk of developing bone disease.*

Children under nine should be provided with alternative sources of drinking water or water that has been treated to remove the fluoride to avoid the possibility of staining and pitting of their permanent teeth. You may also want to contact your dentist about proper use by young children of fluoride-containing products. Older children and adults may safely drink the water.

What happened? What was done?

_____. We anticipate resolving the problem within _____.

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 2 notice for violation of the LCR TT:

Violation of the LCR TT occurs when a system fails to:

- Install CCT;
- Install source water treatment;
- Maintain the range of values for the WQPs; or
- Comply with LSL replacement requirements.

You must provide Tier 2 PN as soon as possible, but no later than 30 days as follows:

- **CWS:** mail or other direct delivery to each customer receiving a bill and to other service connections to which water is delivered; **and** any other method designed to reach other persons regularly served by the system, if they would not normally be reached by the method above.
- **NCWS:** posting, or by mail or direct delivery to each customer and service connection; **and** any other method designed to reach other persons served by the system, if they would not normally be reached by the method above.
- **Note:** DEP may approve other methods.

PN Title:

Public notices for Tier 2 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE". You should also identify the targeted audience or the population at risk, such as "People served by _____ Water System". If the area you serve does not follow municipal boundaries or if only a portion of the distribution system is affected, define the area at the top of your notice.

The instructions to consumers should be next in your notice. A short description of the violation or situation should follow instructions to consumers.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The Department will notify you if, and when, you need to include information in any other language.

Potential Health Effects:

Provide the mandatory health effects language for lead and/or copper if an action level was exceeded in addition to a WQP violation.

Corrective Action:

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

- We are working with DEP to install _____.
We expect that the treatment will be operational by _____.
- We currently have CCT in place. We use the WQP results to determine whether our treatment is optimized. We also use the results to make adjustments to our treatment, as needed. We will continue to monitor the WQPs until we can maintain the range of values. We have collected lead and copper samples. The 90th percentile values (i.e., the standard for compliance with the LCR) were below the action levels. (If an action level is exceeded, provide additional information about continued 6-month monitoring).
- We are replacing lead service lines. We expect to be completed by _____.

Contact Information:

Provide your name, business address and phone number or those of a designee of the water system as a source for additional information.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the mandatory statement provided in italics on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Repeat Notices:

If this is an ongoing violation, you should give the history behind the violation, including the source of the problem, if known. List the date of the initial violation, as well as how levels/conditions have changed over time. If levels/conditions are changing as a result of treatment, you can indicate this.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

_____ Has Violated a Treatment Technique

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.

We routinely monitor your water for the presence of drinking water contaminants. Testing results we received on _____ show that our system exceeds the standard for _____. The standard for _____ is _____. _____ was found at _____.

What should I do?

- **You do not need to use an alternative (i.e., bottled water) 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, _____.

What happened? What was done?

_____. We anticipate resolving the problem within _____.

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____



Instructions for completing a Tier 3 notice for a monitoring violation:

A monitoring violation occurs when the correct number of samples is not taken. Although there are other reasons a supplier would receive a monitoring violation, this situation is the most common. This event constitutes a Tier 3 violation. Tier 3 notices must meet the content, format, and multilingual requirements.

Title:

Public notices for Tier 3 violations and situations should have an attention-getting title. For example, "IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER" is better than "PUBLIC NOTICE".

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The department will notify you if, and when, you need to include information in any other language.

What Should I do?

You may need to modify the template for a notice for individual monitoring violations. The template presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs) or other groups, you may list the group name in the table, but you must provide the name of every chemical in the group on the notice, e.g., in a footnote.

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

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?):

In your notice, describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Use one or more of the following actions, 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. _____.
- We plan to take the required samples soon, as described in the last column of the table above.

Contact Information:

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others:

Use the **mandatory** statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

Monitoring Requirements Not Met for _____

Our water system violated several drinking water standards over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations.

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 _____ we _____ and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?

There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample for _____ 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 all samples should have been taken	When samples were or will be taken

What happened? What was done?

For more information, please contact _____ at _____.

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 _____.

PWS ID#: _____

Date distributed: _____

Appendix D
Translated Public Notice Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Amharic	ይህ ዘገባ ስለሚጠቀሙት ውሃ ጠቃሚ መረጃዎችን ይዟል ። ሌላ ጉዳዩን የሚረዱለውን ገደብ ለማሳደግ ወይም ለማስተካከል ያድርጉ ።	ውሃዎን ከመጠቀም በፊት ያዩሉት ።	ውሃውን አይጠቡ ።	ዕድሜያዎ ከ12 ወራት በታች የሆኑ ልጆች ውሃውን መጠባቀስ የለባቸውም ። የልጆቹን ምግብ (ፎርሙላ) ለማስተካከል ውሃውን አይጠቀሙ ።
Arabic	التقرير يحتوي على معلومات مهمة عن ماء الشرب في تستخدمه. اطلب من شخص ما ان يترجمه لك او تطبع فهمه.	غلي الماء قبل استعماله	لا تشرب الماء.	يجب ان لا يشرب الأطفال الذين اعمارهم اقل من 12 سنة هذا الماء. لا تستخدم هذا الماء لتحضير الفورملا (طبيب الأطفال).
Cambodian (Khmer)	វាយកាល់នេះ មានសារៈសំខាន់ណាស់ គឺស្តីអំពីទឹកដែលលោកអ្នកទទួលបាន ។ ចូរអ្នកជនណាម្នាក់ឲ្យអ្នកប្រែប្រួលទៅអ្នកប្តីក៏និយាយជាមួយជនណាម្នាក់ ដែលយល់នូវន័យនេះច្បាស់លាស់	ចូរដាំទឹកឲ្យក្រុះសិន មុននឹងប្រើប្រាស់ ។	ចូរពុទ្ធសពោធិ៍ក ។	ក្មេងក្រោមអាយុ១២ខែ មិនគួរឲ្យប្រើទឹកនេះ ។ ចូរពុទ្ធវិញទឹកស្អាតជាមួយម្សៅទឹកដំរី ។
Chinese Simplified	此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。	将水煮开后才使用。	不要喝这些水。	不满 12 个月大的小孩不应该喝这些水。 不要用这些水做配方。
Chinese Traditional	此報告包含有關您的飲用水的重要資訊。請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	將水煮開後才使用。	切勿喝這些水。	不滿 12 個月大的小孩不應該喝這些水 切勿用這些水做配方。
Farsi	این گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شما می باشد. از شخصی بخواهید به شما ترجمه کند و یا با شخصی که این ضوع را میفهمند صحبت بکنید.	قبل از استفاده آب اشامیدنیتان را به جوش بیاورید.	آب را نخورید.	کودکان زیر ۱۲ ماهه نیاستی آب را بخورند. آب را برای درست کردن غذای بچه (فرمولا) استفاده نکنید.

Appendix D Translated Public Notice Phrases	
English	<p>This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.</p> <p>Children under 12 months old should not drink the water. Don't use the water to make formula.</p>
French	<p>Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.</p> <p>Les enfants des moins de 12 mois ne doivent pas boire l'eau. Ne pas utiliser l'eau dans une préparation lactée pour nourrisson.</p>
Greek	<p>Αυτή η αναφορά περιλαμβάνει σημαντικές πληροφορίες σχετικά με το πόσιμο νερό σας. Ζητήστε από κάποιον που τη μεταφράσει, ή μιλήστε με κάποιον που την καταλαβαίνει.</p> <p>Τα παιδιά κάτω των 12 μηνών δεν θα πρέπει να πίνουν το νερό. Μη χρησιμοποιήσετε το νερό για να φτιάξετε κάποιον συνταγή.</p>
Hebrew	<p>דוח זה כולל מידע חשוב בנוגע למי השתייה שלכם. בקשו ממישו שיתרגם אותו עבורכם, או שוחחו עם מישו שמבין את תוכנו.</p> <p>אין להשתמש במים להכנת תחליף חלב-לא-12. המים להשתמש בהם צריכים להיות לתינוקות.</p>
Hindi	<p>यह रिपोर्ट में आपके पीने वाले पानी के बारे में जरूरी जानकारी है। किसी से जिसे इसका अनुवाद करना आता हो उस से बात करें।</p> <p>12 महीने से कम उमर के बच्चों को पानी नहीं पीना चाहिए। फारमूला बनाने के लिए पानी का इस्तेमाल न करें।</p>
Hmong	<p>Dlaim ntawv tshaabxv nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kwas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam.</p> <p>Cov minyuas kws tsi tau muaj 12 xyoo tsi txhob haus cov dlej nuav. Txhob muab cov dlej nuav moog tov mig.</p>
Japanese	<p>このレポートには飲料水に関する重要な情報が記載されています。この英文を訳してもらおうか、またはどなたか英語が分かる方にたずねてください。</p> <p>水を飲まないでください。</p> <p>12か月未満のお子様には水を飲ませないでください。水を使って乳児用ミルクを作らないでください。</p>

Appendix D
Translated Public Notice Phrases

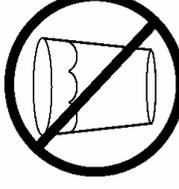
English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Korean	이 보고서는 귀하의 식수에 대한 중요한 내용이 실려있습니다. 그러므로 이 보고서를 이해할 수 있는 사람에게 번역해 달라고 부탁하시기 바랍니다.	사용하기 전에 물을 끓이십시오.	물을 마시지 마십시오	12세 미만의 아이들에게 물을 마시게 하지 마십시오. 휘발라를 섞을 때 물을 사용하지 마십시오.
Laotian	ໃບລາຍງານນີ້ມີຂໍ້ມູນສຳຄັນກ່ຽວກັບນ້ຳດື່ມຂອງທ່ານ ໃຫ້ຄົນອື່ນຊ່ວຍແປພາສາໃຫ້ທ່ານຟັງ. ຫລື ເວົ້າກັບຄົນ ທີ່ຄົນນີ້ຈຶ່ງຮູ້ເຂົ້າໃຈ.	ຕ້ອງປັບອຸປະກອນນ້ຳດື່ມ.	ປ່າສຸດິນນ້ຳ.	ເດັກນ້ອຍອາຍຸຕໍ່າກວ່າ 12 ເດືອນຄວນຈະບໍ່ດື່ມນ້ຳ. ປ່າສຸດິນນ້ຳເພື່ອຈະເຮັດນ້ຳດື່ມ.
Oromo	Gabaasii kun odeeffanno barbachisa wa'ee bisaan dhugaatii qaba. Akkaa isinii turjuma'uu gaafadhaa yokaan nama afaan keessan dubbatuu dubbisaa.	Bisaan oso hindhuggneen duraa akka danffisttan.	Bisaan kan hindhuginaa.	Daa'imman baatii(ji'aa) 12 hingahiin bisaan kan dhuguun isaan irra hinjiru. Bisaan kana foormulaa(Nyaata ljoolee) qopheessuf itii hinfayyadamina.
Polish	Następujący raport zawiera ważną informację na temat wody pitnej. Proszę poprosić kogoś o przetłumaczenie lub porozmawiać z kimś kto rozumie.	Należy przygotować wodę przed spożyciem.	Proszę nie pić wody.	Dzieci w wieku poniżej 12 miesięcy nie powinny pić tej wody. Proszę nie używać tej wody do przygotowywania formuły.
Punjabi	ਇਸ ਰਿਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਜਾਂ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਉਸ ਨਾਲ ਗੱਲ ਕਰੋ।	ਪਾਣੀ ਨੂੰ ਇਸਤੇਮਾਲ ਕਰਨਾ ਪਹਿਲਾਂ ਉਬਾਲ ਲਵੋ।	ਪਾਣੀ ਨਾ ਪੀਓ।	12 ਮਹੀਨੇ ਤੋਂ ਘੱਟ ਉਮਰ ਦੇ ਬੱਚਿਆਂ ਨੂੰ ਪਾਣੀ ਨਹੀਂ ਪੀਣਾ ਚਾਹੀਦਾ। ਫਾਰਮੂਲਾ ਬਣਾਉਣ ਵਾਸਤੇ ਪਾਣੀ ਦਾ ਇਸਤੇਮਾਲ ਕਰੋ।
Russian	В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.	Кипятите воду, прежде чем пользоваться ею.	Не пейте воду.	Детям в возрасте до 12 месяцев не следует пить воду. Не используйте воду для приготовления адаптированной детской смеси ("формулы").

Appendix D	
Translated Public Notice Phrases	
English	<p>This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.</p> <p>Children under 12 months old should not drink the water. Don't use the water to make formula.</p>
Samoan	<p>O le lipoti lenei o lo'o iai ni mea e sili ona taua e uiga i le vai o lo'o e taumafaina nei. Su'e se tagata e fa'aliliuina mo oe, po'o lou talatalanoa i seisi e iai sona malamalama i lenei mataupu.</p> <p>Tamaiti uma lava e i lalo o le 12 tausaga e le tatau ona inuina le vai. Aua le fa'aogaina le vai e sui ai ni vaila'au po'o le palu ai o ni mea tausama.</p> <p>Aua le inuina le vai.</p>
Serbo-Croatian	<p>Ovaj izvještaj sadrži važnu informaciju u vašoj vodi za piće. Neka vam neko prevede, ili popričajte sa nekim ko se u ovo razumije.</p> <p>Ne pijte vodu.</p>
Somali	<p>Warbixintan waxay wadataa macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu tarjunto ama la hadl cid fahmaysa.</p> <p>Ha cabin biyaha.</p>
Spanish	<p>Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.</p> <p>No beba el agua.</p>
Tagalog	<p>Naglalaman ang report na ito ng importanteng impormasyon tungkol sa iyong iniinom na tubig. Magkaroon ng isang tao na isasalin ito sa iyong wika para sa iyo, o makipag-usap sa isang tao na nakakaintindi dito.</p> <p>Huwag inumin ang tubig.</p>
Thai	<p>รายงานนี้มีข้อมูลสำคัญเกี่ยวกับน้ำดื่มของท่านโปรดขอให้บุคคลใดบุคคลหนึ่งแปลข้อความให้ท่าน หรือปรึกษาคู่หูที่เข้าใจข้อความนี้</p> <p>อย่าดื่มน้ำนี้</p> <p>เด็กที่อายุต่ำกว่า 12 เดือน ต้องไม่ดื่มน้ำนี้ อย่าใช้น้ำนี้ในการผสมนมเลี้ยงเด็ก</p>

Appendix D
Translated Public Notice Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Tigrigna	እዚ ጸሑፍ ብዛዕባ ጎሳትይዎ ማይ ኣገዳሲ ሓበሬታ ኣለዎ። ዙተርጉሙልኩም ወይ ዘረዳኩም ሰብ ደለዎ	ማይ ኣፍሊሊኩም ስተ ካብዚ ማይ ኣይጎስተኹ	ካብዚ ማይ ኣይጎስተኹ	ጎሳት 12 ወርሓ ዝሆኑ ሕጻናት ካብዚ ማይ ኣስተዮ የብሎምኹ። በዚ ማይ ኣሕጸን ጸባ ንምብጽባጽ ኣይጎጠቁሙ።
Ukrainian	Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам повідомлення або поговоріть з людиною, яка розуміє його зміст.	Кип'ятіть воду до користування.	Не пийте воду.	Діти у віці до 12 місяці в не повинні пий воду. Не користуйтеся водою для приготування адаптованої дитячої сумі ("формули").
Vietnamese	Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch chỉ quý vị, hoặc hỏi người nào hiểu tài liệu này.	Đun sôi nước trước khi dùng.	Đừng uống nước này.	Trẻ em dưới 12 tháng không nên uống nước này. Đừng dùng nước này để pha s formula.

The water glass and faucet may be useful in a posted notice that would be seen by many non-English speaking people to illustrate that they should not drink the water.



APPENDIX E

3800-FM-WSFR0076 Rev. 8/2011



pennsylvania
DEPARTMENT OF ENVIRONMENTAL PROTECTION

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF WATER STANDARDS AND FACILITY REGULATION

Public Notification (PN) Certification Form

Name of PWS: _____

PWSID Number: _____

I am a representative of the public water system (PWS) indicated above. I certify that public notification has been provided to consumers in accordance with the content, format and delivery requirements and deadlines found in Title 25 Pa. Code Chapter 109 Subchapter D of the Department of Environmental Protection (DEP)'s regulations.

Description of Violation: _____

Date of Violation: _____

Please check all that apply and provide information as indicated below:

1. Notified DEP within 1 hour (if required). Date: _____

2. Consulted with DEP within 24 hours (if required). Date: _____

3. Distributed the notice by the following method(s), and on the following date(s):

Method: _____ Date: _____

Method: _____ Date: _____

Method: _____ Date: _____

Method: _____ Date: _____

4. Met content requirements.

5. Attach a copy of the notice(s) to this certification form.

Certified by: Signature: _____

Print Name: _____

Title: _____

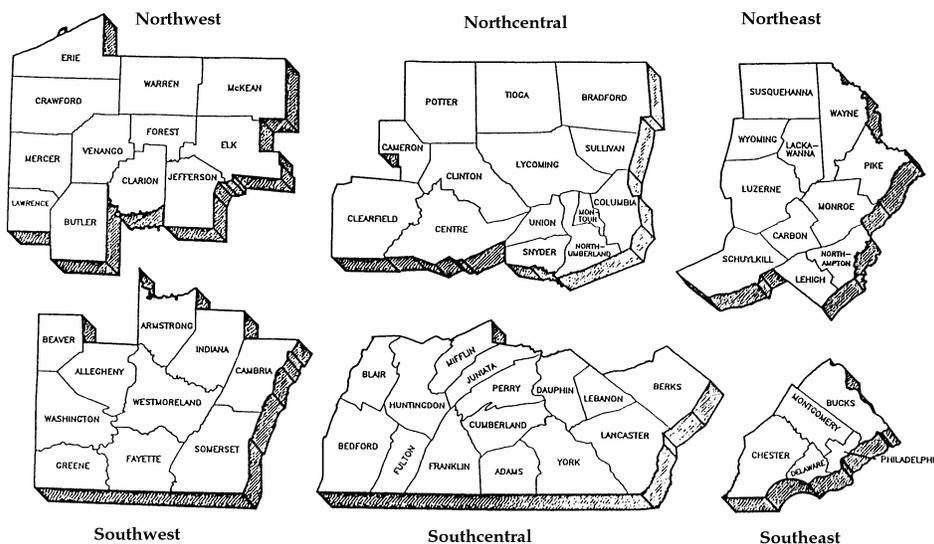
Phone Number: _____ Date: _____

Complete and submit this form to your local DEP office
(see a list of DEP's regional offices on the back of this form).

For DEP use only. Checked by: _____ Date: _____

For more information,
call the DEP regional office in your area or contact:

Department of Environmental Protection
Bureau of Water Standards and Facility Regulation
P.O. Box 8467
Harrisburg, PA 17105-8467
(717) 787-5017



DEP REGIONAL OFFICES

Northwest Region

230 Chestnut St.
Meadville, PA 16335-3481
Main Telephone: 814-332-6945
24-Hour Emergency: 1-800-373-3398

Counties: Butler, Clarion, Crawford, Elk, Erie, Forest, Jefferson, Lawrence, McKean, Mercer, Venango and Warren

Northcentral Region

208 W. Third St., Suite 101
Williamsport, PA 17701
Main Telephone: 570-327-3636
24-Hour Emergency: 570-327-3636

Counties: Bradford, Cameron, Clearfield, Centre, Clinton, Columbia, Lycoming, Montour, Northumberland, Potter, Snyder, Sullivan, Tioga and Union

Northeast Region

2 Public Square
Wilkes-Barre, PA 18701-1915
Main Telephone: 570-826-2511
24-Hour Emergency: 570-826-2511

Counties: Carbon, Lackawanna, Lehigh, Luzerne, Monroe, Northampton, Pike, Schuylkill, Susquehanna, Wayne and Wyoming

Southwest Region

400 Waterfront Drive
Pittsburgh, PA 15222-4745
Main Telephone: 412-442-4000
24-Hour Emergency: 412-442-4000

Counties: Allegheny, Armstrong, Beaver, Cambria, Fayette, Greene, Indiana, Somerset, Washington and Westmoreland

Southcentral Region

909 Elmerton Ave.
Harrisburg, PA 17110
Main Telephone: 717-705-4700
24-Hour Emergency: 1-877-333-1904

Counties: Adams, Bedford, Berks, Blair, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Lebanon, Mifflin, Perry and York

Southeast Region

2 E. Main St.
Norristown, PA 19401
Main Telephone: 484-250-5900
24-Hour Emergency: 484-250-5900

Counties: Bucks, Chester, Delaware, Montgomery and Philadelphia

For more information, visit www.depweb.state.pa.us, keyword: Drinking Water.

Appendix F



For More Information...

- Visit DEP's PN website at <http://www.depweb.state.pa.us/watersupply/cwp/view.asp?a=1251&q=510149>
- Contact EPA's Safe Drinking Water Hotline at 1-800-426-4791 or visit www.epa.gov/safewater/pn.html
- Read the Public Notification Regulations for Public Water Systems (Title 25 Pa Code, Chapter 109, Subchapter D)
- Contact your local DEP office.

For more information, visit www.depweb.state.pa.us,
keyword: Drinking Water.