



Public Notification Handbook for Transient Noncommunity Water Systems

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

You should read the regulations thoroughly to ensure that you are in compliance. The public notification (PN) Rule is in the Code of Federal Regulations under [Chapter 40, Part 40 CFR 141, Subpart Q](#), beginning at section [40 CFR 141.201](#). The most recent version of the Rule can be found at the [U.S. Government Publishing Office's \(GPO's\) Web site](#).

This document includes public notification requirements and information for all applicable regulations through December 2020.

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Acronyms

CFE	Combined Filter Effluent
CFR	Code of Federal Regulations
DBP	Disinfection Byproducts
EPA	United States (US) Environmental Protection Agency
FBRR	Filter Backwash Recycling Rule
FDA	United States Food and Drug Administration
GWR	Ground Water Rule
HPC	Heterotrophic Plate Count
IESWTR	Interim Enhanced Surface Water Treatment Rule
LT1ESWTR	Long Term 1 Enhanced Surface Water Treatment Rule
LT2ESWTR	Long Term 2 Enhanced Surface Water Treatment Rule
MCL	Maximum Contaminant Level
mg/L	Milligrams per Liter
MRDL	Maximum Residual Disinfectant Level
MRDLG	Maximum Residual Disinfectant Level Goal
NPDWR	National Primary Drinking Water Regulation
NTU	Nephelometric Turbidity Unit
PN	Public Notification
PWS	Public Water System
RTCR	Revised Total Coliform Rule
Stage 1 DBPR	Stage 1 Disinfectants and Disinfection Byproducts Rule
SWTR	Surface Water Treatment Rule
TCR	Total Coliform Rule
TT	Treatment Technique
UV	Ultraviolet Light

1. Introduction

The purpose of this handbook is to explain the U.S. Environmental Protection Agency's (EPA's) Public Notification (PN) Rule and provide specific examples of public notices. This version of the handbook updates the March 2010 version (EPA 816-R-09-013). It reflects necessary changes in light of recent EPA regulations, including the Revised Total Coliform Rule (RTCR) and other rule-related updates. New templates for some violations and situations of these rules are included.

This version of the handbook updates the March 2010 version (EPA 816-R-09-013). It reflects necessary changes in light of new EPA regulations, including the Revised Total Coliform Rule (RTCR) and other rule-related updates.

This handbook is geared to the specific needs of transient noncommunity water systems (TNCWSs) that must issue a notice when faced with a violation or situation affecting their water supply. TNCWSs provide drinking water to a population that changes day to day. They include, among others, campgrounds, hotels, rest areas, and restaurants with their own water supplies. The majority of these systems are very small, serving 500 people or less.

Public notification is designed to protect public health. As a public water supplier, you are required by law to prepare and distribute public notification to consumers. One of the best ways water systems can contribute to community health is to make sure people within a service area know about water quality issues and how to protect themselves from potential risks.

All water system operators share an obligation to protect the health of their consumers. Regardless of the system type, all consumers have the same general health risk concerns. It is important to note that PN is the responsibility of the PWS, the time allotted for public notice begins when you find out about the violation.

Throughout this document, tips and suggestions are provided to help you create an effective communication strategy for meeting the public notification requirements under the PN Rule. The suggestions contained in this document are based on the guiding principles for good risk communication and public education¹, including:

- Accept and involve the public as a legitimate partner.
- Listen carefully to the public's concerns.
- Be honest, frank, and open.
- Coordinate and collaborate with other credible sources.
- Meet the needs of the media.
- Speak clearly and with compassion.
- Plan carefully and evaluate your efforts.

The communication strategy outlined in this document will help water systems plan for effective public notification by analyzing the population they serve, determining the best ways to reach consumers, and creating effective channels for distributing public notices.

This handbook complements EPA's *Revised Public Notification Handbook* (EPA 816 -R-23-002, March 2023), which was written for community water systems (CWSs) and nontransient noncommunity water systems (NTNCWSs). The Revised Public Notification Handbook provides more detail on risk communication and public

¹ From: Covello, V.T. and Sandman, P.M. 2001. "Risk Communication: Evolution and Revolution." In: Wolbarst, A, ed. *Solutions to and Environment in Peril*. Baltimore, MD: Johns Hopkins Univ. Press. pp 164-178.

education strategies, with a focus on reaching large, diverse populations via a wide variety of communication methods, including radio and television. TNCWS operators may benefit from reading that version as well.

In addition to increasing the effectiveness of public notices, this handbook should make TNCWS owners' and operators' jobs easier and help them comply with federal and state PN Rule requirements. This handbook contains templates designed for posted notices for several violations and situations that are relevant to TNCWSs. The templates are located in [Appendix A](#).

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

2. How to Use This Handbook

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

1. **Determine what tier your violation or situation falls into.** Use [Table 1](#) in [Chapter 3](#) for a summary of violations and situations requiring notice and your deadline for providing public notice. You can also refer to [Appendix A](#) for a listing by contaminant [[40 CFR 141.201\(a\)](#)].
2. Consult your state if required.
 - a. **For violations and situations requiring Tier 1 public notification, consult with your state as soon as practical, but no later than 24 hours after you learn of the violation or situation** [[40 CFR 141.202\(b\)](#)]. You must issue the notice within 24 hours, even if you are unable to contact the state.
 - b. **If you treat surface water or ground water under the direct influence of surface water, and have a single exceedance of turbidity limits or a two-day turbidity maximum contaminant level (MCL) violation, immediately consult with your state when you learn of the violation.** Your state will determine whether the violation needs to be elevated to Tier 1 public notification [[40 CFR 141.203\(b\)](#)].
3. **Review the requirements for public notices.** Read [Chapter 3](#) in this guidance, which describes content, mandatory language, formatting, and the distribution requirements that are applicable to all notices. [Chapter 4](#) provides guidance on effective public communication.
4. **Determine the appropriate method(s) of delivery.** For TNCWSs, this is generally posting or hand delivery, plus another method. [Table 2](#) in [Chapter 3](#) summarizes requirements for issuing a public notice. See [Chapter 5](#) on “[Suggestions for Effective Public Notice Delivery](#)” for other ideas on appropriate delivery methods for different situations.
5. **Develop a notice.** You can use the templates that fit your situation or write your own. Templates for violations or situations are provided in [Appendix A](#) of this handbook, along with specific instructions for modifying each template. The instructions for each template are on the front of the page; the corresponding template is on the back. Public Notification Templates for Community and Non-transient Non-community Water Systems are available at <https://www.epa.gov/dwreginfo/public-notification-templates-community-and-non-transient-non-community-water-systems>. . If there is no template for your specific violation or situation, write your own notice using the list of required elements or other applicable requirements provided in [Chapter 3](#). [Chapter 4](#) provides tips for formatting an effective notice. Most violations and situations have required language regarding health effects [[40 CFR 141.205\(d\)](#)]. This language is discussed in [Chapter 3](#), found in [Appendix C](#), and included in the templates provided in this document.
6. **Provide information for non-English speakers.** If a large proportion of the population you serve does not speak English, the public notice must contain information in the appropriate language regarding the importance of the notice, and provide contact information at the water system for additional assistance [[40 CFR 141.205\(c\)](#)]. See [Chapter 3](#) for more information on how to determine if you need

to include translations and how to get help translating notices. See [Appendix D](#) of this document for information on some important and relevant phrases translated into various languages.

7. **Provide your notice to persons served as soon as practical**, but within the required time frame. Use the method of delivery chosen in step 4 above.
8. **Send a copy of each notice issued (including repeat notices) to your state.** The copy is due to your state within 10 days of distribution, along with a statement certifying that all public notification requirements have been met [[40 CFR 141.31\(d\)](#)]. See the sample certification statement in Chapter 5.

Plan in advance for Public Notification

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

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

3. Summary of Requirements

You should read this handbook before a violation or other situation occurs to familiarize yourself with the public notification process and requirements. *This chapter summarizes the federal PN Rule requirements. This chapter discusses the types of violations or situations that require public notice, the required elements of a public notice, and the timing and method of delivery of the notice based on the severity of the potential health risk. Except where noted, all requirements in this chapter can be found in the Code of Federal Regulations (CFR) at [40 CFR 141, Subpart Q](#), beginning at section [40 CFR 141.201](#). See the [U.S. Government Publishing Office's \(GPO's\) Web site](#) for the current version of the federal PN Rule. Check with your state to see if more stringent requirements apply.*

What kinds of violations and situations require public notice?

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

- Violations of MCLs or maximum residual disinfectant levels (MRDLs).
- Violation of treatment techniques (TT).
- Monitoring, testing procedure, and reporting violations.
- Failure to comply with the schedule of a variance or exemption.

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

- Occurrence of a waterborne disease outbreak or other waterborne emergency.
- Fecal indicator-positive ground water source sample.
- Special public notice for exceedance of the nitrate MCL in noncommunity water systems (NCWSs) that have been granted permission by the state to continue to exceed the nitrate MCL of 10 milligrams per liter (mg/l) (although they may not exceed 20 mg/l).
- Special public notice for exceedance of the fluoride secondary MCL (SMCL) – community water system (CWS) only.
- Special public notice for availability of unregulated contaminant monitoring results.
- Operation under a variance or exemption.
- Special public notice for failure to 3 or more *Cryptosporidium* samples.
- Special public notice for failure to determine bin classification or mean *Cryptosporidium* level.

States may also require notice for other violations or situations.

EPA has assigned each violation and situation requiring public notice to one of three categories, or public notification tiers, based on the risk of adverse health effects (see [Appendix C](#)).

- Violations and situations with significant potential to have serious adverse health effects on human health as a result of short-term exposure require Tier 1 public notification.
- Violations and situations with potential to have serious adverse health effects on human health require Tier 2 public notification.
- All other violations and identified situations not included in the list in [Appendix A](#) as requiring Tier 1 or Tier 2 public notification require Tier 3 public notification.

[Table 1](#) on the next page shows the organization of violations and situations into tiers based on the seriousness of potential adverse health effects. For a complete list of contaminants and their appropriate tiers, refer to [Appendix B](#).

Table 1. Violations and Situations Requiring Public Notice by PN Rule Tier

Tier 1 – Violations and Other Situations Requiring Notice Within 24 Hours*

- Violation of the MCL for *E. coli* if the system: [\[141.63\(c\)\]](#) and [141.860\(a\)](#)
 - Has an *E. coli*-positive REPEAT sample following a total coliform-positive ROUTINE sample.
 - Has a total coliform-positive REPEAT sample following an *E. coli*-positive ROUTINE sample.
 - Fails to take all required REPEAT samples following an *E. coli*-positive ROUTINE sample.
 - Fails to test for *E. coli* when any REPEAT sample tests positive for total coliform.
- Violation of the MCL for nitrate, nitrite, or Total Nitrate + Nitrite.
- When a nitrate or nitrite confirmation sample is not taken within 24 hours of the system’s receipt of the first sample showing exceedance of the nitrate or nitrite MCL.
- Special public notice for exceedance of the **nitrate MCL** (10 mg/l) by NCWSs, where permitted to exceed the MCL (up to 20 mg/l) by the state.
- Violation of the alternate nitrate MCL of 20 mg/L by a NCWS allowed to go up to 20 mg/L [\[40 CFR 141.23\(o\)\]](#)
- Violation of the MRDL for **chlorine dioxide** when one or more of the samples taken in the distribution system on the day after exceeding the MRDL at the entrance of the distribution system, or when required samples are not taken in the distribution system.
- Violation of the **turbidity MCL** of 5 NTU, where the state determines after consultation that a Tier 1 notice is required or where consultation does not occur in 24 hours after the system learns of violation.
- Violation of the **treatment technique** requirement resulting from a single exceedance of the maximum allowable **turbidity** limit, where the state determines after consultation that a Tier 1 notice is required or where consultation does not take place in 24 hours after the system learns of violation.
- Occurrence of a waterborne disease outbreak, as defined in [40 CFR 141.2](#), or other waterborne emergency.
- Detection of *E. coli*, **enterococci**, or **coliphage** in a ground water source sample.
- 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 state** either in its regulations or on a case-by-case basis.

* If the system experiences any of these violations or situations, in addition to issuing public notice, it must initiate consultation with the state as soon as practical but within 24 hours after learning of the violation or situation. Note: Initiate consultation means that at a minimum, the system has taken steps to contact the state. EPA and most states now have voicemail or an emergency hotline, so systems should be able to leave a message. If the system is not able to reach anyone within the 24-hour period, the system must still issue public notice within that timeframe. When consultation does occur, the state or EPA will inform the system of any additional steps they must take as a follow-up to the initial notice.

Tier 2 – Violations and Other Situations Requiring Notice Within 30 Days**

- All violations of **MCL, MRDL and TT** requirements except where Tier 1 public notice is required.
- Violations of **monitoring requirements where the state determines that a Tier 2** 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 in place.
- For ground water systems providing 4-log treatment for viruses, failure to **maintain required treatment** for more than 4 hours.
- Failure to take corrective action within the required timeframe or be in compliance with a state-approved corrective action plan and schedule for a **fecal indicator-positive source sample** under the Ground Water Rule (GWR).
- Failure to take corrective action within the required timeframe or be in compliance with a state-approved corrective action plan and schedule for a **significant deficiency** under the GWR.

Tier 2 – Violations and Other Situations Requiring Notice Within 30 Days**

- Special public notice for repeated failure to conduct **monitoring for *Cryptosporidium*** ([40 CFR 141.211](#)).
- Special public notice for failure to determine **bin classification or mean *Cryptosporidium* level** ([40 CFR 141.211](#)).

** If the system exceeds the maximum allowable turbidity level, as identified in Appendix A to Subpart Q, it must consult with the state as soon as practical but no later than 24 hours after learning of the violation. Note: Consult with the state means that the system contacts and has a discussion with the state about the violation. If the system does not have a consultation with the state within the 24-hour period, a Tier 1 public notice requirement is automatically triggered, and the system must issue a public notice within the next 24-hour period. This is in contrast to the term “initiate consultation” for violations or situations requiring Tier 1 public notification, here EPA intends that the system actually have a discussion about the violation or situation.

Tier 3 – Violations and Other Situations Requiring Notice Within 1 Year

- **Monitoring violations**, except where a Tier 1 notice is required or the state determines that the violation requires a Tier 2 notice.
- **Failure to comply with an established testing procedure**, except where a Tier 1 notice is required or the state determines that the violation requires a Tier 2 notice.
- **Operation under variance** granted under § 1415 or exemption granted under § 1416 of the Safe Drinking Water Act.
- **Failure to submit a completed assessment form** after a system properly conducts an assessment in a timely manner. [[141.860\(d\)\(1\)](#)]
- **Failure to notify the state** following an *E. coli*-positive ROUTINE OR REPEAT sample in a timely manner. [[141.860\(d\)\(2\)](#)]
- **Failure by a seasonal NCWS to submit certification of completion** of state-approved start-up procedures. [[141.860\(d\)\(3\)](#)]

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

Your public notice must include specific information listed in the following text box order to be considered complete. For each violation and situation requiring notice (except for operation under a variance or exemption), you must provide a clear and easy-to-understand explanation of the following 10 elements [[40 CFR 141.205\(a\)](#)]:

1. Description of the violation or situation, including the contaminant(s) of concern, and (as applicable) the contaminant level(s).
2. When the violation or situation occurred (e.g., date the sample was collected or was supposed to be collected).
3. Any potential adverse health effects from the violation or situation, using standard language for health effects provided in [Appendix B to 40 CFR 141 Subpart Q](#) or for monitoring or testing procedure violations provided in [40 CFR 141.205\(d\)\(2\)](#) or later in this chapter.
4. The population at risk, including subpopulations that may be particularly vulnerable if exposed to the contaminant in their drinking water.
5. Whether alternate 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 or resolve the situation.

9. Your name, business address, and phone number, or those of a designee of the PWS as a source of additional information concerning the notice.
10. A statement encouraging notice recipients to distribute the notice to others, where applicable, using the standard language given in this chapter.

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

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 C](#) for such violations. You must also describe potential health effects for other situations, even if there is no mandatory language. Contact your local health department or primary agency for suggestions.

Language to encourage the widest possible distribution of the notice to all persons served. You must include the following language in all notices where applicable. There are situations where this may not apply—for example, this language would probably not be necessary on a posted notice, since posting makes the notice available to everyone who passes by.

“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.”

Use of this language does not relieve you of your obligation to notify persons served.

Language for monitoring violations (including testing procedure violations). You must include the following language for all monitoring and testing procedure violations:

“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.”

What information do I need to include for special public notices if my state has allowed my NCWS to exceed the nitrate standard up to 20 mg/L?

When a NCWS has been given permission by the state to provide water in excess of the nitrate MCL (although no higher than 20 mg/L), the NCWS is required to issue a special public notice in a form and manner similar to public notice meeting Tier 1 requirements. The notice must be continuously posted and must include the mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) as written. The notice must contain the 10 required elements. See [Template NC1-5](#) for an example.

In addition, if the NCWS incurs a nitrate violation (i.e., the average of two sample results > 20mg/L), then the system must issue a Tier 1 public notice for the violation in addition to continuously posting the special public notice [[40 CFR 141.23\(o\)](#)].

What information do I need to include for special notice for repeated failure to conduct required *Cryptosporidium* monitoring?

Surface water systems that incur a violation for failure to sample for *Cryptosporidium* in the source water for any three months as required under the Long Term 2 Enhanced Surface Water Treatment Rule (LT2ESWTR) are required to issue special public notice in a form and manner similar to public notice meeting Tier 2 requirements. The notice must include the following text as written (with information in brackets filled in).

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

For more information, please call [name of water system contact] of [water system name] at [phone number].”

The notice must contain the 10 required elements, including a description of what you are doing to correct the violation and when you expect to return to compliance or resolve the situation. See [Template NC2-16](#) for an example.

What information do I need to include for special notice for failure to determine my bin classification or my mean *Cryptosporidium* level?

Surface water systems that fail to determine their bin classification or mean *Cryptosporidium* level after completing source water monitoring required under LT2ESWTR are required to issue special public notice in a form and manner similar to public notice meeting Tier 2 requirements. The notice must include the following text as written (with information in brackets filled in).

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

The notice must contain the 10 required elements, including a description of what you are doing to correct the violation and when you expect to return to compliance or resolve the situation. See [Template NC2-17](#) for an example of failure to determine bin classification or [Template NC2-18](#) for an example of failure to determine mean *Cryptosporidium* level.

SPECIAL NOTICE FOR GROUND WATER RULE (GWR) UNCORRECTED SIGNIFICANT DEFICIENCIES

Under the GWR, if the state identifies a significant deficiency and it is uncorrected (after a specified amount of time), special notice is required.

This GWR special notice is required if the significant deficiency has not been completely corrected within 12 months of notification of the deficiency. This notice is required regardless of whether a violation has occurred. This special notice is not a public notification requirement and, therefore, the content, form, and manner requirements do not apply. However, the special notice must include:

- The nature of the significant deficiency.
- The date it was identified by the state.
- The state-approved plan and schedule for correction (including interim measures, progress to date, and any interim measures completed) [\[40 CFR 141.403\(a\)\(7\)\(ii\)\]](#).

The following text illustrates an example of special notice for this violation:

On September 14, 2013, we were informed by the State Department of Public Health that a significant deficiency, two leaking septic tanks near our source water supply, had been identified during a September 1, 2013 sanitary survey.

As required, we contacted the State Department of Public Health and were directed to make arrangements with the owner of the property on which the septic tanks are located to have the tanks replaced. We did not do so within the established deadline. Since being informed of the deficiency, we have been conducting regular testing of our source water and we are implementing the corrective action plan established by the Department of Public Health. Under this plan, the leaking tanks will be replaced by October 20, 2018.

Deadlines for issuing public notice

The deadline for issuing a public notice varies by tier.

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

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

Required methods of delivery

The delivery methods vary by tier as follows:

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

Posting will probably be the most effective delivery method for the vast majority of TNCWSs. Your state may allow you, in writing, to use a different method of delivery for any tier. See [Chapter 5 on “Suggestions for Effective Public Notice Delivery”](#) for additional ideas on how various types of businesses can meet notice delivery requirements.

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

Are there formatting requirements for public notices?

All public notices must meet certain formatting standards. These requirements will help highlight your notice in the newspaper or other printed or posted format and ensure that consumers can easily read and understand the notice.

Notices must: [[40 CFR 141.205\(c\)\(1\)](#)]

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

Your state may have special formatting requirements. Check to be sure that you meet all of its requirements.

Remember that your goal is to inform and protect the public and the best way to do that is to make it easy for them to understand your message. Messages are easiest to understand when they are presented in the audience’s first language. When it comes to communicating risks, it is important to make it as easy as possible for your audience to understand your message. Clarity and simplicity help people understand risks and put them in perspective.

If a large proportion of the population you serve does not speak English, the PN Rule requires that your notice must, at a minimum, contain information in the appropriate language(s) regarding the importance of the notice, or it must provide a phone number or address where a translated notice or information or assistance in the appropriate language is available. Your state may have established criteria for what constitutes a large proportion of the people you serve; check with the state to be sure.

To facilitate translations, especially for violations or situations requiring Tier 1 public notification, establish contacts with institutions and people who can translate notices into other languages for you. Community centers and universities can help provide translations. If your system is in an area where a language other than English is predominant (for example in the Southwest, where Spanish is commonly spoken), there is a good chance that some of your employees may also speak that language. These employees can be valuable assets if you need to translate a notice or respond to questions. Spanish-language templates for nitrate and *E. coli* notices are provided in [Appendix A](#) of this handbook.

EPA has resources available for any language barriers and translations in multiple languages. Information can be found on the EPA's website www.epa.gov, specifically Information for Individuals with Limited English Proficiency <https://www.epa.gov/lep> and Processes for Assisting People with Limited English Proficiency <https://www.epa.gov/ogc/assisting-people-limited-english-proficiency>, can be found by clicking the links provided. Specific questions can be asked by using the [EPA's Contact Page](#) and more information will be provided to you.

Appendix D provides translations of several useful phrases that convey the importance of the message and the need to have it translated.

4. Suggestions for Layout of the Notice

In addition to meeting the formatting requirements discussed in [Chapter 3](#), notices for TNCWSs should be appropriate to the consumers' situation. For example, visitors at a rest stop just need to be aware they should not drink the water, rather than being told to boil it. See [Appendix A](#) of this handbook for examples of postings.

Formatting Hints

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

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

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

How can I make a notice easier to read?

Most readers only read the top half of a notice (or what can be read in 10 seconds) and focus on large text such as headings and bolded text. 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, such as what the system is doing, an explanation of the cause of the violation or situation, etc. You must still include all the required elements in the notice.

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

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

How should I tailor the notice to my situation?

If you are providing bottled or other sources of water:

- List the location from which you are distributing it.
- If you use water for cooking or ice making (e.g., at a restaurant), be sure to let customers know that you are using bottled water for this purpose.
- Confirm ahead of time and periodically reconfirm that available bottled water supplies meet the U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

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

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

5. Suggestions for Effective Public Notice Delivery

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

How can I make posting effective?

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

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

What other methods are available to reach all consumers?

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

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

- E-mail — If you have e-mail addresses for people registering at your facility you could also e-mail the public notice.
- Website and Social Media Platforms – Your facility may post the public notice to your website or various social media forums, if available.

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

After you provide the notice to your consumers, you must, within 10 days, send your state a copy of each type of notice you distribute (e.g., newspaper article, press release to television/radio, mail notices) and a certification that you have met all the public notification requirements [40 CFR 141.31(d)]. You must send certifications for both initial and any repeat notices.

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

<u>Sample Certification “Box”</u>	
PWS Name: [water system name]	_____
PWS ID #: [PWS ID number]	_____
For Violation: [describe violation or situation]	_____
Occurring on: [date]	_____
The public water system indicated above hereby affirms that public notice has been provided to consumers in accordance with the delivery, content, and format requirements and deadlines in [regulatory citation].	
Consultation with state (if required) on: [date]	_____.
Notice distributed by: [method]	_____ on: [date] _____.
Notice distributed by: [method]	_____ on: [date] _____.
Content - required elements.	
_____	_____
Signature of owner or operator	Date

Procedures for Returning to Compliance

If your system has not adequately provided public notification to the consumer or intended audience, the water system will remain out of compliance. It is important to take steps to achieve compliance, so the public is properly aware of the potential issues or hazards with their drinking water.

Water systems can achieve compliance once the system issues proper public notification in the form, manner, and frequency required.

Water systems that fail to submit a certification documenting PN distribution can achieve compliance when the system submits certification to the state that it has fully complied with the public notification requirements.

Water systems that are required to consult with the state, must initiate a consultation with the state to achieve compliance. This includes water systems that were required to provide Tier 1 public notice and failed to initiate the consultation with the state. The water system is returned to compliance once they consult with the primacy agency. [[40 CFR 141.202\(b\)\(2\)](#)]

Systems that have a failure to send adequate, timely, and repeat public notice for failure to comply with any schedule prescribed pursuant to a variance or exemption can achieve compliance by sending adequate, timely, and repeat public notice for failure to comply with any schedule prescribed pursuant to a variance or exemption, or timely and adequate notice after the granting of a variance or exemption. [[40 CFR 141.6\(c\)](#), [40 CFR 141.201](#), [40 CFR 141.204\(a\)-\(b\)](#), [40 CFR 141.205\(b\)](#), [40 CFR 141.206](#), and [Appendix A to Subpart Q of Part 141](#)]

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Appendices

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Appendix A: Templates for TNCWSs

The pages that follow contain templates recommended for use by TNCWSs. They are generally designed for posting, and are tailored to water systems where consumers will not be able to boil or otherwise treat their water. You should modify the templates, if necessary, to meet the needs of your system (e.g., if you operate a campground and have an *E. coli* violation, you should provide information on boiling the water), but remember to include all 10 required elements of a public notice. Along with each template are instructions on how to complete the template, and suggestions for methods of delivery and modifying individual sections of the notice. These suggestions are designed to supplement the handbook, so you may see much of the information repeated here.

Each template also includes the mandatory health effects language from [Appendix B to 40 CFR 141 Subpart Q](#) (presented in italics in each notice, with an asterisk on either end). This information must be included as written; with additional violation or situation specific information added in the brackets.

You must also include the following italicized language in all notices, where applicable [[40 CFR 141.205\(d\)](#)]. This language will encourage word-of-mouth communication of the problem. Use of this language does not relieve you of your obligation to take steps reasonably calculated to notify all 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.

Tier 1 Templates

- RTCR *E. coli* MCL Violation Notice – [Template NC1-1](#)
- RTCR *E. coli* MCL Violation Notice in Spanish – [Template NC1-1A](#)
- Nitrate MCL Violation – [Template NC1-2](#)
- Nitrate MCL Violation Notice in Spanish – [Template NC1-2A](#)
- Nitrate Failure to Take a Confirmation Sample – [Template NC1-3](#)
- **Special Notice:** NCWS Allowed Up to 20 mg/L Nitrate – [Template NC1-4](#)
- NCWS Allowed > 20 mg/L Nitrate that Exceed 20 mg/L – [Template NC1-5](#)
- Chlorine Dioxide MRDL – [Template NC1-6](#)
- Combined Filter Effluent (CFE) Maximum Turbidity Exceedance, or Turbidity Single Exceedance – [Template NC1-7](#)
- Waterborne Disease Outbreak – [Template NC1-8](#)
- Fecal Indicator-Positive Source Sample – [Template NC1-9](#)
- Problem Corrected – [Template NC1-10](#)

Instructions for *E. coli* MCL Violation Notice – Template NC1-1

Template below

Description of Violation or Situation

An *E. coli* maximum contaminant level (MCL) violation requires Tier 1 public notification. This violation occurs when any public water system has:

- A total coliform-positive routine sample result followed by an *E. coli*-positive repeat sample result;
- An *E. coli*-positive routine sample result followed by a total coliform-positive repeat sample result;
- An *E. coli*-positive routine sample result and fails to take all required repeat samples; or
- A total coliform-positive repeat sample result and fails to test for *E. coli*.

You must provide public notice to persons served as soon as practical but no more than 24 hours after learning of the MCL violation [40 CFR 141.202(b)]. During this time, you must also contact your state. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations
- Another method approved in writing by the state

You may need to use additional methods (e.g., newspaper or delivery of multiple copies to hospitals, clinics, or apartment buildings) since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, EPA recommends printing your notice on your system's letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or television broadcast. If you do modify the notice on the reverse, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on each end. You will need to update the information presented in brackets with the appropriate information.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics with an asterisk on each end.

Alternative Sources of Water

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

Corrective Action

In your notice, you must describe corrective actions you are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. Listed below are some steps commonly taken by water systems with the presence of *E. coli*. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are completing a comprehensive assessment of our water system and of our monitoring and operational practices to identify and correct any causes of the contamination.
- 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 the contamination.
- We are repairing the wellhead seal.
- We are repairing, cleaning, and disinfecting 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.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation 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 need to know about the potential contamination so they can use bottled water.

It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) for a “problem corrected” notice template and [Template NC1-10](#) of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010.

***E. coli* MCL Violation Notice – Template NC1-1**

DRINKING WATER WARNING

***E. coli* is present in [Water System Name]’s water**

BOIL YOUR WATER BEFORE USING

[Briefly describe the situation, such as: “*E. coli* bacteria were found in the water supply on [give date]” or “We did not perform required testing of the water system and must assume that *E. coli* bacteria are in the water as of [give date]]. These bacteria can make you sick, and are especially a concern for people with weakened immune systems.

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

What should I do? What does this mean?

- **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.
- **E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, 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 from their healthcare providers about drinking this water.

What is being done?

[Describe corrective action]. We will inform you when tests show no bacteria are present and you no longer need to boil your water. We anticipate resolving the problem within [estimated timeframe].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

Instructions for *E. coli* MCL Violation Notice in Spanish – Template NC1-1A

Template on Reverse

The template on reverse is a Spanish translation of [Template NC1-1](#) for an *E. coli* maximum contaminant level (MCL) violation. All the instructions of [Template NC1-1](#) apply. This template is an exact translation of the English template, so if you need to modify the English templates, you should modify this template accordingly. Schools or universities may be able to provide low-cost translations. See the discussion on translations in [Chapter 3](#) for suggestions on multilingual notices.

***E. coli* MCL Violation Notice in Spanish – Template NC1-1A**

AVISO SOBRE SU AGUA POTABLE

[*E. coli* está] presente en el agua del Sistema [Water System Name]

HIERVAN EL AGUA ANTES DE USARLA

[Briefly describe the situation in Spanish, such as: “*E. coli* fue encontrada en su servicio de agua el día [given date]” or “No hicimos las pruebas necesarias del servicio de agua y debemos suponer que la bacteria *E. coli* está en el agua a partir de [given date]]. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

¿Qué debo hacer? ¿Qué es la significa de este?

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- **E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

¿Qué se está haciendo al respecto?

[Describe corrective action in Spanish]. Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year].

Para obtener más información, contacte a [name of contact] al [phone number] o [mailing address]. Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles en el sitio web de Office of Ground Water and Drinking Water de la EPA en <https://www.epa.gov/ground-water-and-drinking-water>.

Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.

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

Fecha de distribución: _____.

Instructions for Nitrate MCL Violation Notice – Template NC1-2

Template on Reverse

Violating the nitrate maximum contaminant level (MCL) of 10 milligrams per liter (mg/L) requires Tier 1 public notification and you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [[40 CFR 141.202\(b\)](#)]. During this time, you must also contact your state. You should also coordinate with your local health department. This template is also applicable to nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers [[40 CFR 141.202\(c\)](#)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

Repeat Notices

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

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

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include drilling a new well or buying water from another water system.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Nitrate MCL Violation Notice – Template NC1-2

DRINKING WATER WARNING

[Water System Name] water has high levels of nitrate -

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

On [give date], we received notice that the sample collected on [give date] showed nitrate levels of [level and units]. This is above the nitrate standard, or maximum contaminant level (MCL), of [state/federal MCL]. Nitrate in drinking water is a serious health concern for infants less than six months old.

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.

What should I do? What does this mean?

- **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.
- Ice, 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. 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 is being done?

[Describe all corrective actions being taken and when your water system expects to return to compliance.]

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

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

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

Date distributed: _____.

Instructions for Nitrate MCL Violation Notice in Spanish – Template NC1-2A

Template on Reverse

The template on reverse is a Spanish translation of [Template NC1-2](#) for a nitrate maximum contaminant level (MCL) violation. All the instructions of [Template NC1-2](#) apply. This template is an exact translation of the English template, so if you need to modify the English templates, you should modify this template accordingly. Schools or universities may be able to provide low-cost translations. See the discussion on translations in [Chapter 3](#) for suggestions on multilingual notices.

Nitrate MCL Violation Notice in Spanish – Template NC1-2A

AVISO SOBRE SU AGUA POTABLE

Agua del sistema [Water System Name] tiene altos niveles de nitratos – NO DAR DE BEBER ESTA AGUA A BEBES MENORES DE 6 MESES DE EDAD NI USARLA PARA HACER LECHE DE FORMULA

Recibimos un aviso el [give date of when notice was received] que la muestra tomada el [give date of when sample was taken] demuestra una concentración de nitrato de [level found and units in Spanish]. Este nivel está por encima de la norma, o nivel máximo de contaminación (NMC) de [state/federal MCL with units in Spanish]. Nitratos en agua potable puede generar serios problemas de salud para bebés menores de 6 meses de edad.

Nitratos en el agua pueden provenir de fuentes naturales, industriales, o de la agricultura (incluyendo descargas de tanques sépticos y lluvias). Las concentraciones de nitratos en el agua potable varían a lo largo del año.

¿Qué debo hacer? ¿Qué es la significa de este?

- **NO LE DE ESTA AGUA A BEBES.** **Bebés menores de seis (6) meses que ingieran agua con nitratos en exceso del nivel máximo de contaminación (NMC) se pueden enfermar seriamente y, de no ser tratados, pueden morir. Los síntomas incluyen dificultad en respirar y síndrome de bebé azul.** El síndrome de bebé azul se refiere al color azulado que toma la piel del bebé. Los síntomas en los bebés pueden desarrollarse con rapidez, con el deterioro de su salud en los días subsiguientes. Si los síntomas ocurren en infantes menores de seis (6) meses de edad, busque atención médica inmediatamente.
- Hielo, jugo o leche en polvo para bebés menores de seis (6) meses de edad no debe prepararse con agua del grifo. Debe emplear agua embotellada u otra agua baja en nitratos hasta próximo aviso.
- No hierva el agua. Hervir, congelar, filtrar, o dejar el agua en reposo no reduce el nivel de nitratos. De hecho, al hervir el agua puede aumentar aún más la concentración de nitratos, debido a que los nitratos permanecen cuando parte del agua se evapora.
- Adultos e infantes mayores de seis (6) meses de edad pueden tomar el agua del grifo. (Los nitratos son peligrosos para los bebés debido a que ellos no pueden procesar los nitratos de la misma manera que los adultos). Sin embargo, si usted está embarazada o tiene algún problema de salud en particular, puede optar por hacer una consulta con su médico.

¿Qué se está haciendo al respecto?

[Describe all corrective actions being taken and when your water system expects to return to compliance in Spanish.]

Para mayor información, favor contactar a [name of contact] al [phone number] o [mailing address].

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

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

Fecha de distribución: _____.

Instructions for Nitrate Failure to Take a Confirmation Sample – Template NC1-3

Template on Reverse

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

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

Repeat Notices

If this is a repeat notice (as required by your state), you may wish to include an explanation similar to the following:

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

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own text:

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Nitrate Failure to Take a Confirmation Sample Notice – Template NC1-3

DRINKING WATER WARNING

[Water System Name] did not take a confirmation sample to determine if the water has high levels of nitrate –

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

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

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

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.

What should I do? What does this mean?

- **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.
- Ice, 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. 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 is being done?

[Describe all corrective actions being taken and when your water system expects to return to compliance.] After receiving the results of our first sample, we failed to collect a second sample within 24 hours to confirm the results of the first sample. We have since collected the second sample and are waiting for the results.

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

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

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

Date distributed: _____.

Special Notice: Instructions for NCWSs Allowed Up to 20 mg/L Nitrate Notice – Template NC1-4

Template on Reverse

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

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Continuous Notices

If you are granted permission by the state to exceed the nitrate MCL, you must provide continuous posting that the nitrate levels exceeded 10 mg/L and of the potential health effects of exposure [[40 CFR 141.209\(b\)](#)].

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Special Notice: NCWSs Allowed Up to 20 mg/L Nitrate Notice – Template NC1-4

DRINKING WATER WARNING

[Water System Name] water has high levels of nitrate –

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

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

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

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

What should I do? What does this mean?

- **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.
- Ice, 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. 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.

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

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

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

Date distributed: _____.

Instructions for NCWSs Allowed > 20 mg/L Nitrate that Exceed 20 mg/L – Template NC1-5

Template on Reverse

Since exceeding the maximum contaminant level (MCL) of 20 milligrams per liter (mg/L) for NCWSs that have received approval by their state to exceed the nitrate (MCL) of 10 mg/L but no more than 20 mg/L requires Tier 1 public notification, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time period you must also contact your state. You should also coordinate with your local health department. This template is also applicable to nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

Repeat Notices

If this is a repeat notice (as required by your state), 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 [give 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 [give year] we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

DRINKING WATER WARNING

[Water System Name] water has high levels of nitrate -

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

Water sample results show nitrate levels of [level and units]. This is above the nitrate standard or maximum contaminant level (MCL), of 10 milligrams per liter (mg/L). Nitrate in drinking water is a serious health concern for infants less than six months old. We have been given permission by [state] to provide water in excess of the standard as long as:

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

On [give date], we received notice that the sample collected on [give date] showed nitrate levels of [level and units]. This is above the 20 mg/L level allowed by [state]. Nitrate in drinking water is a serious health concern for infants less than six months old.

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.

What should I do? What does this mean?

- **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.
- Ice, 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. 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 is being done?

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

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

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

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

Date distributed: _____.

Instructions for Chlorine Dioxide MRDL – Template NC1-6

Template on Reverse

If a system exceeds the chlorine dioxide maximum residual disinfectant level (MRDL) when one or more of the samples taken in the distribution system on the day after exceeding the MRDL at the entrance to the distribution system or if a system does not take required samples in the distribution system, Tier 1 public notification is required. You must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [[40 CFR 141.202\(b\)](#)]. During this time, you must also contact your state. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [[40 CFR 141.202\(c\)](#)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

Population at Risk

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Chlorine Dioxide MRDL Notice – Template NC1-6

DRINKING WATER WARNING

PREGNANT WOMEN AND YOUNG CHILDREN

SHOULD NOT DRINK THE WATER

On [give date], we received notice that the sample collected on [give date] showed chlorine dioxide levels of [level and units]. This is above the standard, or maximum residual disinfectant level (MRDL) of 0.8 milligrams per liter (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.

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.

What should I do? What does this mean?

- **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 mothers who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.*

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

- Ice, 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 is being done?

[Describe corrective action and when you expect to return to compliance.]

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

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

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

Date distributed: _____.

Instructions for CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance – Template NC1-7

Template on Reverse

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

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Instructions to Consumers

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information. This template also includes mandatory language encouraging further distribution to persons who may not have received the notice, where applicable [[40 CFR 141.205\(d\)](#)]. This language is also presented in this notice in italics with an asterisk on either end. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted.

Alternative Sources of Water

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

Corrective Action

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

- We are adding chemicals that reduce turbidity.
- We are sampling both untreated and treated water for the presence of coliform bacteria.
- We are inspecting and repairing the filters.

Source of the Problem

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – Template NC1-7

DRINKING WATER WARNING

[Water System Name] has high turbidity levels

Bottled water is available from [provide location]

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

What should I do? 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.**
- 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 from their healthcare providers about drinking this water.

What is being done?

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

We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water. We anticipate resolving the problem within [estimated timeframe].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

Instructions for Waterborne Disease Outbreak – Template NC1-8

Template on Reverse

Since a waterborne disease outbreak is a situation requiring Tier 1 public notification and you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the situation [40 CFR 141.202(b)]. During this time, you must also contact your state. You should also coordinate with your local health department. **You must also issue a public notice if you are experiencing a waterborne emergency other than a waterborne disease outbreak, such as one caused by flooding or treatment failure. In such cases, you may be able to modify this template to apply to your situation.** Check with your state for more direction. More information on waterborne disease outbreaks and emergencies is available from the Centers for Disease Control and Prevention (<http://www.cdc.gov/healthywater/diseases.html>, 1-800-232-4636). You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it. If you do modify the notice on the reverse, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Instructions to Consumers

This template is intended for water systems where consumers will not be able to boil water. You may need to modify the instructions in the public notice based on your water system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. Instructions should also depend on whether your system has elevated nitrate or arsenic levels; boiling water concentrates nitrates and arsenic and makes levels higher.

Describing the Outbreak

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.

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information. This template also includes mandatory language encouraging further distribution to persons who may not have received the notice, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics with an asterisk on either end. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. No federal mandatory health effects language exists for waterborne disease outbreaks. You may wish to use the sentence below, if appropriate, or contact your state or health department for other language.

- These symptoms are common to many diseases caused by microscopic organisms: Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

Alternative Sources of Water

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)]. It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Waterborne Disease Outbreak Notice – Template NC1-8

DRINKING WATER WARNING

Disease-causing organisms have entered [Water System Name]’s water supply.

Bottled water is available from [provide location].

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

What should I do? What does this mean?

- [Describe symptoms of the waterborne disease.] If you experience one or more of these symptoms and they persist, contact your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about this drinking water.

What is being done?

[Describe the corrective action and when the outbreak might end.]

We will inform you when you can use the water.

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

Instructions for Fecal Indicator-Positive Source Sample – Template NC1-9

Template on Reverse

Since detection of a fecal indicator (*E. coli*, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 public notification, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time, you must also contact your state. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television
- Another method approved in writing by the state

You may need to use additional methods if needed to reach all persons served. If you post or hand deliver, print your notice on your system's letterhead, if you have it.

If you do modify the notice on the reverse, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Instructions to Consumers

This template is intended for water systems where consumers will not be able to boil water. You may need to modify the instructions in the public notice based on your water system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation.

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Alternative Sources of Water

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

GWR Fecal Indicator-Positive Source Sample Notice – Template NC1-9

DRINKING WATER WARNING

[Water System Name]’s [Source] Tested Positive for Fecal Indicator

Bottled water is available from [provide location].

Our water system recently detected a fecal indicator [give contaminant, e.g., *E. coli*, enterococci, coliphage] (see definition below) in [source]. As our customers, you have a right to know what happened and what we are doing to correct this situation. On [give date], we collected a sample from [source]. The sample tested positive for [give contaminant, e.g., *E. coli*, enterococci, coliphage].

What should I do? What does this mean?

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

What is being done?

[Describe corrective action.] We will inform you when tests show no [give contaminant, e.g., *E. coli*, enterococci, coliphage] and you can drink the water. We anticipate resolving the problem within [estimated timeframe].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

Instructions for “Problem Corrected” Notice – Template NC1-10

Template on Reverse

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

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

“Problem Corrected” Notice – Template NC1-10

DRINKING WATER PROBLEM CORRECTED

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

[Add further details here when appropriate.]

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

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

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

Date distributed: _____.

Tier 2 Templates

- SWTR Failure to Filter – [Template NC2-1](#)
- SWTRs Turbidity Exceedance – [Template NC2-2](#)
- SWTR Disinfection Treatment – [Template NC2-3](#)
- LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique Violation – [Template NC2-4](#)
- LT2ESWTR Failure to Provide or Install an Additional Level of Treatment – [Template NC2-5](#)
- LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level – [Template NC2-6](#)
- LT2ESWTR Filtered System Failure to Achieve Required Treatment Credit – [Template NC2-7](#)
- LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level – [Template NC2-8](#)
- LT2ESWTR Unfiltered System Failure to Install Second Disinfectant – [Template NC2-9](#)
- Filter Backwash Recycling Rule Treatment Technique Violation – [Template NC2-10](#)
- RTCR Failure of a Seasonal System to Complete Start-Up Procedures – [Template NC2-11](#)
- RTCR Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL violations or the Related Corrective – [Template NC2-12](#)
- RTCR Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL violation or the Related Corrective Actions – [Template NC2-13](#)
- GWR Failure to Take Corrective Action within Required Time Frame – [Template NC2-14](#)
- GWR Failure to Maintain 4-log Treatment of Viruses – [Template NC2-15](#)
- **Special Notice:** LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring for Any Three Months – [Template NC2-16](#)
- **Special Notice:** LT2ESWTR Filtered System Failure to Determine and Report Bin Classification – [Template NC2-17](#)
- **Special Notice:** LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level – [Template NC2-18](#)

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Instructions for SWTR Failure to Filter – Template NC2-1

Template on Reverse

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

You must use one of the following methods [\[40 CFR 141.203\(c\)\]](#):

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [\[40 CFR 141.203\(c\)\]](#). If you post or hand deliver, print your notice on your system's letterhead, if available.

If you modify this notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [\[40 CFR 141.31\(d\)\]](#).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

SWTR Failure to Filter Notice – Template NC2-1

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Does Not Meet Treatment Requirements

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

On [give date], the [state] ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we no longer meet the requirements that allowed us to not provide filtration. However, we have not yet installed a filtration system.

What should I do?

- You do not need to boil your water. However, if you have specific health concerns, consult your doctor. A home filter will not necessarily solve the problem, because not all home filters protect against parasites. Call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply. *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* These symptoms, however, are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What is being done?

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

We anticipate resolving the problem within [estimated timeframe]. Until filtration is installed, you will receive a notice similar to this every three months.

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

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

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

Date distributed: _____.

Instructions for SWTRs Turbidity Exceedance – Template NC2-2

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system’s letterhead, if available.

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

For Exceedances of Single Turbidity Limits	For Exceedances of Monthly Turbidity Limits
<p>You must consult with your state as soon as practical but within 24 hours of learning of the violation. During the consultation, the agency may choose to elevate your turbidity exceedance to Tier 1. If consultation does not occur, the violation is automatically elevated to Tier 1. For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice:</p> <p><i>“Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [date] showed levels of [number] turbidity units. This was above the standard of [standard] units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.”</i></p>	<p>Use the following language to describe your violation and insert into the second paragraph of the template:</p> <p><i>“Water samples for [month] showed that [percentage] percent of turbidity measurements were over [standard] turbidity units – the standard is that no more than 5 percent of samples may exceed [standard] turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] units.”</i></p>

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a “problem corrected” notice template.

SWTRs Turbidity Exceedance Notice – Template NC2-2

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Does Not Meet Treatment Requirements

Our water system recently violated a drinking water requirement. 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 (are doing) to correct this situation.

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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 is being done?

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

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

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

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

Date distributed: _____.

Instructions for SWTR Disinfection Treatment – Template NC2-3

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Description of the Violation

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

- Not Enough Disinfection During Treatment - In order to ensure proper disinfection, water in the treatment plant must be in contact with enough chlorine or a similar disinfectant for a minimum amount of time. On [give date], this did not occur. Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time," depends on the amount of disinfectant in the water and the temperature of the water.
- Disinfectant Residual - We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.
- Monthly exceedance - During the months of [give dates], disinfectant residual was undetectable in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.
- Single exceedance - On [give date], disinfectant levels dropped below 0.2 milligrams per liter (mg/L) for [give number of hours] hours. The standard is that levels may not drop below 0.2 mg/L for more than four hours.

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)]. It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

SWTR Disinfection Treatment Notice – Template NC2-3

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Does/Did Not Meet Treatment Requirements

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Tests taken during this same time period did not indicate the presence of bacteria in the water.

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

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

What is being done?

[Describe corrective action.]

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Uncovered Finished Water Reservoir Treatment – Template NC2-4

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice – Template NC2-4

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Uncovered Finished Water Reservoir Violation at [Water System Name]

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

Water systems with uncovered finished water reservoirs are required to cover these reservoirs, treat the water from these reservoirs, or be in compliance with a state-approved schedule to cover the reservoir(s) or provide treatment. We have failed to meet this requirement.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

Uncovered finished water reservoirs are a pathway for contaminants to enter the drinking water supply. Therefore, it is necessary to cover the reservoirs or treat the discharge. **Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.**

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment – Template NC2-5

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Filtered System Failure to Provide or Install an Additional Level of Treatment – Template NC2-5

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level – Template NC2-6

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Unfiltered System Failure to Achieve Required Inactivation Level Notice – Template NC2-6

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Filtered System Failure to Achieve Required Treatment – Template NC2-7

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Filtered System Failure to Achieve Required Treatment Notice – Template NC2-7

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Maintain the Required Level of Treatment

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level – Template NC2-8

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Unfiltered System Failure to Maintain Required Inactivation Level Notice – Template NC2-8

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Maintain the Required Level of Treatment

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for LT2ESWTR Unfiltered System Failure to Install Second Disinfectant – Template NC2-9

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from Appendix B to 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

LT2ESWTR Unfiltered System Failure to Install Second Disinfectant Notice – Template NC2-9

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for Filter Backwash Recycling Rule Treatment Technique Violation – Template NC2-10

Template on Reverse

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

You must use one of the following methods [[40 CFR 141.203\(c\)](#)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [[40 CFR 141.203\(c\)](#)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

If you modify this notice, you must still include all required public notice elements from [[40 CFR 141.205\(a\)](#)] and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Filter Backwash Recycling Rule Treatment Technique Violation Notice – Template NC2-10

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Meet Treatment Requirements

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Instructions for RTCR Failure of a Seasonal System to Complete Start-Up Procedures – Template NC2-11

Template below

Description of Violation or Situation

A seasonal NCWS that fails to follow state-approved start-up procedures prior to serving water to the public after the system had been out of service has incurred a treatment technique (TT) violation. This violation requires Tier 2 public notification. Start-up procedures are approved by the state and may include, but are not limited to, activities such as:

- Inspecting all water system components, including source(s), treatment components, distribution lines, and storage tanks and addressing any issues.
- Activating the source and thoroughly flushing water through all pipes in the water system.
- Draining and re-filling storage tanks.
- Chlorinating the water in the system and leaving the chlorinated water in the system for at least 24 hours before flushing the water to waste.
- Collecting water samples at key locations within the system and ensuring the water system is not contaminated by bacteria.

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [40 CFR 141.203(b)]. Your state may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all its requirements.

NCWSs must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from 40 CFR 141.205(d)(2)) must be included as written if the required start-up procedure includes collecting coliform bacteria samples. The mandatory language is provided below and is presented in this notice in italics with an asterisk on each end. You will need to update the information presented in brackets with the appropriate information. If monitoring is not required as part of the start-up procedures the italicized mandatory language should be omitted and language must be used to appropriately describe the violation.

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 complete all monitoring or testing" for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics with an asterisk on each end.

Corrective Action

In your notice, you must describe corrective actions you are taking [\[40 CFR 141.205\(a\)\(7\)\]](#) and when you expect to return to compliance or resolve the situation [\[40 CFR 141.205\(a\)\(8\)\]](#). Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with TT violations relating to incomplete start-up procedures. Depending on the corrective action you are taking, you can use the following statement, if appropriate, or develop your own text:

- We have completed the required start-up procedures and provided the appropriate certification to the state. The procedures included [describe what you did, for example, flushed the system, disinfected the system, collected total coliform bacteria samples, etc.].
- We have collected [number] coliform bacteria samples as required and [number] sample results were negative for total coliform bacteria.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [\[40 CFR 141.31\(d\)\]](#).

RTCR Failure of a Seasonal System to Complete Start-Up Procedures - Template NC2-11

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Complete Seasonal Start-Up Procedures

Before we open each year and serve water to the public we are required to complete certain start-up procedures to make sure the water we provide is safe to drink. This year we failed to [describe what you failed to do, for example, disinfect the water system or collect the required number of coliform bacteria samples] before providing water. As our customers, you have a right to know what happened and what we are doing to correct this situation.

Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

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 complete all monitoring or testing" for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.

What should I do?

- If you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

This is not an emergency, as we have completed the start-up procedures. If it had been, you would have been notified within 24 hours.

Failure to perform the required start-up procedures prior to serving water to the public has the potential to distribute contaminated water. When our system shuts down operation, the lack of pressure in our pipes can allow the entry of bacteria and other disease-causing microorganisms into the drinking water. By performing start-up procedures such as flushing the pipes, disinfecting the water, and collecting a coliform bacteria sample before we open, we can be sure that we are providing you with safe water.

What is being done?

[Describe corrective action including when you returned to compliance or resolved the situation].

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

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

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

Date distributed: _____.

Instructions for RTCR Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL Violations or the Related Corrective Actions – Template NC2-12

Template below

Description of Violation or Situation

A water system triggers a Level 1 assessment when:

- For systems taking 40 or more samples (including routine and repeat samples) per month, the water system exceeds 5.0 percent total coliform-positive samples for the month;
- For systems taking fewer than 40 samples (including routine and repeat samples) per month, the water system has two or more total coliform-positive samples in the same month; or
- The water system fails to take every required repeat sample after any single routine total coliform-positive sample.

A water system triggers a Level 2 assessment when:

- The water system has a second Level 1 assessment treatment technique (TT) trigger within a rolling 12-month period unless the state has determined a likely reason for the total coliform-positive samples that caused the initial Level 1 assessment TT trigger, and the state establishes that the system has fully corrected the problem; or,
- For water systems with approved reduced annual monitoring, the system has a Level 1 assessment TT trigger in two consecutive years.

TT violations related to triggered assessments occur when any public water system has:

- Failed to conduct the triggered Level 1 or Level 2 assessment within 30 days after learning that it has exceeded the trigger; or
- Failed to correct any sanitary defect found through a Level 1 or Level 2 assessment within 30 days or in accordance with a schedule acceptable to the state.

TT violations related to any Level 1 assessment or to a Level 2 assessment that is *not* triggered by an *E. coli* MCL violation require similar Tier 2 public notice. TT violations for Level 2 assessments that are triggered by *E. coli* MCL violations require different mandatory health effects language and are addressed in [Template NC2-15](#).

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [[40 CFR 141.203\(b\)](#)]. You must issue a repeat notice every three months for as long as the violation persists. Check with your state to make sure you meet all its requirements.

NCWSs must use one of the following methods to deliver the notice to consumers [[40 CFR 141.203\(c\)](#)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [[40 CFR 141.203\(c\)](#)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on each end.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.

You are also required to include one or both of the following statements, also presented in this notice in italics with an asterisk on each end, as appropriate for the violation:

We failed to conduct the required assessment.

We failed to correct all identified sanitary defects that were found during the assessment that we conducted.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [\[40 CFR 141.205\(d\)\]](#). This language is also provided below and presented in this notice in italics with an asterisk on each end.

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.

Corrective Action

The specific cause(s) of total coliforms in the distribution system that triggered the assessment will likely differ from system to system. Your notice must describe the corrective action(s) you are taking [\[40 CFR 141.205\(a\)\(7\)\]](#) to address the TT violation and when you expect to return to compliance or resolve the situation [\[40 CFR 141.205\(a\)\(8\)\]](#). You can use one or more of the following statements, if appropriate, or develop your own text.

- We have begun to correct the sanitary defect(s) identified during an assessment of our water system by taking the following corrective actions: [Describe corrective actions].
- To ensure that our water system is protected against contamination, we are working with the state to implement the following corrective actions: [Describe corrective actions].
- We completed the required assessment and identified the cause of the sanitary defect to be addressed [describe the issue or problem found, for example, damage to the storage tank, a missing vent screen, etc.] We are currently correcting the problem on a schedule approved by [State Department of Public Health].

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [\[40 CFR 141.31\(d\)\]](#).

It is a good idea to inform your consumers when the violation has been resolved. See [Template NC1-10](#) for a “problem corrected” notice template.

RTCR Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL Violations or the Related Corrective Actions – Template NC2-12

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Perform Activities Required to Address Coliform Bacteria Contamination of the Water System

During recent routine monitoring, our water system tested positive for total coliforms. **Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.*

*When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.** [Describe the TT violation, using the mandatory language of **We failed to conduct the required assessment** by [Enter date the assessment was due] and/or **We failed to correct all identified sanitary defects that were found during the assessment(s)** by [Enter date correction was due].]

As our customers, you have a right to know what happened and what we are doing to correct this situation.

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.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

Failure to identify and correct the defects has the potential to cause continued distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

What is being done?

[Describe corrective action including when your water system expects to return to compliance or resolve the violation].

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

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

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

Date distributed: _____.

Instructions for RTCR Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL Violation or the Related Corrective Actions – Template NC2-13

Template below

Description of Violation or Situation

A water system triggers a Level 2 assessment when:

- The water system has an *E. coli* maximum contaminant level (MCL) violation;

A TT violation related to a Level 2 assessment that was triggered by an *E. coli* MCL violation requires Tier 2 public notice with mandatory health effects language stating *E. coli* was detected in the water system. Violations of Level 2 assessments related to *E. coli* require Tier 2 public notice and occur when any public water system has:

- Failed to conduct the triggered Level 2 assessment within 30 days after learning that it has exceeded the trigger; or
- Failed to correct any sanitary defect found through a Level 2 assessment within 30 days or in accordance with a schedule acceptable to the state.

TT violations for Level 2 assessments that are triggered by more than one Level 1 assessment require different mandatory health effects language and are addressed in [Template NC2-14](#).

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [[40 CFR 141.203\(b\)](#)]. You must issue a repeat notice every three months for as long as the violation persists. Check with your state to make sure you meet all its requirements.

NCWSs must use one of the following methods to deliver the notice to consumers [[40 CFR 141.203\(c\)](#)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [[40 CFR 141.203\(c\)](#)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on each end.

E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We violated the standard for E. coli, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct a detailed assessment to identify problems and to correct any problems that are found.

You are also required to include one or both of the following statements, also presented in this notice in italics with an asterisk on each end, as appropriate for the violation:

We failed to conduct the required assessment.

We failed to correct all identified sanitary defects that were found during the assessment that we conducted.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [\[40 CFR 141.205\(d\)\]](#). This language is also provided below and presented in this notice in italics with an asterisk on each end.

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.

Corrective Action

The specific cause(s) of *E. coli* in the distribution system will likely differ from system to system. Your notice must describe the corrective action(s) you are taking [\[40 CFR 141.205\(a\)\(7\)\]](#) and when you expect to return to compliance or resolve the situation [\[40 CFR 141.205\(a\)\(8\)\]](#). You can use one or more of the following statements, if appropriate, or develop your own text.

- We have begun to correct the sanitary defect(s) identified during an assessment of our water system by taking the following corrective actions. [Describe corrective actions].
- To ensure that our water supplies are protected against contamination, we are working with the state to implement the following corrective actions. [Describe corrective actions].
- We completed the required assessment and identified the cause of the sanitary defect to be addressed [describe the issue or problem found, for example, damage to the storage tank, a missing vent screen, etc.] We are currently correcting the problem on a schedule approved by [State Department of Public Health].

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [\[40 CFR 141.31\(d\)\]](#).

It is a good idea to inform your consumers when the violation has been resolved. See [Template NC1-10](#) for a “problem corrected” notice template.

RTCR Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL Violation or the Related Corrective Actions – Template NC2-13

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Correct a Problem Discovered During an Assessment of the Water System after Testing Positive for *E. coli*

During recent monitoring, our water system tested positive for *E. coli*. *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We violated the standard for *E. coli*, indicating the need to look for potential problems in water treatment or distribution.

When this occurs, we are required to conduct a detailed assessment to identify problems and to correct any problems that are found. * [Describe the TT violation, using the mandatory language of *We failed to conduct the required assessment** by [Enter date the assessment was due] and/or *We failed to correct all identified sanitary defects that were found during the assessment(s)** by [Enter date correction was due]]

As our customers, you have a right to know what happened and what we are doing to correct this situation. You were notified of the *E. coli* in our water on [enter date when Tier 1 public notice of the MCL violation that triggered the assessment was provided] and on [enter date] that no additional contamination has been identified and that you do not need to boil your water or take other corrective actions. Although our recent sampling has indicated coliform bacteria are absent, we are still required to assess the system and correct any defects found.

What should I do?

- You still do not need to boil your water or take corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

Failure to identify and correct system defects has the potential to cause distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

What is being done?

[Describe corrective action including when you expect to return to compliance or resolve the situation].

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

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

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

Date distributed: _____.

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Instructions for GWR Failure to Maintain 4-log Treatment of Viruses – Template NC2-14

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

GWR Failure to Maintain 4-log Treatment of Viruses Notice – Template NC2-14

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failure to Meet Treatment Requirements

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

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

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated timeframe]. **OR** The problem was resolved on [give date].

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

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

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

Date distributed: _____.

Instructions for GWR Failure to Take Corrective Action Within Required Time Frame – Template NC2-15

Template on Reverse

A system's failure to take corrective action within the required timeframe or be in compliance with a state-approved corrective action plan and schedule for a fecal indicator-positive ground water source sample or significant deficiency under GWR is a treatment technique violation and requires Tier 2 public notification. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [[40 CFR 141.203\(b\)](#)]. Your state may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all its requirements.

You must use one of the following methods [[40 CFR 141.203\(c\)](#)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [[40 CFR 141.203\(c\)](#)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

If you modify this notice, you must still include all required public notice elements from [[40 CFR 141.205\(a\)](#)] and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

GWR Failure to Take Corrective Action Within Required Time Frame Notice – Template NC2-15

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

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

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

[A routine inspection conducted on [give date] by the [insert state] found [describe significant deficiency in our water system]] **OR**

[Sampling conducted at our ground water source on [given date(s)] found indication of fecal contamination of our source(s)].

As required by Environmental Protection Agency's (EPA's) Ground Water Rule (GWR), we were required to take action to [correct this deficiency/address the fecal-indicator positive source sample]. However, we failed to take this action by the deadline established by [insert state name].

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

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

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

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

Date distributed: _____.

Special Notice: Instructions for LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring For Any Three Months – Template NC2-16

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Special Notice: LT2ESWTR Failure to Conduct Required *Cryptosporidium* Monitoring for Any Three Months Notice – Template NC2-16

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [Water System Name]

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

What is being done?

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

For more information, please call [name of water system contact] of [water system name] at [phone number].

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

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

Date distributed: _____.

Special Notice: Instructions for LT2ESWTR Filtered System Failure to Determine and Report Bin Classification – Template NC2-17

Template on Reverse

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

You must use one of the following methods [[40 CFR 141.203\(c\)](#)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [[40 CFR 141.203\(c\)](#)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

If you modify this notice, you must still include all required public notice elements from [[40 CFR 141.205\(a\)](#)] and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-10](#) for a "problem corrected" notice template.

Special Notice: LT2ESWTR Filtered System Failure to Determine and Report Bin Classification Notice – Template NC2-17

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Determine Required Treatment Based on *Cryptosporidium* Level

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

For more information, please call [name of water system contact] of [water system name] at [phone number].

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

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

Date distributed: _____.

Special Notice: Instructions for LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template NC2-18

Template on Reverse

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

You must also use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. If you post or hand deliver, print your notice on your system's letterhead, if available.

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Action

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template NC1-1](#) for a "problem corrected" notice template.

Special Notice: LT2ESWTR Unfiltered System Failure to Calculate and Report Mean *Cryptosporidium* Level Notice – Template NC2-18

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Determine *Cryptosporidium* Level

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

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

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

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare providers about drinking this water. General guidelines on ways to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available at the EPA Ground Water and Drinking Water Website at <https://www.epa.gov/ground-water-and-drinking-water>.

What does this mean?

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

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

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

What is being done?

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

For more information, please call [name of water system contact] of [water system name] at [phone number].

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

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

Date distributed: _____

Tier 3 Templates

- LT2ESWTR Monitoring Violation (Tier 3) Notice – [Template NC3-1](#)
- Failure to Develop a Profile and/or Calculate a Benchmark Notice – [Template NC3-2](#)
- RTCR Failure to Report *E. coli*-positive Sampling Events to the State – [Template NC3-3](#)
- RTCR Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – [Template NC3-4](#)
- RCTR Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – [Template NC3-5](#)
- RCTR Failure to do Recordkeeping – [Template NC3-6](#)

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Instructions for LT2ESWTR Monitoring Violation – Template NC3-1

Template on Reverse

If you are required to provide Tier 3 notification, you must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Multiple monitoring violations can be serious, and your state may have more stringent requirements. The example in this template is for *Cryptosporidium* monitoring under LT2ESWTR. If a system fails to conduct *Cryptosporidium* monitoring of its source water for one or two months, they are required to issue Tier 3 public notification. (Note: failure to conduct required *Cryptosporidium* monitoring for any three months requires Tier 2 notification and special notice. See [Template NC2-16](#) for an example.) Check with your state to make sure you meet its requirements.

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

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

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

The notice on the reverse is appropriate for insertion in an annual notice, as long as public notification timing and delivery requirements are met [40 CFR 141.204(d)]. You may need to modify the template for a notice for individual monitoring violations. This example presents violations in a table; however, you may write out an explanation for each violation if you wish.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level (MCL) or other violation. In such cases, you should refer to the public notice you issued at that time. If you do modify the notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Actions

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

LT2ESWTR Monitoring Violation Notice – Template NC3-1

DRINKING WATER NOTICE

Monitoring Requirements Not Met for [Water System Name]

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

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

What This Means

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

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 [this contaminant/these contaminants], how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were taken
<i>Cryptosporidium</i> (example)	Monthly	0	November 2016	December 2016

Steps We Are Taking

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

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

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

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

Date distributed: _____

Instructions for Failure to Develop a Profile and/or Calculate a Benchmark – Template NC3-2

Template on Reverse

Failure to develop a disinfection profile for *Giardia lamblia* and viruses (a profile for viruses may be applicable under LT1ESWTR and is required under LT2ESWTR) or calculate a benchmark prior to making a significant change to your disinfection practice, requires Tier 3 notification. You must provide public notice to persons served within 12 months after you learn of the violation [40 CFR 141.204(b)]. Failure to develop a profile or calculate a benchmark can be serious and your state may have more stringent requirements. Check with your state to make sure you meet all requirements.

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

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

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

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

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

Mandatory Language

Mandatory language on health effects (from [Appendix B to 40 CFR 141 Subpart Q](#)) must be included as written and is presented in this notice in italics with an asterisk on either end. You will need to update the information presented in brackets with the appropriate information.

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

Corrective Actions

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

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

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Failure to Develop a Profile and/or Calculate a Benchmark Notice – Template NC3-2

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Monitoring Requirements Not Met for [Water System Name]

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

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

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

What should I do?

There is nothing you need to do at this time. You may continue to drink the water. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

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

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

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

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

Date distributed: _____

Instructions for RTCR Failure to Report *E. coli*-positive Sampling Events to the State – Template NC3-3

Template on Reverse

Description of Violation or Situation

Failure to notify the state of events that are related to *E. coli*-positive sample results are reporting violations that require Tier 3 public notification. The reporting violations addressed by this Tier 3 template require similar public notification content and include:

- Failure to notify the state within 24 hours of an *E. coli* MCL violation.
- Failure to notify the state within 24 hours of an *E. coli*-positive sample result.

You must provide public notice to persons served within one year after you learn of the violation [[40 CFR 141.204\(b\)](#)]. Check with your state to make sure you meet all requirements.

NCWSs must use all of the following methods to deliver the notice to consumers [[40 CFR 141.204\(c\)](#)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [[40 CFR 141.204\(b\)](#)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [[40 CFR 141.205\(d\)](#)]. This language is also presented in this notice in italics with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [[40 CFR 141.205\(a\)\(7\)](#)] and when you expect to return to compliance or resolve the situation [[40 CFR 141.205\(a\)\(8\)](#)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing reports to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

RTCR Failure to Report *E. coli*-positive Sampling Events to the State – Template NC3-3

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

Our system failed to notify the state drinking water program that we [enter either “detected *E. coli* bacteria in a water sample” or “have incurred an MCL violation for *E. coli* bacteria”]. We are required to notify the state of this information within 24 hours of when we learned of the situation but we failed to do so.

[If applicable, enter, “We notified you of the *E. coli* MCL violation on [enter date] and resolved the contamination problem on [enter date]”].

Although this situation does not create a risk to public health, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [media source].

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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

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

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

Date distributed: _____.

Instructions for RTCR Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – Template NC3-4

Template on Reverse

Description of Violation or Situation

Failure to notify the state of RTCR events that are *not* related to *E. coli*-positive sample results are reporting violations that require Tier 3 public notification. The reporting violations addressed by this Tier 3 template require similar public notification content and include:

- Failure to provide total coliform-positive or total coliform-negative sample results to the state in a timely manner.
- Failure to notify the state that an RTCR monitoring violation occurred within 10 days of when the violation occurred.
- Failure to notify the state within 24 hours of a Treatment Technique (TT) violation resulting from failure to perform assessments or corrective actions.
- Failure to submit the completed assessment form or monitoring report within 30 days of triggering the assessment.
- Failure to notify the state when each scheduled corrective action is completed based on the state-approved timeframe.

You must provide Tier 3 public notice to persons served within one year after you learn of the violation [[40 CFR 141.204\(b\)](#)]. Check with your state to make sure you meet all requirements.

NCWSs must use all of the following methods to deliver the notice to consumers [[40 CFR 141.204\(c\)](#)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [[40 CFR 141.204\(b\)](#)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [[40 CFR 141.205\(d\)](#)]. This language is also presented in this notice in italics with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [[40 CFR 141.205\(a\)\(7\)](#)] including when your water system expects to return to compliance or resolve the violation [[40 CFR 141.205\(a\)\(8\)](#)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing reports to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

RTCR Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – Template NC3-4

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

We are required to report [describe the information not reported, such as “the results of monitoring of your drinking water for specific contaminants on a regular basis” or “the results of our water system’s assessment by [enter date]]. Results of [enter applicable text, such as “regular monitoring” or “the assessment”, as applicable] are an indicator of whether or not your drinking water meets health standards. During [compliance period], we did not [describe what you did not report, such as “report the results of monitoring or of the assessment] for [contaminant(s)]”].

Our system failed to notify the state drinking water program as required by [enter date]. Although public health was not impacted, as our customers, you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions.

What is being done?

While we did not notify the state as quickly as we should have, we have [enter your corrective action] on [enter date]. We are no longer in violation.

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

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

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

Date distributed: _____.

Instructions for RTCR Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – Template NC3-5

Template on Reverse

Description of Violation or Situation

Failure of a seasonal NCWS to certify to the state that they have completed all state-approved start up procedures before serving water to the public is a reporting violation that requires Tier 3 public notification.

You must provide public notice to persons served within one year after you learn of the reporting violation [[40 CFR 141.204\(b\)](#)]. Check with your state to make sure you meet all requirements.

NCWSs must use all of the following methods to deliver the notice to consumers [[40 CFR 141.204\(c\)](#)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [[40 CFR 141.204\(b\)](#)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [[40 CFR 141.205\(d\)](#)]. This language is also presented in this notice in italics with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [[40 CFR 141.205\(a\)\(7\)](#)] including when your water system expects to return to compliance or resolve the violation [[40 CFR 141.205\(a\)\(8\)](#)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing certification to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[40 CFR 141.31\(d\)](#)].

RTCR Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – Template NC3-5

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

[Water System Name] failed to notify the state drinking water program that we completed the steps required to start-up our water system after we'd been shut down for the off-season. We are required to notify the state that we completed the required steps before we served water to the public.

Although this situation does not create a health risk, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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

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

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

Date distributed: _____.

Instructions for RTCR Failure to do Recordkeeping – Template NC3-6

Template on Reverse

Description of Violation or Situation

Failure to keep records of any assessment forms completed by you or a third-party, documentation of corrective actions, or summary reports of sanitary defects, as well as records of repeat samples taken that meet the criteria of an extension for the 24-hours of collecting repeat samples are recordkeeping violations that require Tier 3 public notification [\[40 CFR 141.204\(a\)\(6\)\]](#).

You must provide public notice to persons served within one year after you learn of the recordkeeping violation [\[40 CFR 141.204\(b\)\]](#). Check with your state to make sure you meet all requirements.

NCWSs must use all of the following methods to deliver the notice to consumers [\[40 CFR 141.204\(c\)\]](#):

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [\[40 CFR 141.204\(b\)\]](#).
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from [40 CFR 141.205\(a\)](#) and leave the mandatory language unchanged (see below).

Repeated notices are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [\[40 CFR 141.205\(d\)\]](#). This language is also presented in this notice in italics with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [\[40 CFR 141.205\(a\)\(7\)\]](#) including when your water system expects to return to compliance or resolve the violation [\[40 CFR 141.205\(a\)\(8\)\]](#). You can use the following language, if appropriate, or develop your own:

- We have contacted the laboratories that performed the water testing and requested copies of the missing reports. We are no longer in violation.
- We have revised our procedures to ensure we comply with the recordkeeping requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [\[40 CFR 141.31\(d\)\]](#).

RTCR Failure to do Recordkeeping – Template NC3-6

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Recordkeeping Requirement(s) Not Met for [Water System Name]

[Water system name] failed to keep records of [describe the information not kept, such as “our water system’s assessment conducted on [enter date]” or “monitoring following a sample with coliform bacteria in which we received an extension to collect the sample from the state”]. We realize the importance of keeping complete records to document the quality of the water we provide and the efforts we take to ensure the water is safe to drink.

Although this situation does not create a risk to public health, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [media source].

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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

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

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

Date distributed: _____.

Appendix B: NPDWR Violations and Other Situations Requiring Public Notice¹

Contaminant	MCL/MRDL/TT violations ² Tier of public notice required	MCL/MRDL/TT violations ² Citation	Monitoring & testing procedure violations Tier of public notice required	Monitoring & testing procedure violations Citation
I. Violations of National Primary Drinking Water Regulations (NPDWR): ³				
A. Microbiological Contaminants				
1.a Total coliform bacteria†	2	141.63(a)	3	141.21(a)-(e).
1.b Total coliform (TT violations resulting from failure to perform assessments or corrective actions, monitoring violations, and reporting violations)‡	2	141.860(b)(1)	3	141.860(c)(1). 141.860(d)(1).
1.c Seasonal system failure to follow State-approved start-up plan prior to serving water to the public or failure to provide certification to State‡	2	141.860(b)(2)	3	141.860(d)(3).
2.a Fecal coliform/ <i>E. coli</i> †	1	141.63(b)	⁴ 1,3	141.21(e)
2.b <i>E. coli</i> (MCL, monitoring, and reporting violations)‡	1	141.860 (a)	3	141.860(c)(2) 141.860(d)(1). 141.860(d)(2).
2.c <i>E. coli</i> (TT violations resulting from failure to perform level 2 Assessments or corrective action)‡	2	141.860(b)(1)		
3. Turbidity MCL	2	141.13(a)	3	141.22
4. Turbidity MCL (average of 2 days' samples >5 NTU)	⁵ 2, 1	141.13(b)	3	141.22
5. Turbidity (for TT violations resulting from a single exceedance of maximum allowable turbidity level)	⁶ 2, 1	141.71(a)(2), 141.71(c)(2)(i), 141.73(a)(2), 141.73 (b)(2), 141.73 (c)(2), 141.73(d), 141.173(a)(2), 141.173(b), 141.551(b)	3	141.74(a)(1), 141.74(b)(2), 141.74(c)(1), 141.174, 141.560(a)-(c), 141.561.
6. Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. allowable turbidity level (TT)	2	141.70-141.73	3	141.74
7. Interim Enhanced Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. turbidity level (TT)	⁷ 2	141.170- 141.173, 141.500- 141.553	3	141.172, 141.174, 141.530-141.544, 141.560-141.564.

Contaminant	MCL/MRDL/TT violations ² Tier of public notice required	MCL/MRDL/TT violations ² Citation	Monitoring & testing procedure violations Tier of public notice required	Monitoring & testing procedure violations Citation
8. Filter Backwash Recycling Rule violations	2	141.76(c)	3	141.76(b), (d)
9. Long Term 1 Enhanced Surface Water Treatment Rule violations	2	141.500-141.553	3	141.530-141.544, 141.560-141.564.
10. LT2ESWTR violations	2	141.710-141.720	²² 2, 3	141.701-141.705 and 141.708-141.709.
11. Ground Water Rule violations	2	141.404	3	141.402(h), 141.403(d).
B. Inorganic Chemicals (IOCs)				
1. Antimony	2	141.62(b)	3	141.23(a), (c)
2. Arsenic	2	⁸ 141.62(b)	3	¹¹ 141.23(a), (c)
3. Asbestos (fibers >10 µm)	2	141.62(b)	3	141.23(a)-(b)
4. Barium	2	141.62(b)	3	141.23(a), (c)
5. Beryllium	2	141.62(b)	3	141.23(a), (c)
6. Cadmium	2	141.62(b)	3	141.23(a), (c)
7. Chromium (total)	2	141.62(b)	3	141.23(a), (c)
8. Cyanide	2	141.62(b)	3	141.23(a), (c)
9. Fluoride	2	141.62(b)	3	141.23(a), (c)
10. Mercury (inorganic)	2	141.62(b)	3	141.23(a), (c)
11. Nitrate	1	141.62(b)	¹² 1, 3	141.23(a), (d), 141.23(f)(2)
12. Nitrite	1	141.62(b)	¹² 1, 3	141.23(a), (e), 141.23(f)(2)
13. Total Nitrate and Nitrite	1	141.62(b)	3	141.23(a)
14. Selenium	2	141.62(b)	3	141.23(a), (c)
15. Thallium	2	141.62(b)	3	141.23(a), (c)
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	141.80-141.85	3	141.86-141.89
D. Synthetic Organic Chemicals (SOCs)				
1. 2,4-D	2	141.61(c)	3	141.24(h)
2. 2,4,5-TP (Silvex)	2	141.61(c)	3	141.24(h)
3. Alachlor	2	141.61(c)	3	141.24(h)
4. Atrazine	2	141.61(c)	3	141.24(h)
5. Benzo(a)pyrene (PAHs)	2	141.61(c)	3	141.24(h)
6. Carbofuran	2	141.61(c)	3	141.24(h)
7. Chlordane	2	141.61(c)	3	141.24(h)
8. Dalapon	2	141.61(c)	3	141.24(h)

Contaminant	MCL/MRDL/TT violations ² Tier of public notice required	MCL/MRDL/TT violations ² Citation	Monitoring & testing procedure violations Tier of public notice required	Monitoring & testing procedure violations Citation
9. Di (2-ethylhexyl) adipate	2	141.61(c)	3	141.24(h)
10. Di (2-ethylhexyl) phthalate	2	141.61(c)	3	141.24(h)
11. Dibromochloropropane	2	141.61(c)	3	141.24(h)
12. Dinoseb	2	141.61(c)	3	141.24(h)
13. Dioxin (2,3,7,8-TCDD)	2	141.61(c)	3	141.24(h)
14. Diquat	2	141.61(c)	3	141.24(h)
15. Endothall	2	141.61(c)	3	141.24(h)
16. Endrin	2	141.61(c)	3	141.24(h)
17. Ethylene dibromide	2	141.61(c)	3	141.24(h)
18. Glyphosate	2	141.61(c)	3	141.24(h)
19. Heptachlor	2	141.61(c)	3	141.24(h)
20. Heptachlor epoxide	2	141.61(c)	3	141.24(h)
21. Hexachlorobenzene	2	141.61(c)	3	141.24(h)
22. Hexachlorocyclo-pentadiene	2	141.61(c)	3	141.24(h)
23. Lindane	2	141.61(c)	3	141.24(h)
24. Methoxychlor	2	141.61(c)	3	141.24(h)
25. Oxamyl (Vydate)	2	141.61(c)	3	141.24(h)
26. Pentachlorophenol	2	141.61(c)	3	141.24(h)
27. Picloram	2	141.61(c)	3	141.24(h)
28. Polychlorinated biphenyls (PCBs)	2	141.61(c)	3	141.24(h)
29. Simazine	2	141.61(c)	3	141.24(h)
30. Toxaphene	2	141.61(c)	3	141.24(h)
E. Volatile Organic Chemicals (VOCs)				
1. Benzene	2	141.61(a)	3	141.24(f)
2. Carbon tetrachloride	2	141.61(a)	3	141.24(f)
3. Chlorobenzene (monochlorobenzene)	2	141.61(a)	3	141.24(f)
4. o-Dichlorobenzene	2	141.61(a)	3	141.24(f)
5. p-Dichlorobenzene	2	141.61(a)	3	141.24(f)
6. 1,2-Dichloroethane	2	141.61(a)	3	141.24(f)
7. 1,1-Dichloroethylene	2	141.61(a)	3	141.24(f)
8. cis-1,2-Dichloroethylene	2	141.61(a)	3	141.24(f)
9. trans-1,2-Dichloroethylene	2	141.61(a)	3	141.24(f)
10. Dichloromethane	2	141.61(a)	3	141.24(f)
11. 1,2-Dichloropropane	2	141.61(a)	3	141.24(f)
12. Ethylbenzene	2	141.61(a)	3	141.24(f)
13. Styrene	2	141.61(a)	3	141.24(f)
14. Tetrachloroethylene	2	141.61(a)	3	141.24(f)
15. Toluene	2	141.61(a)	3	141.24(f)

Contaminant	MCL/MRDL/TT violations ² Tier of public notice required	MCL/MRDL/TT violations ² Citation	Monitoring & testing procedure violations Tier of public notice required	Monitoring & testing procedure violations Citation
16. 1,2,4-Trichlorobenzene	2	141.61(a)	3	141.24(f)
17. 1,1,1-Trichloroethane	2	141.61(a)	3	141.24(f)
18. 1,1,2-Trichloroethane	2	141.61(a)	3	141.24(f)
19. Trichloroethylene	2	141.61(a)	3	141.24(f)
20. Vinyl chloride	2	141.61(a)	3	141.24(f)
21. Xylenes (total)	2	141.61(a)	3	141.24(f)
F. Radioactive Contaminants				
1. Beta/photon emitters	2	141.66(d)	3	141.25(a) 141.26(b)
2. Alpha emitters	2	141.66(c)	3	141.25(a) 141.26(a)
3. Combined radium (226 and 228)	2	141.66(b)	3	141.25(a) 141.26(a)
4. Uranium	⁹²	141.66(e)	¹⁰³	141.25(a) 141.26(a)
G. Disinfection Byproducts (DBPs), Byproduct Precursors, Disinfectant Residuals. Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs). EPA sets standards for controlling the levels of disinfectants and DBPs in drinking water, including trihalomethanes (THMs) and haloacetic acids (HAAs).¹³				
1. Total trihalomethanes (TTHMs)	2	¹⁴ 141.64(b)	3	141.132(a)-(b), 141.600-141.605, 141.620-141.629
2. Haloacetic Acids (HAA5)	2	141.64(b)	3	141.132(a)-(b), 141.600-141.605, 141.620-141.629
3. Bromate	2	141.64(a)	3	141.132(a)-(b)
4. Chlorite	2	141.64(a)	3	141.132(a)-(b)
5. Chlorine (MRDL)	2	141.65(a)	3	141.132(a), (c)
6. Chloramine (MRDL)	2	141.65(a)	3	141.132(a), (c)
7. Chlorine dioxide (MRDL), where any 2 consecutive daily samples at entrance to distribution system only are above MRDL	2	141.65(a), 141.133(c)(3)	²¹⁵ , 3	141.132(a), (c), 141.133(c)(2)
8. Chlorine dioxide (MRDL), where sample(s) in distribution system the next day are also above MRDL	¹⁶¹	141.65(a), 141.133(c)(3)	1	141.132(a), (c), 141.133(c)(2)

Contaminant	MCL/MRDL/TT violations ² Tier of public notice required	MCL/MRDL/TT violations ² Citation	Monitoring & testing procedure violations Tier of public notice required	Monitoring & testing procedure violations Citation
9. Control of DBP precursors—TOC (TT)	2	141.135(a)-(b)	3	141.132(a), (d)
10. Bench marking and disinfection profiling	N/A	N/A	3	141.172 141.530-141.544.
11. Development of monitoring plan	N/A	N/A	3	141.132(f)
H. Other Treatment Techniques				
1. Acrylamide (TT)	2	141.111	N/A	N/A
2. Epichlorohydrin (TT)	2	141.111	N/A	N/A
II. Unregulated Contaminant Monitoring: ¹⁷				
A. Unregulated contaminants	N/A	N/A	3	141.40
B. Nickel	N/A	N/A	3	141.23(c), (k)
III. Public Notification for Variances and Exemptions:				
A. Operation under a variance or exemption	3	¹⁸ 1415, 1416,	N/A	N/A
B. Violation of conditions of a variance or exemption	2	1415, 1416, ¹⁹ 142.307	N/A	N/A
IV. Other Situations Requiring Public Notification:				
A. Fluoride secondary maximum contaminant level (SMCL) exceedance	3	143.3	N/A	N/A
B. Exceedance of nitrate MCL for non-community systems, as allowed by state	1	141.11(d)	N/A	N/A
C. Availability of unregulated contaminant monitoring data	3	141.40	N/A	N/A
D. Waterborne disease outbreak	1	141.2, 141.71(c)(2)(ii)	N/A	N/A
E. Other waterborne emergency ²⁰	1	N/A	N/A	N/A
F. Source Water Sample Positive for GWR Fecal indicators: <i>E. coli</i> , enterococci, or coliphage	1	141.402(g)	N/A	N/A
G. Other situations as determined by state	²¹ 1, 2, 3	N/A	N/A	N/A

Appendix B—Endnotes

† Until March 31, 2016.

‡ Beginning April 1, 2016.

1. Violations and other situations not listed in this table (e.g., failure to prepare Consumer Confidence Reports), do not require notice, unless otherwise determined by the primacy agency. Primacy agencies may, at their

- option, also require a more stringent public notice tier (e.g., Tier 1 instead of Tier 2 or Tier 2 instead of Tier 3) for specific violations and situations listed in this Appendix, as authorized under §141.202(a) and §141.203(a).
2. MCL—Maximum contaminant level, MRDL—Maximum residual disinfectant level, TT—Treatment technique
 3. The term Violations of National Primary Drinking Water Regulations (NPDWR) is used here to include violations of MCL, MRDL, treatment technique, monitoring, and testing procedure requirements.
 4. Failure to test for fecal coliform or *E. coli* is a Tier 1 violation if testing is not done after any repeat sample tests positive for coliform. All other total coliform monitoring and testing procedure violations are Tier 3.
 5. Systems that violate the turbidity MCL of 5 NTU based on an average of measurements over two consecutive days must consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.
 6. Systems with treatment technique violations involving a single exceedance of a maximum turbidity limit under the Surface Water Treatment Rule (SWTR), the Interim Enhanced Surface Water Treatment Rule (IESWTR), or the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) are required to consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.
 7. Most of the requirements of the Interim Enhanced Surface Water Treatment Rule (63 FR 69477) (§§141.170-141.171, 141.173-141.174) become effective January 1, 2002 for Subpart H systems (surface water systems and ground water systems under the direct influence of surface water) serving at least 10,000 persons. However, §141.172 has some requirements that become effective as early as April 16, 1999. The Surface Water Treatment Rule remains in effect for systems serving at least 10,000 persons even after 2002; the Interim Enhanced Surface Water Treatment Rule adds additional requirements and does not in many cases supersede the SWTR.
 8. The arsenic MCL citations are effective January 23, 2006. Until then, the citations are §141.11(b) and §141.23(n).
 9. The uranium MCL Tier 2 violation citations are effective December 8, 2003 for all community water systems.
 10. The uranium Tier 3 violation citations are effective December 8, 2000 for all community water systems.
 11. The arsenic Tier 3 violation MCL citations are effective January 23, 2006. Until then, the citations are §141.23(a), (l).
 12. Failure to take a confirmation sample within 24 hours for nitrate or nitrite after an initial sample exceeds the MCL is a Tier 1 violation. Other monitoring violations for nitrate are Tier 3.
 13. Subpart H community and non-transient non-community systems serving $\geq 10,000$ must comply with new DBP MCLs, disinfectant MRDLs, and related monitoring requirements beginning January 1, 2002. All other community and non-transient non-community systems must meet the MCLs and MRDLs beginning January 1, 2004. Subpart H transient non-community 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 non-community systems serving fewer than 10,000 persons and using only ground water not under

the direct influence of surface water and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

14. §§141.64(b)(1) 141.132(a)-(b) apply until §§141.620-141.630 take effect under the schedule in §141.620(c).

15. Failure to monitor for chlorine dioxide at the entrance to the distribution system the day after exceeding the MRDL at the entrance to the distribution system is a Tier 2 violation.

16. If any daily sample taken at the entrance to the distribution system exceeds the MRDL for chlorine dioxide and one or more samples taken in the distribution system the next day exceed the MRDL, Tier 1 notification is required. Failure to take the required samples in the distribution system after the MRDL is exceeded at the entry point also triggers Tier 1 notification.

17. Some water systems must monitor for certain unregulated contaminants listed in §141.40.

18. This citation refers to §§1415 and 1416 of the Safe Drinking Water Act. §§1415 and 1416 require that “a schedule prescribed. . . for a public water system granted a variance [or exemption] shall require compliance by the system. . .”

19. In addition to §§1415 and 1416 of the Safe Drinking Water Act, 40 CFR 142.307 specifies the items and schedule milestones that must be included in a variance for small systems.

20. Other waterborne emergencies require a Tier 1 public notice under §141.202(a) for situations that do not meet the definition of a waterborne disease outbreak given in 40 CFR 141.2 but that still have the potential to have serious adverse effects on health as a result of short-term exposure. These could include outbreaks not related to treatment deficiencies, as well as situations that have the potential to cause outbreaks, such as failures or significant interruption in water treatment processes, natural disasters that disrupt the water supply or distribution system, chemical spills, or unexpected loading of possible pathogens into the source water.

21. Primacy agencies may place other situations in any tier they believe appropriate, based on threat to public health.

22. Failure to collect three or more samples for *Cryptosporidium* analysis is a Tier 2 violation requiring special notice as specified in §141.211. All other monitoring and testing procedure violations are Tier 3.

Appendix C: Standard Health Effects Language for Public Notification

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
National Primary Drinking Water Regulations (NPDWR)			
A. Microbiological Contaminants			
1a. Total coliform †	Zero	See footnote ³	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
1b. Fecal coliform/ <i>E. coli</i> †	Zero	Zero	Fecal coliforms and <i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
1c. Fecal indicators (GWR): i. <i>E. coli</i> ii. enterococci iii. coliphage	Zero None None	TT TT TT	Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.
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.
1e. Subpart Y Coliform Assessment and/or Corrective Action Violations ‡	N/A	TT	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found. [THE SYSTEM MUST USE THE FOLLOWING APPLICABLE SENTENCES.] We failed to conduct the required assessment. We failed to correct all identified sanitary defects that were found during the assessment(s).

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
1f. Subpart Y <i>E. coli</i> Assessment and/or Corrective Action Violations ‡	N/A	TT	<p><i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We violated the standard for <i>E. coli</i>, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct a detailed assessment to identify problems and to correct any problems that are found.</p> <p>[THE SYSTEM MUST USE THE FOLLOWING APPLICABLE SENTENCES.]</p> <p>We failed to conduct the required assessment.</p> <p>We failed to correct all identified sanitary defects that were found during the assessment that we conducted.</p>

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
1g. <i>E. coli</i> ‡	Zero	<p>In compliance unless one of the following conditions occurs:</p> <p>(1) The system has an <i>E. coli</i>-positive repeat sample following a total coliform-positive routine sample.</p> <p>(2) The system has a total coliform-positive repeat sample following an <i>E. coli</i>-positive routine sample.</p> <p>(3) The system fails to take all required repeat samples following an <i>E. coli</i>-positive routine sample.</p> <p>(4) The system fails to test for <i>E. coli</i> when any repeat sample tests positive for total coliform.</p>	<p><i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems.</p>
1h. Subpart Y Seasonal System TT Violations ‡	N/A	TT	<p>When this violation includes the failure to monitor for total coliforms or <i>E. coli</i> prior to serving water to the public, the mandatory language found at 141.205(d)(2) must be used. When this violation includes failure to complete other actions, the appropriate elements found in 141.205(a) to describe the violation must be used.</p>
2a. Turbidity (MCL) ⁴	None	1 NTU ⁵ /5 NTU	<p>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.</p>
2b. Turbidity (SWTR TT) ⁶	None	TT ⁷	<p>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,</p>

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
			and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
2c. Turbidity (IESWTR TT and LT1ESWTR TT) ⁸	None	TT	Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.
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. Giardia lamblia (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. <i>Cryptosporidium</i> (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.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
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.
16. Fluoride	4.0	4.0	Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Fluoride in drinking water at half the MCL or more may cause mottling of children's teeth, usually in children less than nine years old. Mottling, also known as dental fluorosis, may include brown staining and/or pitting of the teeth, and occurs only in developing teeth before they erupt from the gums.
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

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
			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.
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

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
			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.
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. Hexachlorocyclopentadiene	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.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
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.
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 (monochloro- benzene)	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.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
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.
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.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
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 ¹⁵	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	Zero	17 pCi/L ¹⁷	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 ¹⁶	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.
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.

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
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	0.08	1.0	Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.
84. Chlorine	4 (MRDLG) ²²	4.0 (MRDL) ²³	Some people who use 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 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.
86b. Chlorine dioxide, where one or more distribution system samples 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 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.
87. Control of DBP precursors (TOC)	None	TT	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

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard health effects language for public notification
			lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.
I. Other Treatment Techniques			
88. Acrylamide	Zero	TT	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.
89. Epichlorohydrin	Zero	TT	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.

Appendix C—Endnotes

† Until March 31, 2016.

‡ Beginning April 1, 2016.

1. MCLG—Maximum contaminant level goal

2. MCL—Maximum contaminant level

3. For water systems analyzing at least 40 samples per month, no more than 5.0 percent of the monthly samples may be positive for total coliforms. For systems analyzing fewer than 40 samples per month, no more than one sample per month may be positive for total coliforms.

4. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule. The MCL for the monthly turbidity average is 1 NTU; the MCL for the 2-day average is 5 NTU for systems that are required to filter but have not yet installed filtration (40 CFR 141.13).

5. NTU—Nephelometric turbidity unit

6. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2001 Long Term 1 Enhanced Surface Water Treatment Rule. Systems subject to the Surface Water Treatment Rule (both filtered and unfiltered) may not exceed 5 NTU. In addition, in filtered systems, 95 percent of samples each month must not exceed 0.5 NTU in systems using conventional or direct filtration and must not exceed 1 NTU in systems using slow sand or diatomaceous earth filtration or other filtration technologies approved by the primacy agency.

7. TT—Treatment technique

8. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), the 1998 Interim Enhanced Surface Water Treatment

Rule (IESWTR) and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR). For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the IESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency. For systems subject to the LT1ESWTR (systems serving fewer than 10,000 people, using surface water or ground water under the direct influence of surface water) that use conventional filtration or direct filtration, after January 1, 2005, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the LT1ESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency.

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

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

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 fibers per liter.

13. Action Level = 0.015 mg/L

14. Action Level = 1.3 mg/L

15. Millirems per years

16. The uranium MCL is effective December 8, 2003 for all community water systems.

17. Picocuries per liter

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 non-transient non-community systems serving $\geq 10,000$ must comply with subpart L DBP MCLs and disinfectant maximum residual disinfectant levels (MRDLs) beginning January 1, 2002. All other community and non-transient non-community systems must comply with subpart L DBP MCLs and disinfectant MRDLs beginning January 1, 2004. Subpart H transient non-community systems serving $\geq 10,000$ that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. All other transient non-community systems that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

19. Community and non-transient non-community systems must comply with subpart V TTHM and HAA5 MCLs of 0.080 mg/L and 0.060 mg/L, respectively (with compliance calculated as a locational running annual average) on the schedule in §141.620.

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 D: Translated Phrases

As part of the Washington State Department of Health Office of Drinking Water's implementation of the Public Notification Rule, they have developed a Web site to provide information to assist water systems in communicating important water system information to non-English speaking populations. It consists of four basic drinking water messages, which have been translated into 27 different languages. Image files of the translated phrases are available on their Web site at:

<http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/DrinkingWaterEmergencies/PublicNotification/TranslationsforPublicNotification>




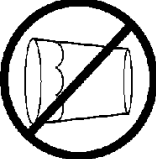
Translated Drinking Water Warnings

DOH PUB. # 331-246
July 2004

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 ስለሚጠቀሱት ውሃ ጠቃሚ መረጃዎችን ይዟል ። ሌላ ጉዳዩን የሚረዱለው እንዲተረጎሙልዎት ወይም እንዲያረጋጁዎት ያድርጉ ።	ውሃዎን ከመጠቀምዎ በፊት ያዳሉት ።	ውሃውን አይጠቡ ።	ዕድሜያዎ ከ12 ወራት በታች የሆኑ ልጆች ውሃውን መጠቀስ የለባቸውም ። የልጆቹን ምግብ (ፎርሙላ) ለማሰናዳት ውሃውን አይጠቀሙ ።
Arabic	هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تستخدمه. اطلب من شخص ما ان يترجمه لك او يستطيع فهمه.	إغلي الماء قبل استعماله	لا تشرب الماء.	يجب ان لا يشرب الأطفال الذين أعمارهم أقل من 12 سنة هذا الماء. لا تستخدم هذا الماء لتحضير التورملا (طبيب الأطفال).
Cambodian (Khmer)	របាយការណ៍នេះ មានសារៈសំខាន់ណាស់ ក៏ដូចជាព័ត៌មានសំខាន់ៗសម្រាប់អ្នកទទួលបាន ។ ប្រសិនបើអ្នកមិនយល់អ្វីនោះទេ អ្នកគួរសុំឲ្យមនុស្សម្នាក់ម្នាក់ ដែលយល់ស្របនឹងភាសាអ្នក បកប្រែឲ្យអ្នកស្តាប់បាន ។	ប្រដាំទឹកឲ្យរះសិន មុននឹងប្រើប្រាស់ ។	ប្រដាំទទួលបានទឹក ។	កុំផ្តល់ទឹកស្រាវជ្រាវឲ្យកូនក្មេង ។ កុំប្រើទឹកស្រាវជ្រាវឲ្យកូនក្មេង ។
Chinese Simplified	此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。	将水煮开后才使用。	不要喝这些水。	不满 12 个月大的小孩不应该喝这些水。 不要用这些水做配方。
Chinese Traditional	此報告包含有關您的飲用水的重要資訊。請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	將水煮開後才使用。	切勿喝這些水。	不滿 12 個月大的小孩不應該喝這些水。 切勿用這些水做配方。
Farsi	این گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شما میباشد. از شخصی بخواهید که به شما ترجمه کنند و یا با شخصی که این موضوع را میفهمد صحبت کنید.	قبل از استفاده آب آشامیدنیتان را به جوش بیاورید.	اب را نخورید.	کودکان زیر ۱۲ ماهه نیاستی اب را بخورند. اب را برای درست کردن غذای بچه (فرمولا) استفاده نکنید.

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.
French	Ce rapport contient des informations importantes à propos de votre eau potable. Demandez à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.	Faire bouillir l'eau avant de l'utiliser.	Ne pas boire l'eau.	Les enfants des moins de 12 mois ne doivent pas boire l'eau. Ne pas utiliser l'eau dans une préparation lactée pour nourrisson.
Greek	Αυτή η αναφορά περιλαμβάνει σημαντικές πληροφορίες σχετικά με το πόσιμο νερό σας. Ζητήστε από κάποιον να σας τη μεταφράσει, ή μιλήσετε με κάποιον που την καταλαβαίνει.	Βράζετε το νερό πριν το χρησιμοποιήσετε.	Μην πίνετε το νερό.	Τα παιδιά κάτω των 12 μηνών δεν θα πρέπει να πίνουν το νερό. Μη χρησιμοποιήσετε το νερό για να φτιάξετε κάποια συνταγή.
Hebrew	חוזר זה כולל מידע חשוב בנוגע למי השתייה שלכם. בקשו ממישור שיתרגם אותו עבורכם, או שוחחו עם מישור שמבין את תוכנו.	יש להרתיח את המים לפני השימוש.	אין לשתות את המים.	המלצה חשובה לילדים מתחת לגיל 12. אל תשתמו במים להכנת חליה לתינוקות.
Hindi	यह रीपोर्ट में आपके पीने वाले पानी के बारे में जरूरी जानकारी है। किसी से जिसे इसका अनुवाद करना आता हो उस से बात करें।	पानी इस्तेमाल करने से पहिले उबाल लें।	पानी न पीएं।	12 महिने से कम उमर के बच्चों को पानी नही पीना चाहिए। फारमूला बनाने के लिए पानी का इस्तेमाल न करें।
Hmong	Dlaim ntawv tshaabxv nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj. los nrug ib tug kws paub lug thaam.	Uantej kws yuav siv mej cov dlej nuav yuav tau muab nwg rhaub kuas npau.	Tsi txhob haus cov dlej nuav.	Cov mivnyuas kws tsi tau muaj 12 xyoo tsi txhob haus cov dlej nuav. Txhob muab cov dlej nuav moog tov mig.
Japanese	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。	水は使用前前に煮沸してください。	水を飲まないでください。	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。
Korean	이 보고서는 귀하의 식수에 대한 중요한 내용이 실려있습니다. 그러므로 이 보고서를 이해할 수 있는 사람한테 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. ຈົ່ງສອບຖາມບຸກຄົນທີ່ເຂົາເຈົ້າສາມາດໃຫ້ທ່ານຮູ້, ຫຼື ເວົ້າກັບຄົນທີ່ເຂົາເຈົ້າຮູ້ເຂົ້າໃຈນັ້ນ.	ຕົ້ມນ້ຳຂອງທ່ານກ່ອນເຊິ່ງ.	ປ່າຊື້ດື່ມນ້ຳ.	ຕົ້ນນ້ຳຍອມຢາງຕໍ່ກວ່າ 12 ຕົ້ນເດືອນຄວນຈະບໍ່ດື່ມນ້ຳ. ປ່າຊື້ເຊິ່ງນ້ຳເຜີຍໄຂ້ຈະເຮັດນ້ຳດື່ມ.

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.
Oromo	Gabaasii kun odeeffanno barbachiisa 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 Jjoollee) qopheessuf itii hinfayyadamina.
Polish	Następujący raport zawiera ważną informację na temat wody pitnej. Proszę poprosić kogoś o przetłumaczenie lub porozmawiać z kims kto rozumie.	Należy przegotować wodę przed spożyciem.	Proszę nie pić wody.	Dzieci w wieku poniżej 12 miesięcy nie powinny pić tej wody. Proszę nie używać tej wody do przygotowywania formuły.
Punjabi	ਇਸ ਰੀਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਉਸ ਨਾਲ ਗੱਲ ਕਰੋ।	ਪਾਣੀ ਨੂੰ ਇਸਤੇਮਾਲ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਉਬਾਲ ਲਵੋ।	ਪਾਣੀ ਨਾ ਪੀਓ।	12 ਮਹੀਨੇ ਤੋਂ ਘੱਟ ਉਮਰ ਦੇ ਬੱਚਿਆਂ ਨੂੰ ਪਾਣੀ ਨਹੀਂ ਪੀਣਾ ਚਾਹੀਦਾ। ਡਾਕਰਮੂਲਾ ਬਨਾਉਣ ਵਾਸਤੇ ਪਾਣੀ ਦਾ ਇਸਤੇਮਾਲ ਨਾ ਕਰੋ।
Russian	В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.	Кипятите воду, прежде чем пользоваться ею.	Не пейте воду.	Детям в возрасте до 12 месяцев не следует пить воду. Не используйте воду для приготовления адаптированной детской смеси ("формулы").
Samoan	O le lipoti 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.	Tunu le vai ia pupuna ona fa'atoa inu lea.	Aua le inuina le vai.	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.
Serbo-Croatian	Ovaj izvještaj sadrži važnu informaciju u vašoj vodi za piće. Neka vam neko prevede, ili popričajte sa nekim ko se u ovo razumije.	Prokjučajte vodu prije upotrebe.	Ne pijte vodu.	Djeca ispod 12 mjeseci starosti ne bi trebala piti vodu. Ne koristite vodu za pripravljanje hrane u flašici za bebe.
Somali	Warbixintan waxay wadataa macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu tarjunto ama la hadl cid fahmaysa.	Karkari biyaha inta aadan isticmaalin.	Ha cabin biyaha.	Carruurta sannad jir ka yar ma aha inay biyaha cabaan. Ha u isticmaalin biyaha inaad kula qasid caanaha ama raashinka la qaso ee carruurta.

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.
Spanish	Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.	Haga hervir el agua antes de usarla.	No beba el agua.	Los niños menores de 12 meses de edad no deben beber el agua. No use el agua para preparar la formula para bebés (biberón).
Tagalog	Naglalaman ang report na ito ng importanteng impormasyon tungkol sa iyong iniinom na tubig. Magkaroon ng isang tao na isasalín ito sa iyong wika para sa iyo, o makipag-usap sa isang tao na nakakaintindi dito.	Pakuluin ang inyong tubig bago gagamitin.	Huwag inumin ang tubig.	Ang mga bata na kulang sa 12 na buwan ang gulang ay hindi dapat na inumin ang tubig. Huwag gagamitin ang tubig sa paggawa ng pormula.
Thai	รายงานนี้ขอมูลสำคัญเกี่ยวกับน้ำดื่มของท่านไปขอให้อุบลกุล คุณอุบลกุลเป็นผู้แปลความให้ท่าน หรือปรึกษาลูกพี่ลูกน้องที่เข้าใจความนี้	ต้มน้ำให้เดือดก่อนนำไปใช้	อย่าดื่มน้ำนี้	เด็กที่อายุต่ำกว่า 12 เดือน ต้องไม่ดื่มน้ำนี้ อย่าใช้น้ำนี้ในการผสมนมเลี้ยงเด็ก
Tigrigna	እዚ ድኩብ ብዛዕባ ንሰታይዎ ማይ ለገደሊ ሓበሬታ ኣለዎ። ዘተርጎሙኡዎ ወይ ዘረጎኡዎ ሰብ ድለዩ።	ማይ ለፍ.ሊ.ሕ.ም ስተዩ።	ክብዚ ማይ ኣይተስተዩ።	ጎሳተ 12 ወርሒ ዝኮኑ ሕጻናት ካብዚ ማይ ክስተዩ የብኡዎን። በዚ ማይ ንሕጻን ጸባ ንምብጻጽ ኣይተጠቀሙ።
Ukrainian	Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам це повідомлення або поговоріть з людиною, яка розуміє його зміст.	Кип'ятіть воду до користування.	Не пийте воду.	Діти у віці до 12 місяці в не повинні пити воду. Не користуйтеся водою для приготування адаптованої дитячої суміші ("формули").
Vietnamese	Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hoặc hỏi người nào hiểu tài liệu này.	Đun sôi nước trước khi dùng.	Đừng uống nước này.	Trẻ em dưới 12 tháng không nên uống nước này. Đừng dùng nước này để pha sữa formula.
<p>The water glass and faucet may be useful in a posted notice that would be seen by many non-English speaking people to illustrate that they should not drink the water.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>				