

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

_____ [System] Has Levels of Chlorine Above Drinking Water Standards

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

We routinely monitor for the presence of drinking water contaminants. The latest test results we received on _____ [date] show that our system exceeds the standard or maximum residual disinfectant level (MRDL) for Chlorine. The standard for Chlorine is 4 milligrams per liter (mg/L). The average level of chlorine over the last 12 months was _____ [level] mg/L. - **or** - Chlorine was found at _____ [level] mg/L.

What should I do?

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

What does this mean?

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

What happened? What is being done?

[Describe situation and corrective actions being taken.] We anticipate resolving the problem within [estimated time frame].

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.

For more information, please contact:

Responsible Person	System Name	System Address (Street)
Phone Number	System PWSID #	System Address (City, State, Zip)

Violation Awareness Date: _____

Date Notice Distributed: _____ **Method of Distribution:** _____

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumers in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: _____
(Signature) (Print Name) (Date)

Instructions for Chlorine MRDL Notice

Since exceeding the chlorine maximum residual disinfection level (MRDL) is a **Tier 2** violation, you must provide public notice to persons served as soon as practical but within **30 days** after you learn of the violation (C.F.R. 141.203(b)). You must issue a repeat notice every three months for as long as the violation persists.

Community systems **must** use one of the following methods (C.F.R. 141.203(c)):

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

Non-community systems **must** use one of the following methods (C.F.R. 141.203(c)):

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and non-community systems must use *another* method reasonably calculated to reach others **IF** they would not be reached by the first method (C.F.R. 141.203(c)). Such methods could include newspapers, e-mail, or delivery to community organizations.

You must also perform the following:

- If you mail, post, or hand deliver, print your notice on letterhead, if available.
- Notify new billing customers or units prior to or at the time their service begins.
- Provide multi-lingual notifications if 30% of the residents served are non-English speaking.

The notice on the reverse is appropriate for hand delivery or mail. If you modify the notice, you must still include the 10 required elements listed in C.F.R. 141.205(a), and the standard language (including the health effects language) in ***bold italics*** must not be changed. This language is mandatory (C.F.R. 141.205(d)).

Corrective Action

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

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

Repeat Notices

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

After Issuing the Notice (C.F.R. 141.31(d))

Within **10 days** after completing the initial public notification, the Public Water Supply Section **MUST** receive a copy of the notice you distributed to your customers with your signature and date on the Public Notification Certification (located at the bottom of the notice) indicating that you have fully complied with all the public notice requirements. **Mail your notice/certification to the Public Water Supply Section, Compliance Services Branch, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634.** Retain a copy of these documents for your files.

It is a good idea to inform your consumers when the violation is resolved.