

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failed to Perform Public Education on Lead in Drinking Water

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

We routinely sample water at consumers' taps for lead. The tests show lead levels in the water above the limit, or "action level," so we were required to perform public education on lead in drinking water, but failed to do so. As a result of this failure, public notification is required for failure to comply with the public education requirement.

What should I do?

Do not boil your water to remove lead. Excessive boiling water makes the lead more concentrated – the lead remains when the water evaporates.

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

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

What does this mean?

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

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

What happened? What is being done? When will the problem be corrected?

[Describe corrective action.]

This is not an emergency. If it had been, you would have been notified immediately. We will conduct a lead public education program on [Date] _____. You should have received a brochure, explaining in more detail, steps you can take to reduce exposure until corrosion control is in place.

For more information on lead, call the EPA Safe Drinking Water Hotline at 1(800) 426-4791 or the National Lead Information Center Hotline 1(800) LEAD-FYI.

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 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 Failure to Perform Public Education on Lead in Drinking Water

Since failure to perform public education on lead when the lead “action level” has been exceeded 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 (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 (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 (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 water quality problems. Use one or more of the following actions, if appropriate, or develop your own:

- We conducted a lead public education program in (month, year). You should have received a brochure, explaining in more detail, steps you can take to reduce exposure until corrosion control is in place.
- 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 lead or connecting to [system]’s water supply
- We will increase the frequency at which we test the water for lead.
- We have since taken samples at this location and had them tested. They show that we meet the “action levels”.

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

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the “action level,” 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.

(10/2004)