

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### [Insert Water System Name] Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (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. Normal turbidity levels at our plant are less than 0.3 nephelometric turbidity units (NTU). Water samples taken on [insert date] showed levels of a maximum of [insert reading] NTU. This was above the standard of 1 NTU. Because of the high level of turbidity, there is an increased chance that the water may contain disease-causing organisms.

#### **What should I do?**

- You do not need to boil your water or take other actions. We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
- 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 health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

#### **What does this mean?**

***Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that 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 reason for high turbidity, corrective actions taken and when the system returned or expects to return to compliance.]

***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 No.	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 consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Date)

## Instructions for Combined Filter Effluent (CFE) Single Sample Turbidity Exceedance Notice – Tier 2

Since surface water treatment filtration treatment technique violations are included in **Tier 2**, you must provide public notice to persons served as soon as practical but within **30 days** after you learn of the violation [CFR 141.203(b)].

### For Exceedances of CFE Single Sample Turbidity Limits

**You must consult with your primacy agency 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 and public notice must be performed within 24 hours.

**Community systems** must use one or more of the following methods [CFR 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 [CFR 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 [CFR 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 mailing, posting or hand delivery. If you modify the notice, you must still include the 10 required elements listed in CFR 141.205(a), and the standard language (including the health effects language) in ***bold italics*** must not be changed. This language is mandatory [CFR 141.205(d)].

### 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. 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 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 [CFR 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.