

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER [System] Contains High Levels of Copper

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 copper. The tests show copper levels in the water above the limit, or "action level," so we are required to submit an optimal corrosion control treatment recommendation to the State and subsequently install corrosion control treatment. This treatment helps prevent copper in the pipes from dissolving into the water. Our system did not submit the optimal corrosion control treatment recommendation to the State in the required timeframe.

What should I do?

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

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

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

What does this mean?

Copper can enter water supplies by leaching from copper or brass pipes and plumbing components. Your water is more likely to contain high copper levels if water pipes in or leading to your home are made of copper.

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.

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

[Water system to describe corrective action.]

This is not an emergency. If it had been, you would have been notified immediately. Our optimal corrosion control treatment recommendation will be submitted to the State by [date]. Corrosion control will be in place by [date].

For more information on copper, call the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

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

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 Failure to Submit Optimal Corrosion Control Recommendation

Tier 2 Violation

Since lead and copper 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 (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)).

Explaining the Violation

If the delay in installation is related to outside circumstances, such as funding, you should explain these. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

This template is written for systems that are required to install corrosion control after exceeding copper action levels. The Lead and Copper Rule requires some large systems to install corrosion control even if they have never exceeded the copper action level. You may need to modify the template if this applies to you. The following may help you explain the violation:

- This is a treatment violation, but it does not mean there is copper in your drinking water. However, it is important that we take measures to control copper levels in the water, because ingesting copper can cause serious health consequences.

Corrective Action

In your notice, describe corrective actions you are taking. Use the following language, if appropriate, or develop your own:

- Presently, we are preparing an optimal corrosion control treatment recommendation for State review. We will submit it to the State by [month, year].

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 copper, have consumers call the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

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 (C.F.R. 141.31(d)). 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 has been resolved.

(10/2004)