

# 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. In «YEAR», we failed to perform the required State-approved start-up procedures, which includes monitoring for coliform bacteria, 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 «BEGIN\_DATE», we “did not complete all monitoring or testing” for total coliform, 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 from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

### 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].

***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 Number	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)

# RTCR - Instructions for Public Notice - Tier 2 – Treatment Technique Violation Seasonal System – Failure to Complete Start-up Procedures

## Description of Violation or Situation

Beginning April 1, 2016, a seasonal non-community water system (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, print your notice on your system's letterhead, if you have it.

You must also perform the following:

- 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.
- Comply with any additional public notification requirements (including any repeat notices or direction on the duration of the posted notices) that are established as a result of the consultation with the State.

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 if the required start-up procedure includes collecting coliform bacteria samples. The mandatory language is provided in this notice in **bold italics**. 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 **bold italics**.

## 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.

**After Issuing the Notice** [40 CFR 141.31(d)] - After issuing the "Notice to the Public" to your customers, sign and date the "Public Notification Certification" at the bottom of the notice. Within ten days after issuing the notice [CFR 141.31(d)], use our online ECERT application located on our website at: <https://pws.ncwater.org/ECERT> to submit your completed Notice/Certification to the Public Water Supply Section. If you do not have access to the internet, mail your completed Notice/Certification to: Public Water Supply Section, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634.

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

(03/2018)