

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

_____ [System] Did Not Meet Residual Disinfectant Concentration Requirements

Our system did not meet the treatment technique requirement at our water treatment plant. Although this situation was not an emergency and does not require that you take immediate action, as our customers, you have a right to know what happened and what we did to correct this situation.

The *North Carolina Rules Governing Public Water Systems* requires that we comply with these treatment technique requirements; therefore, we routinely monitor the disinfectant residual levels and contact times within the water treatment plant(s). Test results for the time period of [MM/DD/YY] showed that treatment techniques requirements had not been adequately met.

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor. People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. 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?

This situation does not require that you take immediate action. If it had been, you would have been notified immediately. Tests taken during the same time period did not indicate the presence of bacteria in the water. ***Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*** These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

[Describe situation and corrective actions being taken.] [Disinfection residual levels/contact times] so far this month have met all requirements.

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 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 Residual Disinfection Levels/Contact Times Notice – Tier 2 Violation

Since failing to meet the treatment technique requirements 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)).

Description of the Violation: Choose from the following descriptions of violations, and modify to fit your situation.

Contact Time - In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On [date], this did not occur.

Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the "contact time," depends on the amount of disinfectant in the water and the temperature of the water.

Disinfectant Residual - We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.

Monthly exceedance - During the months of _____, disinfectant residual was undetectable in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.

Single exceedance - On [date], disinfectant levels dropped below 0.2 milligrams per liter for ___ hours. The standard is that levels may not drop below 0.2 for more than four hours.

Corrective Action

In your notice, describe corrective 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 treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are working with [state agency] to evaluate the water supply and treatment practices. We are also researching options to correct the problem. These options may include using other water sources, implementing modifications to the treatment process or adding treatment processes.
- We will increase the frequency at which we test the water for total organic carbon and other indicators.
- We have since taken samples and had them tested. They show that we are currently meeting the removal requirements of the treatment technique.

Repeat Notices

If this is an ongoing violation and/or you fluctuate with compliance with the treatment technique, you should give the history behind the violation, including the cause of the failure, if known. List the dates for the initial time period that the treatment technique was not met, as well as how levels have changed over time. If levels are changing as a result of treatment modifications, 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)