

# NOTICE TO THE PUBLIC

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### [Water System Name] Has Levels of Toluene Above Drinking Water Standards

Our water system recently violated a drinking water standard. Although this is 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 for the presence of drinking water contaminants. Monitoring results for samples collected from Facility ID / Sample Point: \_\_\_\_\_ during the compliance period ending \_\_\_\_\_ showed that our system exceeds the standard, or maximum contaminant level (MCL), for Toluene. The standard for Toluene is 1 mg/L. The average level of Toluene over the last year was \_\_\_\_\_ mg/L.

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

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- 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.

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

This is not an emergency. If it had been, you would have been notified within 24 hours. However, ***some people who drink water containing toluene well in excess of the MCL over many years could have problems with their nervous system, kidneys, or liver.***

#### **What is being done?**

[Water system to describe corrective action.] We anticipate resolving the problem within [estimated time frame].

***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)

**Notice of Violation/Administrative Order 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 Toluene MCL Notice – Tier 2 Violation

Since exceeding the Toluene maximum contaminant level (MCL) 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 [40 CFR 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 [40 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 [40 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 [40 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 your system's 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 all required PN elements from 40 CFR 141.205(a), and the standard language (including the health effects language) in ***bold italics*** must not be changed. This language is mandatory [40 CFR 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 chemical or radiological 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 are working with [local/state agency] to evaluate the water supply and are researching options to correct the problem. These options may include treating the water to remove Toluene or connecting to [system]'s water supply.
- We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- We have increased the frequency that we will test the water for Toluene.
- We have since taken samples at this location and had them tested. These samples show that we meet the standards.

### **Repeat Notices**

If this is an ongoing violation and/or you fluctuate above and below the MCL, 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 [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 on-line ECERT application located on our website at: <https://pws.ncwater.org/ECERT/pages/default.aspx> 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.

Keep a copy for your files.

(6/2019)