



Public Notification Handbook for Transient Non-Community Water Systems

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This handbook **provides guidance to States, public water systems, and the general public concerning how EPA interprets its public notification regulations. This document does not, however, substitute for the public notification regulations, nor is it a regulation itself.** Thus, it cannot impose legally-binding requirements on EPA, States, or water suppliers and may not apply to a particular situation. This document is not intended, nor can it be relied upon, to create any rights enforceable by any party in litigation with the United States. EPA may decide to follow the guidance provided in this document, or to act at variance with the guidance based on its analysis of the specific facts present. This guidance may be revised without public notice to reflect changes in EPA's approach to implementing public notice, or to clarify and update text.

You should read the regulations thoroughly to ensure that you are in compliance. The public notice (PN) regulations are in the Code of Federal Regulations under Chapter 40, Part 141, Subpart Q, beginning at section 141.201. The most recent version of the rule can be found at www.epa.gov/safewater/publicnotification.

This document includes public notification requirements and information for all regulations up through July 2006. It does not include public notification requirements and information for the Ground Water Rule (GWR) published November 8, 2006.

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1. Introduction

The purpose of this handbook is to explain EPA's public notification rule and provide specific examples of public notices. This handbook is geared to the specific needs of transient non-community water systems that must issue a notice when faced with a violation or situation affecting their water supply. Transient non-community water systems provide drinking water to a population that changes day to day. They include, among others, campgrounds, hotels, rest areas, and restaurants with their own water supplies. The majority of these systems are very small, serving 500 people or less.

The public notification requirements are designed to protect public health. One of the best ways that water system operators can contribute to public health protection is to make sure that as many people as possible that already have or that may consume water from a particular water system know about water quality issues and how to protect themselves from potential risks.

While the risks associated with violations at transient non-community water systems (and the public notification needs and delivery methods) are different than those for other water system types, all water system operators share an obligation to protect the health of their consumers. Regardless of the system type, all consumers have the same general concerns when facing health risks; what is unique is the generally limited scope of the necessary message and the delivery options available for transient non-community water systems.

Throughout this document you will find tips and suggestions to help you effectively meet the public notification rule requirements. The suggestions contained in this document are based on the guiding principles for good risk communication and public education.

This handbook complements EPA's Public Notification Handbook (EPA 816-R-07-003), which was written for community water systems and non-transient non-community water systems. The Public Notification Handbook provides more detail on risk communication and public education strategies, with a focus on reaching large, diverse populations via a wide variety of communication methods, including radio and television. Transient non-community water system operators may benefit from reading that version as well.

In addition to increasing the effectiveness of public notices, this handbook should make transient non-community water system owners' and operators' jobs easier and help them comply with Federal and State requirements. This handbook contains templates designed for posted notices for total coliform, fecal coliform/*E. coli*, and nitrate MCL violations, as well as for monitoring violations.

Note that the public notice requirements described in this handbook are based on Federal regulations. Citations provided within the document, such as 141.201, refer to specific sections found in title 40 of the Code of Federal Regulations. States or Tribes may have alternate public notice requirements or more stringent drinking water standards. **You should check with your primacy agency¹ to make sure you meet its specific requirements.**

¹The primacy agency is the agency with primary enforcement responsibility for the administration and enforcement of primary drinking water regulations and related requirements applicable to public water systems within a State. A primacy agency can be a State, EPA, or an eligible Indian tribe. A State or Tribal primary enforcement agency must adopt drinking water regulations no less stringent than the National Primary Drinking Water Regulations and must adopt and implement adequate procedures for the enforcement of such regulations. Other primacy requirements also apply.

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2. How to Use this Handbook

This handbook contains information to help you prepare and issue a public notice. ***Before you are faced with a violation or situation requiring public notification, you should read this handbook.*** You should also check with your local health department or other primacy agency to see if your state has additional public notification requirements or if more stringent public notification requirements apply. Listed below are the steps we recommend that you take to respond to a drinking water violation or other situation requiring notice:

1. **Determine what tier of public notification your violation or situation requires.**
See Table 1 in Chapter 3 for violations or situations requiring public notice listed by Tier.
2. **Consult your primacy agency** if required.

For violations and situations requiring Tier 1 notice, immediately consult with your primacy agency when you learn of the violation or situation (141.202(b)). You must issue the notice within 24 hours of learning of the violation, even if you are unable to contact the primacy agency.

If you treat surface water or groundwater under the direct influence of surface water, and have a single exceedance of turbidity limits or a two-day turbidity MCL violation, immediately consult with your primacy agency when you learn of the violation. Your primacy agency will determine whether the violation needs to be elevated to Tier 1 (141.203(b)).

3. **Review the requirements for public notices.** Read Chapter 3 on “Summary of Public Notification Requirements,” which describes content, mandatory language, formatting, and distribution requirements that are applicable to all notices.
4. **Determine the appropriate method(s) of delivery.** For transient non-community water systems, this is generally posting or hand delivery, plus another method. Table 2 in Chapter 3 summarizes requirements for issuing a public notice. See Chapter 5 on “Suggestions for Effective Public Notice Delivery” for other ideas on appropriate delivery methods for different situations.
5. **Develop a notice; you can use the templates that fit your situation or write your own.** Templates for violations or situations are provided. The reverse of each template includes violation-specific suggestions for modifying each template. **If there is no template for your violation or situation,** write your own notice using the list of 10 required elements provided in the “Required Elements of a Public Notice” box in Chapter 3. Chapter 4 provides tips for formatting an effective notice.
6. **Translate the notice** if a large proportion of the people who receive your water do not speak English (141.205(c)). Templates NC-1A and NC-4A are Spanish versions of the nitrate and fecal coliform/*E. coli* violation templates.
7. **Provide your notice to persons served as soon as practical** and within the required time frame. Use the method of delivery chosen in step 4 above.

8. **Send a copy of each type of notice issued (including repeat notices) to your primacy agency** within ten days after you distribute the notice, along with a statement certifying that all public notification requirements have been met (141.31(d)).

Plan In Advance For Public Notification

Any advance work that you can do to prepare for a public notification effort will really pay off if you are faced with a violation or situation.

- ▶ Create a list of emergency contacts, including staff at the primacy agency if consultation is required before issuing a notice, people who can help copy or distribute a notice on short order, or people who can translate your notice.
- ▶ Know in advance what languages are spoken by your customers. In many areas of the country operators should plan on providing notices in English and Spanish, at a minimum. See the discussion of translations in Chapter 3.
- ▶ Think about methods of delivery that would most effectively reach your consumers. Posting will reach transient populations in many situations, but other methods may be needed. See Chapter 5 for ideas.
- ▶ If your water system is “prone” to certain types of violations (e.g., nitrate exceedances in agricultural areas) be prepared to deal with these, especially during the growing season, when fertilizers are applied.
- ▶ Prepare to have bottled water or an alternative water supply available if needed.

3. Summary of Public Notification Requirements

You should read this handbook before a violation or other situation occurs to familiarize yourself with the public notification process and requirements. This chapter summarizes public notification requirements for transient non-community water systems. See Appendix D for a copy of this regulation. **Also, check with your primacy agency to see if they have stricter requirements.**

What information is required in my notice?

Your public notice must include specific information listed in the following text box in order to be considered complete.

Required Elements of a Public Notice (141.205(d))

1. A description of the violation or situation;
2. When the violation or situation occurred;
3. Potential adverse health effects; using the health effects language in Appendix B or language for monitoring violations;
4. Population(s) at risk;
5. Whether alternative water supplies should be used;
6. Actions consumers should take, including when they should seek medical help, if known;
7. What you are doing to correct the violation or situation;
8. When you expect to return to compliance;
9. Name, business address, and phone number for additional information; and
10. Standard language encouraging distribution to all persons served, where applicable.

To address the third element listed in the box above, a public notice must include the following standard language (141.205(d)):

- ▶ **Health effects language** for maximum contaminant level (MCL) and maximum residual disinfectant level (MRDL) violations, treatment technique violations, and violations of the conditions of a variance or exemption. You must include the health effects language specified in Appendix B for such violations. You must also describe potential health effects for other situations, even if there is no mandatory language.
- ▶ **Standard language for monitoring and testing procedure violations.** You must include the following language for all monitoring and testing procedure violations:

“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 [compliance period], we [‘did not monitor or test’ or ‘did not complete all monitoring or testing’] for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.”

What kinds of violations and situations require public notice?

EPA has assigned each violation and situation requiring notice to one of three categories, or tiers, based on the risk of adverse health effects. Table 1 summarizes the violations and situations requiring notice included in each tier. For a list of violations and situations and their respective tiers applicable to transient non-community water systems, refer to Appendix A.

Table 1: Violations or Situations Requiring Public Notice

Tier 1 Violations or Situations (141.202)
<ul style="list-style-type: none"> ▶ Violations of the MCL for total coliforms when fecal coliform or <i>E. coli</i> are present, or failure to test for fecal coliform/<i>E. coli</i> after any repeat sample tests positive for coliform. ▶ Nitrate, nitrite, or total nitrate and nitrite MCL violation or failure to take a confirmation sample within 24 hours of the first exceedance. ▶ Exceedance of the nitrate MCL of 10 mg/l (but not more than 20 mg/l) when permitted by the primacy agency (see the "Special Notice for Nitrate MCL Exceedances Non-Community Water Systems Only" box in this Chapter). ▶ Chlorine dioxide MRDL violation when one or more of the samples taken in the distribution system exceed the MRDL on the day after exceeding the MRDL at the entrance of the distribution system, or when required samples are not taken in the distribution system. ▶ Violation of turbidity MCL based on an average of two consecutive days for systems avoiding filtration, if elevated by primacy agency, or if a consultation does not occur. ▶ Treatment technique violation involving single exceedance of the maximum turbidity limit, if elevated by primacy agency, or if a consultation does not occur. ▶ Waterborne disease outbreak or other waterborne emergency. ▶ Other violations or situations as determined by the primacy agency.
Tier 2 Violations or Situations (141.203)
<ul style="list-style-type: none"> ▶ All MCL, MRDL, and treatment technique violations not included in Tier 1. ▶ Monitoring violations as determined by the primacy agency. ▶ Violations of the conditions of a variance or exemption.
Tier 3 Violations or Situations (141.203)
<ul style="list-style-type: none"> ▶ Monitoring violations, except those in Tier 1 or 2. ▶ Failure to comply with testing procedures. ▶ Operation under a variance or exemption.

When and how do I need to notify my consumers?

After you learn of a violation or situation, public notice must be provided. The deadlines for issuing public notice, repeat notices and the delivery methods vary by tier and are summarized in Table 2.

Table 2: Requirements for Issuing a Public Notice

Violation Tier	Deadline for initial notice	Repeated Notices *	Delivery Methods to Use **
1	24 hours***	As dictated by the primacy agency	<ol style="list-style-type: none"> 1. Posting, hand delivery, radio, and/or television 2. Plus any other method calculated to reach others not reached by the first method
2	30 days ****	Every 3 months	<ol style="list-style-type: none"> 1. Posting, hand delivery, or mail 2. Plus any other method calculated to reach others not reached by the first method
3	1 year*****	Annually	<ol style="list-style-type: none"> 1. Posting, hand delivery, or mail 2. Plus any other method calculated to reach others not reached by the first method
<p>* Repeated notices are required if the violation or situation persists, unless otherwise directed by the primacy agency. Posted notices must remain posted and may need periodic updating.</p> <p>** Primacy agencies may approve other methods.</p> <p>*** For Tier 1, systems must also initiate consultation with the primacy agency within 24 hours.</p> <p>**** Systems with turbidity MCL violations based on the average of samples over two days or with turbidity single exceedance treatment technique violations must consult with the primacy agency within 24 hours after learning of the violation.</p> <p>***** EPA recommends consolidating all Tier 3 violations and situations occurring within a given year into an annual notice.</p>			

Deadlines for issuing public notice

As shown in Table 2, the deadline for issuing a public notice varies by Tier.

- ▶ For Tier 1 public notices, you must provide the notice as soon as practical but no later than 24 hours after you learn of the violation or situation. In addition, you must contact the primacy agency within 24 hours to determine additional public notice requirements such as the length of time to the notice must be posted and if repeat notices are needed.
- ▶ For Tier 2 public notices, you must provide the notice as soon as practical but no later than 30 days after you learn of the violation or situation. If you post the notice, you must keep it posted for as long as the violation or situation persists, but in no case for less than seven days (even if you resolve the violation or situation before seven days). You must repeat the notice every three months as long as the violation or situation persists.
- ▶ For Tier 3 public notices, you must provide the notice no later than one year after you learn of the

violation or situation. If you post the notice, you must keep it posted for as long as the violation or situation persists, but in no case for less than seven days (even if you resolve the violation or situation before seven days). You must repeat the notice annually for as long as the violation or situation persists.

Required methods of delivery

As shown in Table 2, the delivery methods vary by tier as follows:

- ▶ For violations and situations requiring **Tier 1** notification, you must use one of the following methods to distribute required notices: posting, hand delivery, newspapers, or radio and/or television. You may need to use another method such as publication in a community newspaper or posting at a community center to reach other persons served (141.202(c)).
- ▶ For violations and situations requiring **Tier 2 or 3** notification, you must use posting, hand delivery, or mail, plus another method such as publication in a newspaper or posting at a community center to reach others if they would not normally be reached by the first method.

Posting will probably be the most effective delivery method for the vast majority of transient non-community water systems. Your primacy agency may allow you to use a different method of delivery for any tier. See Chapter 5 on “Suggestions for Effective Public Notice Delivery” for additional ideas on how various types of businesses can meet the notice delivery requirement.

You must also post every notice for as long as the violation or situation exists to let visitors or new employees know of the situation. If the violation or situation has already been resolved, Tier 2 and 3 notices must still be posted for at least seven days (141.203(b); 141.204(b)). If you can reach all persons served with the first method you choose, you may not need to use additional methods. At a gas station, for instance, posting in the bathrooms and front door may be sufficient to reach all persons served.

Special Notice for Nitrate MCL Exceedances Non-Community Water Systems Only

Some non-community water systems may have been **granted permission by the primacy agency** to exceed the nitrate MCL (10 mg/L) up to a level of 20 mg/l. These systems must provide continuous posting in a conspicuous location of the fact that nitrate levels exceed 10 mg/l and the potential health effects of exposure (141.209). You must include the required content elements summarized in this handbook. Your primacy agency may only grant permission to exceed the MCL if you can demonstrate that the water will not be available to children under 6 months of age (141.11(d)). See the sample template for this situation in this handbook.

Will I need to translate my notice?

You may also be required to translate part of your notice if a large proportion of the population served does not speak English (141.205(c)). If translations are needed, your notice must, at a minimum, contain information in the appropriate language(s) regarding the importance of the notice, or it must provide a phone number or address where a translated notice or information or assistance in the appropriate language is available. Your primacy agency may have established criteria for what constitutes a large proportion of the people you serve; check with the agency to be sure.

While the transient nature of your consumer base may make it difficult to find exact statistics about the English proficiency of the people you serve, as a business owner, you should have a general “feel” for the languages spoken by your consumers. If you are unsure about this, ask staff who work directly with customers about what languages they hear spoken by visitors.

To facilitate translations, especially for violations or situations requiring Tier 1 notification, establish contacts with institutions and people who can translate notices into other languages for you in advance. Community centers and universities can help provide translations. If your system is in an area where a language other than English is predominant (for example in the Southwest, where Spanish is commonly spoken), there is a good chance that some of your employees may also speak that language. These employees can be valuable assets if you need to translate a notice or respond to questions. Spanish-language templates for nitrate and fecal coliform violations are provided in this Handbook (see templates NC-1A and NC-4A). Appendix C provides translations of several useful phrases that convey the importance of the message and the need to have it translated.

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4. Suggestions for Layout of the Notice

In addition to being concise and readable, notices for transient non-community water systems should be appropriate to the consumers' situation. For example, visitors at a rest stop just need to be aware they shouldn't drink the water, rather than being told to boil it. See Templates NC-1 through NC-15 at the end of this handbook for examples of postings.

Formatting Hints

- ▶ Limit the notice to one page.
- ▶ Display important elements in bold and/or large type and/or all upper case letters.
- ▶ List each of the most important elements on a separate line and center the text, leaving a blank line between each element.
- ▶ Other required elements, such as health effects and your corrective actions, can be provided in paragraph format, with a title for each paragraph if space permits.

How should the notice be formatted to get people's attention?

A person walking by a posted notice is unlikely to read the entire notice. Therefore, you should format the notice so that consumers will see and read the most important information first. Posters should include a title designed to catch people's attention, and highlight the population at risk (if applicable), actions consumers should take, a very short description of the violation or situation, and where to obtain alternative sources of water if alternative water supplies should be used.

How can I make a notice easier to read?

Assume that consumers will only read the top half of the notice (or what can be read in ten seconds). The most important information, especially instructions to protect consumers' health, should be placed on the top half of the notice in large print. Bullets and bold text are also effective. Smaller type is appropriate for the less critical elements, e.g., what the system is doing, an explanation of the cause of the violation or situation, etc. You must still include all the required elements in the notice.

Remember that some of your consumers may have limited reading abilities. It is important that notices do not contain overly technical or confusing language. Whoever on your staff is responsible for responding to questions about the notice should keep in mind that it may be necessary to read or explain the entire notice. If many of the visitors to your system are young children, remember that they do not read at an adult level, and their parents may not see a posted notice (for example, at a rest stop, children may use the bathrooms while their parents wait outside).

If your system serves a large proportion of non-English speaking people, include the appropriate translated phrases provided in Appendix C. Appendix C also includes simple pictures that convey the concept of "do not drink the water," that would be understood by someone who cannot read. These pictures would also grab the attention of passers-by.

How should I tailor the notice to my situation?

If you are providing bottled or other sources of water, list the location from which you are distributing or selling it. If you use water for cooking or ice making (e.g., at a **restaurant**), be sure to let customers know that you are using bottled water for this purpose. Confirm ahead of time and periodically reconfirm that available bottled water supplies meet the U.S. Food and Drug Administration or state safety standards by asking bottlers for their most recent testing results.

If your system supplies water to people for cooking (such as a campground), your notice should provide instructions on how to use the water to cook. For example, in the case of a nitrate violation, instruct consumers that boiling the water will not make the water safe for infants as boiling will only make nitrates more concentrated. The water should not be provided to infants. For fecal coliform or E. coli violations, instruct them to use boiled water for brushing teeth, washing dishes, and food preparation.

5. Suggestions for Effective Public Notice Delivery

Most transient non-community water systems can probably use some combination of posting and hand delivery. For instance, a **campground** should post notices in bathrooms or at pumps and hand out flyers to campers as they register. A **resort** or **hotel** should hand deliver notices to guests' rooms or cottages as well as post them in common areas.

Systems that have multiple monitoring violations throughout the year, may wish to consolidate notices into one **annual notice**. You must provide notice within 12 months of the first violation. This may save you money by reducing the amount of time you spend on posting, copying, and delivering. However, an annual notice at a transient system would not have much relevance to someone who passed through the area served by the system one day out of the year. You may find it easier and more effective to issue notices as violations or situations occur, rather than trying to pull together records and compile them at the end of the year.

Your primacy agency may also have more stringent requirements.

How can I make posting effective?

Post notices at all water fountains, kitchen and bathroom sinks, ice machines, soda machines, coffee makers, on bulletin boards, outside administrative offices, and at any other appropriate central locations. Posted notices must remain posted for as long as the violation or situation persists (141.206(b)). Violations are not resolved until the primacy agency determines they are resolved. In no case can the notice be posted less than seven days even if the violation or situation has been resolved (141.203(b); 141.204(b)). This is especially important for transient systems, where consumers are continuously entering and leaving the area served.

Be sure that the notice is durable. It should not blow away if posted outdoors. Consider laminating notices that will be placed over sinks or outside, especially if they are likely to remain there for an extended time. You can make door hangers for hand delivery that will not easily blow away. Knot a rubber band through a hole punched in the notice and put the rubber band around door knobs. This method will be useful at a **hotel** or a **campground** with cabins.

What other methods are available to reach all consumers?

You may also want to use some of these ideas in addition to one of the required methods listed above:

- ▶ **Spoken word** — If you are hand delivering notices and time permits, take the time to explain the situation as you deliver the notice, or have a meeting to explain the situation to your employees, students, etc. For notifications at a hotel or campground; speak to guests as they register.
- ▶ **Sound trucks** — Sound trucks (or police cars with speakers) might be useful as a supplement to hand delivery for violations or situations that have potential for serious adverse health effects as a result of short term exposure. They are most appropriate for distribution at a time of day when most people are expected to be in a concentrated area such as a beach or campground.
- ▶ **Answering machines** — Consider including public notice information on the greeting of your answering machine or voicemail. The greeting can be updated as you make progress in resolving the violation or situation. It also enables you to at least partially answer your customers' questions and address the violation at the same time.

- ▶ Community organizations — You might distribute multiple copies to nearby social service agencies or clinics. This way doctors or case workers will be informed if their patients or clients ask them about the implications of the violation or situation.
- ▶ Automatic dialers — Some phone systems can be programmed to send voicemail to every extension. This might be useful to notify guests at a hotel or resort.
- ▶ In-house/ Cable TV — Some hotels have in-house cable television systems in which you can put information about the violation on the “hotel information” station. For potentially serious adverse health effects as a result of short term exposure, ask a local TV station or cable company to put “scrollers” across the screen similar to National Weather Service announcements for tornado watches.

After providing the notice, what information must I provide my primacy agency?

After you provide the notice to your consumers, you must, within ten days, send your primacy agency a copy of each type of notice you distribute (e.g., newspaper article, press release to TV/radio, mail notices) and a certification that you have met all the public notification requirements (141.31(d)). You must send certifications for both initial and any repeat notices. **When you certify, you are also stating that you will meet future requirements for notifying new billing units of the violation or situation.**

A sample certification “box” with appropriate language is provided below. The box is not mandatory (only a statement is); however, it is a useful tool for tracking and noting required activities. Contact your primacy agency; they may have a certification form they require be submitted to them. If your primacy agency does not have a required certification form for you to use, you may wish to copy this certification onto the bottom or reverse of the copy of the notice you send to the primacy agency.

<p>PWS Name: <u>[system name]</u>_____</p> <p>PWS ID #: <u>[PWS number]</u>_____</p> <p>For Violation: <u>[describe violation or situation]</u>_____</p> <p>Occurring on: <u>[insert date]</u>_____.</p> <p>The public water system indicated above hereby affirms that public notice has been provided to consumers in accordance with the delivery, content, and format requirements and deadlines in [regulatory citation].</p> <p><input type="checkbox"/> Consultation with primacy agency (if required) on ___[insert date]__.</p> <p><input type="checkbox"/> Notice distributed by ___[insert method]___ on ___[insert date]__.</p> <p><input type="checkbox"/> Notice distributed by ___[insert method]___ on ___[insert date]__.</p> <p><input type="checkbox"/> Content - required elements.</p> <p>_____ Signature of owner or operator</p> <p>_____ Date</p>
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TEMPLATES FOR TRANSIENT NON-COMMUNITY WATER SYSTEMS

The pages that follow contain templates recommended for use by transient non-community water systems. They are generally designed for posting, and their instructions to consumers are tailored to systems where consumers will not be able to boil or otherwise treat their water. Along with each template are suggestions, including the required method of delivery and suggestions for completing individual sections of the notice. These suggestions are designed to supplement the handbook, so you may see much of the information repeated here.

Mandatory language on health effects, which must be included as written with blanks filled in, is presented in *italics* (141.205(d)).

You must also include the following italicized language in all notices, where applicable. This language will encourage word-of-mouth communication of the problem. Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify persons served (141.205(d)):

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.

Templates

Nitrate MCL Exceedance Notice –Template NC-1

Spanish Nitrate MCL Exceedance Notice –Template NC-1A

Nitrate Failure to Take a Confirmation Sample Notice – Template NC-2

Non-community PWSs Allowed Up to 20 mg/L Nitrate Notice – Template NC-3

Fecal Coliform or E. coli Notice – Template NC-4

Spanish Fecal Coliform or E. coli Notice – Template NC-4A

Unresolved Total Coliform Notice – Template NC-5

Monitoring Violation Notice –Template NC-6

Problem Corrected Notice –Template NC-7

Waterborne Disease Outbreak Notice – NC-8

IESWTR or LT1 CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – NC-9

Chlorine Dioxide MRDL (Tier 1) Notice – NC-10

SWTR Failure to Filter Notice – NC-11

SWTR Turbidity Exceedance Notice – NC-12

SWTR Disinfection Treatment Notice – NC-13

LT2ESWTR Failure to Install Treatment Notice – NC-14a

LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique Violation Notice – NC-14b

LT2ESWTR Unfiltered System Failure to Install Treatment Notice – NC-14c

LT2ESWTR Failure to Conduct Source Water Monitoring (Initial or Second Round) Notice – NC-14d

Filter Backwash Recycling Rule Treatment Technique Violation Notice – NC-15

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Instructions for Nitrate MCL Exceedance Notice – Template NC-1

Template on Reverse

Since exceeding the nitrate maximum contaminant level of 10 mg/l requires Tier 1 notification, you must provide public notice to persons served as soon as practical but within no more than 24 hours of learning of the violation (141.202(b)). During this time period, you must also contact your primacy agency. This template can also be used for nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

Repeat Notices

If this is a repeat notice, you may wish to include an explanation similar to the following:

As you may recall, on [date], you were also notified of high nitrate levels that occurred during the _____ quarter of the year. Since that time the water system has been monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears the high nitrates occur during the later summer and fall. Note that previous tests prior to [year] show that we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is some sample language describing steps commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include drilling a new well or mixing the water with low-nitrate water from another source.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD
OR USE IT TO MAKE INFANT FORMULA OR JUICE

High nitrate levels were detected on [date]

Bottled water should be used for infants. [We are providing bottled water for infants and their families at ____].

Adults and children older than 6 months can drink the water

A routine sample on [date] showed a nitrate concentration in the drinking water of [level and units]. This is above the nitrate standard, or maximum contaminant level, of [state/federal MCL].

Possible Health Effects

Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die.

Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

[Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

The template on reverse is a Spanish translation of Template NC-1 for a nitrate violation. All the instructions for Template NC-1 apply. If you modify the English template, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See the discussion on translations in Chapter 3 for suggestions on preparing multilingual notices.

AVISO SOBRE SU AGUA POTABLE

PARA LOS PADRES DE BEBES DE SEIS MESES DE EDAD Y MENORES

NO DE A BEBER EL AGUA A BEBES MENORES DE SEIS MESES DE EDAD, NI LA USE PARA LA PREPARACION DE SU JUGO O LECHE EN POLVO

Altos niveles de nitratos fueron detectados en [date]

Deberá usarse agua embotellada para los bebés. [Tenemos agua embotellada disponible para bebes y sus familias, en ____].

Adultos y bebés mayores de seis (6) meses de edad pueden tomar el agua del grifo

Una muestra rutinaria en [date] mostró que el agua de beber tiene una concentración de nitrato de [level and units]. Este nivel está por encima de la norma, o nivel máximo de contaminación (NMC) de [state/federal MCL in Spanish].

Posibles Efectos a la Salud

Bebés menores de seis (6) meses que ingieran agua con nitratos en exceso del nivel máximo de contaminación (NMC) se pueden enfermar de gravedad y, de no ser tratados, pueden morir. Los síntomas incluyen dificultad en respirar y síndrome de bebé azul. El síndrome de bebé azul se refiere al color azulado que toma la piel del bebé. Los nitratos son dañinos para los bebés porque ellos no pueden procesarlos en la misma manera que los adultos pueden hacerlo.

Los síntomas en los bebés pueden desarrollarse con rapidez, con el deterioro de su salud en los días subsiguientes. Si los síntomas ocurren en bebés menores de seis (6) meses de edad, busque atención médica inmediatamente. Si usted está embarazada o tiene algún problema de salud en particular, puede optar por hacer una consulta con su médico.

Lo Que Estamos Haciendo Al Respecto

[Describe corrective action in Spanish.]

Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year]. Nosotros le informaremos cuando este problema haya sido corregido. Para mayor información, por favor póngase en contacto con [name of contact] de [system] al [phone number] o [location/address].

Por favor comparta esta información con todo aquel que puede que tome de esta agua, sea colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregándolo manualmente. Es de particular interés distribuir este aviso ampliamente si usted lo recibe representando un negocio, un hospital, hogar de infantes u hogar de ancianos o comunidad residencial.

Este aviso ha sido enviado a usted por [system]. Numero de Identificación: _____.

Fecha de distribución: _____.

Template on Reverse

Since failure to take a confirmation sample for nitrate within 24 hours after learning that an initial sample exceeded the MCL is a Tier 1 violation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (141.202(b)). During this time period you must also contact your primacy agency. You should also coordinate with your local health department. This template is also applicable to nitrite and total nitrate and nitrite violations. You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

Repeat Notices

If this is a repeat notice, you may wish to include an explanation similar to the following:

You were initially notified of our system's failure to take a confirmation sample following high nitrate level on [give date]. Since that time we have taken a confirmation sample on [give date] that also resulted in a high nitrate level. We are currently monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears that high nitrates occur during the later summer and fall. Note that prior to [year] we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below is some sample language describing steps commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own:

- We are in the process of collecting a confirmation sample to determine if we have high nitrate levels. If the sample shows we are meeting our drinking water standards, you will not receive another notice. However, if the sample shows that we do have high nitrate levels in our water, another notification will be issued within 24 hours after we receive the results.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD
OR USE IT TO MAKE INFANT FORMULA OR JUICE

[System] did not take a confirmation sample to determine if the water
has high levels of nitrate –

Bottled water should be used for infants. [We are providing bottled
water for infants and their families at ____].

Adults and children older than 6 months can drink the water

We are required to monitor your drinking water for nitrate on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. Water sample results received on [give date] showed nitrate levels above the nitrate standard, or maximum contaminant level (MCL), of [MCL]. We were required to take a confirmation sample within 24-hours. We did not complete the required confirmation sample monitoring and therefore cannot be sure of the quality of our drinking water during that time. Nitrate in drinking water is a serious health concern for infants less than six months old.

Possible Health Effects

Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die.

Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

[Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.

Date distributed: _____.

Instructions for Non-community PWSs Allowed Up to 20 mg/L Nitrate Notice – Template NC-3

Template on Reverse

Non-community water systems that have received approval by their primacy agency to exceed the nitrate maximum contaminant level of 10 mg/l but no more than 20 mg/l are required to provide Tier 1 notification. You do not incur a violation but are still required to provide public notice to persons served as soon as practical but within no more than 24 hours of learning of the situation (141.202(b)). You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

Continuous Notices

As long as nitrate levels exceed 10 mg/L, continuous posting of this notice is required (141.209(b)).

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

DRINKING WATER WARNING

FOR PARENTS OF INFANTS 6 MONTHS AND YOUNGER

DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD
OR USE IT TO MAKE INFANT FORMULA OR JUICE

High nitrate levels were detected on [date]

Adults and children older than 6 months can drink the water

Water sample results show nitrate levels of [level and units]. This is above the nitrate standard or maximum contaminant level (MCL), of 10 mg/l. Nitrate in drinking water is a serious health concern for infants less than six months old.

We have been given permission by [primacy agency] to provide water in excess of the standard as long as:

- Nitrate levels do not exceed 20 mg/l.
- The water is not made available to children under 6 months of age.
- We continuously post this notice meeting all public notice requirements.
- Local and state health officers are notified annually.
- No adverse health effects result.

Possible Health Effects

Infants below the age of six months who drink water containing nitrate in excess of the maximum contaminant level could become seriously ill and, if untreated, may die.

Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Nitrate is a concern for infants because they can't process nitrates in the same way adults can.

Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur in a child less than 6 months old, seek medical attention immediately. If you are pregnant or have specific health concerns, you may wish to consult your doctor.

For more information, please contact [name of contact] at [phone number] or [mailing address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Fecal Coliform or E. coli Notice – Template NC-4

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. See the suggestions below on how you can modify this template for other situations. Since exceeding the fecal coliform or *E. coli* maximum contaminant level requires a Tier 1 notification, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (141.202(b)). During this time period you must also contact your primacy agency. You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with fecal coliform violations. You can use one or more of the following actions, if appropriate:

- We are chlorinating and flushing the water system.
- We are increasing sampling for coliform bacteria to identify the source of contamination.
- We are repairing the wellhead seal.
- We are repairing, cleaning, and disinfecting the storage tank.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

WARNING

DO NOT DRINK THE WATER

Fecal coliform [or *E. coli*] bacteria were found in the water supply
on [date]

Bottled water is available from _____

Possible Health Effects

Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, and people with severely compromised immune systems.

People at increased risk should seek advice about drinking water in general from their health care providers.

Steps We Are Taking

[Describe corrective action.]

We will inform you when additional samples show no coliform bacteria and you may drink the water. We anticipate resolving the problem within [estimated time frame]. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

The template on reverse is a Spanish translation of Template NC-4 for a Fecal Coliform or *E. coli* violation. All the instructions for Template NC-4 apply. If you modify the English template, you should modify this template accordingly. Schools or universities may be able to provide low cost translations. See the discussion on translations in Chapter 3 for suggestions on multilingual notices.

AVISO

NO BEBA EL AGUA

Bacterias coliformes fecales [o *E. coli*] fueron encontradas en su servicio de agua el día de [date]

Agua embotellada está disponible en _____]

Posibles Efectos a la Salud

Coliformes fecales y E. coli son bacterias cuya presencia indica que el agua está contaminada con desechos humanos o de animales. Microbios en estos desechos pueden causar diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Presentan además un riesgo especial para la salud de bebés, niños y niñas de corta edad y personas con sistemas inmunológicos en alto riesgo.

Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos sobre agua apta para beber. .

Lo Que Estamos Haciendo Al Respecto

[Describe corrective action in Spanish.]

Nosotros le informaremos cuándo muestras adicionales indiquen que no existen bacterias coniformes presentes y que es permitido nuevamente beber de ésta agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year]. Para mayor información, por favor póngase en contacto con [name of contact] de [system] al [phone number] o [location/address].

Por favor comparta esta información con todo aquel que puede que tome de ésta agua, sea colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregándolo manualmente. . Es importante distribuir este aviso ampliamente en caso que Ud. lo reciba en representación de un edificio de apartamentos, negocio, hospital, hogar de infantes, hogar de ancianos o comunidad residencial.

Este aviso ha sido enviado a usted por [system]. Numero de Identificación: _____.
Fecha de distribución: _____.

Instructions for Unresolved Total Coliform Notice – Template NC-5

Template on Reverse

This template is intended for systems where consumers will not need to boil their water or where they will not have the facilities to do so. Since exceeding the total coliform bacteria maximum contaminant level requires a Tier 2 notification, you must provide public notice to persons served as soon as practical and within 30 days after you learn of the violation (141.203(b)). Persistent total coliform problems can pose a serious health risk, and your primacy agency may elevate such situations to Tier 1. Check with your primacy agency to make sure you meet all its requirements. You must issue a repeat notice every three months for as long as the violation persists.

Non-community water systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Description of the Violation

The template on the reverse is intended for use by systems taking fewer than 40 coliform bacteria samples a month. You can use the following language if you are required to take 40 or more samples per month:

- We routinely monitor for the presence of drinking water contaminants. During [month], _____ percent of our samples showed the presence of total coliform bacteria. The standard is that no more than 5 percent of samples may do so.

Corrective Action

In your notice, describe corrective actions you are taking. If you know what is causing the coliform problem, explain this in the notice. Listed below are some steps commonly taken by water systems with total coliform violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We are chlorinating and flushing the water system.
- We are increasing sampling for coliform bacteria to identify the source of contamination.
- We are repairing the wellhead seal.
- We are repairing, cleaning, and disinfecting the storage tank.
- We will inform you when additional samples show no coliform bacteria.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER NOTICE

Tests show presence of coliform bacteria in water

We routinely monitor for the presence of drinking water contaminants. We took [number] samples during [month]. [Number] of those samples showed the presence of total coliform bacteria. The standard is that no more than one sample per month may do so.

What This Means

This is not an emergency. Total coliform bacteria themselves are generally not harmful.

Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

Usually, coliforms are a sign that there could be a problem with the system's treatment or distribution systems.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.]

We will inform you when additional samples show no coliform bacteria. We anticipate resolving the problem within [estimated time frame]. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Monitoring Violation Notice – Template NC-6

Template on Reverse

Since most monitoring violations are included in Tier 3, you must provide public notice to persons served within one year after you learn of the violation (141.204(b)). Multiple monitoring violations can be serious, and your primacy agency may have more stringent requirements. Check with your primacy agency to make sure you meet its requirements.

Non-community water systems must use one of the following methods (141.204(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

In addition, you must use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.204(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted.

You must post the notice until the violation is resolved. If the violation has been resolved, you must post the notice for at least seven days (141.204(b)). If you mail, post, or hand deliver, you should print your notice on letterhead, if available.

The notice on the reverse is appropriate for an annual notice combining notification for several violations, as well as for notices for individual violations. This example presents violations in a table; however, you may write out an explanation for each violation if you wish.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time.

Include in your notice the standard language for monitoring and testing procedure violations in *italics* with blanks filled in (141.205(d)(2)). If you modify the notice, you may not alter this mandatory language.

Corrective Actions

In your notice describe corrective actions you took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Choose the appropriate language, or develop your own:

- We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples soon, as described in the last column of the table above.

After Issuing the Notice

Be sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

DRINKING WATER NOTICE

Monitoring requirements not met for [system]

We violated a drinking water standard. Even though this is not an emergency, as our customers, you have the right to know what happened and what we are doing to correct this situation.

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 our drinking water meets health standards. During [compliance period] we ['did not monitor' or 'did not complete all monitoring'] for [contaminant(s)] and therefore cannot be sure of the quality of our drinking water during that time.

What This Means

There is nothing you need to do at this time. The table below lists the contaminant(s) we did not properly test for, how often we are supposed to sample for [it/them] and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

Contaminant	Required sampling frequency	Number of samples taken	When samples should have been taken	When samples were taken
Coliform (example)	Twice per month	1	July 1, July 15, August 1	July 1, August 1

Steps We Are Taking

[Describe corrective action.] For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

It is a good idea to issue a notice when a serious violation or situation has been resolved. Although EPA regulations do not require such notices, your primacy agency may require you to issue one. You should coordinate with your local health department as well. You should use the same delivery methods you used for the original notice.

The notice on the reverse is very general and can be used for any violation or situation. To help restore consumers' confidence in the water system, you should modify the notice to fit your situation. Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was solved.

DRINKING WATER PROBLEM CORRECTED

Customers of [system] were notified on [date] of a problem with our drinking water and were advised to [describe recommended action]. We are pleased to report that the problem has been corrected and that it is no longer necessary to [describe recommended action]. We apologize for any inconvenience and thank you for your patience.

[Add further details here when appropriate.]

As always, you may contact [contact name] at [phone number] or [mailing address] with any comments or questions.

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Waterborne Disease Outbreak Notice – Template NC-8

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. See the suggestions below on how you can modify this template for other situations. Since a waterborne disease outbreak is a Tier 1 situation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the situation (141.202(b)). You must contact your primacy agency during this time. You should coordinate with your local health department as well. You must also issue a public notice if you are experiencing a waterborne emergency other than a waterborne disease outbreak, such as one caused by flooding or treatment failure. In such cases, you may be able to modify this template to apply to your situation. Check with your primacy agency for more direction. More information on waterborne disease outbreaks and emergencies is available from the Centers for Disease Control and Prevention (<http://www.cdc.gov/health/diseases.htm>, 1 (800) 311-3435). For a waterborne disease outbreak or other emergency, you must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation. Instructions should also depend on whether your system has elevated nitrate levels; boiling water concentrates nitrates and makes levels higher. If known, list any organisms detected, the number of affected people, any water treatment problems contributing to the waterborne disease outbreak, and any sources of contamination, such as flooding. Also, no mandatory health effects language exists for waterborne disease outbreaks. You may wish to use the sentence below, if appropriate, or contact your primacy agency or health department. These symptoms are common to many diseases caused by microscopic organisms:

- Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

Alternative Sources of Water

If you are providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Corrective Action

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with waterborne disease outbreaks. You can use one or more of the following actions, if appropriate, or develop your own:

- We are repairing our filtration system.
- We are increasing sampling for disease-causing organisms.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

WARNING

DO NOT DRINK THE WATER

Disease-causing organisms have entered [system's] water supply.

Bottled water is available from _____

These organisms are causing illness in people served by [system]. We learned of a waterborne disease outbreak from [agency] on [give date].

Possible Health Effects

- [Describe symptoms of the waterborne disease.] Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

People at increased risk should seek advice about drinking water in general from their health care providers.

Steps We Are Taking

[Describe the outbreak, corrective action, and when the outbreak might end.] We will inform you when this problem is corrected and you may drink the water. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for IESWTR or LT1 CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – Template NC-9

Template on Reverse

This template is intended for systems where consumers will not be able to boil water. If your primacy agency has designated this turbidity single exceedance as a Tier 1 violation (141.202(a)), you must provide public notice to persons served within 24 hours after it has been designated Tier 1 (141.202(b)). Turbidity violations are Tier 2 by default, but may frequently be elevated to Tier 1 by your primacy agency. In addition, violations are automatically elevated if you are unable to consult with your primacy agency within 24 hours. In such cases, you must issue a notice within the next 24 hours. You may elevate the violation to Tier 1 yourself as well. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Instructions to Consumers

You may need to modify the instructions in the public notice based on your system type. For instance, at a campground, you might tell consumers to boil the water before drinking or using for food preparation.

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Population Served

Make sure it is clear who is served by your water system--you may need to list the areas you serve.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with a single turbidity exceedance. You can use one or more of the following actions, if appropriate, or develop your own:

- We are adding chemicals that reduce turbidity.
- We are sampling both untreated and treated water for the presence of coliform bacteria.
- We are monitoring chlorine levels and will adjust them as needed to compensate for filtration problems.
- We are inspecting and repairing the filters.

Source of the Problem

If you know why the turbidity is high, explain it in your notice. For instance, unusual conditions such as heavy rains and flooding can overburden the water plant and treated water may therefore not meet the standards. In addition, run-off from parts of the watershed could contain increased concentrations of sediment and animal waste.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

WARNING

DO NOT DRINK THE WATER

[System] has high turbidity levels

Bottled water is available from _____

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken [give date] showed turbidity levels of [number] turbidity units. This is above the standard of [standard] turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

Possible Health Effects

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, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. 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.

The symptoms above 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.

Steps We Are Taking

[Describe reason for the high turbidity, corrective action, and when the system expects to return to compliance.] We will inform you when turbidity returns to appropriate levels and you may drink the water.

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Chlorine Dioxide MRDL (Tier 1) Notice – Template NC-10

Template on Reverse

Since it is a Tier 1 violation when one or more of the samples taken in the distribution system exceeds the chlorine dioxide MRDL on the day after a chlorine dioxide measurement taken at the entrance to the distribution system exceeds the MRDL, or when required samples are not taken in the distribution system, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (141.202(b)). You must also contact your primacy agency within 24 hours of learning of the violation or situation. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers (141.202(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Radio
- Television

You may need to use additional methods if needed to reach all persons served.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets U.S. Food and Drug Administration and state bottled water standards for bacteria and other contaminants.

Population at Risk

The language on the reverse lists “young children” as one of the groups at increased risk. Because the potential health effects of chlorine dioxide are based on tests on laboratory animals, there is no way to determine at exactly what age the water is safe to drink. If your consumers have questions, encourage them to err on the side of caution.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with chlorine dioxide violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We are resetting the generator to generate the correct amount of chlorine dioxide.
- We are repairing the generator.
- We have already fixed the problem but it will take additional time for the extra chlorine dioxide to be flushed from the distribution system (pipes).

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER WARNING

PREGNANT WOMEN AND YOUNG CHILDREN SHOULD NOT DRINK THE WATER

Bottled water is available from _____

Sampling results received [give date] showed chlorine dioxide levels of [level and units]. This is above the standard, or maximum residual disinfectant level (MRDL) of 0.8 milligrams per liter. Chlorine dioxide is used for disinfection, but too much of it over a short period of time may harm the development of children, infants, and fetuses.

Possible Health Effects

- Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant mothers who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.

The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure. There are no obvious symptoms, but chlorine dioxide can affect development of the nervous system.

- Water, juice, and formula for young children and for pregnant women should not be prepared with tap water. Adults who are not pregnant and older children can drink the tap water because their nervous systems are already developed. However, if you have specific health concerns, you may wish to consult your doctor.

Steps We Are Taking

We anticipate resolving the problem within [estimated time frame]. We will inform you when this problem has been corrected.

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Template on Reverse

Since surface water treatment technique violations require Tier 2 notification, 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. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community water systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (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 surface water treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

- Our treatment plant needs upgrades to meet the requirements.
- We are installing filtration. We expect that the filtration system will be operational by [month, year].
- We are monitoring for turbidity (cloudiness), disinfectant levels, and the presence of bacteria.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in installing filtration, describe it. Alternatively, if funding or other issues are delaying installation, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER NOTICE

[System] Does Not Meet Treatment Requirements

On [give date], the [primacy agency] ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we do not have an adequate watershed control program in place. However, we have not yet installed a filtration system.

What This Means

This is not an emergency. We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

Filtration is the best method for removing these organisms. [Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months. For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for SWTR Turbidity Exceedance Notice – Template NC-12

Template on Reverse

Since surface water treatment filtration treatment technique violations require Tier 2 notification, 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. Your primacy agency 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 agency to make sure you meet all requirements. This template may also be adapted for use with turbidity MCL violations.

<u>For Exceedances of Single Turbidity Limits</u>	<u>For Exceedances of Monthly Turbidity Limits</u>
<p>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 (use Template NC-9). For a Tier 2 notice, describe your violation as follows in the second paragraph of the notice:</p> <p>"Normal turbidity levels at our plant are [number] turbidity units. A water sample taken [date] showed levels of [number] turbidity units. This was above the standard of [standard] units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms."</p>	<p>Use the following language to describe your violation and insert into the second paragraph of the template:</p> <p>"Water samples for [month] showed that [percentage] percent of turbidity measurements were over [standard] turbidity units – the standard is that no more than 5 percent of samples may exceed [standard] turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [standard] units."</p>

Non-community water systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (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. You can use one or more of the following actions, if appropriate, or develop your own:

- 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

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

[System] Did Not Meet Treatment Requirements

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. [Insert appropriate description of the violation from instructions.]

What This Means

This is not an emergency. We do not know of any cases of contamination, and none of our testing has shown disease-causing organisms in the drinking water.

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 which 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.

You may drink the water. 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.

Steps We Are Taking

A problem occurred with the treatment system at the water plant. [Describe the reason for high turbidity, corrective actions, and when the system returned or expects to return to compliance.]

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for SWTR Disinfection Treatment Notice – Template NC-13

Template on Reverse

Since surface water treatment disinfection treatment technique violations require Tier 2 notification, 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)). Some disinfection problems may be serious. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community water systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Description of the Violation

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

Not Enough Disinfection During Treatment - In order to ensure proper disinfection, water in the treatment plant must be in contact with enough chlorine or a similar disinfectant for a minimum amount of time. On [give 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 [give 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. Listed below are some steps commonly taken by water systems with disinfection treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We are sampling/we sampled both untreated and treated water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

[System] Does/Did Not Meet Treatment Requirements

[Describe the violation - use descriptions from instructions on reverse.]

What This Means

This is not an emergency. If it had been, you would have been notified immediately. Tests taken during this 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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe why the violation occurred and corrective action.]

[Disinfectant residual levels/contact times] so far this month have met all requirements.

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Failure to Install Treatment Notice- Template NC-14a

Template on Reverse

A system's failure to provide the level of treatment appropriate for its LT2ESWTR bin classification by the required treatment date is a treatment technique violation and requires Tier 2 notification. 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. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (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 LT2ESWTR treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We will install treatment by [provide date] that will satisfy this requirement.
- We are currently working with state health department officials and our engineers to finalize plans for additional water treatment that will satisfy this requirement once it is installed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in installing treatment, describe it. Alternatively, if funding or other issues are delaying installation of treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

[Name of System] Failed to Provide the Appropriate Level of Treatment Within Required Timeframe

Our water system [give system name] was required to provide additional treatment for *Cryptosporidium* by [provide date]. *Cryptosporidium* is a disease-causing microorganism that has been found in our raw water source.

We failed to provide the required treatment by the required date. Although this situation is not an emergency, as our customers, you have a right to know what happened and what we are doing to correct this situation.

What This Means

This is not an emergency. If it had been, you would have been notified immediately.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.] We expect to have the additional treatment installed by [give date].

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Uncovered Finished Water Reservoir Treatment Technique Violation Notice – Template NC-14b

Template on Reverse

A system's failure to cover an uncovered finished water reservoir, provide treatment of the reservoir's discharge, or be in compliance with a state-approved schedule to cover the reservoir(s) or treat the reservoir(s) discharge by April 1, 2009 is a treatment technique violation and requires Tier 2 notification. 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. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use *another* method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (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 this type of LT2ESWTR treatment technique violation. You can use one or more of the following actions, if appropriate, or develop your own:

- We are developing plans to cover our uncovered finished water storage reservoir. We expect to have the reservoir covered by [give date]. Until our finished water reservoir is covered, you will receive a notice similar to this every 3 months.
- We are developing plans to treat the water when it leaves our uncovered finished water storage reservoir. We expect to have the treatment in place by [give date]. Until the water leaving our finished water reservoir is treated, you will receive a notice similar to this every 3 months.
- We are currently working with state health department officials to revise our schedule for covering our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and the reservoir covered by [give date]. Until our schedule receives state approval, you will receive a notice similar to this every 3 months.
- We are currently working with state health department officials to revise our schedule for treating the discharge from our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and treatment in place by [give date]. Until the schedule receives state approval, you will receive a notice similar to this every 3 months.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in covering your reservoirs or providing treatment, describe it. Alternatively, if funding or other issues are delaying coverage, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

Uncovered Finished Water Reservoir Violation at [System]

Water systems with uncovered finished water reservoirs are required to cover these reservoirs, treat the discharge from these reservoirs, or be in compliance with a state-approved schedule to cover the reservoir(s) or provide treatment by April 1, 2009. We have failed to meet this requirement.

What This Means

This is not an emergency. If it had been, you would have been notified immediately.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed:

Instructions for LT2ESWTR Unfiltered System Failure to Install Treatment Notice – Template NC-14c

Template on Reverse

An unfiltered system's failure to install a second disinfectant to treat for *Cryptosporidium* by the required date is a treatment technique violation and requires Tier 2 notification. 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. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use another method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by unfiltered water systems with LT2ESWTR treatment technique violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We will install treatment by [provide date] to satisfy this requirement.
- We are currently working with state health department officials and our engineers to finalize plans for water treatment that will satisfy this requirement once it is installed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in installing treatment, describe it. Alternatively, if funding or other issues are delaying installation of treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

[Name of System] Failed to Provide the Appropriate Level of Treatment Within Required Timeframe.

Our unfiltered water system [give system name] was required to use a minimum of two disinfectants to meet our treatment requirement by [give date]. We failed to have the new ultraviolet light (U.V.) disinfection system installed by the required date.

What This Means

This is not an emergency. If it had been, you would have been notified immediately.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

We expect to have the U.V. disinfection system installed by [give date]. We continue to disinfect the water with chlorine as we have in the past.

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for LT2ESWTR Failure to Conduct Source Water Monitoring (Initial or Second Round) Notice –Template NC-14d

Template on Reverse

A system's failure to conduct an initial or second round of *Cryptosporidium* monitoring by the required date is a monitoring violation that requires Tier 2 notification. 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. Your primacy agency may have more stringent requirements for this monitoring violation; e.g., it may require you to provide water from an alternate source. Check with your agency to make sure you meet all requirements.

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use another method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (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 LT2ESWTR monitoring violations. You can use one or more of the following actions, if appropriate, or develop your own:

- We will begin collecting the required source water monitoring samples on [give date].
- We have since taken the required samples for initial monitoring and will begin collecting our second round of sampling on [give date].

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out the previous notice. If you are making progress in installing treatment, describe it. Alternatively, if funding or other issues are delaying installation of treatment, let consumers know.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a "problem corrected" notice template.

DRINKING WATER NOTICE

Monitoring and Reporting Requirements Not Met for [Name of System]

We are required to monitor the source of your drinking water for *Cryptosporidium*. Results of the monitoring are to be used to determine whether [name of treatment plant] is sufficient to adequately treat the water for *Cryptosporidium*. We are required to complete this monitoring and make this determination by [give date]. We did not monitor or test on schedule and, therefore, we may not be able to determine by the required date what treatment modifications, if any, must be made. Missing this deadline may, in turn, jeopardize our ability to have the required treatment modifications, if any, completed by the deadline required, [give date].

What This Means

This is not an emergency. If it had been, you would have been notified immediately.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.]

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____.

Instructions for Filter Backwash Recycling Rule Treatment Technique Violation Notice – Template NC-15

Template on Reverse

Since failure to recycle spent filter backwash, thickener supernatant, and liquids from dewatering processes before all processes of the direct filtration treatment train, failure to obtain state approval for the use of an alternative recycle location, or failure to pursue capital improvements 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 (141.203(b)). You must issue a repeat notice every three months for as long as the violation persists. Your primacy agency 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 agency to make sure you meet all requirements.

Non-community systems must use one of the following methods (141.203(c)):

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

You must also use another method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).

This template includes mandatory language encouraging further distribution to persons who may not have received the notice. However, if you post the notice such that all possible users have access to the notice, this language is not applicable and can be omitted. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. You can use one or more of the following actions, if appropriate, or develop your own:

- As of [give date], we will no longer recycle our filter backwash and will not be in violation of this standard.
- As of [give date], the filter backwash will be piped to the beginning of our water treatment process and we will no longer be in violation of this standard.
- As of [give date], the filter backwash and all other current recycle flows will be discharged to waste as approved by the primacy agency.

Repeat Notices

If this is an ongoing violation, you should give the history behind the violation, if known.

After Issuing the Notice

Make sure to send your primacy agency a copy of each type of notice and a certification that you have met all the public notification requirements within ten days after issuing the notice (141.31(d)).

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See Template NC-7 for a “problem corrected” notice template.

DRINKING WATER NOTICE

The Filter Backwash Recycling Rule requires water systems that recycle liquids used for water treatment to recycle these liquids through the system's existing filtration system or to an alternate location approved by the state. Our system did not return its water treatment recycle flows to the required location or a state-approved location by the required date of [give date].

What This Means

This is not an emergency. If it had been, you would have been notified immediately.

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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

You may drink the water. 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.

Steps We Are Taking

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] of [system] at [phone number] or [location/address].

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.

This notice is being sent to you by [system]. State Water System ID#: _____.
Date distributed: _____]

Appendices

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Appendix A
NPDWR Violations and Other Situations Requiring Public Notice¹

(Excerpts from Appendix A of 40 CFR 141, Subpart Q dated July 1, 2006 that are
Applicable to Transient Non-Community Water Systems)

Contaminant	MCL/MRDL/TT Violations ²		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
I. Violations of National Primary Drinking Water Regulations (NPDWR):³				
A. Microbiological Contaminants				
1. Total coliform	2	141.63(a)	3	141.21(a)-(e)
2. Fecal coliform/ <i>E. coli</i>	1	141.63(b)	1 ⁴ , 3	141.21(e)
3. Turbidity MCL	2	141.13(a)	3	141.22
4. Turbidity MCL (average of 2 days' samples >5 NTU)	2 ⁵ , 1	141.13(b)	3	141.22
5. Turbidity (for TT violations resulting from a single exceedance of maximum allowable turbidity level)	2 ⁶ , 1	141.71(a)(2), 141.71(c)(2)(i), 141.73(a)(2), 141.73(b)(2), 141.73(c)(2), 141.73(d), 141.173(a)(2), 141.173(b), 141.551(b)	3	141.74(a)(1), 141.74(b)(2), 141.74(c)(1), 141.174, 141.560(a)-(c), 141.561
6. Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. allowable turbidity level (TT)	2	141.70-141.73	3	141.74
7. Interim Enhanced Surface Water Treatment Rule violations, other than violations resulting from single exceedance of max. turbidity level (TT)	2 ⁷	141.170- 141.173, 141.500- 141.553	3	141.172, 141.174, 141.530- 141.544, 141.560- 141.564
8. Filter Backwash Recycling Rule violations	2	141.76(c)	3	141.76(b), (d)
9. Long Term 1 Enhanced Surface Water Treatment Rule violations	2	141.500- 141.553	3	141.530- 141.544, 141.560- 141.564
10. LT2ESWTR violations	2	141.710- 141.720	2 ²² , 3	141.701- 141.705 and 141.708- 141.709
B. Inorganic Chemicals (IOCs)				
11. Nitrate	1	141.62(b)	1, 3 ¹²	141.23(a), (d) 141.23(f)(2)
12. Nitrite	1	141.62(b)	1, 3 ¹²	141.23(a), (e) 141.23(f)(2)

Appendix A
NPDWR Violations and Other Situations Requiring Public Notice¹

(Excerpts from Appendix A of 40 CFR 141, Subpart Q dated July 1, 2006 that are
 Applicable to Transient Non-Community Water Systems)

Contaminant	MCL/MRDL/TT Violations ²		Monitoring & Testing Procedure Violations	
	Tier of Public Notice Required	Citation	Tier of Public Notice Required	Citation
13. Total Nitrate and Nitrite	1	141.62(b)	3	141.23(a)
G. Disinfection Byproducts (DBPs), Byproduct Precursors, Disinfectant Residuals. Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs).¹³				
4. Chlorite	2	141.64(a)	3	141.132(a)-(b)
7. Chlorine dioxide (MRDL), where any 2 consecutive daily samples at entrance to distribution system only are above MRDL	2	141.65(a), 141.133(c)(3)	2 ¹⁵ , 3	141.132(a), (c) 141.133(c)(2)
8. Chlorine dioxide (MRDL), where sample(s) in distribution system the next day are also above MRDL	1 ¹⁶	141.65(a), 141.133(c)(3)	1	141.132(a), (c) 141.133(c)(2)
III. Public Notification for Variances and Exemptions:				
A. Operation under a variance or exemption	3	1415, 1416 ¹⁸	N/A	N/A
B. Violation of conditions of a variance or exemption	2	1415, 1416, 142.307 ¹⁹	N/A	N/A
IV. Other Situations Requiring Public Notification:				
B. Exceedance of nitrate MCL for non-community systems, as allowed by primacy agency	1	141.11(d)	N/A	N/A
D. Waterborne disease outbreak	1	141.2, 141.71(c)(2)(ii)	N/A	N/A
E. Other waterborne emergency ²⁰	1	N/A	N/A	N/A
F. Other situations as determined by primacy agency	1, 2, 3 ²¹	N/A	N/A	N/A

Appendix A Endnotes

1. Primacy agencies may, at their option, also require a more stringent public notice tier (e.g., Tier 1 instead of Tier 2 or Tier 2 instead of Tier 3) for specific violations and situations listed in this Appendix, as authorized under §141.202(a) and §141.203(a).
2. MCL—Maximum contaminant level, MRDL—Maximum residual disinfectant level, TT—Treatment technique.
3. The term Violations of National Primary Drinking Water Regulations (NPDWR) is used here to include violations of MCL, MRDL, treatment technique, monitoring, and testing procedure requirements.
4. Failure to test for fecal coliform or *E. coli* is a Tier 1 violation if testing is not done after any repeat sample tests positive for coliform. All other total coliform monitoring and testing procedure violations are Tier 3.
5. Systems that violate the turbidity MCL of 5 NTU based on an average of measurements over two consecutive days must consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.
6. Systems with treatment technique violations involving a single exceedance of a maximum turbidity limit under the Surface Water Treatment Rule (SWTR), the Interim Enhanced Surface Water Treatment Rule (IESWTR), or the Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR) are required to consult with the primacy agency within 24 hours after learning of the violation. Based on this consultation, the primacy agency may subsequently decide to elevate the violation to Tier 1. If a system is unable to make contact with the primacy agency in the 24-hour period, the violation is automatically elevated to Tier 1.
7. Most of the requirements of the Interim Enhanced Surface Water Treatment Rule (63 *FR* 69477) (§§141.170–141.171, 141.173–141.174) become effective January 1, 2002 for Subpart H systems (surface water systems and ground water systems under the direct influence of surface water) serving at least 10,000 persons. However, §141.172 has some requirements that become effective as early as April 16, 1999. The Surface Water Treatment Rule remains in effect for systems serving at least 10,000 persons even after 2002; the Interim Enhanced Surface Water Treatment Rule adds additional requirements and does not in many cases supersede the SWTR.
12. Failure to take a confirmation sample within 24 hours for nitrate or nitrite after an initial sample exceeds the MCL is a Tier 1 violation. Other monitoring violations for nitrate are Tier 3.
13. Subpart H transient non-community systems serving fewer than 10,000 persons and using only ground water not under the direct influence of surface water and using chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.
14. §§141.64(b)(1) 141.132(a)–(b) apply until §§141.620–141.630 take effect under the schedule in §141.620(c).
15. Failure to monitor for chlorine dioxide at the entrance to the distribution system the day after exceeding the MRDL at the entrance to the distribution system is a Tier 2 violation.
16. If any daily sample taken at the entrance to the distribution system exceeds the MRDL for chlorine dioxide and one or more samples taken in the distribution system the next day exceed

the MRDL, Tier 1 notification is required. Failure to take the required samples in the distribution system after the MRDL is exceeded at the entry point also triggers Tier 1 notification.

18. This citation refers to §§1415 and 1416 of the Safe Drinking Water Act. §§1415 and 1416 require that “a schedule prescribed. . . for a public water system granted a variance [or exemption] shall require compliance by the system. . .”

19. In addition to §§1415 and 1416 of the Safe Drinking Water Act, 40 CFR 142.307 specifies the items and schedule milestones that must be included in a variance for small systems.

20. Other waterborne emergencies require a Tier 1 public notice under §141.202(a) for situations that do not meet the definition of a waterborne disease outbreak given in 40 CFR 141.2 but that still have the potential to have serious adverse effects on health as a result of short-term exposure. These could include outbreaks not related to treatment deficiencies, as well as situations that have the potential to cause outbreaks, such as failures or significant interruption in water treatment processes, natural disasters that disrupt the water supply or distribution system, chemical spills, or unexpected loading of possible pathogens into the source water.

21. Primacy agencies may place other situations in any tier they believe appropriate, based on threat to public health.

22. Failure to collect three or more samples for *Cryptosporidium* analysis is a Tier 2 violation requiring special notice as specified in §141.211. All other monitoring and testing procedure violations are Tier 3.

Appendix B
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2006 that are
 Applicable to Transient Non-Community Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
National Primary Drinking Water Regulations (NPDWR):			
A. Microbiological Contaminants			
1a. Total coliform	Zero	See footnote ³	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
1b. Fecal coliform/ <i>E. coli</i>	Zero	Zero	Fecal coliforms and <i>E. coli</i> are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly and people with severely compromised immune systems.
2a. Turbidity (MCL) ⁴	None	1 NTU ⁵ / 5 NTU	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.
2b. Turbidity (SWTR TT) ⁶	None	TT ⁷	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.
2c. Turbidity (IESWTR and LT1ESWTR TT) ⁸	None	TT	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.

Appendix B
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2006 that are
 Applicable to Transient Non-Community Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
B. Surface Water Treatment Rule (SWTR), Interim Enhanced Surface Water Treatment Rule (IESWTR), Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR), and the Filter Backwash Recycling Rule (FBRR) violations			
3. <i>Giardia lamblia</i> (SWTR/IESWTR/ LT1ESWTR)	Zero	TT ¹⁰	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.
4. Viruses (SWTR/IESWTR/ LT1ESWTR)			
5. Heterotrophic plate count (HPC) bacteria ⁹ (SWTR/IESWTR/ LT1ESWTR)			
6. Legionella (SWTR/IESWTR/ LT1ESWTR)			
7. <i>Cryptosporidium</i> (IESWTR/FBRR/ LT1ESWTR)			
C. Inorganic Chemicals (IOCs)			
18. Nitrate	10	10	Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
19. Nitrite	1	1	Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.
20. Total Nitrate and Nitrite	10	10	Infants below the age of six months who drink water containing nitrate and nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.

Appendix B
Standard Health Effects Language for Public Notification

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2006 that are
 Applicable to Transient Non-Community Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
H. Disinfection Byproducts (DBPs), Byproduct Precursors, and Disinfectant Residuals: Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form chemicals called disinfection byproducts (DBPs).¹⁸			
83. Chlorite	0.08	1.0	Some infants and young children who drink water containing chlorite in excess of the MCL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorite in excess of the MCL. Some people may experience anemia.
86a. Chlorine dioxide, where any 2 consecutive daily samples taken at the entrance to the distribution system are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia. <i>Add for public notification only:</i> The chlorine dioxide violations reported today are the result of exceedances at the treatment facility only, not within the distribution system which delivers water to consumers. Continued compliance with chlorine dioxide levels within the distribution system minimizes the potential risk of these violations to consumers.

**Appendix B
Standard Health Effects Language for Public Notification**

(Excerpts from Appendix B of 40 CFR 141, Subpart Q dated July 1, 2006 that are
Applicable to Transient Non-Community Water Systems)

Contaminant	MCLG ¹ mg/L	MCL ² mg/L	Standard Health Effects Language for Public Notification
86b. Chlorine dioxide, where one or more distribution system samples are above the MRDL	0.8 (MRDLG)	0.8 (MRDL)	<p>Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant women who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.</p> <p><i>Add for public notification only:</i> The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure.</p>

Appendix B Endnotes

1. MCLG - Maximum contaminant level goal
2. MCL - Maximum contaminant level
3. For water systems analyzing at least 40 samples per month, no more than 5.0 percent of the monthly samples may be positive for total coliforms. For systems analyzing fewer than 40 samples per month, no more than one sample per month may be positive for total coliforms.
4. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule. The MCL for the monthly turbidity average is 1 NTU; the MCL for the 2-day average is 5 NTU for systems that are required to filter but have not yet installed filtration (40 CFR 141.13).
5. NTU - Nephelometric turbidity unit
6. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, and the 1989 Surface Water Treatment Rule, the 1998 Interim Enhanced Surface Water Treatment Rule and the 2001 Long Term 1 Enhanced Surface Water Treatment Rule. Systems subject to the Surface Water Treatment Rule (both filtered and unfiltered) may not exceed 5 NTU. In addition, in filtered systems, 95 percent of samples each month must not exceed 0.5 NTU in systems using conventional or direct filtration and must not exceed 1 NTU in systems using slow sand or diatomaceous earth filtration or other filtration technologies approved by the primacy agency.
7. TT - Treatment technique
8. There are various regulations that set turbidity standards for different types of systems, including 40 CFR 141.13, the 1989 Surface Water Treatment Rule (SWTR), the 1998 Interim Enhanced Surface Water Treatment Rule (IESWTR) and the 2002 Long Term 1 Enhanced Surface Water Treatment Rule (LT1ESWTR). For systems subject to the IESWTR (systems serving at least 10,000 people, using surface water or ground water under the direct influence of surface water), that use conventional filtration or direct filtration, after January 1, 2002, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the IESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency. For systems subject to the LT1ESWTR (systems serving fewer than 10,000 people, using surface water or ground water under the direct influence of surface water) that use conventional filtration or direct filtration, after January 1, 2005, the turbidity level of a system's combined filter effluent may not exceed 0.3 NTU in at least 95 percent of monthly measurements, and the turbidity level of a system's combined filter effluent must not exceed 1 NTU at any time. Systems subject to the LT1ESWTR using technologies other than conventional, direct, slow sand, or diatomaceous earth filtration must meet turbidity limits set by the primacy agency.
9. The bacteria detected by heterotrophic plate count (HPC) are not necessarily harmful. HPC is simply an alternative method of determining disinfectant residual levels. The number of such bacteria is an indicator of whether there is enough disinfectant in the distribution system.
10. SWTR, IESWTR, and LT1ESWTR treatment technique violations that involve turbidity exceedances may use the health effects language for turbidity instead.

18. Subpart H transient non-community systems serving $\geq 10,000$ that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2002. All other transient non-community systems that use chlorine dioxide as a disinfectant or oxidant must comply with the chlorine dioxide MRDL beginning January 1, 2004.

22. MRDLG - Maximum residual disinfectant level goal.

23. MRDL - Maximum residual disinfectant level.

Appendix C
Translated Phrases

From: Washington Department of Health (DOH PUB. # 331-246, February 2004)
http://www.doh.wa.gov/ehp/dw/programs/public_notification.htm

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Amharic	ይህ ዘገባ ስለሚጠብቅ ውሃ ጠቃሚ መረጃዎችን ይዟል ። ሌላ ጉዳዩን የሚረዳሰው አንዲት ለረገጥሙልዎት ወይም አንዲያስረዳዎት ያድርጉ ።	ውሃዎን ከመጠቀምዎ በፊት ያፍሱት ።	ውሃውን አይጠቡ ።	ዕድሜያቸው ከ12 ወራት በታች የሆኑ ልጆች ውሃውን መጠባባት የለባቸውም ። የልጆቹን ምግብ (ፎርሙላ) ለማስፈን ውሃውን አይጠቀሙ ።
Arabic	هذا التقرير يحتوي على معلومات مهمة عن ماء الشرب الذي تستخدمه. اطلب من شخص ما ان يترجمه لك لو يستطيع فهمه.	إغلي الماء قبل استعماله	لا تشرب الماء.	يجب ان لا يشرب الأطفال الذين اعمارهم اقل من 12 سنة هذا الماء. لا تستخدم هذا الماء لتحضير الفورملا (حليب الأطفال).
Cambodian (Khmer)	របាយការណ៍នេះ មានសារៈសំខាន់ណាស់ គឺផ្តល់ព័ត៌មានដែលលោក-អ្នកទទួលបាន ។ ចូររកមនុស្សម្នាក់ឱ្យមកប្រាប់នូវព័ត៌មាន-អ្នក ឬក៏និយាយជាមួយមនុស្សម្នាក់ ដែលយល់នូវន័យនេះឡាន់លាន់ ។	ចូរដាំទឹកឱ្យរះសិន មុននឹងប្រើប្រាស់ ។	ចូរកុំទទួលទាន់ទឹក ។	ក្មេងប្រាកាមអាចៗចំនែម មិនគួរឱ្យប្រើទឹកនេះ ។ ចូរកុំប្រើទឹកលាយជាមួយឱ្យទឹកដោះ ។
Chinese Simplified	此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。	将水煮开后才使用。	不要喝这些水。	不满 12 个月大的小孩不应该喝这些水。 不要用这些水做配方。
Chinese Traditional	此報告包含有關您的飲用水的重要資訊。請人幫您翻譯出來，或請能看懂此報告的人將內容說給您聽。	將水煮開後才使用。	切勿喝這些水。	不滿 12 個月大的小孩不應該喝這些水。 切勿用這些水做配方。
Farsi	این گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شما میباشد. از شخصی بخواهید که به شما ترجمه کند و یا با شخصی که این موضوع را میفهمد صحبت کنید.	قبل از استفاده آب را بجوشانید تا جوش بیاید.	آب را نخورید.	کودکان زیر ۱۲ ماهه نیاستی آب را بخورند. آب را برای درست کردن غذای بچه (فرمولا) استفاده نکنید.
French	Ce rapport contient des informations importantes à propos de votre eau potable. Demander à quelqu'un de traduire ces informations pour vous ou discuter avec une personne qui comprend ces informations.	Faire bouillir l'eau avant de l'utiliser.	Ne pas boire l'eau.	Les enfants des moins de 12 mois ne doivent pas boire l'eau. Ne pas utiliser l'eau dans une préparation lactée pour nourrisson.

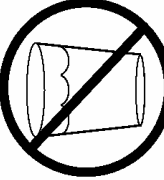

Appendix C Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Greek	Αυτή η αναφορά περιλαμβάνει σημαντικές πληροφορίες σχετικά με το πόσιμο νερό σας. Ζητήστε από κάποιον να σας τη μεταφράσει, ή μιλήστε με κάποιον που την καταλαβαίνει.	Βράζετε το νερό πριν το χρησιμοποιήσετε.	Μην πίνετε το νερό.	Τα παιδιά κάτω των 12 μηνών δεν θα πρέπει να πίνουν το νερό. Μη χρησιμοποιήσετε το νερό για να φτιάξετε κάποια συνταγή.
Hebrew	זוהו כולל מידע חשוב בנוגע למי השתייה שלכם. בקשו ממישו שיתרגם אותו עבורכם, או שוחחו עם מישו שמבין את תוכנו.	יש להרתיח את המים לפני השימוש.	אין לשתות את המים.	12 מדיניי סע כמ זמר के बच्चों को पानी नही पीना चाहिए। फारमूला बनाने के लिए पानी का इस्तेमाल न करें।
Hindi	यह रिपोर्ट में आपके पीने वाले पानी के बारे में जरूरी जानकारी है। किसी से जिसे इसका अनुवाद करना आता हो उस से बात करें।	पानी इस्तेमाल करने से पहिले उबाल लें।	पानी न पीएं।	12 महीने से कम उमर के बच्चों को पानी नही पीना चाहिए। फारमूला बनाने के लिए पानी का इस्तेमाल न करें।
Hmong	Dlaim ntawv tshaabxv nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam.	Uantej kws yuav siv mej cov dlej nuav yuav tau muab nwg rhaub kuas npau.	Tsi txhob haus cov dlej nuav.	Cov minnyuas kws tsi tau muaj 12 xyoo tsi txhob haus cov dlej nuav. Txhob muab cov dlej nuav moog tov mig.
Japanese	このレポートには飲料水に関する重要な情報が記載されています。この英文を訳してもらるか、またはどなたか英語が分かる方にたずねてください。	水は使用前前に煮沸してください。	水を飲まないでください。	12か月未満のお子様には水を飲ませないでください。水を使って乳児用ミルクを作らないでください。
Korean	이 보고서에는 귀하의 식수에 대한 중요한 내용이 실려 있습니다. 그러므로 이 보고서를 이해할 수 있는 사람 한테 번역해 달라고 부탁하시기 바랍니다.	사용하기 전에 물을 끓이십시오.	물을 마시지 마십시오.	12세 미만의 아이들에게 물을 마시게 하지 마십시오. 휘발라를 섞을 때 물을 사용하지 마십시오.
Laotian	ໃບລາຍງານນີ້ມີຂໍ້ມູນສຳຄັນກ່ຽວກັບນ້ຳດື່ມຂອງທ່ານ. ຈົ່ງສົນທິນຄືນນີ້ ກັບພົນລາຍສາມາດເຫັນຝັງ, ສົມ ເວົ້ານຳຄົນ ຈຳນວນນີ້ ຈຶ່ງເຂົ້າໃຈມັນ.	ຕົ້ມນ້ຳຂອງທ່ານກ່ອນໃຊ້.	ຢ່າຮູ້ດື່ມນ້ຳ.	ດັ່ງກ່າວຍ່ອຍອາດຖືກວ່າ 12 ຄົ້ອມຄວນຈະບໍ່ດື່ມນ້ຳ. ຢ່າຮູ້ໃຊ້ນ້ຳເພື່ອຈະເຮັດນ້ຳນົມ.
Oromo	Gabaasii kun odeeffanno barbachisa wa'ee bisaan dhugaatii qaba. Akkaa isinii turjumaa 'uu gaafadhaa yokaan nama afaan keessan dubbatuu dubbisaa.	Bisaan oso hindhuggneen duraa akka danffisttan.	Bisaan kan hindhuginaa.	Daa'imman baatii(ji'aa) 12 hingahiin bisaan kan dhuguun isaan irra hinjiru. Bisaan kana foormulaa(Nyaata Ijoollee) qopheessuf itii hinfiyyadamina.

Appendix C Translated Phrases

English	This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.	Boil your water before using.	Don't drink the water.	Children under 12 months old should not drink the water. Don't use the water to make formula.
Polish	Następujący raport zawiera ważną informację na temat wody pitnej. Proszę poprosić kogoś o przetłumaczenie lub porozmawiać z kimś kto rozumie.	Należy przegotować wodę przed spożyciem.	Proszę nie pić wody.	Dzieci w wieku poniżej 12 miesięcy nie powinny pić tej wody. Proszę nie używać tej wody do przygotowywania formuły.
Punjabi	ਇਸ ਰਿਪੋਰਟ ਵਿਚ ਤੁਹਾਡੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਬਾਰੇ ਜ਼ਰੂਰੀ ਜਾਣਕਾਰੀ ਹੈ। ਕਿਸੇ ਕੋਲੋਂ, ਜਿਸ ਨੂੰ ਸਮਝ ਆਉਂਦੀ ਹੋਵੇ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾ ਲਵੋ ਜਾਂ ਉਸ ਨਾਲ ਗੱਲ ਕਰੋ।	ਪਾਣੀ ਨੂੰ ਇਸਤੇਮਾਲ ਕਰਨ ਤੋਂ ਪਹਿਲਾਂ ਉਬਾਲ ਲਵੋ।	ਪਾਣੀ ਨਾ ਪੀਵੋ।	12 ਮਹੀਨੇ ਤੋਂ ਘੱਟ ਉਮਰ ਦੇ ਬੱਚਿਆਂ ਨੂੰ ਪਾਣੀ ਨਹੀਂ ਪੀਣਾ ਚਾਹੀਦਾ। ਫਾਰਮੂਲਾ ਬਣਾਉਣ ਵਾਸਤੇ ਪਾਣੀ ਦਾ ਇਸਤੇਮਾਲ ਨਾ ਕਰੋ।
Russian	В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.	Кипятите воду, прежде чем пользоваться ею.	Не пейте воду.	Детям в возрасте до 12 месяцев не следует пить воду. Не используйте воду для приготовления адаптированной детской смеси ("формулы").
Samoan	O le lipoti lenei o lo'o iai ni mea e sili ona taua e uiga i le vai o lo'o e taumafaina nei. Su'e se tagata e fa'aliuina mo oe, po'o lou talatalanoa i seisi e iai sona malamalama i lenei mataupu.	Tunu le vai ia pupuna ona fa'atoa inu lea.	Aua le inuina le vai.	Tamaiti uma lava e i lalo o le 12 tausaga e le tatau ona inuina le vai. Aua le fa'aaogaina le vai e sui ai ni vaiala'au po'o le palu ai o ni mea tausama.
Serbo-Croatian	Ovaj izvještaj sadrži važnu informaciju u vašoj vodi za piće. Neka vam neko prevede, ili popričajte sa nekim ko se u ovo razumije.	Prokjučajte vodu prije upotrebe.	Ne pijte vodu.	Djeca ispod 12 mjeseci starosti ne bi trebala piti vodu. Ne koristite vodu za pripravljanje hrane u flašici za bebe.
Somali	Warbixintan waxay wadataa macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu tarjunto ama la hadi cid fahmayso.	Karkari biyaha inta aadan isticmaalin.	Ha cabin biyaha.	Carruurta sannad jir ka yar ma aha inay biyaha cabaan. Ha u isticmaalin biyaha inaad kula qasid caanaha ama raashinka la qaso ee carruurta.
Spanish	Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.	Haga hervir el agua antes de usarla.	No beba el agua.	Los niños menores de 12 meses de edad no deben beber el agua. No use el agua para preparar la fórmula para bebés (biberón).
Tagalog	Naglalaman ang report na ito ng importanteng impormasyon tungkol sa iyong inuinom na tubig. Magkaroon ng isang tao na isasalin ito sa iyong wika para sa iyo, o makipag-usap sa isang tao na nakakaintindi dito.	Pakuluin ang inyong tubig bago gagamitin.	Huwag inumin ang tubig.	Ang mga bata na kulang sa 12 na buwan ang gulang ay hindi dapat na inumin ang tubig. Huwag gagamitin ang tubig sa paggawa ng portmula.

Appendix C Translated Phrases

<p>English</p>	<p>This report contains important information about your drinking water. Have someone translate it for you, or speak with someone who understands it.</p>	<p>Boil your water before using.</p>	<p>Don't drink the water.</p>	<p>Children under 12 months old should not drink the water. Don't use the water to make formula.</p>
<p>Thai</p>	<p>รายงานนี้มีข้อมูลสำคัญเกี่ยวกับน้ำดื่มของท่านไปตรวจสอบให้บุคคลในชุมชนที่นับถือข้อความให้ท่าน หรือปรึกษาผู้ที่เข้าใจข้อความนี้</p>	<p>ต้มน้ำให้เดือดก่อนนำไปใช้</p>	<p>อย่าดื่มน้ำนี้</p>	<p>เด็กที่อายุต่ำกว่า 12 ปี ต้องไม่ดื่มน้ำนี้ อย่าใช้น้ำนี้ในการผสมนมเลี้ยงเด็ก</p>
<p>Tigrigna</p>	<p>እዚ ጽሑፍ ብዘሰጠ ትሰጥዎ ማይ ኣገዳሊ ኣበጪታ ኣለዎ። ዘተርጎሙልኩም ወይ ዘረጋገኩም ሰብ ኗልዩ።</p>	<p>ማይ ኣዳጊልኩም ሰቶዩ።</p>	<p>ካብዚ ማይ ኣይተሰቶዩ።</p>	<p>ትሕቲ 12 ወርሒ ገዙኑ ሕጻናት ካብዚ ማይ ክሰቡዩ የብሎምዮ። በዚ ማይ ንሕጻን ጸባ ንምብጽባጽ ኣይትጠቀሙ።</p>
<p>Ukrainian</p>	<p>Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам це повідомлення або поговоріть з людиною, яка розуміє його зміст.</p>	<p>Кип'ятіть воду до користування.</p>	<p>Не пийте воду.</p>	<p>Діти у віці до 12 місяців в не повинні пити воду. Не користуйтеся водою для приготування адаптованої дитячої суміші ("формули").</p>
<p>Vietnamese</p>	<p>Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hoặc hỏi người nào hiểu tài liệu này.</p>	<p>Đun sôi nước trước khi dùng.</p>	<p>Đừng uống nước này.</p>	<p>Trẻ em dưới 12 tháng không nên uống nước này. Đừng dùng nước này để pha sữa formula.</p>
<p>The water glass and faucet may be useful in a posted notice that would be seen by many non-English speaking people to illustrate that they should not drink the water.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>				

