Tier 1 Templates

Tier 1 notices must be issued for the following violations or situations:

* Total coliform MCL violations where fecal coliform or *E. coli* are present, or failure to test for fecal coliform or *E. coli* when any repeat sample tests positive for coliform (sometimes referred to as an acute violation of the Total Coliform Rule).
* Nitrate, nitrite, or total nitrate and nitrite MCL violations, or failure to take a confirmation sample for nitrate or nitrite within 24 hours after learning that an initial sample exceeded the MCL.
* Exceedance of the nitrate MCL by noncommunity water systems that have been granted permission by the primacy agency to continue to exceed the MCL of 10 mg/l, although they must not exceed 20 mg/l.
* Chlorine dioxide MRDL violations when one or more of the samples taken in the distribution system exceeded the MRDL on the day after a chlorine dioxide measurement taken at the entrance to the distribution system exceeded the MRDL, or when required samples are not taken in the distribution system.
* Turbidity MCL violations of 5 NTU or more, if elevated to Tier 1 by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
* Treatment technique violations resulting from a single exceedance of turbidity limits, if elevated to Tier 1 by the primacy agency, or if consultation does not occur within 24 hours of the violation (see Chapter 6).
* The occurrence of a waterborne disease outbreak or other waterborne emergency such as a treatment failure, chemical spill or overfeed, sewage spill, or natural disaster.
* Detection of *E. coli,* enterococci, or coliphage in a ground water source sample.
* Other violations or situations which could cause serious health effects, as determined by your primacy agency.

The pages that follow contain templates for Tier 1 violations or situations. Along with each template are instructions, including the required method of delivery and suggestions for completing individual sections of the notice. The following templates are included:

Templates

Nitrate MCL Exceedance Notice

Nitrate Failure to Take a Confirmation Sample Notice

Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice

TCR Fecal Coliform or *E. coli* Notice

Waterborne Disease Outbreak Notice

IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice

Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice

GWR Fecal Indicator-Positive Source Sample NoticeProblem Corrected Notice

Mandatory language on health effects (from Appendix B to Subpart Q), which must be included as written (with blanks filled in), is presented in italics in each notice, with an asterisk on either end. (Must be bold)

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. Use of this language does not relieve you of your obligation to take steps reasonably calculated to notify all persons served:

*\*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.\**

Instructions For Nitrate MCL Exceedance Notice

Since exceeding the nitrate maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 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 [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if available.

The notice provides suggested public notice content and format and is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language  
Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

**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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

**Repeat Notices**

If this is a repeat notice (as required by your primacy agency), or if your system’s nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

You were initially notified of high nitrate levels on [give date]. Since that time, we have been 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 [give year] we were meeting drinking water standards for nitrate.

**Corrective Action**

In your notice, describe corrective actions you are taking. The bullet below describes one action 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, mixing the water with low-nitrate water from another source, or buying water from another water system.

**After Issuing the Notice**

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

You should notify health professionals in the area of the violation. People may call their doctors with questions, and the doctors should have the information they need to respond appropriately. They also need to make sure the water is not provided to infants in their care.

It is also a good idea to issue a “problem corrected” notice when the violation is resolved.

**DRINKING WATER WARNING**

Click or tap here to enter text. water has high levels of nitrate

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

On Click or tap here to enter text., we received notice that the sample collected on Click or tap here to enter text. showed nitrate levels of Click or tap here to enter text.. This is above the nitrate standard, or maximum contaminant level (MCL), of Click or tap here to enter text.. Nitrate in drinking water is a serious health concern for infants less than six months old.

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year.

**What should I do? What does this mean?**

* **DO NOT GIVE THE WATER TO INFANTS.** ***\*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.\**** Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
* Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
* **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated because nitrates remain behind when the water evaporates.
* Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can’t process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

**What is being done?**

Click or tap here to enter text.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text..

*\*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 Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions For Nitrate Failure to Take a Confirmation Sample Notice

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 no more than 24 hours from learning of the violation [40 CFR 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 [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if available.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language  
Mandatory language for monitoring and testing procedure violations [40 CFR 141.205(d)] must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Repeat Notices

If this is a repeat notice (as required by your primacy agency), or if your system’s nitrate levels fluctuate around the MCL, 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 [give sampling timeframe e.g., 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 [give year] we were meeting drinking water standards for nitrate.

Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. You can use the following language, if appropriate, or develop your own text:

* 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

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

You should notify health professionals in the area of the violation. People may call their doctors with questions, and the doctors should have the information they need to respond appropriately. They also need to make sure the water is not provided to infants in their care. It is also a good idea to issue a “problem corrected” notice when the violation is resolved.

**DRINKING WATER WARNING**

Click or tap here to enter text. did not take a confirmation sample to determine if the water has high levels of nitrate

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

*\*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. During* Click or tap here to enter text. *we* Click or tap here to enter text.*’ for nitrate and therefore cannot be sure of the quality of your drinking water during that time.\**

On Click or tap here to enter text., we received notice that the sample collected on Click or tap here to enter text. showed nitrate levels above the nitrate standard, or maximum contaminant level (MCL), of Click or tap here to enter text.. We were required to take a confirmation sample within 24 hours. We did not complete the required confirmation sample monitoring. Nitrate in drinking water is a serious health concern for infants less than six months old.

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year.

**What should I do? What does this mean?**

* **DO NOT GIVE THE WATER TO INFANTS**. 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. Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
* Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
* **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
* Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can’t process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

**What is being done?**

Click or tap here to enter text. After receiving the results of our first sample, we failed to collect a second sample within 24 hours to confirm the results of the first sample. We have since collected the second sample and are waiting for the results.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text..

*\*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 Click or tap here to enter text.. State Water System ID#: Click or tap here to enter text.. Date distributed: Click or tap here to enter text..

Instructions for Noncommunity PWSs Allowed Up to 20 mg/L Nitrate Notice

Noncommunity 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 no more than 24 hours from learning of the situation [40 CFR 141.202(b)] You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

• Posting in conspicuous locations

• Hand or direct delivery

• Radio

• Television

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

If you modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.

This template includes mandatory language encouraging further distribution to persons who may not have received the notice [40 CFR 141.205(d)]. This language is presented in this notice in italics and with an asterisk on either end. However, if you post this notice such that all possible users have access to the notice, this language is not applicable and can be omitted.

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 US 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 a requirement [40 CFR 141.209(b)].

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

DRINKING WATER WARNING

Click or tap here to enter text. water has high levels of nitrate

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

Water sample results show nitrate levels of Click or tap here to enter text.. 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 Click or tap here to enter text. 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.

**What should I do? What does this mean?**

* **DO NOT GIVE THE WATER TO INFANTS.** **\**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.\**** Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
* Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
* **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
* Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can’t process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text..

*\*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 Click or tap here to enter text..
* State Water System ID#: Click or tap here to enter text..
* Date distributed: Click or tap here to enter text..

Instructions for Fecal Coliform or E. coli Notice

Since exceeding the fecal coliform or *E. coli* maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time, you must also contact your primacy agency. You should also coordinate with your local health department. You may also have to modify the template if you also have high nitrate levels or other coliform MCL violations. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if you have it.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with fecal coliform or *E. coli* violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

* We are chlorinating and flushing the water system.
* We are switching to an alternate drinking water source.
* We are increasing sampling for coliform bacteria to determine the source of the contamination.
* We are repairing the wellhead seal.
* We are repairing the storage tank.

We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbial contamination so they can use bottled water.

It is also a good idea to issue a “problem corrected” notice when the violation is resolved

**DRINKING WATER WARNING**

Click or tap here to enter text. **present in the** Click or tap here to enter text.**’s water**

BOIL YOUR WATER BEFORE USING

Click or tap here to enter text. bacteria were found in the water supply on Click or tap here to enter text.. These bacteria can make you sick and are a particular concern for people with weakened immune systems.

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

**What should I do? What does this mean?**

* **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for five minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
* *\*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.\**
* 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. People at increased risk should seek advice from their health care providers about drinking this water.

**What is being done?**

Click or tap here to enter text. We will inform you when tests show no bacteria, and you no longer need to boil your water. We anticipate resolving the problem within Click or tap here to enter text..

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text.. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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

This notice is being sent to you by Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for Waterborne Disease Outbreak Notice

Since a waterborne disease outbreak is a Tier 1 situation, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the situation [40 CFR 141.202(b)]. You must also 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/healthywater/disease/ index.html, 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 [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if available.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language  
You must include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is presented in this notice in italics and with an asterisk on either end.

No federal 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 for other language. 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 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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Describing the Outbreak

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.

Population at Risk

Some people who contract waterborne diseases can be affected more severely than others. The specific language is not mandatory, but you must provide information on the population at risk. In addition, 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 the corrective actions you are taking. Listed below are some steps commonly taken by water systems with waterborne disease outbreaks. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

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

After Issuing the Notice  
Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the outbreak. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of contamination so they can use bottled water.

It is also a good idea to issue a “problem corrected” notice when the waterborne disease outbreak is under control.

**DRINKING WATER WARNING**

Disease-causing organisms have entered Click or tap here to enter text.’s water supply.

**BOIL YOUR WATER BEFORE USING**

These organisms are causing illness in people served by Click or tap here to enter text.. We learned of a waterborne disease outbreak from Click or tap here to enter text. on Click or tap here to enter text..

**What should I do? What does this mean?**

* **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
* Click or tap here to enter text. If you experience one or more of these symptoms and they persist, contact your doctor.
* If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about this drinking water.

**What is being done?**

Click or tap here to enter text.

We will inform you when you no longer need to boil your water.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text.. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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

This notice is being sent to you by Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice

If your primacy agency has designated this turbidity single exceedance as a Tier 1 violation [40 CFR 141.202(a)], you must provide public notice to persons served within 24 hours after it has been designated Tier 1 [40 CFR 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. One or both agencies should tell you whether to instruct consumers to boil water. You must use one or more of the following methods to deliver the notice to consumers [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if you have it.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language  
Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end.You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

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

* We are 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

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

It is also a good idea to issue a “problem corrected” notice when the violation is resolved.

**DRINKING WATER WARNING**

Click or tap here to enter text. has high turbidity levels

BOIL YOUR WATER BEFORE USING

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken Click or tap here to enter text. showed turbidity levels of Click or tap here to enter text. turbidity units. This is above the standard of Click or tap here to enter text. turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

**What should I do? What does this mean?**

* **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST**. Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the 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.\**
* 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. People at increased risk should seek advice from their health care providers about drinking this water.

**What is being done?**

Click or tap here to enter text.

We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water. We anticipate resolving the problem within Click or tap here to enter text..

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text.. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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

This notice is being sent to you by Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for Stage 1 DBPR Chlorine Dioxide MRDL (Tier 1) Notice

If a system exceeds the chlorine dioxide MRDL when one or more of the samples taken in the distribution system on the day after exceeding the MRDL at the entrance to the distribution system or if a system does not take required samples in the distribution system, Tier 1 notification is required. You must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. (Exceeding the chlorine dioxide MRDL at the entry point to the distribution system only, requires Tier 2 notification; modify this template or Template 2-3 to create a Tier 2 notice.) 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 [40 CFR 141.202(c)]:

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

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if you have it.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Population at Risk

The language 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. Depending of the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

* We are resetting the chlorine dioxide generator to generate the correct amount of chlorine dioxide.
* We are repairing the chlorine dioxide 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

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is also a good idea to issue a “problem corrected” notice when the violation is resolved

DRINKING WATER WARNING

PREGNANT WOMEN AND YOUNG CHILDREN

SHOULD NOT DRINK THE WATER

On Click or tap here to enter text., we received notice that the sample collected on Click or tap here to enter text. showed chlorine dioxide levels of Click or tap here to enter text.. 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.

Chlorine dioxide is used in small amounts every day to kill bacteria and other organisms that may be in your drinking water. A problem occurred with our chlorine dioxide generator, and too much chlorine dioxide was released.

**What should I do? What does this mean?**

* **DO NOT USE THIS WATER IF YOU ARE PREGNANT OR GIVE IT TO YOUNG CHILDREN.** Bottled water should be used until further notice. \*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.

**What is being done?**

Click or tap here to enter text.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text..

*\*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 Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for GWR Fecal Indicator-Positive Source Sample Notice

Since detection of a fecal indicator (*E. coli*, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation [40 CFR 141.202(b)]. During this time, you must also contact your primacy agency. 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 [40 CFR 141.202(c)]:

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

You may need to use additional methods [e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings] since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if you have it.

The notice is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice, you must still include all required PN elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in italics and with an asterisk on either end. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics and with an asterisk on either end.

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 US Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems that have detected a fecal indicator in their ground water source. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

* We are increasing sampling at our sources to determine the source of the contamination.
* We are working with state officials to implement corrective actions to ensure water supplies are protected against contamination.
* We are providing water from an alternative source until the problem is resolved.
* We have discontinued use of the contaminated well and will rely on our other sources to meet demand.
* We are abandoning the contaminated well and will replace it with a well constructed to standards.
* We are pursuing treatment options for disinfection of the water from this source.
* We have installed temporary disinfection while we pursue long term treatment or other options to eliminate contamination from this source.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the situation. People may call their doctors with questions about how the situation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

It is also a good idea to issue a “problem corrected” notice when the situation is resolved.

**DRINKING WATER WARNING**

Click or tap here to enter text.**’s** Click or tap here to enter text. **Tested Positive for Fecal Indicator**

**BOIL YOUR WATER BEFORE USING**

Our water system recently detected a fecal indicator Click or tap here to enter text. (see definition below) in [source]. As our customers, you have a right to know what happened and what we are doing to correct this situation. On Click or tap here to enter text., we collected a sample from Click or tap here to enter text.. The sample tested positive for Click or tap here to enter text..

What should I do? What does this mean?

* **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
* \**Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health 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.\**
* 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. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

Click or tap here to enter text. We will inform you when tests show no Click or tap here to enter text. and you no longer need to boil your water. We anticipate resolving the problem within Click or tap here to enter text..

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text.. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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

This notice is being sent to you by Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for the Distribution Pressure Loss notice

You must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation or loss of pressure (141.202(b)). During this time, you must also contact your primacy agency. You should also coordinate with your local health department. This public notice shall be posted in conspicuous locations throughout the area served by the water system and hand delivered to persons served by the water system. Also, you should use radio or television to deliver the notice to consumers.

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served.

The notice is appropriate for hand delivery or a newspaper notice. However, you may wish to modify it before using it for a radio or TV notice. If you do, you must still include all required elements and leave the health effects language in italics unchanged. This language is mandatory (141.205(d)). If you post or hand deliver, print your notice on letterhead, if you have it.

Population Served

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

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency within the time frame required, but no later than ten days from the time you issue the notice (141.31(d)).

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of contamination so they can use bottled water.

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 notice requirements within ten days after issuing the notice (141.31(d)).

It’s also very important to issue a “Condition Corrected” notice after the situation is fixed.

**DRINKING WATER WARNING**

Click or tap here to enter text.**’s Distribution System Lost Pressure**

**BOIL YOUR WATER BEFORE USING**

Our water system recently lost pressure due to maintenance issues. As our customers, you have a right to know what happened and what we are doing to correct this situation. On Click or tap here to enter text., there was a Click or tap here to enter text. and the system lost pressure and disinfection capabilities. The system has been repaired and disinfection restored, but until we get confirmation that the water is safe, please boil any drinking or cooking water before use until this notice is rescinded.

What should I do? What does this mean?

* **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for 3 minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation until further notice. Boiling kills bacteria and other organisms in the water.
* *Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms 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.*
* 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. People at increased risk should seek advice from their health care providers about drinking this water.

What is being done?

Click or tap here to enter text. We will inform you when tests show no Click or tap here to enter text. and you no longer need to boil your water. We anticipate resolving the problem within Click or tap here to enter text..

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text.. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

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

This notice is being sent to you by Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..

Instructions for Problem Corrected Notice

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. Below are some recommended methods for a “problem corrected” notice. You should use the same delivery methods you used for the original notice.

* Radio
* Television
* Newspaper
* Hand or direct delivery
* Posting in conspicuous locations

You may wish to use additional methods (e.g., delivery of multiple copies to hospitals, clinics, or apartment buildings) if necessary to reach all persons served. If you post or hand deliver, print your notice on your system’s letterhead, if available.

The notice is very general and can be used for any violation or situation. However, 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.

This is also a good opportunity to provide a little positive public relations after causing your customers inconveniences with the notice.

**DRINKING WATER PROBLEM CORRECTED**

Customers of Click or tap here to enter text. were notified on Click or tap here to enter text. of a problem with our drinking water and were advised Click or tap here to enter text.. We are pleased to report that the problem has been corrected and that it is no longer necessary to [Click or tap here to enter text.. We apologize for any inconvenience and thank you for your patience.

Click or tap here to enter text.

For more information, please contact Click or tap here to enter text. at Click or tap here to enter text. or Click or tap here to enter text..

*\*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 Click or tap here to enter text..

State Water System ID#: Click or tap here to enter text..

Date distributed: Click or tap here to enter text..