



Public Notification Instructions and Templates for the Revised Total Coliform Rule (RTCR)

These templates provide guidance to states, public water systems, and the general public concerning how the Environmental Protection Agency (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 notification (PN) Rule is in the Code of Federal Regulations under Chapter 40, Part 40 CFR 141, Subpart Q, beginning at section 40 CFR 141.201. The most recent version of the Rule can be found at the U.S. Government Publishing Office's (GPO's) Web site.

This document includes public notification requirements and information for the final Revised Total Coliform Rule.

What information do I need to include in each notice for a violation or situation?

Your public notice must include specific information in order to be considered complete. For each violation and situation requiring notice, you must provide a clear and easy-to-understand explanation of the following 10 elements [40 CFR 141.205(a)]:

1. Description of the violation or situation, including the contaminant(s) of concern, and (as applicable) the contaminant level(s).
2. When the violation or situation occurred (e.g., date the sample was collected or was supposed to be collected).
3. Any potential adverse health effects from the violation or situation, using standard language for health effects provided in Appendix B to 40 CFR 141 Subpart Q or for monitoring or testing procedure violations provided in 40 CFR 141.205(d)(2).
4. The population at risk, including subpopulations that may be particularly vulnerable if exposed to the contaminant in their drinking water.
5. Whether alternate 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 or resolve the situation.
9. Your name, business address, and phone number, or those of a designee of the public water system (PWS) as a source of additional information concerning the notice.
10. A statement encouraging notice recipients to distribute the notice to others, where applicable.

The 10 elements are included in the templates provided in this document. Some of the elements are presented as placeholders in brackets for you to include information specific to your violation or situation.

This document is being provided as a supplement to EPA's current public notification handbooks.

- Community water systems and non-transient non-community water systems:
 - Revised Public Notification Handbook, EPA 816-R-09-013, March 2010.
- Transient non-community water systems:
 - Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010.

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1. Tier 1 Public Notification Instructions and Templates

The pages that follow contain instructions and templates for issuing Tier 1 public notification for the Revised Total Coliform Rule (RTCR). Along with each template are specific instructions, including the required method of delivery and suggestions for completing individual sections of the notice. The following templates are provided:

- Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice – Template 1-2
- Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice in Spanish – Template 1-2A

Each template also includes the mandatory health effects language from Appendix B to 40 CFR 141 Subpart Q (presented in italics in each notice, with an asterisk on each end). This information must be included as written, without the asterisks, with additional violation or situation specific information added in the brackets.

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. This language is included in each template. 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.

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Instructions for Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice – Template 1-2

Template Follows Instruction Pages

Description of Violation or Situation

Beginning April 1, 2016, an *E. coli* maximum contaminant level (MCL) violation requires Tier 1 public notification. This violation occurs when any public water system has:

- A total coliform-positive routine sample result followed by an *E. coli*-positive repeat sample result;
- An *E. coli*-positive routine sample result followed by a total coliform-positive repeat sample result;
- An *E. coli*-positive routine sample result and fails to take all required repeat samples; or
- A total coliform-positive repeat sample result and fails to test for *E. coli*.

You must provide public notice to persons served as soon as practical but no more than 24 hours after learning of the MCL violation [40 CFR 141.202(b)]. During this time, you must also contact your state. 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
- Another method approved in writing by the state

You may need to use additional methods (e.g., newspaper or 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, EPA recommends printing your notice on your system's letterhead, if you have it.

The notice on the reverse 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 television broadcast. If you do modify the notice on the reverse, you must still include all required public notice 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 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on each end. You will need to update the information presented in brackets with the appropriate information.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in italics with an asterisk on each 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 U.S. Food and Drug Administration (FDA) and/or state bottled water safety standards.

Corrective Action

In your notice, you must describe corrective actions you are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. Listed below are some steps commonly taken by water systems with the presence of *E. coli*. 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 completing a comprehensive assessment of our water system and of our monitoring and operational practices to identify and correct any causes of the contamination.
- 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, cleaning, and disinfecting 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

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [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 about the potential contamination so they can use bottled water.

It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) for a “problem corrected” notice template and Template NC-7 of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010.

Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice – Template 1-2

DRINKING WATER WARNING

***E. coli* is present in [Water System Name]’s water**

BOIL YOUR WATER BEFORE USING

[Briefly describe the situation, such as: “*E. coli* bacteria were found in the water supply on [give date]” or “We did not perform required testing of the water system and must assume that *E. coli* bacteria are in the water as of [give date]]. These bacteria can make you sick, and are especially a 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 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.
- **E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, 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 healthcare providers about drinking this water.

What is being done?

[Describe corrective action]. We will inform you when tests show no bacteria are present and you no longer need to boil your water. We anticipate resolving the problem within [estimated timeframe].

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms 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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

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Instructions for Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice in Spanish – Template 1-2A

Template on Reverse

The template on reverse is a Spanish translation of Template 1-2 for an *E. coli* maximum contaminant level (MCL) violation. All the instructions of Template 1-2 apply. This template is an exact translation of the English template, so if you need to modify the English templates, you should modify this template accordingly. Schools or universities may be able to provide low-cost translations. See the discussion on translations in Chapter 4 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) and Chapter 3 of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010 for suggestions on multilingual notices.

Revised Total Coliform Rule (RTCR) *E. coli* MCL Violation Notice in Spanish – Template 1-2A

AVISO SOBRE SU AGUA POTABLE

[*E. coli* está] presente en el agua del Sistema [Water System Name]

HIERVAN EL AGUA ANTES DE USARLA

[Briefly describe the situation in Spanish, such as: “*E. coli* fue encontrada en su servicio de agua el día [given date]” or “No hicimos las pruebas necesarias del servicio de agua y debemos suponer que la bacteria *E. coli* está en la agua a partir de [given date]]. Estas bacterias pueden enfermarle, y son especialmente peligrosas para personas con los sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasa sus cauces y entran en las fuentes de agua potable (por ejemplo, después de una lluvia fuerte). También, puede ocurrir cuando se rompe un sistema de recolección de aguas negras (por ejemplo una tubería), o cuando hay una falla en el tratamiento de agua.

¿Qué debo hacer? ¿Qué es la signfica de este?

- **NO BEBA EL AGUA SIN HERVIRLA ANTES.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. El proceso de hervir mata a bacteria y otros organismos en el agua.
- **E. coli son bacterias cuya presencia indican que el agua está contaminada con desechos humanos o de animales. Los agentes patógenos humanos en estos desechos pueden causar consecuencias a corto plazo, como diarrea, cólicos, náusea, dolores de cabeza u otros síntomas. Pueden representar un peligro más grave para la salud de bebés, niños y niñas de corta edad, los ancianos y personas con sistemas inmunológicos en alto riesgo.**
- Los síntomas descritos arriba no ocurren solamente debido a los microbios; pueden ser resultados de otros factores. Sin embargo, si usted siente estos síntomas y los persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

¿Qué se está haciendo al respecto?

[Describe corrective action in Spanish]. Le informaremos cuando las pruebas demuestren que no hay bacterias y cuando usted ya no necesita hervir su agua. Anticipamos que resolveremos el problema el [date of expected resolution in Spanish day-month-year].

Para obtener más información, contacte a [name of contact] al [phone number] o [mailing address]. Reglas generales sobre las maneras de reducir el riesgo de infección por bacterias y otros organismos causantes de enfermedades están disponibles de la línea directa de Agua Potable Segura de EPA (1-800-426-4791).

Por favor, comparta esta información con otros que toman de esta fuente de agua, especialmente con aquellos que no hayan recibido el aviso directamente, por ejemplo: personas en apartamentos, hospitales, hogares de infantes, escuelas o comunidades de negocios. Usted puede compartirlo en un lugar público o distribuyendo unas copias a mano o por correo.

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

Fecha de distribución: _____.

2. Tier 2 Public Notification Instructions and Templates

The pages that follow contain instructions and templates for issuing Tier 2 public notification. Along with each template are specific instructions, including the required method of delivery and suggestions for completing individual sections of the notice. The following templates are provided:

- Revised Total Coliform Rule (RTCR) Failure of a Seasonal System to Complete Start-Up Procedures – Template 2-16
- Revised Total Coliform Rule (RTCR) Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL violations or the Related Corrective Actions – Template 2-21 (use after March 31, 2016)
- Revised Total Coliform Rule (RTCR) Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL violation or the Related Corrective Actions – Template 2-22 (use after March 31, 2016)

Each template also includes the mandatory health effects language from Appendix B to 40 CFR 141 Subpart Q (presented in italics in each notice, with an asterisk on each end). This information must be included as written, without the asterisks, with additional violation or situation specific information added in the brackets.

You must also include the following italicized language in all notices, where applicable [40 CFR 141.205(d)]. This language is included in each template. 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.

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Instructions for Revised Total Coliform Rule (RTCR) Failure of a Seasonal System to Complete Start-Up Procedures – Template 2-16

Template Follows Instruction Pages

Description of Violation or Situation

Beginning April 1, 2016, a seasonal non-community water system (NCWS) that fails to follow state-approved start-up procedures prior to serving water to the public after the system had been out of service has incurred a treatment technique (TT) violation. This violation requires Tier 2 public notification. Start-up procedures are approved by the state and may include, but are not limited to, activities such as:

- Inspecting all water system components, including source(s), treatment components, distribution lines, and storage tanks and addressing any issues.
- Activating the source and thoroughly flushing water through all pipes in the water system.
- Draining and re-filling storage tanks.
- Chlorinating the water in the system and leaving the chlorinated water in the system for at least 24 hours before flushing the water to waste.
- Collecting water samples at key locations within the system and ensuring the water system is not contaminated by bacteria.

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [40 CFR 141.203(b)]. Your state may have more stringent requirements for treatment technique violations (e.g., it may require you to provide water from an alternate source). Check with your state to make sure you meet all its requirements.

NCWSs must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from 40 CFR 141.205(d)(2)) must be included as written if the required start-up procedure includes collecting coliform bacteria samples. The mandatory language is provided below and is presented in this notice in italics with an asterisk on each end. You will need to update the information presented in brackets with the appropriate information. If monitoring is not required as part of the start-up procedures the italicized mandatory language should be omitted and language must be used to appropriately describe the violation.

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 complete all monitoring or testing" for [contaminant(s)], and therefore cannot be sure of the quality of your drinking water during that time.

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 with an asterisk on each end.

Corrective Action

In your notice, you must describe corrective actions you are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with TT violations relating to incomplete start-up procedures. Depending on the corrective action you are taking, you can use the following statement, if appropriate, or develop your own text:

- We have completed the required start-up procedures and provided the appropriate certification to the state. The procedures included [describe what you did, for example, flushed the system, disinfected the system, collected total coliform bacteria samples, etc.].
- We have collected [number] coliform bacteria samples as required and [number] sample results were negative for total coliform bacteria.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Revised Total Coliform Rule (RTCR) Failure of a Seasonal System to Complete Start-Up Procedures – Template 2-16

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Complete Seasonal Start-Up Procedures

Before we open each year and serve water to the public we are required to complete certain start-up procedures to make sure the water we provide is safe to drink. This year we failed to [describe what you failed to do, for example, disinfect the water system or collect the required number of coliform bacteria samples] before providing water. As our customers, you have a right to know what happened and what we are doing to correct this situation.

Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During [compliance period], we “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 should I do?

- If you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA’s Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency, as we have completed the start-up procedures. If it had been, you would have been notified within 24 hours.

Failure to perform the required start-up procedures prior to serving water to the public has the potential to distribute contaminated water. When our system shuts down operation, the lack of pressure in our pipes can allow the entry of bacteria and other disease-causing microorganisms into the drinking water. By performing start-up procedures such as flushing the pipes, disinfecting the water, and collecting a coliform bacteria sample before we open, we can be sure that we are providing you with safe water.

What is being done?

[Describe corrective action including when you returned to compliance or resolved the situation].

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

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Instructions for Revised Total Coliform Rule (RTCR) Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL Violations or the Related Corrective Actions – Template 2-21

Template Follows Instruction Pages

Description of Violation or Situation

Beginning April 1, 2016, a public water system triggers a Level 1 assessment when:

- For systems taking 40 or more samples (including routine and repeat samples) per month, the public water system exceeds 5.0 percent total coliform-positive samples for the month;
- For systems taking fewer than 40 samples (including routine and repeat samples) per month, the public water system has two or more total coliform-positive samples in the same month; or
- The public water system fails to take every required repeat sample after any single routine total coliform-positive sample.

Also beginning April 1, 2016, a public water system triggers a Level 2 assessment when:

- The public water system has a second Level 1 assessment treatment technique (TT) trigger within a rolling 12-month period unless the state has determined a likely reason for the total coliform-positive samples that caused the initial Level 1 assessment TT trigger, and the state establishes that the system has fully corrected the problem; or,
- For public water systems with approved reduced annual monitoring, the system has a Level 1 assessment TT trigger in two consecutive years.

Treatment technique (TT) violations related to triggered assessments occur when any public water system has:

- Failed to conduct the triggered Level 1 or Level 2 assessment within 30 days after learning that it has exceeded the trigger; or
- Failed to correct any sanitary defect found through a Level 1 or Level 2 assessment within 30 days or in accordance with a schedule acceptable to the state.

TT violations related to any Level 1 assessment or to a Level 2 assessment that is *not* triggered by an *E. coli* MCL violation require similar Tier 2 public notice. TT violations for Level 2 assessments that are triggered by *E. coli* MCL violations require different mandatory health effects language and are addressed in Template 2-22.

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Check with your state to make sure you meet all its requirements.

Community water systems (CWSs) must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill (if delivered within 30 days of the violation)
- Another method approved in writing by the state

Non-community water systems (NCWSs) must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, both CWSs and NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from Appendix B to 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on each end.

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.

You are also required to include one or both of the following statements, also presented in this notice in italics with an asterisk on each end, as appropriate for the violation:

We failed to conduct the required assessment.

We failed to correct all identified sanitary defects that were found during the assessment that we conducted.

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 provided below and presented in this notice in italics with an asterisk on each end.

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.

Corrective Action

The specific cause(s) of total coliforms in the distribution system that triggered the assessment will likely differ from system to system. Your notice must describe the corrective action(s) you are taking [40 CFR 141.205(a)(7)] to address the TT violation and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. You can use one or more of the following statements, if appropriate, or develop your own text.

- We have begun to correct the sanitary defect(s) identified during an assessment of our water system by taking the following corrective actions: [Describe corrective actions].
- To ensure that our water system is protected against contamination, we are working with the state to implement the following corrective actions: [Describe corrective actions].
- We completed the required assessment and identified the cause of the sanitary defect to be addressed [describe the issue or problem found, for example, damage to the storage tank, a missing vent screen, etc.] We are currently correcting the problem on a schedule approved by [State Department of Public Health].

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) and Template NC-7 of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010 for a “problem corrected” notice template.

Revised Total Coliform Rule (RTCR) Failure to Perform any Level 1 Assessment or a Level 2 Assessment that is Not Triggered by *E. coli* MCL Violations or the Related Corrective Actions – Template 2-21

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Perform Activities Required to Address Coliform Bacteria Contamination of the Water System

During recent routine monitoring, our water system tested positive for total coliforms. **Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.*

*When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.** [Describe the TT violation, using the mandatory language of **We failed to conduct the required assessment** by [Enter date the assessment was due] and/or **We failed to correct all identified sanitary defects that were found during the assessment(s)** by [Enter date correction was due].]

As our customers, you have a right to know what happened and what we are doing to correct this situation.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been you would have been notified within 24 hours.

Failure to identify and correct the defects has the potential to cause continued distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

What is being done?

[Describe corrective action including when your water system expects to return to compliance or resolve the violation].

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

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Instructions for Revised Total Coliform Rule (RTCR) Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL Violation or the Related Corrective Actions – Template 2-22

Template Follows Instruction Pages

Description of Violation or Situation

Beginning April 1, 2016, a public water system triggers a Level 2 assessment when:

- The public water system has an *E. coli* maximum contaminant level (MCL) violation;

A TT violation related to a Level 2 assessment that was triggered by an *E. coli* MCL violation requires Tier 2 public notice with mandatory health effects language stating *E. coli* was detected in the water system. Violations of Level 2 assessments related to *E. coli* require Tier 2 public notice and occur when any public water system has:

- Failed to conduct the triggered Level 2 assessment within 30 days after learning that it has exceeded the trigger; or
- Failed to correct any sanitary defect found through a Level 2 assessment within 30 days or in accordance with a schedule acceptable to the state.

TT violations for Level 2 assessments that are triggered by more than one Level 1 assessment require different mandatory health effects language and are addressed in Template 2-21.

You must provide public notice to persons served as soon as practical but no later than 30 days after you learn of the violation [40 CFR 141.203(b)]. You must issue a repeat notice every three months for as long as the violation persists. Check with your state to make sure you meet all its requirements.

Community water systems (CWSs) must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill (if delivered within 30 days of the violation)
- Another method approved in writing by the state

Non-community water systems (NCWSs) must use one of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Posting in conspicuous locations
- Hand delivery
- Mail
- Another method approved in writing by the state

In addition, both CWSs and NCWSs must use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below). All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven days, even if the violation or situation is resolved.

Mandatory Language

Mandatory language on health effects (from Appendix B to 40 CFR 141 Subpart Q) must be included as written and is presented in this notice in italics with an asterisk on each end.

**E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We violated the standard for E. coli, indicating the*

*need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct a detailed assessment to identify problems and to correct any problems that are found.**

You are also required to include one or both of the following statements, also presented in this notice in italics with an asterisk on each end, as appropriate for the violation:

We failed to conduct the required assessment.

We failed to correct all identified sanitary defects that were found during the assessment that we conducted.

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 provided below and presented in this notice in italics with an asterisk on each end.

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.

Corrective Action

The specific cause(s) of *E. coli* in the distribution system will likely differ from system to system. Your notice must describe the corrective action(s) you are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. You can use one or more of the following statements, if appropriate, or develop your own text.

- We have begun to correct the sanitary defect(s) identified during an assessment of our water system by taking the following corrective actions. [Describe corrective actions].
- To ensure that our water supplies are protected against contamination, we are working with the state to implement the following corrective actions. [Describe corrective actions].
- We completed the required assessment and identified the cause of the sanitary defect to be addressed [describe the issue or problem found, for example, damage to the storage tank, a missing vent screen, etc.] We are currently correcting the problem on a schedule approved by [State Department of Public Health].

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

It is a good idea to inform your consumers when the violation has been resolved. See Template 1-6 of the Revised Public Notification Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) and Template NC-7 of the Public Notification Handbook for Transient Non-community Water Systems, EPA 816-R-09-009, March 2010 for a “problem corrected” notice template.

Revised Total Coliform Rule (RTCR) Failure to Perform a Level 2 Assessment Triggered by an *E. coli* MCL Violation or the Related Corrective Actions – Template 2-22

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Correct a Problem Discovered During an Assessment of the Water System after Testing Positive for *E. coli*

During recent monitoring, our water system tested positive for *E. coli*. *E. coli* are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, the elderly, and people with severely compromised immune systems. We violated the standard for *E. coli*, indicating the need to look for potential problems in water treatment or distribution.

When this occurs, we are required to conduct a detailed assessment to identify problems and to correct any problems that are found.* [Describe the TT violation, using the mandatory language of **We failed to conduct the required assessment** by [Enter date the assessment was due] and/or **We failed to correct all identified sanitary defects that were found during the assessment(s)** by [Enter date correction was due]]

As our customers, you have a right to know what happened and what we are doing to correct this situation. You were notified of the *E. coli* in our water on [enter date when Tier 1 public notice of the MCL violation that triggered the assessment was provided] and on [enter date] that no additional contamination has been identified and that you do not need to boil your water or take other corrective actions. Although our recent sampling has indicated coliform bacteria are absent, we are still required to assess the system and correct any defects found.

What should I do?

- You still do not need to boil your water or take corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified within 24 hours.

Failure to identify and correct system defects has the potential to cause distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

What is being done?

[Describe corrective action including when you expect to return to compliance or resolve the situation].

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 [water system name]. State Water System ID#: _____.

Date distributed: _____.

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3. Tier 3 Public Notification Instructions and Templates

The Revised Public Notification Rule Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010) and the Public Notification Handbook for Transient Non-community Water Systems (EPA 816-R-09-009, March 2010) contain instructions and templates for issuing Tier 3 public notification for monitoring and testing violations. The structure of providing Tier 3 public notification for these violations were not altered under the promulgation of the Revised Total Coliform Rule. Therefore, the following templates can be used for monitoring and testing violations under the Revised Total Coliform Rule (RTCR).

Revised Public Notification Rule Handbook (2nd Revision of Document: EPA 816-R-09-013, March 2010)

- Monitoring Violations Annual Notice–Template 3-1A
- Monitoring Violations Annual Notice–Template 3-1B
- Monitoring Violations Annual Notice–Template 3-1C
- Failure to Comply with a Testing Procedure Notice – Template 3-2

Public Notification Handbook for Transient Non-community Water Systems (EPA 816-R-09-009, March 2010)

- Monitoring Violation Notice –Template NC-6

New under the RTCR is the requirement to deliver public notice for failing to report required information to the state. The pages that follow contain instructions and templates for issuing Tier 3 public notification for failing to report required information **to the state**. Similar public notifications for reporting violations are grouped into one template that can be tailored to the specific situation with minor revisions. Along with each template are specific instructions, including the required method of delivery and suggestions for completing individual sections of the notice. The following templates are provided:

- Revised Total Coliform Rule (RTCR) Failure to Report *E. coli*-positive Sampling Events to the State – Template 3-4. This template addresses the following notifications:
 - Failure to notify the state within 24 hours of an *E. coli* MCL violation.
 - Failure to notify the state within 24 hours of an *E. coli*-positive sample result.
- Revised Total Coliform Rule (RTCR) Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – Template 3-5. This template addresses the following notifications:
 - Failure to provide total-coliform sample results to the state in a timely manner.
 - Failure to notify the state that a routine or repeat sample monitoring violation occurred within 10 days of when the violation occurred.
 - Failure to notify the state within 24 hours of Revised Total Coliform Rule treatment technique (TT) violation.
 - Failure to submit the completed assessment form or monitoring report after properly conducting the assessment or monitoring.
 - Failure to notify the state when each scheduled corrective action is completed based on the state-approved timeframe.
- Revised Total Coliform Rule (RCTR) Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – Template 3-6
- Revised Total Coliform Rule (RCTR) Failure to do Recordkeeping – Template 3-7

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Instructions for Revised Total Coliform Rule (RTCR) Failure to Report *E. coli*-positive Sampling Events to the State – Template 3-4

Template on Reverse

Description of Violation or Situation

Beginning April 1, 2016, failure to notify the state of events that are related to *E. coli*-positive sample results are reporting violations that require Tier 3 public notification. The reporting violations addressed by this Tier 3 template require similar public notification content and include:

- Failure to notify the state within 24 hours of an *E. coli* MCL violation.
- Failure to notify the state within 24 hours of an *E. coli*-positive sample result.

You must provide public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Check with your state to make sure you meet all requirements.

Community water systems (CWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.204(c)]:

- Mail or hand delivery (public notice delivery may be provided by CCR if the one year requirement is met), and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR) (CWSs only), as long as public notification content, timing and delivery requirements are met [40 CFR 141.204(d)]. If you do modify the notice, you must still include all 10 required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Non-community water systems (NCWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.204(c)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [40 CFR 141.204(b)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

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 with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [40 CFR 141.205(a)(7)] and when you expect to return to compliance or resolve the situation [40 CFR 141.205(a)(8)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing reports to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Revised Total Coliform Rule (RTCR) Failure to Report *E. coli*-positive Sampling Events to the State – Template 3-4

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

Our system failed to notify the state drinking water program that we [enter either “detected *E. coli* bacteria in a water sample” or “have incurred an MCL violation for *E. coli* bacteria”]. We are required to notify the state of this information within 24 hours of when we learned of the situation but we failed to do so.

[If applicable, enter, “We notified you of the *E. coli* MCL violation on [enter date] and resolved the contamination problem on [enter date]”].

Although this situation does not create a risk to public health, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [media source].

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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 [water system name]. State Water System ID# _____.

Date distributed: _____.

Instructions for Revised Total Coliform Rule (RTCR) Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – Template 3-5

Template Follows Instruction Pages

Description of Violation or Situation

Beginning April 1, 2016, failure to notify the state of RTCR events that are not related to *E. coli*-positive sample results are reporting violations that require Tier 3 public notification. The reporting violations addressed by this Tier 3 template require similar public notification content and include:

- Failure to provide total coliform-positive or total coliform-negative sample results to the state in a timely manner.
- Failure to notify the state that an RTCR monitoring violation occurred within 10 days of when the violation occurred.
- Failure to notify the state within 24 hours of a Treatment Technique (TT) violation resulting from failure to perform assessments or corrective actions.
- Failure to submit the completed assessment form or monitoring report within 30 days of triggering the assessment.
- Failure to notify the state when each scheduled corrective action is completed based on the state-approved timeframe.

You must provide Tier 3 public notice to persons served within one year after you learn of the violation [40 CFR 141.204(b)]. Check with your state to make sure you meet all requirements.

Community water systems (CWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.204(c)]:

- Mail or hand delivery (public notice delivery may be provided by CCR if the one year requirement is met), and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR) (CWSs only), as long as public notification content, timing, and delivery requirements are met [40 CFR 141.204(d)].

Non-community water systems (NCWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.204(c)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [40 CFR 141.204(b)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

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 with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [40 CFR 141.205(a)(7)] including when your water system expects to return to compliance or resolve the violation [40 CFR 141.205(a)(8)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing reports to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Revised Total Coliform Rule (RTCR) Failure to Report Monitoring Events to the State that are Not Related to *E. coli*-positive Sample Results – Template 3-5

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

We are required to report [describe the information not reported, such as “the results of monitoring of your drinking water for specific contaminants on a regular basis” or “the results of our water system’s assessment by [enter date]]. Results of [enter applicable text, such as “regular monitoring” or “the assessment”, as applicable] are an indicator of whether or not your drinking water meets health standards. During [compliance period], we did not [describe what you did not report, such as “report the results of monitoring or of the assessment] for [contaminant(s)]”].

Our system failed to notify the state drinking water program as required by [enter date]. Although public health was not impacted, as our customers, you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions.

What is being done?

While we did not notify the state as quickly as we should have, we have [enter your corrective action] on [enter date]. We are no longer in violation.

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 [water system name]. State Water System ID# _____.

Date distributed: _____.

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Instructions for Revised Total Coliform Rule (RTCR) Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – Template 3-6

Template on Reverse

Description of Violation or Situation

Beginning April 1, 2016, failure of a seasonal non-community water system (NCWS) to certify to the state that they have completed all state-approved start up procedures before serving water to the public is a reporting violation that requires Tier 3 public notification.

You must provide public notice to persons served within one year after you learn of the reporting violation [40 CFR 141.204(b)]. Check with your state to make sure you meet all requirements.

NCWSs must use all of the following methods to deliver the notice to consumers [40 CFR 141.204(c)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [40 CFR 141.204(b)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Repeat notice(s) are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

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 with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [40 CFR 141.205(a)(7)] including when your water system expects to return to compliance or resolve the violation [40 CFR 141.205(a)(8)]. You can use the following language, if appropriate, or develop your own:

- We have provided the missing certification to the state and have revised our procedures to ensure we comply with reporting requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Revised Total Coliform Rule (RTCR) Failure to Provide the State a Certificate that Confirms Seasonal System Start-up Procedures have been Completed – Template 3-6

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for [Water System Name]

[Water System Name] failed to notify the state drinking water program that we completed the steps required to start-up our water system after we'd been shut down for the off-season. We are required to notify the state that we completed the required steps before we served water to the public.

Although this situation does not create a health risk, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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 [water system name]. State Water System ID# _____.

Date distributed: _____.

Instructions for Revised Total Coliform Rule (RTCR) Failure to do Recordkeeping – Template 3-7

Template on Reverse

Description of Violation or Situation

Beginning April 1, 2016, failure to keep records of any assessment forms completed by you or a third-party, documentation of corrective actions, or summary reports of sanitary defects, as well as records of repeat samples taken that meet the criteria of an extension for the 24-hours of collecting repeat samples are recordkeeping violations that require Tier 3 public notification [40 CFR 141.204(a)(6)].

You must provide public notice to persons served within one year after you learn of the recordkeeping violation [40 CFR 141.204(b)]. Check with your state to make sure you meet all requirements.

Community water systems (CWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Mail or hand delivery (public notice delivery may be provided by CCR if the one year requirement is met), and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

The notice on the reverse is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR) (CWSs only), as long as public notification content, timing and delivery requirements are met [40 CFR 141.204(d)].

Non-community water systems (NCWSs) must use all of the following methods to deliver the notice to consumers [40 CFR 141.203(c)]:

- Posting in a conspicuous place throughout the system, or by hand delivery or mail, and
- Another method as needed to reach consumers not likely to receive a notice from methods noted above and approved in writing by the state. Such methods could include newspapers, e-mail, or delivery to community organizations.

If you:

- Post the notice, it must remain posted until the violation is resolved.
- Post the notice and the violation has already been resolved, you must still post the notice for at least seven days [40 CFR 141.204(b)].
- Mail, post, or hand deliver, EPA recommends printing your notice on your system's letterhead, if available.
- Modify the notice, you must still include all required public notice elements from 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

Repeated notices are required annually if the violation or situation persists, unless otherwise directed by the state.

Mandatory Language

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 with an asterisk on each end.

Corrective Actions

In your notice, you must describe corrective actions you took, or are taking [40 CFR 141.205(a)(7)] including when your water system expects to return to compliance or resolve the violation [40 CFR 141.205(a)(8)]. You can use the following language, if appropriate, or develop your own:

- We have contacted the laboratories that performed the water testing and requested copies of the missing reports. We are no longer in violation.
- We have revised our procedures to ensure we comply with the recordkeeping requirements in the future. We are no longer in violation.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [40 CFR 141.31(d)].

Revised Total Coliform Rule (RTCR) Failure to do Recordkeeping – Template 3-7

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Recordkeeping Requirement(s) Not Met for [Water System Name]

[Water system name] failed to keep records of [describe the information not kept, such as “our water system’s assessment conducted on [enter date]” or “monitoring following a sample with coliform bacteria in which we received an extension to collect the sample from the state”]. We realize the importance of keeping complete records to document the quality of the water we provide and the efforts we take to ensure the water is safe to drink.

Although this situation does not create a risk to public health, as our customers you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours. We will announce any emergencies on [media source].

What is being done?

[Describe your corrective actions including when your water system expects to return to compliance or resolve the violation].

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 [water system name]. State Water System ID# _____.

Date distributed: _____.