

Tier 1 Public Notice Instructions

Delivery Requirements

Violations and other situations that require Tier 1 public notice have significant potential to have serious adverse effects on human health as a result of short-term exposure. Therefore, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation or situation. You must issue a repeat notice at a frequency determined by the Water Quality Control Division for as long as the violation or situation persists. ***Public water systems that provide water to other water systems must deliver public notices to the owners or operators of all receiving water systems (consecutive water systems) (9.2.1(c)).***

Community systems must, at a minimum, use the following delivery method:

- ✓ Hand delivery

Non-community systems must, at a minimum, use the following delivery method:

- ✓ Posting in conspicuous locations

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include emergency reverse 911 system phone calls, television, radio, newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation or situation is resolved, but no less than seven days.

Ten Required Elements of a Public Notice (9.2.5)

1. Description of the violation or situation including contaminant(s) of concern and (as applicable) the contaminant level(s).
2. When the violation or situation occurred.
3. Any potential adverse health effects from the violation or situation, including any standard language provided in the rule. The health effects language may not be modified.
4. The population at risk; including subpopulations particularly vulnerable if exposed to the contaminant in their drinking water.
5. Whether alternate water supplies should be used.
6. What actions consumers should take, including when to seek medical help, if known.
7. What the system is doing to correct the violation or situation (corrective action).
8. When the system expects to return to compliance or resolve the situation.
9. Contact information: name, business address, and phone number of the water system owner or the owner's legal representative of the PWS that can provide additional information.
10. A statement encouraging notice recipients to distribute the notice to other persons served using the following standard language from the rule. This statement may not be modified: "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 public places or by distributing copies by hand."

Corrective Actions

In your notice, describe corrective actions you are taking. Use one or more of the following actions, if appropriate, or develop your own:

- ✓ We are sampling throughout the distribution system for the presence of [contaminant]
- ✓ We are monitoring chlorine levels and will adjust them as needed
- ✓ We have isolated the break and are working to correct the problem.

After Issuing the Notice

Make sure to send WQCD copies of all public notice(s) and a Tier 1 Certificate of Delivery Form within ten days after issuing the notice.

Recommendations:

Although not required, it is recommended that you issue a "Problem Corrected" public notice once the violation or situation has been resolved.

It is recommended that you notify health professionals in the area of the potential health risks. 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 problems so they can use bottled water.