

# Tier 3 Public Notice Instructions

## TEMPLATE ON REVERSE

### Delivery Requirements

Tier 3 public notices must be provided to persons served within one year (365 days) after you learn of the violation. Multiple monitoring violations can be serious. ***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 use at least one of the following delivery methods (9.2.4(c)(1) and 9.2.4(d)):

- ✓ Hand delivery or other direct delivery method
- ✓ Mail (can be included with the bill)
- ✓ Insert the notice in the Consumer Confidence Report, as long the CCR is delivered within one year (365 days) after you learn of the violation.

Non-community systems must use at least one of the following delivery methods (9.2.4 9(c)(2)):

- ✓ Posting in conspicuous locations
- ✓ Mail, hand delivery, or other direct delivery method to each user (where known)

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 newspapers, e-mail, or delivery to community organizations. If you post the notice, it must remain posted until the violation 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 took or are taking. Listed below are some steps commonly taken by water systems with monitoring violations. Choose the appropriate language, or develop your own:

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

### After Issuing the Notice

Make sure to send WQCD copies of all public notice(s) and a Tier 3 Certificate of Delivery Form within ten days after issuing the notice.