

Tier 2 Public Notice Instructions

Delivery Requirements

Tier 2 public notices are required for violations and situations that can have potential serious adverse effects on human health. Water systems must provide public notice to persons served as soon as practical but within 30 days after learning of the violation. The water system must issue a repeat notice every three months 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).**

Community systems must use at least one of the following delivery methods :

- ✓ Hand delivery or other direct delivery method
- ✓ Mail (can be included with the bill)

Non-community systems must use at least one of the following delivery methods:

- ✓ 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

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

- ✓ We are working with [*local/state agency*] to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove [*contaminant*] or connecting to [*system*]'s water supply.
- ✓ We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
- ✓ We will increase the frequency at which we test the water for [*contaminant*].
- ✓ We have since taken samples at this location and had them tested. They show that we meet the standards.

After Issuing the Notice

Make sure to send WQCD copies of all public notice(s) and a Tier 2 Certificate of Delivery Form within ten days after issuing the notice.