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| Instructions for IESWTR or LT1ESWTR CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice – Template 1-7 |

Template on Reverse

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 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 TV **broadcast.** If you **do** modify the notice **on the reverse**, 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. See Template 1-6.

**DRINKING WATER WARNING**

[Public Water System Name] 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 [give date] showed turbidity levels of [number] turbidity units. This is above the standard of [standard] 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 rolling boil for one minute per 1000 ft. elevation, 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?**

[Describe corrective action and when the system expects to return to compliance.]

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 [estimated time frame].

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 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 [system]. State Water System ID#: \_\_\_\_\_\_\_\_\_\_\_.

Date distributed: \_\_\_\_\_\_.