

## Informal Enforcement Tips

There are two types of notices of informal enforcement your system may receive at some point:

- Notices of Opportunity to Correct (NOCs) are issued for minor deficiencies
- Notices of Violation (NOVs) are issued for deficiencies that pose a significant risk to public health or safety

### What if I get one?

**Step 1: Breathe.** NOCs and NOVs are informal methods of enforcement to allow you to get back into compliance and avoid escalating to formal enforcement. Receiving one means that a potential deficiency has been identified during an inspection or file review.

**Step 2: Communicate.** Our common goal is to help your water system provide safe, clean drinking water to your customers. An ADEQ case manager will be available to help your system get back into compliance using a schedule with realistic milestones that accommodate your system's needs. They will be here every step of the way, so stay in touch and keep them updated with your progress.

**Step 3: Address the Compliance Conditions.** We will help you gain a clear understanding of what is expected from you. Complete your return-to-compliance tasks in a timely manner to avoid costly consequences. Hiring a contractor may be helpful to promptly complete the action items.

### ***Keep in Mind!***



*We have a team of people here to help you. Reach out to your [Compliance Assistance Coordinator](#) or [Community-Based Liaison](#) with questions or requests for help. If you receive an NOC or NOV, your assigned case manager will be a key contact resource.*

**To find more drinking water compliance tips and request future tips, visit [azdeq.gov/DWComplianceTips](http://azdeq.gov/DWComplianceTips)**