## Instructions for Tier 2 SWTR Turbidity Exceedance Notice Template

## Template Attached

Since surface water treatment filtration treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [per California Code of Regulations, Title 22, Chapter 15, Section 64463.4(b)]. **Each water system required to give public notice must submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting, unless otherwise directed by the DDW [per California Code of Regulations, Title 22, Section 64463(b)].** This template may also be adapted for use with turbidity MCL violations.

**For exceedance of single turbidity limits, you must consult with the DDW as soon as practical but within 24 hours of learning of the violation.** During the consultation, the DDW may choose to elevate your turbidity exceedance to Tier 1. If consultation does not occur, the violation is automatically elevated to Tier 1 (See Tier 1 Turbidity Single Exceedance Instructions and Notice Template).

### Notification Methods

You must use the methods summarized in the table below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

**Community Water Systems** must use the primary method below and one or more secondary methods to reach persons not likely to be reached by the primary method.

#### Primary Method

1. Mail or direct delivery. Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (for example schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

#### Secondary Methods. (Use one or more of the following methods to reach persons not likely to be reached by the primary method)

1. Publication in a local newspaper.
2. Posting in conspicuous public places served by the water system or on the Internet. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.
3. Delivery to community organizations.

**Non-Community Water Systems** must use the primary method below and one or more secondary methods to reach persons not likely to be reached by the primary method.

#### Primary Method

1. Posting in conspicuous locations throughout the area served by the water system. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

#### Secondary Methods. (Use one or more of the following methods to reach persons not likely to be reached by the primary method)

1. Publication in a local newspaper or newsletter distributed to customers.
2. Email message to employees or students.
3. Posting on the Internet or intranet. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.
4. Direct delivery to each customer.

The notice attached is appropriate for the methods described above. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and leave the following health effects and notification language (in *italics*) unchanged. This language is mandatory per California Code of Regulations, Title 22, Section 64465.

Health effects and notification language: *Turbidity has no health effects. However, high levels of 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 that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.*

### Multilingual Requirement

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and 92) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

### Population Served

Make sure it is clear who is served by your water system -- you may need to list the areas you serve.

### Description of the Violation

Choose from the following descriptions and modify to fit your situation:

* *For Exceedance of Single Turbidity Limits –* “Normal turbidity levels at our plant are [Insert normal turbidity number] turbidity units. A water sample taken [Insert date] showed levels of [Insert turbidity exceedance number] turbidity units. This was above the standard of [Insert turbidity standard] units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.”
* *For Exceedance of Monthly Turbidity Limits –* “Water samples for [Insert month year] showed that [Insert number] percent of turbidity measurements were over [Insert turbidity standard] turbidity units. The standard is that no more than 5 percent of samples may exceed [Insert turbidity standard] turbidity units per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [Insert normal turbidity number] turbidity units.”

### Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with filtration treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

* “We added chemicals that reduce turbidity.”
* “We sampled both untreated and treated water for the presence of coliform bacteria.”
* “We monitored chlorine levels and adjusted them as needed to compensate for the filtration problems.”
* “We inspected and cleaned the filters.”

## 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 the DDW within ten days after you issue the notice [per California Code of Regulations, Title 22, Section 64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

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.

It is a good idea to issue a “problem corrected” notice when the violation is resolved.

### The template for the Tier 2 SWTR Turbidity Exceedance Notice is next.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

(The following two sentences are in Spanish relaying information on the importance of this notice. Translated to English it would read as follows. [This report contains very important information about your drinking water. Translate it or talk to someone who understands it well.])

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

## [Insert Water System Name] Did Not Meet Treatment Requirement (Turbidity)

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we did to correct this situation.

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. [Insert appropriate description of the violation from instructions.]

**What should I do?**

* **You do not need to boil your water or take other actions.**
* This is not an emergency. If it had been you would have been notified immediately.We do not know of any contamination, and none of our testing has shown disease-causing organisms in the drinking water.
* *Turbidity has no health effects. However, high levels of 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 that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* These symptoms 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 with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from U.S. EPA’s Safe Drinking Water Hotline at 1(800) 426-4791.
* If you have other health issues concerning the consumption of the water, you may wish to consult your doctor.

**What happened? What was done?**

A problem occurred with the treatment system at the water plant. [Describe the reason for high turbidity, corrective actions, and when the system returned or expects to return to compliance].

For more information, please contact [Insert name of water system contact] at [Insert water system contact’s phone number] or [Insert water system’s mailing address].

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 public notice in a public place or distributing copies by hand or mail.

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [per Health and Safety Code Section 116450(g)]:

* SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
* RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
* BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by [Insert water system name].

State Water System Number: [Insert water system number].

Date distributed: [Insert date the notice is distributed].