

Instructions for Manganese Secondary MCL Exceedance Notice Template to Address Aesthetics

Public Notice for Manganese less than 0.3 mg/L

Template Attached

Manganese is regulated by a 0.05 milligram per liter (mg/L) secondary maximum contaminant level (MCL) (see drinking water regulations), a standard established to address issues of aesthetics (discoloration, taste, and odor), not health concerns. In California, secondary MCLs are enforceable. **[Title 22, Chapter 15, Section 64449(a)]**

When the manganese secondary maximum contaminant level (MCL) is exceeded, the Division of Drinking water recommends that public water systems (PWS) provide public notice to persons served as soon as practical but within 30 days after you learn of the violation.

Notification Methods

It is recommended that your PWS deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

Public Notice Recommendation:

All Water Systems may use the primary method below and one or more secondary methods to reach persons not likely to be reached by the primary method. If you mail, post, or hand deliver, print your notice on letterhead, if available.

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. (one or more of the following methods may be used 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.

The notice attached is appropriate for the methods described above. You should include the required elements and add the language in italics that addresses aesthetic concerns.

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 (2) 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.

Corrective Action

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with chemical or radiological violations. Use one or more of the following actions, if appropriate, 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 manganese 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 manganese.”
- “We have since taken samples at this location and had them tested. They show that we meet the standards.”

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 [64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

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

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

[System] Has Levels of Manganese Above the Secondary Maximum Contaminant Level

Our water system recently violated the Secondary Maximum Contaminant Level (MCL). A secondary standard affects the color and taste of the water delivered to customers. Although this is not an emergency, as our customers, you have a right to know what you should do, what happened, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Water sample results received on [date] showed manganese levels of [level and units]. This is above the secondary MCL of 0.05 milligrams per liter (mg/L).

What should I do?

- **You do not need to use an alternative water supply (e.g., bottled water).**
- This is not an emergency. If it had been, you would have been notified immediately. However, *some people may notice water discoloration, and possibly taste and/or odor issues with their drinking water. This is not considered a health concern.*
- If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

What happened? What is being done?

[Describe corrective action]. We anticipate resolving the problem within [estimated time frame].

For more information, please contact [name of contact] at [phone number] or [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.

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

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

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