**Instructions for Tier 2 Hexavalent Chromium MCL Notice Template**

**Template Attached (ONLY USE AFTER CORRESPONDING COMPLIANCE DATES IN TABLES BELOW.)**

Since exceeding the hexavalent chromium maximum contaminant level (MCL) after the applicable compliance date (see table below) is a violation, you must provide a Tier 2 public notice to persons served as soon as practical but within 30 days after you learn of the violation [California Code of Regulations (CCR) 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 [64463(b)].**

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| --- | --- |
| **System Size** (service connections served on October 1, 2024) | **Compliance Date** |
| 10,000 or more | October 1, 2026 |
| 1,000 to 9,999 | October 1, 2027 |
| Fewer than 1,000 | October 1, 2028 |

### ***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.

The notice attached is appropriate for the notification methods described below. However, you may wish to modify it before using it for posting. If modified, the notice must still include all the required elements, and the health effects and notification language must be in italics and unchanged as this language is mandatory [22 CCR 64465].

**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. The 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. The 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. The 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. The 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.

#### **Multilingual Requirement**

The notice must contain information in Spanish regarding the importance of the notice or contain a telephone number or address where Spanish-speaking residents may contact the public water system to obtain a translated copy of the notice or assistance in Spanish. If any non-English-speaking group exceeds 1,000 persons served by the water system, or 10 percent of the residents served by the public water system, the notice must include (1) information in the appropriate language(s) regarding the importance of the notice or (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 arsenic 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 arsenic.”
* “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 [22 CCR 64469(d)]. Public water systems must also issue a certification to DDW that they have met all the public notice requirements for any repeat notices 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 water system is no longer in violation of the hexavalent chromium MCL.

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**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 Hexavalent Chromium**

**Above the Drinking Water Standard**

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 are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. Water sample results received on [date] showed hexavalent chromium levels of [level and units]. This is above the standard, or maximum contaminant level (MCL), of 0.010 milligrams per liter (10 ppb).

**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 who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.*
* 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?**

* A new Hexavalent Chromium MCL of 10 ppb became effective October 1, 2024.
* Hexavalent chromium was detected at levels that exceed the MCL.
* [If applicable] We have completed a Hexavalent Chromium Compliance Plan that [is being reviewed / has been approved] by the Division of Drinking Water.
* We are working with the Division of Drinking Water to address this violation and comply with the MCL. Specifically, we are [Describe actions taken (may include pilot studies, environmental review, funding applications, etc.) and planned actions (may include treatment, source changes, etc.)] [*Optional: discuss approved compliance plan if already approved by DDW and if applicable*].
* We anticipate resolving the problem by [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.*

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code sections 116450(g) and 116650(e) ]:

* 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 [system].

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

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