

# Unregulated Contaminant Monitoring Public Notice Template for Public Health-Based Response Level for Perfluorooctanesulfonic Acid (PFOS)

## Template Attached

If the PFOS response level is exceeded, a community water system or a nontransient noncommunity public water system must take the affected water source out of service or provide public notice to persons served by the public water system within 30 days after the confirmed detection [Health and Safety Code (HSC) 116378]. **Each water system required to give public notice is requested to submit the notice to the State Water Board for review prior to distribution or posting, unless otherwise directed by the State Water Board.**

### Notification Methods

You must use the methods set forth in HSC 116378, and summarized in the table below, to deliver the notice to consumers. If you mail, post, or hand deliver, please print your notice on letterhead, if available.

<i><b>If You Are a...</b></i>	<i><b>You Must Notify Consumers by...</b></i>	<i><b>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</b></i>
Community Water System [HSC 116378 (c)(3)(A)]	Mail or direct delivery to customers receiving a bill <sup>(a)</sup>  <u style="text-align: center;">AND</u>  Email to customers with known email addresses  <u style="text-align: center;">AND</u>  Post the notice on the internet website of the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Post notice in conspicuous public places served by the water system<sup>(b)</sup></li> <li>- Post notice on an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice to community organizations</li> </ul>
Non-Community Water System [HSC 116378 (c)(3)(B)]	Posting in conspicuous locations throughout the area served by the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Publish notice in a newsletter distributed to customers</li> <li>- Send notice by email to employees or students</li> </ul>

		<ul style="list-style-type: none"> <li>- Post notice on the internet website of the water system and an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice directly to each customer</li> </ul>
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(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted for at least seven days.

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 mandatory health effects and notification language in italics unchanged. [HSC 116378].

## Multilingual Requirement

Spanish. Each public notice must contain information in Spanish regarding (1) the importance of the notice or (2) contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish.

Non-English Speaking Groups Other than Spanish-Speaking. For each group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice must (1) contain information in the appropriate language(s) regarding the importance of the notice or (2) contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice 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.

## Additional Requirements

The following additional requirements apply to this notice:

- The notice must be displayed so that it catches people’s attention when printed or posted.
- The message in the notice should not contain technical language beyond an eighth-grade reading level or print smaller than 12-pont type.
- The notice should use language that provides clear and non-contradictory information.

## Corrective Action

In your notice, the State Water Board recommends that you 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 violations. Consider using one or more of the following actions, if appropriate, or developing 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 PFOS or connecting to [system]’s water supply.”
- “We will increase the frequency at which we test the water for PFOS.”

## After Issuing the Notice - Recommendations

Please send a copy of each type of notice and a certification that you have met all the public notice requirements to the State Water Board within ten days after you issue the notice.

The State Water Board recommends that you notify health professionals in the area of the exceedance. People may call their doctors with questions about how the exceedance may affect their health, and the doctors should have the information they need to respond appropriately.

The State Water Board also recommends that you issue a “problem corrected” notice when the exceedance is resolved in a similar method and manner to the original public notice.

## 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 Perfluorooctanesulfonic Acid (PFOS) Above the Response Level**

Our water system recently confirmed an average concentration of PFOS above the public health-based response level. PFOS may cause immune suppression and cancer in the body. 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. The average level of PFOS over the last year was [\[Insert the running annual average result for PFOS in ng/L\]](#). This is above the State Water Board established response level of 6.5 nanograms per liter.

#### **What should I do?**

- You do not need to use an alternative (e.g., bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, *some people who drink water containing PFOS in excess of the notification level over many years may experience adverse health effects. PFOS exposures have been shown to cause immune suppression and cancer in laboratory animals.*
- 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?**

[\[Describe what happened. Describe corrective action\]](#). 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 ID#: \_\_\_\_\_ . Date distributed: \_\_\_\_\_ .

# Unregulated Contaminant Monitoring Public Notice Template for Public Health-Based Response Level for Perfluorooctanoic Acid (PFOA)

## Template Attached

If the PFOA response level is exceeded, a community water system or a nontransient noncommunity public water system must take the affected water source out of service or provide public notice to persons served by the public water system within 30 days after the confirmed detection [Health and Safety Code (HSC) 116378]. **Each water system required to give public notice is requested to submit the notice to the State Water Board for review prior to distribution or posting, unless otherwise directed by the State Water Board.**

### Notification Methods

You must use the methods set forth in HSC 116378, and summarized in the table below, to deliver the notice to consumers. If you mail, post, or hand deliver, please print your notice on letterhead, if available.

<i><b>If You Are a...</b></i>	<i><b>You Must Notify Consumers by...</b></i>	<i><b>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</b></i>
Community Water System [HSC 116378 (c)(3)(A)]	Mail or direct delivery to customers receiving a bill <sup>(a)</sup>  <u style="text-align: center;">AND</u>  Email to customers with known email addresses  <u style="text-align: center;">AND</u>  Post the notice on the internet website of the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Post notice in conspicuous public places served by the water system<sup>(b)</sup></li> <li>- Post notice on an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice to community organizations</li> </ul>
Non-Community Water System [HSC 116378 (c)(3)(B)]	Posting in conspicuous locations throughout the area served by the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Publish notice in a newsletter distributed to customers</li> <li>- Send notice by email to employees or students</li> <li>- Post notice on the internet website of the water system and an appropriate social media site <sup>(b)</sup></li> </ul>

		- Deliver notice directly to each customer
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(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted for at least seven days.

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 mandatory health effects and notification language in italics unchanged. [HSC 116378].

## Multilingual Requirement

Spanish. Each public notice must contain information in Spanish regarding (1) the importance of the notice or (2) contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish.

Non-English Speaking Groups Other than Spanish-Speaking. For each group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice must (1) contain information in the appropriate language(s) regarding the importance of the notice or (2) contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice 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.

## Additional Requirements

The following additional requirements apply to this notice:

- The notice must be displayed so that it catches people's attention when printed or posted.
- The message in the notice should not contain technical language beyond an eighth-grade reading level or print smaller than 12-pont type.
- The notice should use language that provides clear and non-contradictory information.

## Corrective Action

In your notice, the State Water Board recommends that you 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 violations. Consider using one or more of the following actions, if appropriate, or developing 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 PFOA or connecting to [system]’s water supply.”
- “We will increase the frequency at which we test the water for PFOA.”

## After Issuing the Notice - Recommendations

Please send a copy of each type of notice and a certification that you have met all the public notice requirements to the State Water Board within ten days after you issue the notice.

The State Water Board recommends that you notify health professionals in the area of the exceedance. People may call their doctors with questions about how the exceedance may affect their health, and the doctors should have the information they need to respond appropriately.

The State Water Board also recommends that you issue a “problem corrected” notice when the exceedance is resolved in a similar method and manner to the original public notice.

## 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 Perfluorooctanoic Acid (PFOA) Above the Response Level**

Our water system recently confirmed an average concentration of PFOA above the public health-based response level. PFOA may cause increased liver weight and cancer in the body. 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. The average level of PFOA over the last year was [\[Insert the running annual average result for PFOA in ng/L\]](#). This is above the State Water Board established response level of 5.1 nanograms per liter.

#### **What should I do?**

- You do not need to use an alternative (e.g., bottled) water supply.
- This is not an immediate risk. If it had been, you would have been notified immediately. However, *some people who drink water containing PFOA in excess of the notification level over many years may experience adverse health effects. PFOA exposures have been shown to cause increased liver weight and cancer in laboratory animals.*
- 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?**

[\[Describe what happened. Describe corrective action\]](#). 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 ID#: \_\_\_\_\_. Date distributed: \_\_\_\_\_.



# Unregulated Contaminant Monitoring Public Notice Template for Public Health-Based Response Level for Perfluorohexane Sulfonic Acid (PFHxS)

## Template Attached

If the PFHxS response level is exceeded, a community water system or a nontransient noncommunity public water system must take the affected water source out of service or provide public notice to persons served by the public water system within 30 days after the confirmed detection [Health and Safety Code (HSC) 116378]. **Each water system required to give public notice is requested to submit the notice to the State Water Board for review prior to distribution or posting, unless otherwise directed by the State Water Board.**

### Notification Methods

You must use the methods set forth in HSC 116378, and summarized in the table below, to deliver the notice to consumers. If you mail, post, or hand deliver, please print your notice on letterhead, if available.

<i><b>If You Are a...</b></i>	<i><b>You Must Notify Consumers by...</b></i>	<i><b>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</b></i>
Community Water System [HSC 116378 (c)(3)(A)]	Mail or direct delivery to customers receiving a bill <sup>(a)</sup>  <u style="text-align: center;">AND</u>  Email to customers with known email addresses  <u style="text-align: center;">AND</u>  Post the notice on the internet website of the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Post notice in conspicuous public places served by the water system<sup>(b)</sup></li> <li>- Post notice on an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice to community organizations</li> </ul>
Non-Community Water System [HSC 116378 (c)(3)(B)]	Posting in conspicuous locations throughout the area served by the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Publish notice in a newsletter distributed to customers</li> <li>- Send notice by email to employees or students</li> </ul>

		<ul style="list-style-type: none"> <li>- Post notice on the internet website of the water system and an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice directly to each customer</li> </ul>
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(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted for at least seven days.

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 mandatory health effects and notification language in italics unchanged. [HSC 116378].

## Multilingual Requirement

Spanish. Each public notice must contain information in Spanish regarding (1) the importance of the notice or (2) contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish.

Non-English Speaking Groups Other than Spanish-Speaking. For each group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice must (1) contain information in the appropriate language(s) regarding the importance of the notice or (2) contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice 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.

## Additional Requirements

The following additional requirements apply to this notice:

- The notice must be displayed so that it catches people’s attention when printed or posted.
- The message in the notice should not contain technical language beyond an eighth-grade reading level or print smaller than 12-pont type.
- The notice should use language that provides clear and non-contradictory information.

## Corrective Action

In your notice, the State Water Board recommends that you 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 violations. Consider using one or more of the following actions, if appropriate, or developing 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 PFHxS or connecting to [system]’s water supply.”
- “We will increase the frequency at which we test the water for PFHxS.”

## After Issuing the Notice - Recommendations

Please send a copy of each type of notice and a certification that you have met all the public notice requirements to the State Water Board within ten days after you issue the notice.

The State Water Board recommends that you notify health professionals in the area of the exceedance. People may call their doctors with questions about how the exceedance may affect their health, and the doctors should have the information they need to respond appropriately.

The State Water Board also recommends that you issue a “problem corrected” notice when the exceedance is resolved in a similar method and manner to the original public notice.

## 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 Perfluorohexane Sulfonic Acid (PFHxS) Above the Response Level

## DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA

Our water system recently confirmed a detection of PFHxS above the public health-based response level. PFHxS may affect thyroid hormone levels in the body. 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 PFHxS levels of [level and units]. This is above the State Water Board established response level of 20 nanograms per liter.

### What should I do?

- **DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA.** *PFHxS has been shown to interfere with thyroid hormones levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.*
- Water, juice, and formula should not be prepared with tap water. Bottled water or other water low in PFHxS should be used until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the PFHxS level.
- 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 what happened. 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 ID#: \_\_\_\_\_. Date distributed: \_\_\_\_\_.

# Unregulated Contaminant Monitoring Public Notice Template for Public Health-Based Response Level for Perfluorobutane Sulfonic Acid (PFBS)

## Template Attached

If the PFBS response level is exceeded, a community water system or a nontransient noncommunity public water system must take the affected water source out of service or provide public notice to persons served by the public water system within 30 days after the confirmed detection [Health and Safety Code (HSC) 116378]. **Each water system required to give public notice is requested to submit the notice to the State Water Board for review prior to distribution or posting, unless otherwise directed by the State Water Board.**

### Notification Methods

You must use the methods set forth in HSC 116378, and summarized in the table below, to deliver the notice to consumers. If you mail, post, or hand deliver, please print your notice on letterhead, if available.

<i><b>If You Are a...</b></i>	<i><b>You Must Notify Consumers by...</b></i>	<i><b>...and By One or More of the Following Methods to Reach Persons Not Likely to be Reached by the Previous Method...</b></i>
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Non-Community Water System [HSC 116378 (c)(3)(B)]	Posting in conspicuous locations throughout the area served by the water system	<ul style="list-style-type: none"> <li>- Publication in a local newspaper <sup>(b)</sup></li> <li>- Publish notice in a newsletter distributed to customers</li> <li>- Send notice by email to employees or students</li> </ul>

		<ul style="list-style-type: none"> <li>- Post notice on the internet website of the water system and an appropriate social media site <sup>(b)</sup></li> <li>- Deliver notice directly to each customer</li> </ul>
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(a) Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (e.g., schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

(b) Notice must be posted for at least seven days.

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 mandatory health effects and notification language in italics unchanged. [HSC 116378].

## Multilingual Requirement

Spanish. Each public notice must contain information in Spanish regarding (1) the importance of the notice or (2) contain a telephone number or address where Spanish-speaking residents may contact the water system to obtain a translated copy of the public notice or assistance in Spanish.

Non-English Speaking Groups Other than Spanish-Speaking. For each group that exceeds 1,000 residents or 10% of the residents in the community served, whichever is less, the public notice must (1) contain information in the appropriate language(s) regarding the importance of the notice or (2) contain a telephone number or address where such residents may contact the water system to obtain a translated copy of the notice 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.

## Additional Requirements

The following additional requirements apply to this notice:

- The notice must be displayed so that it catches people’s attention when printed or posted.
- The message in the notice should not contain technical language beyond an eighth-grade reading level or print smaller than 12-pont type.
- The notice should use language that provides clear and non-contradictory information.

## Corrective Action

In your notice, the State Water Board recommends that you 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 violations. Consider using one or more of the following actions, if appropriate, or developing 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 PFBS or connecting to [system]’s water supply.”
- “We will increase the frequency at which we test the water for PFBS.”

## After Issuing the Notice - Recommendations

Please send a copy of each type of notice and a certification that you have met all the public notice requirements to the State Water Board within ten days after you issue the notice.

The State Water Board recommends that you notify health professionals in the area of the exceedance. People may call their doctors with questions about how the exceedance may affect their health, and the doctors should have the information they need to respond appropriately.

The State Water Board also recommends that you issue a “problem corrected” notice when the exceedance is resolved in a similar method and manner to the original public notice.



## 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 Perfluorobutane Sulfonic Acid (PFBS) Above the Response Level**

## DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA

Our water system recently confirmed a detection of PFBS above the public health-based response level. PFBS may affect thyroid hormone levels in the body. 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 PFBS levels of [level and units]. This is above the State Water Board established response level of 5 micrograms per liter.

### What should I do?

- **DO NOT DRINK THE WATER OR USE IT TO MAKE INFANT FORMULA.** *PFBS has been shown to interfere with thyroid hormones levels. Thyroid hormones are needed for normal prenatal growth and development of the fetus, as well as for normal growth and development in the infant and child. In adults, thyroid hormones are needed for normal metabolism and mental function.*
- Water, juice, and formula should not be prepared with tap water. Bottled water or other water low in PFBS should be used until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the PFBS level.
- 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 what happened. 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 ID#: \_\_\_\_\_ . Date distributed: \_\_\_\_\_ .