**Instructions for Tier 2 Notice Failure to Complete a Lead Service Line Inventory  
for Lead and Copper Rule Revisions (Template Attached)**

The Lead and Copper Rule Revisions require community and non-transient non-community water systems to develop an inventory to identify the materials of service lines connected to the public water distribution system.

Public water systems must complete their initial lead service line inventory by October 16, 2024. Failure to develop an inventory is considered a treatment technique violation which requires a Tier 2 public notice. You must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation and repeat the notice every three months as long as the violation persists [Code of Federal Regulations, tit. 40, Section 141.203(b) and Appendix A to Subpart Q].

**Each water system required to give public notice should submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting.**

**Notification Methods**

**Community Water Systems** must use one of the following methods [Code of Federal Regulations, tit. 40, Section 141.203(c)].

*Delivery Method*

1. Hand or direct delivery
2. Mail, as a separate notice or included with the bill (if delivered within 30 days of the violation)

**Non-Community Water Systems** must use one of the following methods [Code of Federal Regulations, tit. 40, Section 141.203(c)].

*Delivery Method*

1. Posting in conspicuous locations
2. Hand delivery
3. Mail

In addition, both Community Water Systems and Non-Community Water Systems must use another method reasonably calculated to reach others if they would not be reached by the first method [Code of Federal Regulations, tit. 40, Section 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system’s letterhead, if available.

The notice attached is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from Code of Federal Regulations, tit. 40, Section 141.205(a) and leave the mandatory language unchanged (see below).

**Content of the Public Notice**

The notice attached includes the necessary content of the public notice. If you wish to modify the template before using it, please inform the DDW LCRR Unit prior to distribution. If you do, you must still include all the required elements and the mandatory language in italics must remain unchanged [Code of Federal Regulations, tit. 40, Section 141.205(a) and Appendix B to Subpart Q].

*Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can cause new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.*

**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.

**Corrective Actions**

In your notice, describe your plan for completing the initial lead service line inventory.

**After Issuing the Public Notice**

* Within 10 days of giving public notice each water system needs to submit a certification to the State Board that it has done so, along with a representative copy of each type of public notice given. The DDW will be providing the necessary information to USEPA for compliance determination.

(Recommended) Notify local public health departments that serve the affected area of the notification to inform them that the purpose of this notice is to provide details to consumers about their water service line(s). There can be a potential health risk associated with the composition of service line material, but immediate health concerns due to water quality issues, if any, would be addressed in a separate notice.

It is a good idea to issue a notice when the service line inventory has been completed.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER SERVICE LINES**

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

**[System] failed to complete an initial service line inventory by the deadline as required by U.S. EPA.**

The [System or Agency] was recently required to conduct an inventory of all water service lines, which is the pipe that connects your [home, building, or other structure] to the water main. The purpose of the inventory is to identify the material of these service lines and fittings, including the customer-owned side of the water service line.

[System or Agency] should have completed the inventory by October 16, 2024, but it did not. As a result, the pipe that connects your [home, building, or other structure] to the water main was not identified by the deadline and is considered an unknown material. Lead service lines or certain galvanized pipe can potentially place you at risk for exposure to lead. Therefore, your service line material will need to be identified.

The [System] routinely monitors for lead in the distribution system and the most recent water sample results received on [date] showed that the 90th percentile of all lead levels measured in the distribution system was [levels and units]. The action level for lead in drinking water is 0.015 milligrams per liter (mg/L) or 15 micrograms per liter (µg/L).

[The most recent water sampleresults do not exceed the action level of 0.015 mg/L for lead.

Or

You should have received a separate notice that your most recent water sampleresults exceed the action level of 0.015 mg/L for lead.]

Although this was not an emergency, as our customers, you have a right to know what happened, what you should do, and what we [did or are doing] to correct this situation.

**Is my water affected?**

**\* If you received a separate notice instructing you to not drink, boil, or avoid drinking your water, then please continue following those instructions until you are instructed to do otherwise.**

If you **did not** receive any separate notice:

* This is not an emergency.
* Your water is safe to drink.
* You do not need to use an alternative water supply (e.g., bottled water).

**What about my service line?**

* You can help your public water system identify your service line material.
  + EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. ([*https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead*](https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead))
  + Other organizations have also provided tools to identify service line material, such as the LSLR Collaborative ([*https://www.lslr-collaborative.org/identifying-service-line-material.html*](https://www.lslr-collaborative.org/identifying-service-line-material.html))
* Inform us immediately if you plan to alter or replace your service line because we may be required to replace the system portion.

Contact [System] at [phone] or [email] to share any information you may find about your service line, or to inform us of your plans to alter or replace your service line.

**What happens next?**

[Describe your plan for completing the initial lead service line inventory].

We anticipate identifying your service line by [estimated time frame].

**Lead Related Health Information**

* *Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can cause new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.*
* If you have concerns about your water quality, the State Water Board’s Environmental Laboratory Accreditation Program has a [map of laboratories](https://waterboards.maps.arcgis.com/apps/webappviewer/index.html?id=bd0bd8b42b1944058244337bd2a4ebfa) that can test your water at the consumer’s expense, which can be found at: *https://www.waterboards.ca.gov/drinking\_water/certlic/labs/*
* If you still have health concerns from potential lead exposure in your drinking water, there are point-of-use (POU) devices that can be used on your drinking water taps to provide an additional barrier of protection. A list of these residential treatment devices can be found at: [*https://www.waterboards.ca.gov/drinking\_water/certlic/device/watertreatmentdevices.html*](https://www.waterboards.ca.gov/drinking_water/certlic/device/watertreatmentdevices.html)
* If you have other health issues concerning the consumption of this water, you may wish to consult your health care provider.

**Additional Resources**

To verify the material of your service line or for any other information, contact [name of contact] at [phone] or [email] or [mailing address] and/or visit [website].

*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 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].