IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

TESTS SHOW COLIFORM BACTERIA IN __________ [System] WATER

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 happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for the presence of drinking water contaminants. We took [____ number] samples for coliform bacteria during [____ month]. [_______ Number/percentage] of those samples showed the presence of coliform bacteria. The standard is that no more than [_______ (1 sample per month/5 percent of our samples)] may do so.

What should I do?

- You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.
- If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been you would have been notified within 24 hours. Total coliform bacteria are generally not harmful themselves.

*Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. We did not find any of these bacteria in our subsequent testing. If we had, we would have notified you immediately. However, we are still finding coliforms in the drinking water.

What is being done?

[Describe corrective action.]

We are still detecting coliform bacteria. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem within [estimated time frame].

*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.*

For more information, please contact:

<table>
<thead>
<tr>
<th>Responsible Person</th>
<th>System Name</th>
<th>System Address (Street)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number</td>
<td>System Number</td>
<td>System Address (City, State, Zip)</td>
</tr>
</tbody>
</table>

Violation Awareness Date: _______________  Date Notice Distributed: _______________  Method of Distribution: __________________

Public Notification Certification

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: __________________________  __________________________  __________________________

(Signature)  (Print Name)  (Date)
Use this template for Public Notice when sample results demonstrate that total coliform bacteria are still present, but no boil water advisory is required at this time.

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [40 CFR 141.203(b)]. Persistent total coliform problems can be serious. Some states have more stringent requirements for coliform violations. Check with your primacy agency to make sure you meet all requirements. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods [40 CFR 141.203(c)]:
- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Non-community systems must use one of the following methods [40 CFR 141.203(c)]:
- Posting in conspicuous locations (Must remain posted as long as the violation or situation persists; in no case should the notice be posted less than 7 days, even if the violation is resolved.)
- Hand delivery
- Mail

In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method [40 CFR 141.203(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations.

You must also perform the following:
- If you mail, post, or hand deliver, print your notice on letterhead, if available.
- Notify new billing customers or units prior to or at the time their service begins.
- Provide multi-lingual notifications if 30% of the residents served are non-English speaking.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements listed in 40 CFR 141.205(a) and leave the mandatory language unchanged (see below).

**Mandatory Language**
Mandatory language on health effects (from Appendix B to Subpart Q) must be included as written (with blanks filled in) and is presented in this notice in **bold italics**. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [40 CFR 141.205(d)]. This language is also presented in this notice in **bold italics**.

**Description of the Violation**
The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

<table>
<thead>
<tr>
<th>If You Take Less Than 40 Samples a Month</th>
<th>If You Take 40 or More Samples a Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive.</td>
<td>State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month.</td>
</tr>
</tbody>
</table>

**Corrective Action**
In your notice, describe corrective actions you are taking. If you know what is causing the coliform problem, explain this in the notice. Listed below are some steps commonly taken by water systems with total coliform violations. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:
- We are disinfecting and flushing the water system.
- We are increasing sampling for coliform bacteria.
- We are investigating the source of contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We will inform you when additional samples show no coliform bacteria.

**After Issuing the Notice** [40 CFR 141.31(d)]
Within 10 days after completing the initial public notification, the Public Water Supply Section MUST receive a copy of the notice you distributed to your customers with your signature and date on the Public Notification Certification (located at the bottom of the notice) indicating that you have fully complied with all the public notice requirements. [Note: A separate Public Notification Certification form that is available on our Web site MUST be submitted if you do not use the notice template with the certification provided.] Mail your notice/certification to the Public Water Supply Section, Compliance Services Branch, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634. Retain a copy of these documents for your files.