



# SAFE DRINKING WATER ACT REGULATORY UPDATE 2002

Published July 1, 2002 by the Compliance Services Branch, Public Water Supply Section,  
Division of Environmental Health, Department of Environment and Natural Resources

Changes in the federal rules have mandated changes to North Carolina's *Rules Governing Public Water Systems* (15A NCAC 18C). This Regulatory Update has been prepared to brief North Carolina's water systems on some of these new rules or changes to existing rules and to provide general information that should benefit your system's compliance. The Compliance Services Branch and the citizens of North Carolina appreciate your efforts to stay informed of and in compliance with the drinking water regulations.

\* \* \* \* \*

## The New Arsenic MCL

The US Environmental Protection Agency has lowered the existing maximum contaminant level (MCL) for arsenic from 0.05 mg/L to 0.01 mg/L, effective January 23, 2006. This new MCL applies to all community water systems and non-transient non-community water systems. North Carolina anticipated this change in the federal rule and sought to provide greater protection of human health through more expedient regulation of arsenic in drinking water. North Carolina has already amended its existing State rule (15A NCAC 18C .1510) as a Temporary rule. North Carolina's new arsenic MCL of 0.010 mg/L was effective **January 1, 2002**. As of that time, systems in excess of the MCL are required to conduct public notice. By January 1, 2005, those systems will be required to submit a plan to the State detailing how they plan to achieve compliance with the new standard by January 23, 2006 (the federal compliance deadline). Labs will need to report arsenic results down to at least 0.005 mg/L. (Note: The temporary rule is now proposed to become a permanent rule, and a Public Hearing will be held on August 7, 2002, as required for this rule-making action. For further information on this hearing, contact Linda Raynor at (919) 715-3225.)

## The New Radionuclides Rule

The Radionuclides Rule applies to all community water systems and will become effective on **December 8, 2003**, three years after the final rule publication date of December 7, 2000. This rule regulates uranium for the first time. The rule sets the uranium MCL at 30 micrograms per liter ( $\mu\text{g}/\text{L}$ ) or 20.1 pCi/L and retains the existing MCLs for combined radium-226 and radium-228, gross alpha and beta particle and photon activity. The new rule requires that all samples be collected at each entry point to the distribution system. Initial compliance will be determined using the average of four consecutive quarterly samples or using appropriate grandfathered data. Historical radiological analysis data will be considered for grandfathering only if certain criteria are met. New monitoring requirements will be phased in between the effective date of December 8, 2003 and the beginning of the new cycle (December 31, 2007) of the Standardized Monitoring Framework.

## WEB ADDRESSES

### On the Inside:

Submittal of Analytical Results.....	2
Initial Monitoring Requirements.....	2
Required Quarterly Monitoring .....	2
Public Notification Rule Revisions .....	3
Helpful Hints.....	4
Asbestos Waivers.....	4
Lead & Copper Reminders.....	4
Copies of "Rules" .....	4
CCR Reminders.....	4
Disinfectants & Disinfection Byproducts (stage 1).....	5
Contacts .....	6

#### EPA Office of Water:

<http://www.epa.gov/OW/>

#### NC State Government:

<http://www.ncgov.com/>

#### Public Water Supply Section:

<http://www.deh.enr.state.nc.us/pws/>

#### Monitoring Schedules:

<http://www.deh.enr.state.nc.us/AnnualStrmt/index.htm>

#### "Rules Governing Public Water Systems:"

<http://www.deh.enr.state.nc.us/pws/rules/contents.htm>

#### Certified Laboratories:

<http://slph.state.nc.us/EnvironmentalSciences/Certification/CertifiedLaboratory.asp>

## NEW LABORATORY REPORTING FORMS

The Public Water Supply Section has developed new laboratory reporting forms that must be used for submittal of analyses beginning July 1, 2002. Copies of the new forms were sent to the certified laboratories in April 2002. If your laboratory is still providing you with the old forms, contact them to request that the new ones be used to avoid any possible rule compliance problems.

## INITIAL MONITORING REQUIREMENTS

- Inorganic Chemicals: Should be completed within 12 months of the “begin date” of the entry point being tested.
  - Volatile Organic Chemicals (VOCs), Pesticides/Synthetic Organic Chemicals (SOCs) and Nitrate: Should begin during the quarter in which the “begin date” occurs for the entry point being tested.
  - Radionuclides: Should begin during the quarter in which the “begin date” occurs.
  - Coliform Bacteria: Should begin immediately or within no more than 30 days of when the system starts supplying water to its customers.
  - Nitrite: One-time-only test that should be taken during the quarter in which the “begin date” occurs for the entry point being tested.
- \*\*\*\*\*

Initial compliance samples for VOCs, SOCs and Radionuclides must be collected for 4 consecutive quarters.

An “entry point” is the sample tap after all treatment at or before the entrance to the distribution system. The “begin date” of an entry point is the date when the water system starts getting water from that particular entry point. If you do not know your entry point’s begin date, contact the appropriate regional office. (Regional Office contacts and verification of entry point codes can be determined from Public Water Supply’s website.)

Samples submitted for plan approval are not considered as compliance samples. If you have taken a sample for plan approval purposes and would like it to also be considered for one of the initial samples above, send a copy of the analysis results (*on the proper State reporting form*) along with a WRITTEN request to the appropriate rule manager.

## Submittal of Analytical Results

Your laboratory must submit the original hard copy of analytical results on the proper laboratory forms to the State within the first ten (10) days following the month in which the analyses is completed, or the first ten (10) days following the end of the required monitoring period as stipulated by the State, whichever of these is shortest. For example, if a monthly bacteria sample is analyzed on February 22<sup>nd</sup>, the results are due to the State by March 10<sup>th</sup>. If a 1<sup>st</sup> quarter sample is collected near the end of the compliance period, for example, March 29<sup>th</sup> and the analysis is completed on April 7<sup>th</sup>, the analytical results are still due to the State by April 10<sup>th</sup>.

If fecal/E.Coli bacteria is present in your water sample, your laboratory must notify and fax the analytical results to the Compliance Services Branch of the Public Water Supply Section on the **same day** the analysis is completed. If total coliform is present in your water sample or if any contaminant exceeds an MCL, your laboratory must notify the State and fax the results to us within **48 hours** of completing the analysis. Hard copies should also be mailed to our office as soon as possible. **Your laboratory should notify you of the analytical results within the same timeframes!**

### REMINDER – You **MUST** Begin Quarterly Monitoring if Any of the Following Occurs:

- ❖ Volatile organic chemical (VOC) or pesticides/synthetic organic chemical (SOC) regulated contaminants are detected (found) in your drinking water. (For VOCs, quarterly analyses should include all the contaminants listed on the VOC lab form; for pesticides/SOCs, quarterly analyses should include all the contaminants identified by the method used to test for the detected contaminant.)
- ❖ An MCL is exceeded in any single sample for any of the following contaminant groups:
  - ❖ Inorganics (except iron, manganese, sodium and sulfate)
  - ❖ VOCs
  - ❖ Pesticides/SOCs
  - ❖ Radionuclides (Note: For a combined radium MCL violation, the follow-up quarterly monitoring samples must be analyzed for both radium 226 & 228, regardless of the gross alpha level)
  - ❖ Trihalomethanes (TTHMs)
- ❖ For Nitrate and Nitrite, if any one sample is ≥ 50 percent of the MCL, you must begin monitoring quarterly.

## REVISIONS TO THE PUBLIC NOTIFICATION RULE (40 CFR 141)

Effective **May 6, 2002**, Public Water Systems (PWSs) must comply with the revised Public Notification Regulations (*40 CFR 141, Subpart Q*). This revision requires that notices must be sent within **24 hours, 30 days, or one year** depending on the tier to which the violation is assigned. The “time-clock” for notification starts when the Public Water System (PWS) learns of the violation; or the “Violation Awareness Date.”

<b><i>Violation Awareness Dates</i></b>	
Fecal/E. Coli MCLs and all other Tier 1 violations:	The date the analysis was completed
All other MCL, MRDL, SMCL, and other Tier 2 violations:*	Within <b>2 days</b> of the completion of analyses
Monitoring violations and other Tier 3 violations:	The violation letter date

\* MRDL=Maximum Residual Disinfectant Level

SMCL= Secondary Maximum Contaminant Level

Listed below are the Tier categories, the delivery timing and requirements, and some examples of National Primary Drinking Water Regulation (NPDWR) violations and their assigned Tiers.

### **Tier 1 (Immediate Notice - Within 24 Hours)**

Notice within 24 hours via radio, TV, hand delivery, posting, or other method specified by the State of NC, along with other methods, if needed, to reach persons served. PWSs must also initiate consultation with the State of NC within 24 hours. The State’s Public Notification Rule Manager may establish additional requirements during consultation. Since a Fecal coliform violation requires notification within 24 hours, an example notice (and a Public Notice Certification form) are included with this Regulatory Update in case your system should need to perform this type of notice. These notices should be kept on file for future use, if necessary.

### **Tier 1 Violations**

- Fecal coliform violations; failure to test for fecal coliform after initial total coliform sample tests positive.
- Nitrate, nitrite, or total nitrate and nitrite MCL violation; failure to take a confirmation sample within 24 hours after learning an initial sample exceeded the MCL.
- Chlorine Dioxide MRDL violation in distribution system; failure to take samples in distribution system when required.
- Exceedance of maximum allowable turbidity level, if elevated to Tier 1 by the State.
- Special notice for non-community water systems (NCWS) with nitrate exceedances between 10 mg/L and 20 mg/L, where system is allowed to exceed 10 mg/L by the State.
- Waterborne disease outbreak or other waterborne emergency.
- Other violations or situations determined by the State.

### **Tier 2 (Notice as Soon as Possible - Within 30 days)**

Tier 2 notice requirements are outlined in all violation letters and an example notice and a public notification certification form are also included with the letters.

### **Tier 2 Violations**

- All MCL, MRDL, and treatment technique violations, except where Tier 1 notice is required.
- Monitoring violations, if elevated to Tier 2 by the State.
- Failure to comply with variance and exemption conditions.
- Turbidity Consultation – Where PWSs have a treatment technique violation resulting from a single exceedance of the maximum allowable turbidity limit or an MCL violation resulting from an exceedance of the two-day turbidity limit, they must consult the State within 24 hours. The State will then determine whether a Tier 1 notice is necessary. If consultation does not occur within 24 hours, violations are automatically elevated to Tier 1.

### **Tier 3 (Annual Notice - Within 1 year of violation date)**

Tier 3 notice requirements are outlined in all violation letters and an example notice and a public notification certification form are also included with the letters.

### **Tier 3 Violations**

- Monitoring or testing violations, unless the State elevates to Tier 1 or 2.
- Operation under a variance or an exemption
- Special public notices (fluoride secondary maximum contaminant level (SMCL) exceedance, availability of unregulated contaminant monitoring results).

Where the PWS serves 30% or more non-English speaking customers, the system must provide information in the appropriate language(s) on the importance of the notice or on how to get assistance or a translated copy.

PWSs that sell or otherwise provide drinking water to other public water systems are required to give public notice to the owner or operator of the purchasing system. The purchasing system is responsible for providing public notice to the persons it serves. Notices must be provided to all persons served (not just billing customers).

PWS have **ten days** after completing the initial public notification to send the Public Notification Certification Form and a copy of the completed notice to the Compliance Services Branch.

*If you have any questions or need assistance regarding Public Notifications, please contact Bethany R. Goodwin at (919) 715-2729 or by e-mail at [Bethany.Goodwin@ncmail.net](mailto:Bethany.Goodwin@ncmail.net)*

## ASBESTOS WAIVERS

If you believe your system may be eligible for an asbestos monitoring waiver, please contact this office to obtain the proper waiver request form. To be eligible, your source water for your system must not have naturally occurring asbestos or your distribution system must not contain asbestos-cement pipe.

## "Rules Governing Public Water Systems"

Copies of the "Rules Governing Public Water Systems" (15A NCAC 18C) are available two ways:

1. Read and/or download from the internet at:  
<http://www.deh.enr.state.nc.us/pws/rules/contents.htm>  
**or**
2. Order a printed copy from the Public Water Supply Section at a cost of \$8.40 per copy. Checks or money orders should be made payable to *DENR-Public Water Supply Section* and mailed to: Public Water Supply Section, 1634 Mail Service Center, Raleigh, NC 27699-1634. Copies may also be purchased (bring correct change!) in Room 1B501 of the Parker-Lincoln Building, 2728 Capital Boulevard, Raleigh.

## LEAD & COPPER

### Reminder

If the 90th percentile of your lead and/or copper analyses exceed the action level(s), you must:

1. Collect water quality parameters and lead and copper source water samples;
2. Submit a corrosion control treatment plan to the State for approval;
3. Distribute public education on lead (only if the lead action level is exceeded.)

Continuation of lead and copper testing is optional until corrosion control treatment is installed.

## CONSUMER CONFIDENCE REPORTS REMINDERS

All community water systems must submit their Consumer Confidence Report (CCR) to this office and to their customers by **July 1<sup>st</sup>** of each year.

Included with this *Regulatory Update* is a copy of the CCR Certification Form. Because of the current State budget problems, please keep an extra copy of this form on hand for future use.

## HELPFUL HINTS

- ✓ Report address changes, changes in ownership or responsible person, population changes, changes in treatment or entry points, closing down, etc. to the appropriate regional office **as quickly as possible**.
- ✓ Don't wait until the end of the compliance period to take your samples; you may risk getting a violation if the laboratory hasn't completed the analyses and submitted the results to the State by the 10<sup>th</sup> of the following month.
- ✓ Check the sample analysis form carefully before you send it and your water sample(s) to your lab. Make sure all the information *above* the double line is filled out completely and correctly. Incorrect analysis forms will be rejected by this office and sent back to the system. Remember: blank lines and misinformation can easily result in a monitoring and/or reporting violation.
- ✓ If you wait until you get a violation letter from the State to notify your customers about exceeding a maximum contaminant level (MCL), you may already be too late! Keep in mind that the clock starts ticking as soon as the laboratory analyses are completed!
- ✓ A **written** request is required if you feel that your system is eligible for a reduction in monitoring. Include sample results and collection dates in your request. Be sure to send it to the attention of the appropriate rule manager. A list of rule managers is on the last page of this publication.
- ✓ Mail the Consumer Confidence Report (CCR) certification form to this office with the copy of your CCR so you won't have to send it in later.
- ✓ Is your system a sub-metered apartment complex? Let your regional office know so our records can be updated.
- ✓ The on-line monitoring schedules are on Public Water Supply's web page (see web address on page 1). The information is updated the first week of each month. If you try to check it during that time and are unable to access the site, chances are the update is taking place. Wait a couple of hours and try again.

## DISINFECTANTS AND DISINFECTION BYPRODUCTS RULE – STAGE 1

As of January 1, 2002, water systems having populations of **10,000 or greater** and who use either surface water sources and/or groundwater sources found to be under direct influence of surface waters (referred to as GWUDI systems) are required to comply with the requirements of this rule (D/DBP-Stage1). Surface and GWUDI systems having populations **less than 10,000** and all groundwater systems must comply with this rule beginning January 1, 2004.

New maximum contaminant levels (MCLs) have been established for the total trihalomethanes (TTHM), five haloacetic acids (HAA5), bromate and chlorite. Maximum residual disinfectant levels (MRDLs) have been established for chlorine, chloramine and chlorine dioxide.

Disinfection Byproducts	MCL (mg/L)
Total Trihalomethane (TTHM)	0.080
Haloacetic Acids (HAA5)	0.060
Bromate	0.010
Chlorite	1.0

Disinfectant Residuals	MRDL (mg/L)
Chlorine (free)	4.0
Chloramine (combined)	4.0
Chlorine Dioxide	0.8

Affected systems that were previously on reduced TTHM monitoring prior to January 1, 2002 must begin collecting four (4) TTHM and HAA5 samples per quarter per plant. TTHM and HAA5 samples must be collected at the same site and at the same time. **All samples required for a compliance period must be collected on the same day.** Twenty-five percent (25%) of all quarterly samples must be collected from a maximum residence time (MRT) location and be marked as such on the analysis report form. Requirements to qualify for monitoring reductions have changed and are more stringent.

Systems **using ozone** must also sample **bromate** monthly at the plant's entry point to the distribution system. Systems using **chlorine dioxide** must also sample **chlorite** daily at the entry point and monthly at three sites in the distribution system (at or near first customer, representative and maximum residence in the distribution system).

For compliance with the MRDL, affected systems must measure disinfectant residuals [chlorine (free) and chloramine (combined)] at the same points in the distribution and at the same time as compliance bacteriological samples are collected each month. Chlorine dioxide residuals must be measured daily at the entry point. These residuals must be documented in the monthly Distribution Bacteriological Summary Reports (for systems performing their own compliance bacteria sample analyses), the monthly chlorine dioxide report form and on each reported bacteriological analysis form, as applicable.

Affected systems for 2002 were also required to have available by February 1<sup>st</sup> and submitted to the State by April 10<sup>th</sup>, 2002, a **DBP Monitoring Plan** describing their specific monitoring requirements under this rule and monitoring schedules. Affected systems in 2004 must prepare and have available on site for review a DBP Monitoring Plan by January 31, 2004. Surface and GWUDI systems with populations greater than 3,300 must also submit their plan to the State by February 10, 2004. The plan must include treatment plant(s) and distribution map layouts showing all compliance DBP sampling site locations and assigned codes, as well as, all compliance bacteriological sampling sites and codes. The monitoring schedules must designate sampling periods within the quarter or month. Failure to monitor according to the submitted plan will be considered a monitoring violation. The Public Water Supply regional representative must approve any variations to the monitoring schedule, allowed only due to emergency events.

Surface and GWUDI systems having **conventional treatment** (i.e., sedimentation also provided in the treatment process) must also comply with the Total Organic Carbon (TOC) treatment technique removal requirements which, at a minimum, requires a monthly paired TOC sample (paired meaning one TOC and alkalinity sample collected at the same time from the raw water tap prior to any treatment and one TOC sample from the combined filter effluent tap, all collected on the same day). Based on the method used to comply with this treatment technique, a system may also be required to conduct additional sampling.

Please contact the Rule Manager listed on page 6 for additional information and/or the charts listing the DBP Rule Monitoring Requirements.



Michael F. Easley, Governor  
 William G. Ross, Jr., Secretary  
 Linda C. Sewall, Director  
 Jessica G. Miles, Section Chief  
 Linda F. Raynor, Branch Head

\*\*\*\*\*

## REGIONAL OFFICES

Asheville Regional Office  
 59 Woodfin Place  
 Asheville, North Carolina 28801  
 (828) 251-6786/251-6787

Mooresville Regional Office  
 919 North Main Street  
 Mooresville, NC 28115  
 (704) 663-1699

Winston-Salem Regional Office  
 585 Waughtown Street  
 Winston-Salem, NC 27107  
 (336) 771-4600

Raleigh Regional Office  
 1628 Mail Service Center  
 Raleigh, NC 27699-1628  
 (919) 571-4700

Fayetteville Regional Office  
 225 Green Street, Suite 714  
 Fayetteville, NC 28301  
 (910) 486-1541

Washington Regional Office  
 943 Washington Square Mall  
 Washington, NC 27889  
 (252) 946-6481

Wilmington Regional Office  
 127 Cardinal Drive Extension  
 Wilmington, NC 28405-3845  
 (910) 395-3900

<b>RULES &amp; RULE MANAGERS</b>	
<b>Rule</b>	<b>Rule Manager</b>
Arsenic	Lorna Withrow
Asbestos	Lorna Withrow
Bacteriological (Community & Non-Transient)	Jim Wisely Tony Gallagher
Bacteriological (Transient)	Demetrius Barrett Tony Gallagher
Consumer Confidence Reports	Martha Fillinger Beth Goodwin
Disinfection By-Products (DBP) includes Trihalomethanes (TTHMs) and Haloacidic Acids (HAA5)	Diane Williams Hornlean Chen
Filter Backwash Rule	Sandy O'Daniel
Groundwater Rule	Jim Wisely
Inorganic Chemicals	Lorna Withrow
Lead and Copper	Sandy O'Daniel
Nitrate/Nitrite	Demetrius Barrett
Pesticides/Synthetic Organic Chemicals (SOCs)/PCBs & Dioxin	Diane Williams Hornlean Chen
Public Notification Rule	Beth Goodwin
Radionuclides & Radon	Lorna Withrow
Surface Water Treatment Rule (SWTR, IESWTR, IESTR-LT1, IESTR-LT2)	Sandy O'Daniel
Turbidity	Sandy O'Daniel
Volatile Organic Chemicals (VOC)	Lorna Withrow

## COMPLIANCE SERVICES BRANCH STAFF

Demetrius Barrett.....	(919) 715-3238
	Demetrius.Barrett@ncmail.net
Hornlean Chen .....	(919) 715-3222
	Hornlean.Chen@ncmail.net
Tommy Cross .....	(919) 715-3223
	Tommy.Cross@ncmail.net
Martha Fillinger.....	(919) 715-3243
	Martha.Fillinger@ncmail.net
Tony Gallagher .....	(919) 715-2581
	Tony.Gallagher@ncmail.net
Beth Goodwin.....	(919) 715-2729
	Bethany.Goodwin@ncmail.net
Sandy O'Daniel.....	(919) 715-3221
	Sandy.O'Daniel@ncmail.net
Diane Williams.....	(919) 715-3220
	Diane.J.Williams@ncmail.net
Jim Wisely .....	(919) 715-0576
	James.Wisely@ncmail.net
Lorna Withrow .....	(919) 715-3217
	Lorna.Withrow@ncmail.net

3,100 copies of this public document were printed at a cost of \$370.00 or \$.12 per copy.

# DRINKING WATER WARNING

[System] Water is Contaminated with  
Fecal Coliform/*E. coli* Bacteria

## BOIL YOUR WATER BEFORE USING

Fecal coliform [or *E. coli*] bacteria were found in the water supply on [date analysis completed]. These bacteria can make you sick, and are a particular concern for people with weakened immune systems.

### What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for five minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.
- ***Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems.***
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care providers.

### What happened? What is being done? When will the problem be corrected?

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes) or a failure in the water treatment process.

[Describe corrective action.] Upon the State's approval, we will inform you when tests show no bacteria and you no longer need to boil your water. We anticipate resolving the problem within [estimated time frame].

General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791.

***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:

Responsible Person	System Name	System Address (Street)
Phone Number	System PWSID#	System Address (City,State,Zip)

Date distributed:\_\_\_\_\_

Tier 1

## INSTRUCTIONS FOR FECAL COLIFORM OR *E. COLI* NOTICE

(Template on Reverse)

Since exceeding the fecal coliform or *E. coli* maximum contaminant level (MCL) is a **Tier 1** violation, you must provide public notice to persons served as soon as practical but within **24 hours** after you learn of the violation (C.F.R. 141.202(b)). During this time, you must also contact the Public Water Supply Section. You should also inform your local health department. You may also have to modify the template if you also have high nitrate levels or other coliform MCL violations. You must use one or more of the following methods to deliver the notice to consumers (C.F.R. 141.202(c)):

- Radio
- Television
- Hand or direct delivery
- Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served.

The notice on the reverse is appropriate for hand delivery or a newspaper notice. However, you may wish to modify it before using it for a radio or TV notice. If you do, you must still include all required elements and leave the health effects language in ***bold italics*** unchanged. This language is mandatory (C.F.R. 141.205(d)). If you post or hand deliver, print your notice on letterhead, if you have it.

### **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. Listed below are some steps commonly taken by water systems with fecal coliform or *E. coli* violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are chlorinating and flushing the water system.
- We are switching to an alternate drinking water source.
- We are increasing sampling for coliform bacteria to determine the source of the contamination.
- We are repairing the wellhead seal.
- We are repairing the storage tank.
- We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.

### **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 Public Water Supply Section, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634 within **ten days** from the time you issue the notice (C.F.R. 141.31(d)).

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. In addition, health professionals, including dentists, use tap water during their procedures and need to know of contamination so they can use bottled water.

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

## Public Notification Certification Form

\*\* This form and a copy of your Notice to the Public must be submitted to the State within **10 days** of notifying your customers.\*\*

**Water System Name:** \_\_\_\_\_ **PWS ID#:** \_\_\_\_\_

**Contaminant Group:** \_\_\_\_\_ **Contaminant:** \_\_\_\_\_

**Violation Tier:** (Check appropriate box)  Tier 1  Tier 2  Tier 3

**Violation Type:** (Check appropriate box)  MCL  MRDL  SMCL  Monitoring  
 Reporting  Treatment Technique  Other: \_\_\_\_\_

**Violation Awareness Date:** \_\_\_\_\_

(Note: Violation Awareness Dates are as follows: For Fecal/*E.coli* MCL = the date the analysis was completed. For all other MCL, MRDL and SMCL violations = within **2 days** of the completion of analytical results. For Monitoring and Reporting violations = the date of the violation letter from the State. For Treatment Technique and Other violations, see information in violation letter.)

**Consultation with the State:** \_\_\_\_\_

(Required for Tier 1) \_\_\_\_\_ (Date) \_\_\_\_\_

**Notice distributed by:** \_\_\_\_\_ (Method of Distribution) \_\_\_\_\_ (Date distributed) \_\_\_\_\_

**Repeat Notice distributed by:** \_\_\_\_\_ (Method of Distribution) \_\_\_\_\_ (Date distributed) \_\_\_\_\_

**Content – 10 Required Elements Checklist:** (Check off each item to ensure all items are included in the notice.)

- Description of violation and contaminant levels.
- Date violation occurred.
- Potential adverse health risks, using standard language provided in the rule.
- The population at risk, including sub-populations particularly vulnerable if exposed.
- Whether alternate water supply should be used.
- What action consumers should take, including when to seek medical help, if known.
- What the system is doing to correct the violation or situation.
- When the system expects to return to compliance or resolve the situation.
- Contact information: Owner name, business address, and phone number of the water system owner, operator or designee that can provide additional information.
- A statement encouraging recipients to distribute the notice to other persons served, using standard language from the rule.

A copy of the public notice and this certification form **MUST** be delivered to the State of North Carolina within **10 days** of completing the public notification requirements.

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

Owner/Operator: \_\_\_\_\_ (Signature) \_\_\_\_\_ (Print Name) \_\_\_\_\_

Date of Certification: \_\_\_\_\_

## Consumer Confidence Report Certification Form

Water System Name: \_\_\_\_\_

PWS ID#: \_\_\_\_\_ Report Year: \_\_\_\_\_ Population Served: \_\_\_\_\_

The community water system named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory.

Certified by: Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

---

Check methods used and complete:

Systems serving 100,000 or more persons must post the CCR on a publicly-accessible Internet site which is www.\_\_\_\_\_

Systems serving 10,000 or more persons must distribute the CCR by mail or direct delivery.  
Date: \_\_\_\_\_ and specify direct delivery methods: \_\_\_\_\_

---

Systems serving less than 10,000 persons but more than 500 persons must either distribute the CCR by mail or direct delivery. Date: \_\_\_\_\_ and specify direct delivery method: \_\_\_\_\_

---

**OR** (mailing waiver option of the CCR itself)

notify by "direct means" that the CCR is not being mailed, but it will be published in what newspaper(s) and when (attach copy of notice)  
Date: \_\_\_\_\_ and specify "direct means" of delivery of the notice: \_\_\_\_\_

---

and the complete CCR was printed in the local newspaper(s)  
 and a copy of the CCR was made available upon request

Systems serving 500 or fewer persons must either distribute the CCR by mail or direct delivery.  
Date: \_\_\_\_\_ and specify direct delivery methods: \_\_\_\_\_

---

**OR** (mailing waiver option of the CCR itself)

notify by "direct means" that the CCR is not being mailed, but how a copy may be obtained (attach copy of notice)  
Date: \_\_\_\_\_ and specify "direct means" of delivery of the notice: \_\_\_\_\_

---

and a copy of the CCR was made available upon request

"Good faith" efforts (in addition to the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. Those extra efforts included the following methods:

posting the CCR on the Internet at www.\_\_\_\_\_  
 mailing the CCR to postal patrons within the service area  
 advertising the availability of the CCR in news media (attach copy of announcement)  
 publication of the CCR in local newspaper (attach copy)  
 posting the CCR in public places such as:(attach list if needed) \_\_\_\_\_

---

delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers  
 delivery to community organizations such as: (attach list if needed) \_\_\_\_\_

---

Note: For the mailing waiver option, the **ADirect Means@** allowed are a letter, a bill stuffer, a door hanger, or a postcard dedicated to the CCR.  
The notice may not be on the water bill itself as the only means of notification.