

# APPENDIX C

## **Tier 1**

### Public Notice Templates and Instructions

The templates in this Appendix are designed to help operators create public notices for a variety of violations. However, it is important to note that the templates included here are not inclusive and may not be appropriate for all violations and situations. Depending on the severity of your violation or situation, it may be necessary to modify the instructions you give to consumers or to change the timing of the notice.

- ***Nitrate*** (Page 2)
- ***Nitrite*** (Page 4)
- ***Fecal Coliform or E. Coli*** (Page 6)
- ***Waterborne Disease Outbreak*** (Page 8)
- **IESWTR or LT1 CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice** (Page 10)
- ***Chlorine Dioxide Maximum Residual Disinfectant Level (MRDL)*** (Page 12)
- **GWR Fecal Indicator-Positive Source Sample Notice** (Page 14)
- ***Tier 1 Problem Corrected*** (Page 16)

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## Appendix C

### Tier 1 Public Notice Templates

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#### Nitrate: Instructions and Template

##### Instructions for Nitrate Notices

Exceeding the nitrate maximum contaminant level 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. During this time period, you must also contact your Illinois EPA Regional Office. You should also coordinate with your local health department. **This template is also applicable to nitrite and total nitrate and nitrite violations.** You must use one or more of the following methods to deliver the notice to consumers:

- 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 next page 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 italics unchanged. This language is mandatory. If you post or hand deliver, print your notice on letterhead, if available.

##### **Alternative Sources of Water**

If you are providing alternative sources of water for infants, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets the standard for nitrates by contacting the bottler and asking for the most recent test results.

##### **Repeat Notices**

If this is a repeat notice, or if your system's nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

You were initially notified of high nitrate levels on [date]. Since that time we have been monitoring the nitrate concentration every three months. Seasonal fluctuations in nitrate concentrations have been observed, due to nitrates contained in fertilizer. It appears that high nitrates occur during late summer and fall. Note that prior to [year] we were meeting drinking water standards for nitrate.

##### **Corrective Action**

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrate/nitrite violations. Use this language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include drilling a new well, mixing the water with low-nitrate water from another source, or buying water from another water system.

##### **After Issuing the Notice**

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

## Nitrate Template

### DRINKING WATER ALERT

[System] water has high levels of nitrate

#### DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

Water sample results received [date] showed nitrate levels of [level and units]. This is above the nitrate standard, or maximum contaminant level (MCL), of 10 mg/L. Nitrate in drinking water is a serious health concern for infants less than six months old.

#### What should I do?

- **DO NOT GIVE THE WATER TO INFANTS.** *Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome.* Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrates should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrate level. Excessive boiling can make the nitrates more concentrated, because nitrates remain behind when the water evaporates.
- Adults and children older than six months can drink the tap water (nitrate is a concern for infants because they can't process nitrates in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

#### What happened? What is being done?

Nitrate in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrate in drinking water can vary throughout the year. [We'll let you know when the amount of nitrate is again below the limit].

[Describe corrective action, seasonal fluctuations, and when system expects to return to compliance.]

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 notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by [system].

Water System ID# \_\_\_\_\_

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

## Nitrite: Instructions and Template

### Instructions for Nitrite Notices

Exceeding the nitrate maximum contaminant level 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. During this time period, you must also contact your Illinois EPA Regional Office. You should also coordinate with your local health department. **This template is also applicable to nitrite and total nitrate and nitrite violations.** You must use one or more of the following methods to deliver the notice to consumers:

- 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 next page 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 italics unchanged. This language is mandatory. If you post or hand deliver, print your notice on letterhead, if available.

#### Alternative Sources of Water

If you are providing alternative sources of water for infants, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets the standard for nitrates by contacting the bottler and asking for the most recent test results.

#### Repeat Notices

If this is a repeat notice, or if your system's nitrate levels fluctuate around the MCL, you may wish to include an explanation similar to the following:

You were initially notified of high nitrite levels on [date]. Since that time we have been monitoring the nitrite concentration every three months. Seasonal fluctuations in nitrite concentrations have been observed, due to nitrites contained in fertilizer. It appears that high nitrites occur during late summer and fall. Note that prior to [year] we were meeting drinking water standards for nitrite.

#### Corrective Action

In your notice, describe corrective actions you are taking. The bullet below describes one action commonly taken by water systems with nitrite violations. Use this language, if appropriate, or develop your own:

- We are investigating water treatment and other options. These may include drilling a new well, mixing the water with low-nitrite water from another source, or buying water from another water system.

#### After Issuing the Notice

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all the public notice requirements within ten days after issuing the notice.

## Nitrite MCL Template

### DRINKING WATER ALERT

[System] water has high levels of nitrite

#### DO NOT GIVE THE WATER TO INFANTS UNDER 6 MONTHS OLD OR USE IT TO MAKE INFANT FORMULA

Water sample results received [date] showed nitrite levels of [level and units]. This is above the nitrite standard, or maximum contaminant level (MCL), of 1 milligram per liter (mg/L). Nitrite in drinking water is a serious health concern for infants less than six months old.

#### What should I do?

- **DO NOT GIVE THE WATER TO INFANTS.** *Infants below the age of six months who drink water containing nitrite in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue baby syndrome. Blue baby syndrome is indicated by blueness of the skin. Symptoms in infants can develop rapidly, with health deteriorating over a period of days. If symptoms occur, seek medical attention immediately.*
- Water, juice, and formula for children under six months of age should not be prepared with tap water. Bottled water or other water low in nitrites should be used for infants until further notice.
- **DO NOT BOIL THE WATER.** Boiling, freezing, filtering, or letting water stand does not reduce the nitrite level. Excessive boiling can make the nitrites more concentrated, because nitrites remain behind when the water evaporates.
- Adults and children older than six months can drink the tap water (nitrite is a concern for infants because they can't process nitrites in the same way adults can). However, if you are pregnant or have specific health concerns, you may wish to consult your doctor.

#### What happened? What is being done?

Nitrite in drinking water can come from natural, industrial, or agricultural sources (including septic systems and run-off). Levels of nitrite in drinking water can vary throughout the year. [We'll let you know when the amount of nitrite is again below the limit].

[Describe corrective action, seasonal fluctuations, and when system expects to return to compliance.]

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 notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by [system]. Water System ID# \_\_\_\_\_ Date distributed \_\_\_\_\_

## Fecal Coliform or E. Coli: Instructions and Template

### Instructions for Fecal Coliform or *E. Coli* Notice

Since exceeding the fecal coliform or *E. coli* maximum contaminant level 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. During this time, you must also contact your Illinois EPA Regional Office. You should also coordinate with 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:

- 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, food service businesses or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served.

The template on the next page 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 italics unchanged. This language is mandatory. If you post or hand deliver, print your notice on letterhead, if available.

#### **Population Served**

Make sure it is clear who is served by your water system--you may need to list the areas you serve. Be sure to notify any other public water supply that purchases drinking water from your public water supply. Notify the local health department.

#### **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 Illinois EPA within 10 days from the time you issue the notice.

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

Fecal Coliform or *E. Coli* Template

**DRINKING WATER ALERT**

[System] water is contaminated with [fecal coliform] or [*E. coli*]

**BOIL YOUR WATER BEFORE USING**

Fecal coliform [or *E. coli*] bacteria were found in the water supply on [date]. 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 3-5 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, and people with severely compromised immune systems.*
- The symptoms above can result from many causes other than being caused 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?**

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), a failure in the water treatment process, or through a cross-connection.

[Describe corrective action.] 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].

For more information, please contact [name of contact] at [phone number] or [mailing address]. 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.*

This notice is being sent to you by [system].      Water System ID# \_\_\_\_\_      Date distributed \_\_\_\_\_



# Waterborne Disease Outbreak Instructions and Template

## Instructions for Waterborne Disease Outbreak Notice

Since a waterborne disease outbreak is a Tier 1 situation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the situation. You must also contact your Illinois EPA Regional Office during this time. You should coordinate with your local health department as well. **You must also issue a public notice if you are experiencing a waterborne emergency other than a waterborne disease outbreak, such as one caused by flooding or treatment failure. In such cases, you may be able to modify this template to apply to your situation.** Check with Illinois EPA for more direction. More information on waterborne disease outbreaks and emergencies is available from the Centers for Disease Control and Prevention ([www.cdc.gov/health/diseases.htm](http://www.cdc.gov/health/diseases.htm), 1 (800) 311-3435). For a waterborne disease outbreak or other emergency, you must use one or more of the following methods to deliver the notice to consumers:

- 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, food service businesses or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on letterhead, if available. The notice on the next page is appropriate for hand delivery or a newspaper notice. However, you may wish to modify it before using it for a radio, TV notice, or posting.

### Describing the Outbreak

If known, list any organisms detected, the number of affected people, any water treatment problems contributing to the waterborne disease outbreak, and any sources of contamination, such as flooding.

### Potential Health Effects

No mandatory health effects language exists for waterborne disease outbreaks. You may wish to use the sentence below, if appropriate, or contact Illinois EPA or health department. These symptoms are common to many diseases caused by microscopic organisms:

- Symptoms may include nausea, cramps, diarrhea, jaundice, and associated headaches and fatigue.

### Population at Risk

Some people who contract waterborne diseases can be affected more severely than others, as described on the next page. The specific language on the reverse is not mandatory, but you must provide information on the population at risk. In addition, make sure it is clear who is served by your water system--you may need to list the areas you serve. Be sure to notify any other public water supply that purchases drinking water from your public water supply. Notify the local health department.

### Corrective Action

In your notice, describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems with waterborne disease outbreaks. Use one or more of the following actions, if appropriate, or develop your own:

- We are repairing our filtration system.
- We are increasing sampling for disease-causing organisms.

Make sure to send a copy of each type of notice and a statement certifying that you've met all public notification requirements to the Illinois EPA within 10 days after issuing the notice.

It is recommended that you notify health professionals in the area of the outbreak. People may call their doctors with questions about how the situation may affect their health, and the doctors should have information in order to respond appropriately. In addition, notify health professionals, including dentists that use tap water during their procedures and need to know of contamination so they can use bottled water.

## Waterborne Disease Outbreak Template

### DRINKING WATER ALERT

#### BOIL YOUR WATER BEFORE USING

Disease-causing organisms have entered [system's] water supply.

These organisms are causing illness in people served by [system]. We learned of a waterborne disease outbreak from [agency] on [date].

#### What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for 3-5 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.
- [Describe symptoms of the waterborne disease.] If you experience one or more of these symptoms and they persist, contact your doctor. People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers.

#### What happened? What is being done?

[Describe the outbreak, corrective action, and when the outbreak might end.]

[We will inform you when you no longer need to boil your water.]

For more information, please contact [name of contact] at [phone number] or [mailing address]. 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.*

This notice is being sent to you by [system].

Water System ID# \_\_\_\_\_

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

## IESWTR or LT1 CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice

### Instructions for IESWTR or LT1 CFE Max Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1

If Illinois EPA has designated this turbidity single exceedance as a Tier 1 violation, you must provide public notice to persons served within 24 hours after it has been designated Tier 1. Turbidity violations are Tier 2 by default, but may frequently be elevated to Tier 1 by Illinois EPA. In addition, violations are automatically elevated if you are unable to consult with your Illinois EPA Regional Office within 24 hours. **In such cases, you must issue a notice within the next 24 hours.** You may elevate the violation to Tier 1 yourself as well. You should also coordinate with your local health department. One or both agencies should tell you whether to instruct consumers to boil water. You must use one or more of the following methods to deliver the notice to consumers:

- 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. If you post or hand deliver, print your notice on letterhead, if you have it.

The notice on the next page 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 or posting. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory.

#### **Population Served**

Make sure it is clear who is served by your water system--you may need to list the areas you serve. Be sure to notify any other public water supply that purchases drinking water from your public water supply. Notify the local health department.

#### **Corrective Action**

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with turbidity single exceedance. Use one or more of the following actions, if appropriate, or develop your own:

- We are adding chemicals that reduce turbidity.
- We are sampling both untreated and treated water for the presence of coliform bacteria.
- We are monitoring chlorine levels and will adjust them as needed to compensate for filtration problems.
- We are inspecting and cleaning the filters.

#### **Source of the Problem**

If you know why the turbidity is high, explain it in your notice. For instance, unusual conditions, such as heavy rains and flooding, can overburden the water plant, and treated water may therefore not meet the standards. In addition, run-off from parts of the watershed could contain increased concentrations of sediment and animal waste.

#### **After Issuing the Notice**

Send a copy of each type of notice and a certification that you have met public notice requirements to the Illinois EPA within ten days after you issue the notice. It is a good idea to issue a "problem corrected" notice when the violation is resolved.

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, notify health professionals, including dentists that use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

**IESWTR or LT1 CFE Maximum Turbidity Exceedance, or Turbidity Single Exceedance as Tier 1 Notice**

**DRINKING WATER ALERT**

[system] has high turbidity levels

**BOIL YOUR WATER BEFORE USING**

We routinely monitor your water for turbidity (cloudiness caused by suspended particles). This tells us whether we are effectively filtering the water supply. A water sample taken [date] showed turbidity levels of [number] turbidity units. This is above the standard of [standard] turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

**What should I do?**

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for 3-5 minutes, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice
- *Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* People with severely compromised immune systems, infants, and some elderly persons may be at increased risk. These people should seek advice about drinking water from their health care providers.
- 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.

**What happened? What is being done?**

[Describe reason for the high turbidity, corrective action, and when the system expects to return to compliance.]

[We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water.]

For more information, please contact [name of contact] at [phone number] or [mailing address]. 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.*

This notice is being sent to you by [system].      Water System ID# \_\_\_\_\_      Date distributed \_\_\_\_\_

# Chlorine Dioxide MRDL: Instructions and Template

## Instructions for Chlorine Dioxide MRDL Notice

Since exceeding the chlorine dioxide MRDL when one or more of the samples taken *in the distribution system* on the day after exceeding the MRDL at the entrance of the distribution system or when *required samples are not taken* in the distribution system 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. (Exceeding the chlorine dioxide MRDL *at the entry point to the distribution system only* is a Tier 2 violation.) You must also contact your Illinois EPA Regional Office within 24 hours of learning of the violation or situation. You should also coordinate with your local health department. You must use one or more of the following methods to deliver the notice to consumers:

- 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. If you post or hand deliver, print your notice on letterhead, if available.

The notice on the next page 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 italics unchanged. This language is mandatory.

### Alternative Sources of Water

If you are selling or providing bottled water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated or be high in chlorine dioxide if the bottler uses municipal water. Make sure the bottled water meets the standard by contacting the bottler and asking for the most recent test results.

### Population at Risk

The language below lists young children as one of the groups at increased risk. Because the potential health effects of chlorine dioxide are based on tests on laboratory animals, there is no way to determine at exactly what age the water is safe to drink. If your consumers have questions, encourage them to err on the side of caution. Be sure to notify any other public water supply that purchases drinking water from your public water supply. Notify the local health department.

### Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with chlorine dioxide violations. Use one or more of the following actions, if appropriate, or develop your own:

- We are resetting the generator to generate the correct amount of chlorine dioxide.
- We are repairing the generator.
- We have already fixed the problem but it will take additional time for the extra chlorine dioxide to be flushed from the distribution system (pipes).

### After Issuing the Notice

Make sure to send the Illinois EPA a copy of each type of notice and a certification that you have met all the public notice requirements within 10 days after issuing the notice.

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.

Chlorine Dioxide MRDL Template

**DRINKING WATER ALERT**

**PREGNANT WOMEN AND YOUNG CHILDREN  
SHOULD NOT DRINK THE WATER**

Sampling results received [date] showed chlorine dioxide levels of [level and units]. This is above the standard, or maximum residual disinfectant level (MRDL) of 0.8 milligrams per liter. Chlorine dioxide is used for disinfection, but too much of it over a short period of time may harm the development of children, infants, and fetuses.

**What should I do?**

- **DO NOT USE THIS WATER IF YOU ARE PREGNANT. DO NOT GIVE IT TO YOUNG CHILDREN.** Bottled water should be used until further notice. *Some infants and young children who drink water containing chlorine dioxide in excess of the MRDL could experience nervous system effects. Similar effects may occur in fetuses of pregnant mothers who drink water containing chlorine dioxide in excess of the MRDL. Some people may experience anemia.*

*The chlorine dioxide violations reported today include exceedances of the EPA standard within the distribution system which delivers water to consumers. Violations of the chlorine dioxide standard within the distribution system may harm human health based on short-term exposures. Certain groups, including fetuses, infants, and young children, may be especially susceptible to nervous system effects from excessive chlorine dioxide exposure. There are no obvious symptoms, but chlorine dioxide can affect development of the nervous system.*

- Water, juice, and formula for young children and for pregnant women should not be prepared with tap water.
- Adults who are not pregnant and older children can drink the tap water because their nervous systems are already developed. However, if you have specific health concerns, you may wish to consult your doctor.

**What happened? What is being done?**

Chlorine dioxide is used in small amounts every day to kill bacteria and other organisms that may be in your drinking water. A problem occurred with our chlorine dioxide generator, and too much chlorine dioxide was released. [Describe corrective action and when you expect to return to compliance.]

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 notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by [system].      Water System ID# \_\_\_\_\_      Date distributed \_\_\_\_\_

## Instructions for GWR E. coli Indicator-Positive Source Sample Notice

### Instructions for GWR Fecal Indicator-Positive Source Sample Notice Tier 1

Since detection of a fecal indicator (E. coli, enterococci or coliphage) in a ground water source sample is a situation requiring Tier 1 notice, you must provide public notice to persons served as soon as practical but no more than 24 hours from learning of the violation. During this time, you must also contact the Illinois EPA. You should also coordinate with 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:

- 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 italics unchanged. This language is mandatory. If you post or hand delivers, 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 that have detected a fecal indicator in their ground water source. You can use one or more of the following actions, if appropriate, or develop your own:

- We are increasing sampling at our sources to determine the source of the contamination.
- We are working with the State Department of Health to implement corrective actions to ensure water supplies are protected against contamination.
- We are providing water from an alternative source until the problem is resolved.
- We have discontinued use of the contaminated well and will rely on our other sources to meet demand.
- We are abandoning the contaminated well and will replace it with a well constructed to standards.
- We are pursuing treatment options for disinfection of the water from this source.

#### **After Issuing the Notice**

Send a copy of each type of notice and a certification that you have met all public notice requirements to the Illinois EPA within ten days from the time you issue the notice.

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 violation is resolved.

**DRINKING WATER WARNING**  
**[System]’s [Source] Tested Positive for Fecal Contamination**  
**BOIL YOUR WATER BEFORE USING**

Our water system recently detected a fecal indicator [(e.g., E. coli, enterococci, coliphage)] in [source]. As our customers, you have a right to know what happened and what we are doing to correct this situation. On [give date], we collected a sample from [source]. The sample tested positive for [(contaminant, e.g., E. coli, enterococci, coliphage)].

**What should I do?**

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST. Bring all water to a rolling boil, let it boil for one minute, and let it cool before using it. Boiling kills bacteria and other organisms in the water. You may also use bottled water. Use boiled or bottled water for drinking, preparing infant formula, making ice, preparing food, and washing dishes until further notice.**
- **If you have a severely compromised immune system, have an infant, or are elderly, you may be at increased risk and should seek advice about drinking water from your health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA’s your doctor. We are also providing regular updates on this situation on [TV station] or [radio station] and our Web site at [www.ourwatersystem.com](http://www.ourwatersystem.com).**



## Instructions for GWR Fecal Indicator-Positive Source Sample Notice Tier 1

### What does this mean?

Inadequately treated or protected water may contain disease causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term health effects, such as 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. These symptoms 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.

### What is being done?

[Describe corrective action.] We will inform you when tests show no [(contaminant, e.g., E. coli, enterococci, coliphage)] and you no longer need to boil your water. 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 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: \_\_\_\_\_.

## Tier 1 Problem Corrected: Instructions and Template

### Instructions for Tier 1 Problem Corrected Notice

It is a good idea to issue a notice when a serious violation or situation has been resolved. You should coordinate with your local health department as well. Below are some recommended methods for a problem-corrected notice. You should use the same delivery methods you used for the original notice.

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

You may wish to use additional methods (e.g., delivery of multiple copies to hospitals, clinics, or apartment buildings) if necessary to reach all persons served. If you post or hand deliver, print your notice on letterhead, if available.

The notice below is very general and can be used for any violation or situation. However, to help restore consumers' confidence in the water system, you should modify the notice to fit your situation. Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was corrected.

### Tier 1 Problem Corrected Template

## DRINKING WATER PROBLEM CORRECTED

Customers of [system] were notified on [date] of a problem [describe] with our drinking water and were advised to [describe recommended action]. We are pleased to report that the problem has been corrected and that it is no longer necessary to [describe recommended action]. We apologize for any inconvenience and thank you for your patience.

[Add further details here when appropriate.]

As always, you may contact [contact name] at [phone number] or [mailing address] with any comments or questions.

*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].      Water System ID# \_\_\_\_\_      Date distributed \_\_\_\_\_