Since detection of a fecal indicator (in this case, *E. coli*) 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 [40 CFR 141.202(b)]. During this time, you must also contact your primacy agency. 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 [40 CFR 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. If you post or hand deliver, print your notice on your system’s letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or for publication in a newspaper. However, you may wish to modify it before using it for a radio or TV broadcast. If you do modify the notice on the reverse, you must still include all required PN elements from 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 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 italics.

**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. 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 increasing sampling in the distribution lines to [frequency] to ensure continued absence of bacteria.
- We have temporarily upgraded our disinfection treatment while we pursue long term treatment or other options to eliminate contamination from this source. We are verifying the chlorine residual levels daily.
- We are working with state officials to implement corrective actions to ensure that 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 the public notice requirements to your primacy agency within ten days after you issue the notice [40 CFR 141.31(d)].

It is recommended that you notify health professionals in the area of the situation. People may call their doctors with questions about how the situation 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 potential microbiological contamination so they can use bottled water. It is also a good idea to issue a “problem corrected” notice when the situation is resolved. See Template 1-6.

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Our water system recently detected *E. coli*, a fecal indicator (see definition below), in our well. As our customers, you have a right to know what happened and what we are doing to address this situation. On [date], we collected a sample from our well, which tested positive for *E. coli*. The well water is treated with chlorine before it is served, and we are verifying that our system meets the required level of treatment for fecal viruses as well as bacteria.

**What This Means**

This is not an emergency. The water does not need to be boiled prior to consumption. If it had been an emergency, you would have been notified within 24 hours. All chlorine-treated water samples collected at [location] have tested absent for *E. coli* and other bacteria. However, we will need to address the fecal contamination in our well through a process described by the federal Ground Water Rule to ensure that the required level of treatment for all fecal organisms will be consistently provided.

*Fecal indicators are microbes whose presence indicates that the water may be contaminated with human or animal wastes. These microbes 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. Inadequately treated water may contain disease-causing organisms.*

The symptoms above can be caused by reasons other than organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

**You may drink the water.** 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 could 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.

**Steps We Are Taking**

[Describe here any corrective actions, whether short or long term, and the dates applied-See examples on reverse side.]

For more information, please contact [name] of [water system name] at [phone #] or at [address].

*Please share this information with other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, 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 provided by [water system name]. State Water System ID# [PWS ID#]. Date distributed: [date].

This notice is being sent to you by [system]. State Water System ID#: ___________. Date distributed: ______.