

Instructions for public notice after failing to correct sanitary defects following a Level 2 Coliform Investigation triggered by the presence of *E. coli*

Template on Reverse

Failing to correct sanitary defects following a coliform investigation requires a Tier 2 public notice. You must provide public notice to water users as soon as practical but no later than 30 days after you learn of the violation [OAR 333-061-0042(3)].

Make sure you are using the correct public notice template. Mandatory language is different depending on whether the level 2 investigation was triggered by *E. coli* or recurring total coliform.

For community water systems, notice must be delivered using either method #1 or #2. For non-community water systems, notice may be distributed using method #3 if everyone served by the water system will view the notice where it is posted [OAR 333-061-0042(3)]:

- 1) Hand or direct delivery
- 2) Mail, as a separate notice or included with the bill
- 3) Posting in conspicuous locations

Both community and non-community systems must also distribute the notice using *another* method reasonably calculated to reach other water users if they would not be reached by the first method [OAR 333-061-0042(3)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the reverse is appropriate for hand delivery or mail. However, you may wish to modify it before posting. If you do, you must still include all the required elements and leave the required health effects language in italics unchanged [OAR 333-061-0042(4)].

What Happened?

Provide a description of the situation explaining what sanitary defects were not corrected in the time allowed.

Population Served

Make sure it is clear who is served by your water system--you may need to list the areas you serve.

What Does This Mean?

This section provides required health effects language and must not be changed.

What Should I Do?

This section provides guidance to water users and must not be changed.

What is being done?

In your notice, explain when you are planning to correct the sanitary defects if they are not already corrected and describe any other corrective actions you have taken or are planning.

After Issuing the Notice

Make sure to send a copy of each type of notice along with a certification that you have met all the public notice requirements to your primacy agency within ten days after issuing the notice [OAR 333-061-0040(1)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water system name] failed to correct sanitary defects following an *E. coli* investigation

What happened?

An investigation was conducted on [date] due to *E. coli* bacteria in our water system. The investigation found sanitary defects but the defects were not corrected as required. [Provide specific information about the situation here]. As our customers, you have a right to know what happened and what we are doing to correct this situation.

What does this mean?

This is not an emergency. If it had been you would have been notified immediately. However, failure to correct all the sanitary defects found in the investigation has the potential to lead to additional contamination in our water system.

E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Human pathogens in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a greater health risk for infants, young children, some of the elderly, and people with severely-compromised immune systems. We violated the standard for *E. coli*, indicating the need to look for potential problems in water treatment or distribution. When this occurs, a detailed investigation is required to identify problems and to correct any problems that are found. The investigation identified one or more sanitary defects but we failed to correct all of the defects identified within the time allowed.

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.
- People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at (800) 426-4791, or contact the Oregon Health Authority, Drinking Water Services at (971) 673-0405.

What is being done?

[Describe corrective actions taken]. We will keep you informed and provide information about any additional steps you should be taking.

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 [water system name].
State Water System ID#: _____.

Date distributed: _____.