

# Instructions for LCR Failure to Maintain Corrosion Control Treatment Technique -- Copper

## Template on Reverse

Since lead and copper treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [OAR 333-061-0042(3)(b)]. 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 [OAR 333-061-0042(3)(b)(E)]:

- C Hand or direct delivery
- C Mail, as a separate notice or included with the bill

Non-Transient Non-community systems must use one of the following methods [OAR 333-061-0042(3)(E)]:

- C Posting in conspicuous locations
- C Hand delivery
- C Mail

In addition, both community and non-transient non-community systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method [OAR 333-061-0042(3)(E)]. 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 using it for posting. If you do, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory [OAR 333-061-0042(4)(d)].

### Explaining the Violation

If the problems in meeting treatment technique requirements for copper corrosion control are related to outside circumstances, such as funding, you should explain these. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

This template is written for all systems that are required to maintain corrosion control after exceeding copper action levels. The Lead and Copper Rule requires that you provide notice to your users regarding inconsistent corrosion control treatment. This notice is required whenever a system has more than nine excursions [days when the minimum water quality parameter (s) are NOT met] during any six-month period. The following may help you explain the violation:

- C This is a treatment violation, but it does not mean there is copper in your drinking water. Copper levels at your tap may have been elevated during one or more days during the last six-month period. However, it is important that we take measures to control copper levels in the water, because ingesting copper may cause serious health consequences.

### Corrective Action

In your notice, describe corrective actions you are taking. Use the following language, if appropriate, or develop your own:

- C We have adjusted the corrosion control treatment to raise the [water quality parameter] level and thereby reduce exposure to copper at your tap.

If consumers ask for information on testing their water, you should have on hand the names of laboratories consumers can call. Tell consumers to call NSF International at 1(800) NSF-8010 or the Water Quality Association at 1(800) 749-0234 for information on appropriate filters. For more information on copper, consumers can call the EPA Safe Drinking Water Hotline at 1 (800) 426-4791.

Make sure to send your primacy agency 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 [OAR 333-061-0040(1)(h)].

# IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

## [System] Water May Contain Higher Levels of Copper

Our water system recently violated a drinking water standard. Even though 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 sample water at consumers' taps for copper. The tests showed copper levels in the water above the limit, or action level, so we installed corrosion control treatment [date]. This treatment helps prevent copper in the pipes and plumbing components from dissolving into the water. During the last six-month period, we failed to consistently meet treatment technique requirements for our corrosion control system. On [months and days], we failed to meet our minimum [specific water quality parameter with set minimum].

### What should I do?

Listed below are some steps you can take to reduce your exposure to copper:

- \$ Call us at the number below to find out how to get your water tested for copper.
- \$ Find out whether your pipes or other plumbing components contain copper. Remove or limit copper or copper-containing pipes, fittings, fixtures and equipment that are in contact with your drinking water.
- \$ Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing copper from the pipes.
- \$ Avoid the use of first draw water for drinking or in preparation of food or beverages.
- \$ **Do not boil your water to remove copper.** Excessive boiling water makes the copper more concentrated and the copper remains when the water evaporates.

### What does this mean?

Typically, copper enters water supplies by leaching from copper or brass pipes and plumbing components. Your water is more likely to contain high copper levels if water in your pipes and fixtures is corrosive in nature. High levels of copper in Oregon water supplies are nearly always due to copper piping and bronze or brass fittings in plumbing.

*Copper levels greater than the action level may cause stomach irritation and vomiting. Infants or children exposed to levels of copper above the action level for weeks or months may suffer liver and kidney damage. However, persons recover quickly from short-term exposures and there are no confirmed long-term health effects from accidental or occasional exposures to drinking water containing copper levels above the action level.*

### What happened? What is being done?

[Describe corrective action.]

This is not an emergency. If it had been, you would have been notified immediately. Corrosion control treatment is now functioning properly and meeting all the requirements.

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: