

Instructions for SWTR Disinfection Treatment Notices—Template 2-7 (Template on Reverse)

Since surface water treatment disinfection treatment technique violations are included as 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)]. Some disinfection problems may be serious. The Oregon Health Authority Drinking Water Services (DWS) may have more stringent requirements. Check with DWS to be sure.

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

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

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

- Posting in conspicuous locations
- Hand delivery
- Mail

In addition, both community and noncommunity 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)(b)(E)]. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available. If you modify this notice, you must leave the mandatory health effects language in italics unchanged [OAR 333-061-0097].

Description of the Violation

Choose from the following descriptions of violations, and modify to fit your situation.

Contact Time - In order to ensure proper disinfection, water in the treatment plant must be in contact with chlorine or a similar disinfectant for a minimum amount of time. On [date], this did not occur. Although chlorine quickly kills most bacteria, it is less effective against organisms such as viruses and parasites. For this reason, water needs to mix with chlorine for a longer time period to kill such organisms. The amount of time necessary, or the contact time, depends on the amount of disinfectant in the water and the temperature of the water.

Disinfectant Residual - We routinely monitor for disinfectant residual in the distribution system. This measurement tells us whether we are effectively disinfecting the water supply. Disinfectant residual is the amount of chlorine or related disinfectant present in the pipes of the distribution system. If the amount of disinfectant is too low, organisms could grow in the pipes.

Monthly exceedance - During the months of _____, disinfectant residual was undetectable in more than 5% of samples. The standard is that disinfectant may be undetectable in no more than 5% of samples each month for two months in a row.

Single exceedance - On [date], disinfectant levels dropped below 0.2 milligrams per liter for ___ hours. The standard is that levels may not drop below 0.2 for more than four hours.

Corrective Action

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

- We are sampling/we sampled both untreated and treated water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.

After Issuing the Notice

Make sure to send DWS a copy of each type of notice and a certification that you have met the public notice requirements within ten days after issuing the notice [OAR 333-061-0040(1)(i)].

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Does/Did Not Meet Treatment Requirements

Our water system recently violated a drinking water standard. Although this situation does not require that you take immediate action, **as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.**

[Describe the violation – use descriptions from instructions on reverse.]

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 1 (800) 426-4791.

What does this mean?

This situation does not require that you take immediate action. If it had been, you would have been notified immediately.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

[Describe why the violation occurred and the corrective action].

[Disinfectant residual levels/contact times] so far this month have met all requirements. [Tests during this same time period did not indicate the presence of bacteria in the water.]

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 Name] ID#: OR41 [#####]. Date distributed: [MM/DD/YY]