

Instructions for Membrane Filtered System Failure to Achieve Required Treatment Credit

Template on Reverse

A membrane filtered system's failure to achieve required treatment credit to meet requirements is a treatment technique violation and requires Tier 2 public notification. 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 \(3\)\(b\)\(A\)](#)]. You must issue a repeat notice every month for as long as the violation persists.

CWSs must use one of the following methods [[OAR 333-061-0042 \(3\)\(b\)\(E\)\(i\)](#)] :

- Hand or direct delivery
- Mail, as a separate notice or included with the bill (if delivered within 30 days of the violation)

NCWSs must use one of the following methods [[OAR 333-061-0042 \(3\)\(b\)\(E\)\(ii\)](#)] :

- Posting in conspicuous locations
- Hand delivery
- Mail

In **addition**, both CWSs and NCWSs 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.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from [OAR 333-061-0042](#) and leave the mandatory language unchanged (see below).

Mandatory Language

Mandatory language on health effects (from [OAR 333-061-0097](#)) must be included as written and is presented in this notice in italics with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable [[OAR 333-061-0042 \(4\)\(d\)\(C\)](#)]. This language is also presented in this notice in italics with an asterisk on either end.

Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with surface water treatment technique violations. 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 taking steps to ensure the required level of treatment can be maintained at all times.
- The reason for the lapse in treatment has been identified and addressed.

Repeat Notices

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

After Issuing the Notice

Make sure to send a copy of each type of notice and a certification that you have met all the public notification requirements to your state within 10 days after the original or any repeat notice(s) [[OAR 333-061-0040 \(1\)\(j\)](#)].

It is a good idea to inform your consumers when the violation has been resolved, especially if you have regular customers. See [Template](#) for a "problem corrected" notice template.

Notice on Failure to Meet Filter Performance Standard

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Water System Name] Failed to Maintain the Required Level of Treatment

Our water system recently violated a drinking water requirement. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

Our water system [give system name] was required to maintain a specified level of treatment. During [provide date range], our system fell below this level.

What should I do?

- There is nothing you need to do. You do not need to boil your water or take other corrective actions. 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 may be at increased risk and should seek advice from your healthcare 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.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

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.

While we have not detected any evidence of contamination in, or other health threats to, our source water, we are still committed to restoring the required level of treatment to the water from source to eliminate the threat of contamination.

What is being done?

[Describe corrective action and when the system returned or 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 name of system. State Water System ID#: 41 .

Date distributed: enter date.