

Instructions for public notice after failing to complete start-up procedures at a seasonal water system

Template on Reverse

Failing to complete an approved start-up procedure before a seasonally operated water system opens and begins serving water 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)].

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

- Posting in conspicuous locations
- Hand or direct delivery
- Mail

In addition, water system operators or representatives must use *another* method reasonably calculated to reach others 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.

You must include all the required elements and leave the health effects language in italics, which is mandatory, unchanged [OAR 333-061-0042(4)].

What Happened?

Provide a description of the situation and why the start-up procedure was not completed.

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 complete the start-up procedure or when it was completed if it was already was.

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 complete start-up procedures prior to serving
water to the public

What happened?

We failed to complete the approved start-up procedures prior to serving water to the public this year and have violated a requirement for operating our water system. 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.

[For each part of the start-up procedure that was not completed, include the appropriate following statement exactly as written.]

- *We failed to inspect the water system before we began operating this season. Failing to inspect the water system means damage that occurred while the water system was closed may still be present and could allow contaminants into our drinking water.*
- *We failed to flush old water out of our water system before we began operating this season. Flushing old water out of water system removes bacteria that may have grown while the water system was closed, and these bacteria may be present or present in greater numbers than if we had flushed the old water from our water system.*
- *We failed to disinfect our water system before we began operating this season. Disinfecting the water system kills bacteria that may have grown while the water system was closed, and these bacteria may be present or present in greater numbers than if we had disinfected our water system.*
- *We are required to monitor your drinking water for coliform bacteria before we begin operating our water system each season. Results of this monitoring are an indicator of whether or not your drinking water meets health standards. This season, we did not complete all the required monitoring or testing for coliform bacteria, and therefore cannot be sure of the quality of your drinking water during that time.*

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' Safe Drinking Water Hotline at (800) 426-4791 or contact Oregon Health Authority, Drinking Water Services at (971) 673-0405.

What is being done?

[Identify when the start-up procedure was completed and any other corrective actions taken]. We will keep you informed and provide information on 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. 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]. Date distributed: _____.
State Water System ID#: _____.