

PUBLIC NOTICES

SPRING TRAINING

MAY 7, 2024

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AGENDA

- Definitions and contact information
 - Types of Public Notices
 - Notification Requirements
 - Example templates
- Public Notice Data Entry Process
- Violation and Public Notice display
 - New Data Online features

DEFINITIONS

- SDWIS = Safe Drinking Water Information System
- Data Online = Data For Oregon Drinking Water Systems
- DMCE = Data Management, Compliance, and Enforcement
- ORELAP = Oregon Environmental Accreditation Program
- RTC = Return to Compliance

CONTACT INFORMATION

Data Submission

Email : dwp.dmce@odhsoha.oregon.gov

Used by Water systems or Labs for Submitting Chemical, Coliform and Operational data

Compliance Information

Email : compliance.dw@odhsoha.oregon.gov

Used by Regulators for System changes, Coliform investigations, RTC requests and Public notices

Certifications

Email: cross.connection@odhsoha.oregon.gov or
dws.opcert@odhsoha.oregon.gov

OAR 333-061-0042

TIER 1 PUBLIC NOTICES

Tier 1 notices are considered Critical and Urgent

- Violations considered to have significant potential for serious adverse effects on human health
- Examples include exceeding MCL for Nitrate, E.coli positive
- Tier 1 notices must be posted as soon as possible but no later than 24 hours after learning of violation

TIER 2 PUBLIC NOTICES

Tier 2 Notices are considered Important

Violations with potential to have adverse effects on human health

Examples Include:

- Exceeding the MCL for chemicals other than Nitrate
- Treatment violations
- Violations of monitoring requirements or compliance schedules
- Tier 2 notices must be posted as soon as possible but no later than 30 days after learning of violation

TIER 3 PUBLIC NOTICES

Tier 3 notices are considered of no immediate concern

For situations not included in Tier 1 or 2 notices

Examples include:

- Failing to meet monitoring requirements or late reporting
- Tier 3 notices must be provided no later than one year after learning of violation

PUBLIC NOTICE TEMPLATES

[Drinking Water Services](#)

[Water System Operations](#)

[Surface Water Treatment](#)

[Capacity Development](#)

[Public Notice Templates and Resources](#)

[Fact Sheets & Best Management Practices](#)

[Water System Surveys & Outstanding Performance](#)

[Circuit Rider Program](#)

[ePipeline Newsletter](#)

[Emerging Contaminants in Drinking Water](#)

[Per - and Polyfluoroalkyl Substances \(PFAS\)](#)

Surface Water Treatment

Water systems that treat surface water sources have to deal with complex regulatory requirements, constantly changing raw water quality, and costly management of various assets. The [Surface Water Treatment](#) site provides information and tools needed to optimize water treatment processes and maximize public health protection without costly capital improvements.

Capacity Development

Water system capacity is the technical, managerial and financial capability of a water system to achieve and maintain compliance with drinking water standards and consistently provide safe drinking water. The [Capacity Development](#) site provides information and resources for drinking water systems to help build their capacity.

Public Notice Resources & Templates

Water systems are required to issue public notices to alert consumers under specific circumstances (for example, when exceeding a Maximum Contaminant Level, failing to complete required tests, failing to report the results, or failing to meet treatment technique requirements). This page includes information on public notification requirements and templates for issuing public notices, as well as translations and FAQs for effective communication with partners and the public.

MICROBIOLOGICAL NOTICE TEMPLATES

Microbiological Contaminant Public Notices

- Exceeding *E. coli* MCL boil-water notice (Tier 1): MS Word -or- PDF
- Exceeding *E. coli* MCL boil-water notice (Tier 1) in SPANISH: MS Word -or- PDF
- Loss of system pressure boil-water notice (Tier 1): MS Word -or- PDF
- Loss of system pressure boil-water notice (Tier 1) in SPANISH: MS Word -or- PDF
- Failure to complete Level 1 Coliform Investigation or correct sanitary defects (Tier 2): MS Word -or- PDF
- Failure to complete Level 1 Coliform Investigation or correct sanitary defects (Tier 2) in SPANISH: MS Word -or- PDF
- Failure to correct sanitary defects after Level 2 Coliform Investigation (Tier 2):
 - Investigation for exceeding *E. coli* MCL (Tier 2): MS Word -or- PDF
 - Investigation for repeat Level 1 investigations (Tier 2): MS Word -or- PDF
- Failure to maintain 4-log treatment of viruses (Tier 2): MS Word -or- PDF
- Failure to maintain 4-log treatment of viruses (Tier 2) in SPANISH: MS Word -or- PDF
- No corrective action following *E. coli* in groundwater source (Tier 2): MS Word -or- PDF
- Failure to complete seasonal water system start-up procedure (Tier 2): MS Word -or- PDF

CHEMICAL NOTICE TEMPLATES

Chemical Contaminant Public Notices

- Nitrate MCL exceedance (Tier 1): MS Word -or- PDF
- Nitrate MCL exceedance in SPANISH (Tier 1): MS Word -or- PDF
- Arsenic MCL and acute level exceedance (Tier 1): MS Word -or- PDF
- Arsenic MCL and acute level exceedance in SPANISH (Tier 1): MS Word -or- PDF
- Chemical or radiological contaminant MCL exceedance (Tier 2): MS Word -or- PDF
- Disinfection byproducts (TTHM / HAA5) MCL exceedance (Tier 2): MS Word -or- PDF
- Disinfection byproducts (TTHM / HAA5) MCL exceedance (Tier 2) in SPANISH: MS Word -or- PDF

TREATMENT AND OTHER NOTICE TEMPLATES

Operational, Treatment and Other Public Notices

- Loss of system pressure boil-water notice (Tier 1): MS Word -or- PDF
- Loss of system pressure boil-water notice (Tier 1) in SPANISH: MS Word -or- PDF
- Wildfire-related do-not-drink notice (Tier 1): MS Word -or- PDF
- Turbidity exceeding maximum allowable limit boil-water notice (Tier 1): MS Word -or- PDF
- Turbidity exceeding maximum allowable limit boil-water notice (Tier 1) in SPANISH: MS Word -or- PDF
- Turbidity MCL exceeded in more than 5% of samples (Tier 2): MS Word -or- PDF
- Turbidity MCL exceeded in more than 5% of samples (Tier 2) in SPANISH: MS Word -or- PDF
- Failure to complete start-up procedures at a seasonal water system: MS Word -or- PDF
- Failure to correct significant deficiencies following a sanitary survey:
 - For groundwater system (Tier 2): MS Word -or- PDF
 - For surface water/GWUDI system (Tier 2): MS Word -or- PDF
- Failure to maintain effective disinfection treatment (Tier 2): MS Word -or- PDF
- Failure to maintain effective disinfection treatment (Tier 2) in SPANISH: MS Word -or- PDF
- Failure to meet membrane filter performance standard (Tier 2): MS Word -or- PDF
- Failure to maintain corrosion control treatment for lead (Tier 2): MS Word -or- PDF
- Failure to maintain corrosion control treatment for lead (Tier 2) in SPANISH: MS Word -or- PDF
- Failure to maintain corrosion control treatment for copper (Tier 2): MS Word -or- PDF
- Failure to maintain corrosion control treatment for copper (Tier 2) in SPANISH: MS Word -or- PDF
- Monitoring requirements were not met (Tier 3): MS Word -or- PDF

Minimum Information Needed

- System Name
- System Number
- What Happened and When (i.e. E. Coli In January 2024)
- Why if known
- What should be done
- Other Items (health affects)
- Corrective actions
- Date Distributed

Stage 2 DBPR TTHM or HAA5 MCL Violation Notice

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[Contaminant, i.e., Total Trihalomethanes (TTHM) or Haloacetic Acid 5 (HAA5)] MCL Violation at [System]

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

We routinely monitor for the presence of drinking water contaminants. Testing results from [provide date range] show that our system exceeds the standard, or maximum contaminant level (MCL), for [TTHM/HAA5]. The standard for [TTHM/HAA5] is [MCL]. It is determined by averaging all the samples collected at each sampling location for the past 12 months. The level of [TTHM/HAA5] averaged at one of our system's locations for [provide date range] was [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. If a situation arises where the water is no longer safe to drink, you will be notified within 24 hours.
- 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 health care providers about drinking this water.

What does this mean?

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

[TTHM are four volatile organic chemicals] [HAA5 are five haloacetic acid compounds] which form when disinfectants react with natural organic matter in the water.

*[*People who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.*] Or*

*[*People who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*]*

What is being done?

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame] (or the problem was resolved on [give date]).

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: _____.

POSTING PUBLIC NOTICES

Community and Non-community systems must use one or more of the following methods to inform customers:

- Hand delivery
- Mail
- Posting notice in conspicuous locations
- Other methods to reach customers such as e-mail, newspapers, or delivery to community organizations

TIMELINE FOR ENTERING PUBLIC NOTICES

Tier 1 Notices (Boil Water) can be entered as soon as received

Public notices associated with violations can only be entered after the violation has been generated typically after the month or quarter ends

Public notice information is displayed on Data Online

- Public Notice Tab
- When associated to a violation also on the Violation Tab

DISPLAY OF NOTICES DATA ONLINE

Public notices are displayed for the last 5 years only.

Group Abbreviations: LCR = Lead & Copper Rule


















Public Notices							
Violation # or View Details	Group	Reason for Public Notice	Effective Period		Date Due	Date	Date
			Begin	End		Distributed	Received
903148447	LCR	Corrosion Control Non-Compliance	Jul 01, 2023	Dec 31, 2023	Feb 04, 2024		Overdue

Violation Number	Auto-RTC?	Monitoring Period		Facility ID	Analyte Group	Violation Type - Analyte Count <i>Show analytes for all violations</i>	Enforcement Action - Date <i>Show history</i>	Points
		Begin	End					
903148448	N	Jul 01, 2023	Dec 31, 2023		LCR	Public Notice Late/Nonreporting (Viol # 903148447) - 1 <i>Show analyte</i>		1
903148447	N	Jul 01, 2023	Dec 31, 2023		LCR	Corrosion Control Non-Compliance - 1 <i>Show analyte</i>	Public Notice Required	5

LEAD & COPPER PUBLIC EDUCATION AND CONSUMER NOTIFICATION

- If Lead Is Detected Above 0.015 Mg/L Public education is required
- Public Education Templates for Community and NTNC systems
- Templates for various situations
- Certification form submitted when consumer notification has been completed

Lead and Copper

- **Community-Wide Notification Template for Community Water Systems (CWS)**
 -  **Entire CWS exceed** lead action level exceedance Tier 1 public notice template
- **Service Line Inventory (lead, GRR, unknown) line classification public notice** - coming soon
- **Lead and Copper Public Education Requirements:** If lead is present above the action level, public education must be delivered to water users. For brochure templates and other public notice materials, visit [Public Notice Resources & Templates](#).
- **Corrosion Control Treatment Reporting Forms**
 -  EPA Lead and Copper Rule Quick Reference
 -  EPA Optimal Corrosion Control Treatment Evaluation Technical Recommendations
 - Reporting Form for Water System Entry Point  Fillable MS Word or  PDF
 - Reporting Form for Water System Distribution  Fillable MS Word or  PDF
 -  Monitoring and Reporting Form Instructions
 - EPA Summary Page for Reduction of Lead in Drinking Water Act
 -  EPA Proposed Revisions to Lead and Copper Rule White Paper
- **Consumer Notification Templates for Community Water Systems (CWS)**
 - When individual taps and entire CWS are **below** lead action level (AL)  Fillable MS Word
 - When individual taps and entire CWS **exceed** lead AL  Fillable MS Word
 - When an individual tap is **below** lead AL but entire CWS **exceeds** lead AL  Fillable MS Word
 - When an individual tap **exceeds** lead AL but CWS is below lead AL  Fillable MS Word
- **Consumer Notification Templates for Non-Transient Non-Community Systems (NTNC)**
 - When samples **exceed** lead AL at NTNC  Fillable MS Word
 - When samples are **below** lead AL at NTNC  Fillable MS Word
- **Certification Form:** Submit to DWS when consumer notification has been completed  Fillable MS Word
- **Lead and Copper Sample Site Selection Form:** To change lead and copper tap sampling site locations, approval is needed from regulatory agency (DWS or local health agency) before collecting samples at new locations. Water suppliers can submit site change request using the  EPA 141-A form.

 [Directions for home water sample collection](#)

Lead Tap Water Monitoring Certification of Notice to Individual Consumers

Water System Name: [REDACTED]

PWS ID No: 41- [REDACTED]

Monitoring period to which the notice applies (for example, June – Sept. 2009): [REDACTED] - [REDACTED]

Date(s) results were received from laboratory: [REDACTED]

Date(s) results were provided to consumers: [REDACTED]

- ☐ Notice included individual tap results from lead tap water monitoring completed according to OAR 333-061-0034(5)(e)
- ☐ Notice included an explanation of the health effects of lead.
- ☐ Notice included steps that consumers can take to reduce exposure to lead in drinking water.
- ☐ Notice included contact information for our water utility.
- ☐ Notice included the maximum contaminant level goals and action levels for lead, and the definitions of these two terms from OAR 333-061-0043.

I hereby certify that consumer notice of tap water monitoring has been provided to consumers at each specific sampling site from which a sample was collected. I also certify that these results and the following information were provided to such persons within 30 days of receiving the test results from the laboratory:

Certified by

Name: [REDACTED]

Title: [REDACTED]

Phone number: [REDACTED]

Date: [REDACTED]

Delivery Method

- ☐ Notice was distributed by mail or other direct delivery. Specify other direct delivery methods:
- ☐ Electronic mail.
- ☐ Posting the notice on the Internet at www. .
- ☐ Posting the notice in public places (attach a list of locations).
- ☐ Delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers.
- ☐ Other methods.

Please return this form as follows within 3 months of the end of the monitoring period along with one sample copy of consumer notice (per OAR 333-061-0040(1)(g)(E)(iii)):

Drinking Water Services
PO Box 14350
Portland, OR 97293-0350

E-mail: dwp.dmce@state.or.us
Fax: 971-673-0694

DATA ONLINE

Demonstration of new features

- Chemical Results
- Lead and Copper
- Corrosion control
- Lead Service Line Inventory

QUESTIONS

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