

Template on Reverse

If your primacy agency has designated this turbidity single exceedance as a Tier 1 violation [OAR 333-061-0042(2)(a)], you must provide public notice to persons served within 24 hours after it has been designated Tier 1 [OAR 333-061-0042(3)(a)]. Turbidity violations are Tier 2 by default, but may frequently be elevated to Tier 1 by your primacy agency. In addition, violations are automatically elevated if you are unable to consult with your primacy agency within 24 hours. **In such cases, you must issue a notice within the next 24 hours.** You may elevate the violation to Tier 1 yourself as well. You should also coordinate with your local health department. One or both agencies should tell you whether to instruct consumers to boil water. You must use one or more of the following methods to deliver the notice to consumers [OAR 333-061-0042(3)(a)(D)]:

- C Radio
- C Television
- C Hand or direct delivery
- C Posting in conspicuous locations

You may need to use additional methods (e.g., newspaper, delivery of multiple copies to hospitals, clinics, or apartment buildings), since notice must be provided in a manner reasonably calculated to reach all persons served. If you post or hand deliver, print your notice on letterhead, if you have it.

The notice on the reverse is appropriate for hand delivery or a newspaper notice. However, you may wish to modify it before using it for a radio or TV notice or posting. If you modify the notice, you must leave the health effects language in italics unchanged. This language is mandatory [OAR 333-061-0042(4)(d)].

Population Served

Make sure it is clear who is served by your water system--you may need to list the areas you serve.

Corrective Action

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

- C We are adding chemicals that reduce turbidity.
- C We are sampling both untreated and treated water for the presence of coliform bacteria.
- C We are monitoring chlorine levels and will adjust them as needed to compensate for filtration problems.
- C We are inspecting and cleaning the filters.

Source of the Problem

If you know why the turbidity is high, explain it in your notice. For instance, unusual conditions, such as heavy rains and flooding, can overburden the water plant, and treated water may therefore not meet the standards. In addition, run-off from parts of the watershed could contain increased concentrations of sediment and animal waste.

After Issuing the Notice

Send a copy of each type of notice and a certification that you have met public notice requirements to your primacy agency within ten days after you issue the notice [OAR 333-061-0040(1)(h)]. It is a good idea to issue a "problem corrected" notice when the violation is resolved. See Template 1-6.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately. In addition, health professionals, including dentists, use tap water during their procedures and need to know of potential microbiological contamination so they can use bottled water.

DRINKING WATER WARNING

[system] has high turbidity levels

BOIL YOUR WATER BEFORE USING

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are effectively filtering the water supply. A water sample taken [date] showed turbidity levels of [number] turbidity units. This is above the standard of [standard] turbidity units. Because of these high levels of turbidity, there is an increased chance that the water may contain disease-causing organisms.

What should I do?

- **DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and food preparation until further notice.
- *Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease causing organisms. These organisms include bacteria, viruses, and parasites, which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.* 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.
- The symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice.

What happened? What is being done?

[Describe reason for the high turbidity, corrective action, and when the system expects to return to compliance.]

We will inform you when turbidity returns to appropriate levels and when you no longer need to boil your water.

For more information, please contact [name of contact] at [phone number] or [mailing address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1(800) 426-4791 or the Oregon Department of Human Services Drinking Water Program at (971) 673-0405.

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: