

Instructions for GWR Failure to Maintain 4-log Treatment of Viruses Notice

Template on Reverse

A ground water system's failure to maintain required 4-log treatment of viruses for a period greater than four hours is a treatment technique violation that requires Tier 2 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 three months for as long as the violation persists. Your primacy agency may have more stringent requirements for treatment technique violations. Check with your agency to make sure you meet all requirements.

Community systems 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

Noncommunity systems 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 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.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN 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 (with blanks filled in) and is presented in this notice in italics and 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 and 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 Ground Water Rule 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 increasing disinfection to maintain our proper residual levels.
- We are pursuing improvements to our treatment system so that we can maintain required treatment at all times.

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 taking steps to ensure you are maintaining 4-log treatment for viruses, describe them. Alternatively, if you are having issues maintaining 4-log treatment, let consumers know.

After Issuing the Notice

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

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IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

[System] Failure to Meet Treatment Requirements

Our water system recently violated a drinking water requirement. 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 are required to [treat/disinfect] our drinking water source [name source]. From [give date] to [give date] we did not meet one or more of our treatment requirements [provide sufficient levels of disinfectant/ provide adequate contact time/meet alternative treatment criteria] due to [describe issue, e.g., malfunctioning equipment].

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 health care 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.] 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: _____.