Total Coliform Rule

Coliform or *E. coli* Template 1-4a (Spanish)

Instructions: (template follows)

Since exceeding the fecal coliform or *E. coli* maximum contaminant level is a Tier 1 violation, you must provide public notice to persons served as soon as practical but within 24 hours after you learn of the violation (310 CMR 22.16(2)(b)). During this time, you must also contact your regional MassDEP office. You should also coordinate with your local board of health or health department. You may also have to modify the template if you also have high nitrate levels or other coliform MCL violations.

Mandatory language on health effects (310 CMR 22.16(5)(d)) for your public notification (PN), which must be included exactly as written, is presented in *italics* in the template.

You must also include the following italicized language in all notices, where applicable. Use of this language does *not* relieve you of your obligation to take steps reasonably calculated to notify all persons served:

*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.*

**Delivery -** You must use one or more of the following methods to deliver the notice to consumers (310 CMR 22.16(2)(c)):

* Radio
* Television
* Hand or direct delivery
* Posting in conspicuous locations
* In addition to one (or more) of the above methods, you must publish the Tier 1 public notice within your local newspaper as a one-day advertisement no later than 14 days after the violation. A copy must be submitted to MassDEP no later than the time published.

You may need to use additional methods (e.g., newspaper, reverse 911 phone calls, e-mail, web posting, 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 your system’s letterhead, if you have it.

The template 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. If you do, you must still include all required elements and leave the health effects language in italics unchanged. This language is mandatory (310 CMR 22.16(5)(d)). See Chapter 8 of the EPA and the Association of State Drinking Water Administrators (ASDWA) *Public Notification Handbook* for a notice designed for posting. If you post or hand-deliver, print your notice on letterhead, if available.

**Alternative Sources of Water** – If you are selling or providing bottles water, your notice should say where it can be obtained. Remember that bottled water can also be contaminated. If you are providing bottled water, make sure it meets the US Food and Drug Administration (FDA) standards. You can contact the Massachusetts Department of Public Health and the bottler and ask for the most recent test results.

**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 fecal coliform or *E. coli* violations. Use one or more of the following actions, if appropriate, or develop your own:

* We are chlorinating and flushing the water system.
* We are switching to an alternate drinking water source.
* We are increasing sampling for coliform bacteria to determine the source of the contamination.
* We are repairing the wellhead seal.
* We are repairing the storage tank.
* We are restricting water intake from the river/lake/reservoir to prevent additional bacteria from entering the water system and restricting water use to emergencies.

**After Issuing the Notice -** Send a copy of each type of notice and a certification that you have met all the public notice requirements to your regional MassDEP office and local board of health within ten days from the time you issue the notice (310 CMR 22.15(3)(b)).

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 contamination so they can use bottled water. It is a good idea to issue a "problem corrected notice" when the violation is resolved. See Template 1‑6.

**Note** - The EPA/ASDWA Public Notification Handbook provides additional aids to help water systems develop notices for violation situations. An electronic copy of the Public Notification Handbook is available at EPA's web site ([www.epa.gov/safewater/pn.html](http://www.epa.gov/safewater/pn.html)). Please note that the EPA/ASDWA Handbook templates are non-state specific so Massachusetts water suppliers are required to use the Massachusetts version of the templates for compliance purposes. Electronic copies of the Massachusetts public notification templates are available on the MassDEP website[*http://www.mass.gov/dep/water/drinking/systems.htm#pubnot*](http://www.mass.gov/dep/water/drinking/systems.htm#pubnot)*.*

 **AVISO SOBRE SU AGUA POTABLE**



 [Bacterias coliformes fecales están/ E. coli esta]

 presente en el Agua del Sistema [nombre del sistema]

**HIERVAN EL AGUA ANTES DE USARLA**

Bacterias coliformes fecales (o *E. coli*) fueron encontradas en su servicio de agua el día [date of violation in Spanish (day-month-year)]. Estas bacterias le pueden enfermar, y son especialmente peligrosas para personas con las defensas bajas o sistemas inmunológicos débiles.

Contaminación bacteriana puede ocurrir cuando un exceso de aguas rebasan sus cauces y entran a las fuentes de agua potable (por ejemplo, luego de una lluvia fuerte). También pueden ocurrir cuando se rompe un sistema de recolección de aguas negras, o cuando hay una falla en el tratamiento de agua.

**¿Qué debe hacer? ¿Qué significa esto?**

* **NO BEBA EL AGUA SIN ANTES HERVIRLA.** Hierva toda el agua, déjela hervir por un minuto, y déjela reposar antes de usarla, o utilice agua embotellada. Agua hervida o embotellada debe ser usada para beber, hacer hielo, lavarse los dientes, lavar los platos y para preparar la comida hasta próximo aviso. Hirviendo el agua matara la bacteria y otros organismos en el agua.
* Haga referencia al aviso incluido para las precauciones que usted deba tener sobre el agua. Esta información se puede encontrar en la página web de MassDEP:

**Consumer Information on Boil Orders** <http://www.mass.gov/dep/water/drinking/boilordr.htm>

**Boil Order Frequently Asked Questions** <http://www.mass.gov/dep/water/drinking/boilfaq.htm>

* **Deshágase** de todo el hielo, bebidas, comidas sin preparar, y formula preparada con agua de la llave colectada antes o en [date of concern/positive sample].
* **Establecimientos de Comida** deben seguir el procedimiento de MA DPH y la dirección de su consejo de sanidad local, cual puede ser más estricto que la guía de DPH. **MA Department of Public Health - Guidance for Emergency Action Planning for Retail Food Establishments (pg. 19)** <http://www.mass.gov/Eeohhs2/docs/dph/environmental/foodsafety/emergency_action_plans.pdf>
* *\* Coliformes fecales o E. coli son bacterias cuya presencia indica que el agua esta contaminada con desechos de humanos o animales. Microbios de esos desechos pueden causar diarrea, cólicos, nausea, dolores de cabeza u otros síntomas. Pueden representar un peligro para la salud de bebés, niños pequeños, jóvenes, y personas con sistemas inmunológicos en alto riesgo.\**
* Los síntomas descritos arriba no ocurren solamente debido a los microbios. También pueden ser causados por otros motivos. Si usted siente estos síntomas y estos persisten, usted puede optar por hacer una consulta con su médico. Personas en situaciones de alto riesgo deben consultar con sus proveedores de servicios médicos.

**¿Qué se esta Haciendo al respecto?**

[Describe corrective action in Spanish.] Le informaremos cuando las pruebas demuestren que no hay bacterias y que usted ya no necesite hervir su agua. Anticipamos resolver el problema el [date of expected resolution in Spanish day-month-year]

Para más información, comuníquese con [contact name] al [phone number] o a [email address]. Las guías generales sobre cómo reducir el riesgo de infección por microbios están disponibles enviando un correo electrónico a la Agencia de Protección Ambiental (EPA) a safewater@epa.gov.

*\*Por favor comparta esta información con otras personas que puedan tomar de esta agua, colocando este aviso en lugares visibles, o remitiéndolo por correo, o entregándolo manualmente. Es de particular interés distribuir este aviso ampliamente si usted lo recibe de parte de un negocio, un hospital u hogar de infantes u hogar de ancianos o comunidad residencial.\**

Este aviso ha sido enviado a usted por [system]. Número de Identificación: \_\_\_\_\_\_\_\_\_\_\_.

Fecha de distribución: \_\_\_\_\_\_\_\_\_\_\_.

