**Chemical or Radiological MCLs Notice**

**Template 2-3**

**Instructions:**  (Template follows instructions)

**Description of Violation or Situation**

Chemical or radiological maximum contaminant level (MCL) violations require 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 (310 CMR 22.16 (3)(b)). You must issue a repeat notice every three months for as long as the violation persists. You may be required to provide an alternate source of water requirements for this monitoring violation. Check with your regional MassDEP office to make sure you meet all requirements.

Community systems must use one of the following methods (310 CMR 22.16 (3)(c)):

* Hand or direct delivery
* Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods (310 CMR 22.16 (3)(c)):

* 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 (310 CMR 22.16 (3)(c)). 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 following page is appropriate for hand delivery or mail. However, you may wish to modify it before using it for posting. If you do, you must still include all the required elements and you may not modify the mandatory health effects language (310 CMR 22.16 (5)(d)) which is shown in *italics*.

**Mandatory Language**

Mandatory language on health effects (310 CMR 22.16 table 7) must be included as written in the placeholder on the template. You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable. This language is also presented in italics in the template.

**Corrective Action**

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with chemical or radiological 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 working with [local/state agency] to evaluate the water supply and are researching options to correct the problem. These options may include treating the water to remove [contaminant] or connecting to [system]’s water supply.
* We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.
* We have increased the frequency that we will test the water for [contaminant].
* We have since taken samples at this location and had them tested. These samples show that we meet the standards.

Repeat Notices

If this is an ongoing violation and/or you fluctuate above and below the MCL, you should give the history behind the violation, including the source of contamination, if known. List the date of the initial detection, as well as how levels have changed over time. If levels are changing as a result of treatment, you can indicate this.

After Issuing the Notice

Make sure to send your MassDEP regional office and local board of health a copy of each type of notice and a certification that you have met all public notification requirements within 10 days after issuing the notice (310 CMR 22.16 (3)(b))

**Important Information about Your Drinking Water**

**[System] Has Levels of [Contaminant] above Drinking Water Standards**

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we [did or are doing] to correct this situation.

We routinely monitor for the presence of drinking water contaminants. On [give date], we received notice that the sample collected on [give date] showed that our system exceeds the standard, or maximum contaminant level (MCL), for [contaminant]. The standard for [contaminant] is [MCL]. The average level of [contaminant] over the last year has been [provide level]. OR [Contaminant] was found at [provide level].

**What should I do?**

* There is nothing you need to do. You do **not need to** boil yourwateror take other corrective actions**.**
* 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, you would have been notified within 24 hours. However, [Insert relevant health effects language for the contaminant.]

**What is being Done?**

[Describe corrective action.] We anticipate resolving the problem within [estimated time frame].

**Where Can I Get Additional Information?**

If you have questions about your water system’s operation, water quality monitoring, or response to this issue, please contact the system operator directly. If you have questions about the drinking water regulations or health risks posed by this contaminant you can contact the MassDEP Drinking Water Program at: [program.director-dwp@mass.gov](mailto:program.director-dwp@mass.gov) or (617) 292-5770. If you have questions about specific symptoms, you can contact your doctor or other health care provider.  If you have general questions about public health, you can contact the Massachusetts Department of Public Health at 617-624-5757.

For more information, please contact [name of contact] at [phone number], [mailing address], or [email].

*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 name]. System ID#: [XXXXXXX]

Date distributed: [mm/dd/yyyy]**‑3**