**Instructions for LT2ESWTR Filtered System Failure to**

**Achieve Required Treatment Credit Notice – Template 2-15**

**Introduction:** (Template follows instructions)

Based on *Cryptosporidium* monitoring results, some filtered systems are required to achieve additional treatment credit using a microbial toolbox option. A filtered system’s failure to achieve required treatment credit to meet the bin classification requirements is a treatment technique violation and 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 (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

Non-community 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 non-community 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 letterhead, if available.

The notice on the last page is appropriate for mailing, and delivery, or posting. If you modify this notice, you must still include all the required PN elements (310 CMR 22.16(5)(d)) and leave the mandatory language unchanged.

Mandatory Language

Mandatory language on health effects (310 CMR 22.16(Table 7)) must be included as written and is presented in this notice in *italics*.

You must also include standard language to encourage the distribution of the public notice to all persons served, where applicable (310 CMR 22.16(3)(c)). This language is also presented in *italics* in the template.

**Corrective Action**

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with LT2ESWTR 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 taking steps to ensure the required level of treatment can be maintained at all times.
* The reason for the lapse in treatment has been identified and addressed.

**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 making progress in meeting inactivation level requirements, describe it. Alternatively, if funding or other issues are delaying your ability to meet the required levels, let consumers know.

**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 22.15 (3)(b)).

**Important Information about Your Drinking Water**

**[System] Failed to Maintain the Required Level of Treatment**

Our water system recently violated a drinking water requirement. 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, are doing] to correct this situation.

*Cryptosporidium* is a disease-causing microorganism that has been found in our raw water source. Our water system [system name] was required to maintain a specified level of additional treatment to address *Cryptosporidium*. During [provide date range], our system fell below this 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. 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 *Cryptosporidium* and other microbial contaminants are available by emailing the EPA at [safewater@epa.gov](mailto:safewater@epa.gov).

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.

**What is being done?**

[Describe corrective action and when the system returned or expects to return to compliance.]

**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](file:///C:\Users\Jasmine.Strangis\Downloads\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 call (name of water system contact) of (name of water system) at (email) or (phone number).*

*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)