**Instructions SWTR Failure to Filter Notice**

**Template 2-5**

**Instructions:**  (Template follows instructions pages)

**Description of Violation or Situation**

Since surface water treatment technique 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 water from an alternate source so check with your regional MassDEP office to be 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 last 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 must be included as written (310 CMR 22.16 table 7) 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. 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 surface water 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:

* Our treatment plant needs upgrades to meet the requirements.
* We are installing filtration. We expect that the filtration system will be operational by [month, year].
* We are monitoring for turbidity (cloudiness), disinfectant levels, and the presence of bacteria.
* We continue to meet the standards for these measurements.

**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 installing filtration, describe it. Alternatively, if funding or other issues are delaying installation, let consumers know.

**After Issuing the Notice**

Make sure to send your MassDEP regional office and your local board of health a copy of the notice and certification that you have met all public notification requirements within ten days after issuing the notice (310 CMR 22.15 (3)(b)).

**Important Information about Your Drinking Water**

**[System] Does Not Meet Treatment Requirements**

Our water system recently violated a drinking water requirement. Although this situation does not require that you take immediate action, 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.

On [give date], MassDEP ordered us to filter the water in addition to disinfecting. We are required to install this filtration because we do not have an adequate watershed control program in place. However, we have not yet installed a filtration system.

**What should I do?**

* You do not need to boil your water. However, if you have specific health concerns, consult your doctor. A home filter will not necessarily solve the problem, because not all home filters protect against parasites. Call NSF International at 800-NSF-8010 or the Water Quality Association at 800-749-0234 for information on appropriate filters.
* 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 you 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 800-426-4791.

**What does this mean?**

This is **not** an emergency. If it had been**,** you would have been notified within 24 hours**.** We do not know of any cases of contamination. However, until improvements are made, there is an increased chance that disease-causing organisms could contaminate the water supply. *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. If you experience any of these symptoms and they persist, you may want to seek medical advice.

**What is being Done?**

Filtration is the best method for removing these organisms. [Describe corrective action.]

We anticipate resolving the problem within [estimated time frame]. Until filtration is installed, you will receive a notice similar to this every three months.

**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 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.

*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]. System ID#: [XXXXXXX] Date distributed:[mm/dd/yyyy]**2**