**LCR Failure to Install/Maintain Corrosion Control Template 2-8**

**Instructions**  (Template follows instructions.)

Since lead and copper 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. 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 next page is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements (310 CMR 22.16(5)) and leave the mandatory language unchanged.

**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 (310 CMR 22.16 (5)(d)).This language is also presented in this notice in *italics*.

**Description of the Violation**

This template is written for systems which are required to install corrosion control after exceeding lead action levels. The Lead and Copper Rule requires some large systems to install corrosion control even if they have never exceeded the lead action level. You may need to modify the template if this applies to you. The following may help you explain the violation:

* This is a treatment violation, but it does not mean there is lead in your drinking water. However, it is important that we take measures to control lead levels in the water, because ingesting lead can cause serious health consequences.

If the delay in installation is related to outside circumstances, such as funding, you should explain the delay. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

**Corrective Action**

In your notice, describe corrective actions you are taking. You can use the following language, if appropriate, or develop your own text:

* We conducted a lead public education program in [month, year]. You should have received a brochure explaining in more detail steps you can take to reduce exposure until corrosion control is in place.

If consumers ask for information on testing their water, you should have on hand the names of laboratories consumers can call. Tell consumers to call NSF International at 800-NSF-8010 or the Water Quality Association at 800-749-0234 for information on appropriate filters. For more information on lead, have consumers email the EPA at [safewater@epa.gov](mailto:safewater@epa.gov) or call the National Lead Information Center Hotline at 800-LEAD-FYI.

**After Issuing the Notice**

Make sure to send your reginal MassDEP office and your local board of health 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 (310 CMR 22.15(3)(b).

**Important Information about Your Drinking Water**

**[System] Water Contains High Levels of Lead [and/or Copper]**

Our water system recently violated a drinking water requirement. Even though 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 sample water at consumers’ taps for lead [and/or copper]. The tests show lead [and/or copper] levels in the water above the limit, or “action level,” so we are required to install corrosion control treatment. This treatment helps prevent lead [and/or copper] in the pipes from dissolving into the water. Corrosion control should have been installed by [give date], but installation is incomplete.

**What should I do?**

Listed below are some steps you can take to reduce your exposure to lead:

* Call us at the number below to find out how to get your water tested for lead [and/or copper].
* Find out whether your pipes contain lead or lead solder.
* Run your water for 15-30 seconds or until it becomes cold before using it for drinking or cooking. This flushes any standing lead [and/or copper] from the pipes.
* Don’t cook with or drink water from the hot water tap; lead [and/or copper] dissolves more easily into hot water.
* **Do not boil your water to remove lead [and/or copper].** Excessive boiling water makes the lead [and/or copper] more concentrated – the lead [and or copper] remains when the water evaporates.

**What does this mean?**

This is not an emergency. If it had been, you would have been notified **within 24 hours.** Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason**.** However, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder.

*Lead can cause serious health problems, especially for pregnant women and young children. Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.*

*And/or*

*Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson’s Disease should consult their personal doctor”.*

**What is being done?**

[Describe corrective action.] Corrosion control will be in place by [give date].

**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].

This notice is being sent to you by [system].       PWS ID#: [xxxxxxx]

Date distributed: [mm/dd/yyyy]