**LT2ESWTR Uncovered Finished Water Reservoir Treatment Notice - Template 2-9**

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

A system’s failure to cover an uncovered finished water reservoir, provide treatment of the reservoir’s discharge, be incompliance with a state-approved schedule to cover the reservoir(s) or treat the reservoir(s) discharge by April 1, 2009, is a treatment technique violation and requires Tier2 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 follow more stringent requirements such as providing an alternate source of water, so check with your regional MassDEP office to be sure.

**Community systems** must use the following public notification methods (310 CMR 22.16 (3)(c)):

* Hand or direct delivery to each customer
* Mail as a separate notice or included with the bill; and,

**Non-community systems** must use the following public notification methods (310 CMR 22.16 (3)(c)):

* Posting in conspicuous locations
* Direct/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 deliver to community organization. If you mail, post, or hand deliver, print your notice on your systems letterhead if possible.

The notice on the last 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)(a)) 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)(a)). This language is also presented in *italics* in the notice.

**Corrective Action**

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with this type of LT2ESWTR treatment technique violation. 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 developing plans to cover our uncovered finished water storage reservoir. We expect to have the reservoir covered by [give date]. Until our finished water reservoir is covered, you will receive a notice similar to this every three months.
* We are developing plans to treat the water when it leaves our uncovered finished water storage reservoir. We expect to have the treatment in place by [give date]. Until the water leaving our finished water reservoir is treated, you will receive a notice similar to this every three months.
* We are currently working with state officials to revise our schedule for covering our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and the reservoir covered by [give date]. Until our schedule receives state approval, you will receive a notice similar to this every three months.
* We are currently working with state officials to revise our schedule for treating the discharge from our uncovered finished water storage reservoir. We expect to have the state-approved schedule in place by [give date] and treatment in place by [give date]. Until the schedule receives state approval, you will receive a notice similar to this every three months.

**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 covering your reservoirs or providing treatment, describe it. Alternatively, if funding or other issues are delaying progress, let consumers know.

**After Issuing the Notice**Make sure to send your MassDEP Regional 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)(6)).

**Important Information about Your Drinking Water**

**Uncovered Finished Water Reservoir Violation at [System]**

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

Water systems with uncovered finished water reservoirs are required to cover these reservoirs, treat the water from these reservoirs, or be in compliance with a state-approved schedule to cover the reservoir(s) or provide treatment by April 1, 2009. We have failed to meet this requirement.

**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 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.

Uncovered finished water reservoirs are a pathway for contaminants to enter the drinking water supply. Therefore, it is necessary to cover the reservoirs or treat the discharge. *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.] 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] [e-mail address] or [mailing address].

*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]