**RTCR Failure to Perform any Level 1 or 2 Assessment that is Not Triggered by *E. coli* MCL Violations or the Related Corrective Actions – Template 2-2.2**

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

**Description of Violation or Situation**

Beginning April 1, 2016, a public water system triggers a Level 1 assessment when:

• For systems taking 40 or more samples (including routine and repeat samples) per month, the public water system exceeds 5.0 percent total coliform-positive samples for the month

• For systems taking fewer than 40 samples (including routine and repeat samples) per month, the public water system has two or more total coliform-positive samples in the same month

• The public water system fails to take every required repeat sample after any single routine total coliform-positive sample

Also beginning April 1, 2016, a public water system triggers a Level 2 assessment when:

• The public water system has a second Level 1 assessment treatment technique (TT) trigger within a rolling 12-month period unless the state has determined a likely reason for the total coliform-positive samples that caused the initial Level 1 assessment TT trigger, and the state establishes that the system has fully corrected the problem

• For public water systems with approved reduced annual monitoring, the system has a Level 1 assessment TT trigger in two consecutive years

TT violations related to triggered assessments occur when any public water system has:

• Failed to conduct the triggered Level 1 or Level 2 assessment within 30 days after learning that it has exceeded the trigger

• Failed to correct any sanitary defect found through a Level 1 or Level 2 assessment within 30 days or in accordance with a schedule acceptable to the state

TT violations related to any Level 1 assessment or to a Level 2 assessment that is *not* triggered by an *E. coli* MCL violation require similar Tier 2 public notice. TT violations for Level 2 assessments that are triggered by *E. coli* MCL violations require different mandatory health effects language and are addressed in Template 2-2B.

You must provide public notice to persons served as soon as practical but no later than 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. Check with your regional MassDEP office to make sure you meet all requirements.

Community water systems (CWSs) must use one of the following methods to deliver the notice to consumers (310 CMR 22.16 (3)(c)):

* Hand or direct delivery
* Mail, as a separate notice or included with the bill (if delivered within 30 days of the violation)
* Another method approved in writing by MassDEP

Non-community water systems (NCWSs) must use one of the following methods to deliver the notice to consumers (310 CMR 22.16 (3)(c)):

• Posting in conspicuous locations

• Hand delivery

• Mail

• Another method approved in writing by MassDEP

In addition, both CWS and NCWSs 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, it is recommended that you print on your system’s letterhead, if available.

The notice on the following page is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required public notice elements from (310 CMR 22.16 (5)(d)) and leave the mandatory language unchanged. All posted notices must remain in place for as long as the violation or situation persists but in no case for less than seven day s, even if the violation or situation is resolved.

**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.

*Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.*

You are also required to include one or both of the following statements, also presented in this notice in italics, as appropriate for the violation:

*We failed to conduct the required assessment.*

*We failed to correct all identified sanitary defects that were found during the assessment that we conducted.*

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 provided below and presented in this notice in italics.

*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.*

**Corrective Action**

The specific cause(s) of total coliforms in the distribution system that triggered the assessment will likely differ from system to system. Your notice must describe the corrective action(s) you are taking (310 CMR 22.16(5)(a)) to address the TT violation and when you expect to return to compliance or resolve the (310 CMR 22.16(5)(a)). You can use one or more of the following statements, if appropriate, or develop your own text.

* We have begun to correct the sanitary defect(s) identified during an assessment of our water system by taking the following corrective actions: [Describe corrective actions].
* To ensure that our water system is protected against contamination, we are working with MassDEP to implement thefollowing corrective actions: [Describe corrective actions].
* We completed the required assessment and identified the cause of the sanitary defect to be addressed [describe the issue or problem found, for example, damage to the storage tank, a missing vent screen, etc.] We are currently correcting the problem on a schedule approved by MassDEP.

**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))

It is a good idea to inform your consumers when the violation has been resolved. See Template Tier 1-6 and Template NC-7 for a “problem corrected” notice template on-line at: <https://www.mass.gov/lists/public-notification-forms-and-templates> .

**Important Information about Your Drinking Water**

During recent routine monitoring, our water system tested positive for total coliforms. *Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution.*

*When this occurs, we are required to conduct assessments to identify problems and to correct any problems that are found.* [Describe the TT violation, using the mandatory language of *We failed to conduct the required assessment* by [Enter date the assessment was due] and/or *We failed to correct all identified sanitary defects that were found during the assessment(s)* by [Enter date correction was due].]

As our customers, you have a right to know what happened and what we are doing to correct this situation.

**What should I 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, are pregnant, or are elderly, you may be at increased risk and should seek advice from your healthcare provider about drinking this water. You should also seek advice from your healthcare provider about using the water if you have an infant. General guidelines on ways to lessen the risk of infection by bacteria and other disease-causing organisms are available by emailing the EPA at safewater@epa.gov.

**What does this mean?**

Since total coliform bacteria are generally not harmful themselves, this is not an emergency. If it had been, you would have been notified within 24 hours.

Failure to identify and correct the defects has the potential to cause continued distribution system contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

**What is being done?**

[Describe corrective action including when you returned to compliance or resolved the situation].

**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 1-617-624-5757.

For more information, please call [name of contact] of [ phone number] at [email] or [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 name]. System ID#: XXXXXXX

Date distributed: [mm/dd/yyyy]