

Sample Notification Letter to Residences or Businesses

To be effective, the letter should address issues specific to your situation. When writing to a business, it is important to tailor the letter, recommendations, and enclosed material to that business.

Dear *(Resident/Business)*:

I am writing to advise you of the location of the *(name of public water supply system)* which serves *(number of people)*. Your property is located within the area from which water flows to the well, and this area needs protection from land uses that threaten the water supply.

Groundwater comes from rain and snowmelt percolating through the ground, and flows through the spaces between soil particles and through fractures in rock. Groundwater is vulnerable to contamination from many types of land uses and activities, including road salt, septic systems, and improper disposal of hazardous materials. If the groundwater becomes contaminated, it may be impossible to eliminate the contamination so the well can be used for drinking water.

I am contacting you to request your assistance and cooperation in protecting this supply. There are a number of ways in which you can help reduce the possibility of contamination of this water supply. For example:

- If your house/business is served by a septic system: pump out the tank every two to three years; do not use commercial septic tank cleaners or put hazardous materials down the sink, toilet, or floor drain. These materials reduce the effectiveness of the system by killing necessary microorganisms, and they can pass through the system and contaminate the groundwater.
- Avoid applying hazardous or toxic materials to lawns or other areas of your property.
- Never dispose of used motor oil or other hazardous materials on your property or in storm sewers.

Enclosed is a fact sheet which I urge you to read. If you have any questions, please contact *(your name and phone number)* or DEP/Drinking Water Program at (617) 292-5770.

The management and customers of the *(name of community served)* appreciate your cooperation in protecting this important source of drinking water.

Sincerely,

Water Supplier, Small Community System