## Instructions for Tier 2 Stage 1 DBPR DBP Precursor Treatment Notice Template

## Template Attached

Since disinfection byproduct (DBP) precursor treatment technique violations are included in Tier 2, you must provide public notice to persons served as soon as practical but within 30 days after you learn of the violation [per California Code of Regulations, Title 22, Chapter 15, Section 64463.4(b)]. Some disinfection problems may be serious. **Each water system required to give public notice must submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting, unless otherwise directed by the DDW [per California Code of Regulations, Title 22, Section 64463(b)].**

### Notification Methods

You must use the methods summarized below to deliver the notice to consumers. If you mail, post, or hand deliver, print your notice on letterhead, if available.

**Community Water Systems** must use the primary method below and one or more secondary methods to reach persons not likely to be reached by the primary method.

#### Primary Method

1. Mail or direct delivery. Notice must be distributed to each customer receiving a bill including those that provide their drinking water to others (for example schools or school systems, apartment building owners, or large private employers), and other service connections to which water is delivered by the water system.

#### Secondary Methods. (Use one or more of the following methods to reach persons not likely to be reached by the primary method)

1. Publication in a local newspaper.
2. Posting in conspicuous public places served by the water system or on the Internet. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.
3. Delivery to community organizations.

**Non-Community Water Systems** must use the primary method below and one or more secondary methods to reach persons not likely to be reached by the primary method.

#### Primary Method

1. Posting in conspicuous locations throughout the area served by the water system. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.

#### Secondary Methods. (Use one or more of the following methods to reach persons not likely to be reached by the primary method)

1. Publication in a local newspaper or newsletter distributed to customers.
2. Email message to employees or students.
3. Posting on the Internet or intranet. Notice must be posted in place for as long as the violation or occurrence continues, but in no case less than seven days.
4. Direct delivery to each customer.

The notice attached is appropriate for the methods described above. However, you may wish to modify it before using it for posting in public places served by the water system. If you do, you must still include all the required elements and leave following health effects and notification language (*in italics)* unchanged. This language is mandatory per California Code of Regulations, Title 22, Section 64465.

Health effects and notification language: *Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.*

### Multilingual Requirement

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and (2) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

### Population Served

Make sure it is clear who is served by your water system, you may need to list the areas you serve.

### Description of the Violation

Choose from the following descriptions of violations and modify to fit your situation.

* *Step 1 (or Step 2) TOC Removal* – “We routinely monitor for Total Organic Carbon (TOC) in our source and treated water and alkalinity in our source water. This information tells us whether we are effectively removing disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, we achieved [insert a range of TOC removal: low number – high number]% removal of TOC and were required to achieve [insert a range of required TOC removal: number – number]% removal of TOC. As we did not achieve the required removal of TOC, as an average over the past 12 months, we did not demonstrate effective DBP precursor removal.”
* *Alternative Compliance Criteria* (Suggested language for systems that practice softening is not provided as there are no systems in California that practice softening).
* *Source Water TOC* – “We routinely monitor for Total Organic Carbon (TOC) in our source water. This measurement tell us whether the natural organic matter in our source water is low enough so that no further treatment is needed to remove disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, our source water TOC varied from [insert the lowest TOC number – highest TOC number from the past 12 months] mg/L and resulted in an annual average of [insert the TOC average number from the past 12 months] mg/L. The standard is that the source water TOC level must be less than 2.0 mg/L.”
* *Treated Water TOC* – “We routinely monitor for Total Organic Carbon (TOC) in our treated water. This measurement tell us whether we are effectively removing disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, our treated water TOC varied from [insert the lowest TOC number – highest TOC number from the past 12 months] mg/L and resulted in an annual average of [insert the TOC average number from the past 12 months] mg/L. The standard is that the treated water TOC level must be less than 2.0 mg/L.”
* *Source Water TOC, Source Water Alkalinity, and Distribution System TTHM and HAA5* – “We routinely monitor for Total Organic Carbon (TOC) and alkalinity in our source and total trihalomethanes (TTHM) and haloacetic acids (five) (HAA5) in our distribution system. These measurements tell us whether or not further treatment is needed to remove disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, our source and distribution system monitoring had the results shown in the table below. We met [insert the number of the monitoring standards met, from 1 to 4] of [insert the number of standards required to be met, from 1 to 4] standards. We are required to meet all the standards.”

|  |  |  |  |
| --- | --- | --- | --- |
| Parameter | Range (mg/L) | Average (mg/L) | Standard (mg/L) |
| TOC | [number – number] | [number] | Less than 4.0 |
| Alkalinity | [number – number] | [number] | Greater than 60 |
| TTHM | [number – number] | [number] | No Greater Than 0.040 |
| HAA5 | [number – number] | [number] | No Greater Than 0.030 |

* *Source Water SUVA* – “We routinely monitor for Specific Ultraviolet Absorbance (SUVA) in our source. This measurement tell us whether the natural organic matter in our source water is low enough so that no further treatment is needed to remove disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, our source water SUVA varied from [insert the lowest SUVA number – highest SUVA number from the past 12 months] L/mg-m and resulted in an annual average of [insert the annual average SUVA number] L/mg-m. The standard is that the source water SUVA level must be less than or equal to 2.0 L/mg-m.”
* *Treated Water SUVA* – “We routinely monitor for Specific Ultraviolet Absorbance (SUVA) in our treated water. This measurement tells us whether we are effectively removing disinfection byproduct (DBP) precursors from the water supply. During the past 12 months, our treated water SUVA varied from [[insert the lowest SUVA number – highest SUVA number from the past 12 months] L/mg-m and resulted in an annual average of [insert the annual average SUVA number] L/mg-m. The standard is that the treated water SUVA level must be less than or equal to 2.0 L/mg-m.”

### Corrective Action

In your notice, describe corrective actions you are taking. Listed below are some steps commonly taken by water systems with DBP precursor treatment technique violations. Use one or more of the following actions, if appropriate, or develop your own:

* “We added [insert name of chemicals or a new treatment process] to improve DBP precursor removal.”
* “We changed our chemical dosing to improve DBP precursor removal.”
* “We removed the source from use.”

### After Issuing the Notice

Send a copy of each type of notice and a certification that you have met all the public notice requirements to the DDW within ten days after you issue the notice [per California Code of Regulations, Title 22, Section 64469(d)]. You should also issue a follow-up notice in addition to meeting any repeat notice requirements the DDW sets.

It is recommended that you notify health professionals in the area of the violation. People may call their doctors with questions about how the violation may affect their health, and the doctors should have the information they need to respond appropriately.

It is a good idea to issue a “problem corrected” notice when the violation is resolved.

### The template for the Tier 2 Stage 1 DBPR DBP Precursor Treatment Notice is next.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

(The following two sentences are in Spanish relaying information on the importance of this notice. Translated to English it would read as follows. [This report contains very important information about your drinking water. Translate it or talk to someone who understands it well.])

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

## [Insert Water System Name] Did Not Meet Treatment Requirement (Disinfection Byproduct Precursors)

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

[Describe the violation - use descriptions from instructions].

**What should I do?**

* **You do not need to boil your water or take other actions.**
* This is not an emergency. If it had been, you would have been notified immediately.
* *Total organic carbon (TOC) has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the MCL may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.*
* [Option for water systems: Water systems may wish to include a statement describing their compliance with TTHM/HAA5 requirements, if applicable].
* If you have other health issues concerning the consumption of this water, you may wish to consult with your doctor.

**What happened? What is being done?**

[Insert the corrective action that was taken or will be taken. Examples are included in the instructions].

For more information, please contact [Insert name of water system contact] at [Insert water system contact’s phone number] or [Insert water system’s 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 public notice in a public place or distributing copies by hand or mail.

**Secondary Notification Requirements**

Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [per Health and Safety Code Section 116450(g)]:

* SCHOOLS: Must notify school employees, students, and parents (if the students are minors).
* RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): Must notify tenants.
* BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: Must notify employees of businesses located on the property.

This notice is being sent to you by [Insert water system name].

State Water System Number: [Insert water system number].

Date distributed: [Insert date the notice is distributed].