**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**[System] Does Not Meet Treatment Requirements**

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

We routinely monitor your water for turbidity (cloudiness). This tells us whether we are

effectively filtering the water supply to remove organic matter and possible disease-causing organisms. **[OPTION 1: SINGLE TURBIDITY LIMIT]** Normal turbidity levels at our plant are [number] nephelometric turbidity units (NTU). A water sample taken [date] showed levels of [number] NTU which is above the standard of 1 NTU. Because of this high level of turbidity, there is an increased chance that the water may contain disease-causing organisms. **OR** **[OPTION 2: MONTHLY TURBIDITY LIMIT]** Water samples for [month] showed that [percentage] percent of turbidity measurements were over 1 nephelometric turbidity unit (NTU) – the standard is that no more than 5 percent of samples may exceed 1 NTU per month. The turbidity levels are relatively low. However, their persistence is a concern. Normal turbidity levels at our plant are [number] NTU.

**What should I do?**

• There is nothing you need to do. You do not need to boil your water or take other

actions. We do not know of any contamination, and none of our testing has shown

disease-causing organisms in the drinking water.

• 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 1-800-426-4791.

**What does this mean?**

This is not an emergency. If it had been, you would have been notified within 24 hours.

\**Turbidity has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. \**

These symptomsare not caused only by organisms in drinking water. If you experience any of these symptomsand they persist, you may want to seek medical advice.

**What is being done?**

[Describe the corrective actions and when the system returned or expects to return to

compliance.]

\*For community water systems, if only one portion of the service area is impacted and you were granted permission from the state to limit the distribution of the public notice, it is highly recommended to include a map of the afflicted area. The system should copy and paste a map below if it elects to include one\*

**OPTION:** Only a portion of our service area, specifically [AREA] is affected by this public notice. Please see find a map illustrating the affected area [attached/enclosed/below].

For more information, please contact [name of contact] at [phone number] 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]. State Water System ID#: \_\_\_\_\_\_\_\_\_\_\_.

Date distributed: \_\_\_\_\_\_.