# Instructions for Tier 1 “Problem Corrected” Notice Template

## Template Attached

It is a good idea to issue a notice when a serious violation or situation has been resolved. Although U.S. EPA regulations do not require such notices, the State Water Resources Control Board, Division of Drinking Water recommends that you issue one. You should coordinate with your local health department as well. Below are some recommended methods for a “problem corrected” notice. You should use the same delivery methods you used for the original notice.

* Radio or television
* Posting in conspicuous locations throughout the area served by the water system
* Hand delivery to persons served by the water system

You may wish to use additional methods (e.g., delivery of multiple copies to hospitals, clinics, or apartment buildings) if necessary to reach all persons served. If you post or hand deliver, print your notice on letterhead, if available.

The notice attached is very general and can be used for any violation or situation. However, to help restore consumers’ confidence in the water system, you should modify the notice to fit your situation. Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was resolved.

*State Water Resources Control Board August 18, 2014*

### INFORMACIÓN IMPORTANTE SOBRE SU AGUA POTABLE

Este aviso contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

**EL PROBLEMA QUE HABÍA CON EL AGUA POTABLE YA FUE CORREGIDO**

El [Insert date] se les notificó a los clientes [Insert water system’s name] de un problema con nuestra agua potable y se les aconsejó que [Insert description recommended action]. Nos complacemos en reportar que el problema fue corregido y que ya no es necesario [Insert description recommended action]. Lo sentimos por cualquier inconveniencia y le agradecemos su paciencia.

[Insert additional further details here when appropriate].

Como siempre, puede contactar a [Insert water system’s contact name] al [Insert water system contact’s phone number] o en [Insert water system’s mailing address] con cualquier pregunta o comentario.

Por favor comparta esta información con todas las demás personas que tomen de esta agua, especialmente aquellos que no hayan recibido éste aviso directamente (por ejemplo, las personas en apartamentos, asilos, escuelas, y negocios). Puede hacerlo poniendo este aviso en un lugar público o distribuyendo copias en persona o por correo.

Este aviso es enviado por [Insert water system’s name].

Núm. de Identificación del Sistema Estatal de Agua: [Insert water system’s number]. Fecha de distribución: [Insert date the notice is distributed].

*State Water Resources Control Board August 18, 2014*