# Template for Tier 2 LCR Failure to Install Corrosion Control Notice

## Template Attached

Since lead and copper 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)]. **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. If you mail, post, or hand deliver, print your notice on letterhead, if available.

#### 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. If you mail, post, or hand deliver, print your notice on letterhead, if available.

#### 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. If you do, you must still include all the required elements and leave the following health effects and notification language (in *italics*) below unchanged. This language is mandatory per California Code of Regulations, Title 22, Section 64465.

Health effects and notification language: *Infants and children who drink water containing lead in excess of the action level may experience delays in their physical or mental development. Children may show slight deficits in attention span and learning abilities. Adults who drink this water over many years may develop kidney problems or high blood pressure.*

### 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

If the delay in installation is related to outside circumstances, such as funding, you should explain these. Consumers may be more supportive of rate increases or may pressure local authorities to provide funds if they understand the circumstances.

This template is written for systems that are required to install corrosion control after exceeding the lead action level. The Lead and Copper Rule requires some large systems to install corrosion control even if they have never exceeded the lead action level. You may need to modify the template if this applies to you. The following may help you explain the violation:

* “This is a treatment violation, but it does not mean there is lead in your drinking water. However, it is important that we take measures to control lead levels in the water, because ingesting lead can cause serious health consequences.”

### Corrective Action

In your notice, describe corrective actions you are taking. Use the following language, if appropriate, or develop your own:

* “We conducted a lead public education program in [month, year]. You should have received a brochure explaining in more detail steps you can take to reduce exposure until corrosion control is in place.”

If consumers ask for information on testing their water, you should have on hand the names of laboratories consumers can call. For information on appropriate filters or more information on lead, you can have consumers call the organizations shown below.

For more information on appropriate filters, have consumers call the State Water Resources Control Board, Residential Water Treatment Devices Registration Unit at (916) 449-5635, NSF International at (800) 673-6275, or the Water Quality Association at (630) 505-0160.

For more information on lead, have consumers call the U.S. EPA Safe Drinking Water Hotline at (800) 426-4791 or the National Lead Information Center Hotline at (800) 424-5323.

### 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(s) 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 Lead Notice is next.

**INFORMACIÓN IMPORTANTE SOBRE SU AGUA POTABLE**

## El agua de [Insertar nombre del sistema de agua] tiene altos niveles de plomo

Recientemente, nuestro sistema de agua excedió un estándar de contaminante para agua potable. Aunque esto no es una emergencia, ustedes como clientes nuestros, tienen el derecho a saber lo que deben hacer, lo que pasó, y lo que estamos haciendo para corregir ésta situación.

Rutinariamente hacemos pruebas del agua de la llave de clientes seleccionados para detectar plomo. Los resultados de las pruebas del agua que recibimos el [Ingrese la fecha en que se recibieron los resultados de la muestra] mostraron niveles de plomo de [Insertar el percentil 90 para plomo y unidades]. Estos niveles pasan de 0.015 mg/L, el cual es el límite, o “Nivel Numérico para tomar Acción Correctiva”, y esto requiere que instalemos tratamiento para controlar la corrosión. Este tratamiento ayuda a prevenir que el plomo de las pipas se disuelva en el agua. El control de corrosión debería ser instalado para el [Inserte la fecha de vencimiento para instalar el control de corrosión], pero la instalación está incompleta.

### ¿Qué debe hacer?

Aquí abajo hay algunos pasos que puede tomar para reducir exposición al plomo:

### Llámenos al número de abajo para saber qué cómo pedir que se hagan pruebas de su agua.

### Investigue si sus pipas contienen plomo o soldadura de plomo.

### Deje correr el agua de 15 a 30 segundos o hasta que se enfríe antes de usarla para beber o cocinar. Esto hace que salgan residuos de plomo que puedan estar en las pipas.

### No use agua de la llave caliente para cocinar o beber; el plomo se disuelve más fácilmente en el agua caliente.

### No hierva su agua para remover el plomo. El agua hirviendo en exceso hace que el plomo se concentre más – y cuando el agua se evapora, el plomo se queda.

### Esto no es una emergencia. Si lo hubiera sido, usted hubiera sido notificado de inmediato. Típicamente, el plomo entra a los suministros de agua filtrándose de pipas de plomo o de latón y de componentes de plomería. Por esta razón, no se permite que las nuevas pipas y componentes de plomería contengan plomo. No obstante, puede ser que muchas casas antiguas tengan pipas de plomo. Es más probable que su agua contenga altos niveles de plomo si las pipas de agua en su casa o las que conducen a su casa están hechas de plomo o contienen soldadura de plomo.

### *Los infantes y niños que beben agua con plomo en exceso del nivel numérico para tomar acción correctiva, pueden experimentar retrasos en su desarrollo físico o mental. Los niños pueden mostrar déficits ligeros en el periodo de atención y aptitudes de aprendizaje. Los adultos que beben esta agua por muchos años puede desarrollar problemas del riñón o alta presión de sangre.*

### Si tiene otros problemas por el consumo de esta agua, tal vez deba consultar con su médico.

### ¿Qué pasó? ¿Qué se está haciendo al respecto?

[Inserte la acción correctiva que se tomó o se tomará]. El control de corrosión estará implementado para el [Insertar fecha de instalación planificada de control de corrosión].

Para más información, puede contactar a [Ingrese el nombre del contacto del sistema de agua] al [Ingrese el número de teléfono del contacto del sistema de agua] o en [Ingrese la dirección de correo del sistema de agua].

*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.*

### Requisitos de Notificación Secundaria

Al recibir la notificación de alguien que opere un sistema de agua público, se debe dar la siguiente notificación dentro de 10 días [conforme a la Sección 116450(g) del Código de Salud y Seguridad]:

* ESCUELAS: Deben notificar a los empleados de la escuela, estudiantes, y a los padres (si los estudiantes son menores).
* DUEÑOS O GERENTES DE PROPIEDAD PARA ALQUILER RESIDENCIAL (incluyendo asilos e instituciones de cuidado): Deben notificar a sus inquilinos.
* DUEÑOS DE PROPIEDAD DE NEGOCIOS, GERENTES, U OPERADORES: Deben notificar a los empleados de los negocios situados en la propiedad.

Este aviso es enviado por [Ingrese el nombre del sistema de agua].

Número de sistema estatal de agua: [Ingrese el número del sistema de agua].

Fecha distribuida: [Insertar fecha de distribución del aviso].