Tier 3 Public Notice

FAILURE TO MONITOR

A monitoring violation occurs when the correct number of samples is not taken. Although there are other reasons a supplier would receive a monitoring violation, this situation is the most common. This event constitutes a Tier 3 violation. Tier 3 notices must meet the content, format, and multilingual requirements.

Title

Public notices for Tier 3 violations and situations should have an attention-getting title. For example, “IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER” is better than “PUBLIC NOTICE”.

In order to meet the multilingual requirements, you must include, at a minimum, information in Spanish regarding the importance of the notice. The department will notify you if, and when, you need to include information in any other language.

What Should I do?

You may need to modify the template for a notice for individual monitoring violations. The template presents violations in a table; however, you may write out an explanation for each violation if you wish. For any monitoring violation for volatile organic compounds (VOCs) or other groups, you may list the group name in the table, but you must provide the name of every chemical in the group on the notice, e.g., in a footnote.

You may need to modify the notice if you had any monitoring violations for which monitoring later showed a maximum contaminant level or other violation. In such cases, you should refer to the public notice you issued at that time.

Corrective Actions (What happened? What is being done? When do you expect to return to compliance?)

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

- We have since taken the required samples, as described in the last column of the table above. The samples showed we are meeting drinking water standards.
  - We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit].
  - We plan to take the required samples soon, as described in the last column of the table above.

Contact Information

Provide your name, business address and phone number or those of a designee of the public water system as a source for additional information concerning the notice.

Mandatory Statement to Encourage Distribution of the Notice to Others

Use the mandatory statement provided in italics on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

Template Form Field Instructions

When you place your cursor in the blank form fields in the following template, look at the bottom, left corner of your computer (just above the START button) for instructions on the information you should enter in that field. For example, if you place your cursor over the first blank form field in the template, the instructions will read “Insert system name.”
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER
FAILURE TO MONITOR

ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTienda.

Monitoring Requirements Not Met for __________________________

Our water system violated several drinking water standards over the past year. Even though these were not emergencies, as our customers, you have a right to know what happened and what we did to correct these situations.

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During _____ we _____ and therefore cannot be sure of the quality of our drinking water during that time.

What should I do?
There is nothing you need to do at this time.

The table below lists the contaminant(s) we did not properly test for during the last year, how often we are supposed to sample for __________________________ and how many samples we are supposed to take, how many samples we took, when samples should have been taken, and the date on which follow-up samples were (or will be) taken.

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Required sampling frequency</th>
<th>Number of samples taken</th>
<th>When all samples should have been taken</th>
<th>When samples were or will be taken</th>
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</tbody>
</table>

What happened? What was done?
__________________________

For more information, please contact ____________________________ at ____.

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 ____________________________.

PWS ID#: ____________________________ Date distributed: ____________________________