**Instructions for Tier 2 Hexavalent Chromium Exceedance Notice Template (ONLY USE IF ISSUANCE IS BEFORE THE COMPLIANCE DATE IN THE TABLE BELOW.)**

**Template Attached**

An exceedance of the hexavalent chromium maximum contaminant level (MCL) requires Tier 2 notification, and you must provide public notice to persons served as soon as practical but within 30 days after learning of the exceedance [California Code of Regulations (CCR) title 22, chapter 15, section 64463.4(b)]. However, such an exceedance is not considered a violation until after the applicable compliance date (see table below). **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 [64463(b)].**

|  |  |
| --- | --- |
| **System Size** (service connections served on October 1, 2024) | **Compliance Date** |
| 10,000 or more | October 1, 2026 |
| 1,000 to 9,999 | October 1, 2027 |
| Fewer than 1,000 | October 1, 2028 |

### ***Notification Methods***

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

The notice attached is appropriate for the notification methods described below. However, you may wish to modify it before using it for posting. If modified, the notice must still include all the required elements, including the health effects and mandatory language, which must be in italics [22 CCR 64465].

**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. The 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. The notice must be posted in place for as long as the exceedance 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. The notice must be posted in place for as long as the exceedance 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 an intranet. The notice must be posted in place for as long as the exceedance or occurrence continues, but in no case less than seven days.
4. Direct delivery to each customer.

#### **Multilingual Requirement**

The notice must contain information in Spanish regarding the importance of the notice or contain a telephone number or address where Spanish-speaking residents may contact the public water system to obtain a translated copy of the notice or assistance in Spanish.

If any non-English-speaking group, other than Spanish-speaking, exceeds 1,000 residents, or 10 percent of the residents served by the public water system, the notice must include (1) information in the appropriate language(s) regarding the importance of the notice or (2) 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.

***Corrective Action***

In your notice, describe corrective actions you are taking. Do not use overly technical terminology when describing treatment methods. Listed below are some steps commonly taken by water systems with chemical or radiological violations/exceedances. Use one or more of the following actions, if appropriate, or develop your own:

* “We are working with [local/state agency] to evaluate the water supply and researching options to correct the problem. These options may include treating the water to remove hexavalent chromium or connecting to [system]’s water supply.”
* “We have stopped using the contaminated well. We have increased pumping from other wells, and we are investigating drilling a new well.”
* “We will increase the frequency at which we test the water for hexavalent chromium.”
* “We have since taken samples at this location and had them tested. They show that we meet the standards.”

# ***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 [22 CCR 64469(d)]. Public water systems must also issue a certification that they have met all the public notice requirements for any repeat notices in addition to meeting any repeat notice requirements the DDW sets.

It is recommended that you notify health professionals in the area of the exceedance. People may call their doctors with questions about how the exceedance 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 MCL is no longer being exceeded.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

**[System] Has Levels of Hexavalent Chromium**

**Above the Drinking Water Standard**

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.

We routinely monitor for the presence of drinking water contaminants. Water sample results received on [date] showed hexavalent chromium levels of [level and units]. This is above the standard, or maximum contaminant level (MCL), of 0.010 milligrams per liter (10 ppb). We are working with the State Water Resources Control Board to address this exceedance and comply with the MCL within a compliance timeline.

**What should I do?**

* **You do not need to use an alternative water supply (e.g., bottled water).**
* This is not an emergency. If it had been, you would have been notified immediately. However, *some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.*
* If you have other health issues concerning the consumption of this water, you may wish to consult your doctor.

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

* A new Hexavalent Chromium MCL of 10 ppb became effective October 1, 2024.
* Hexavalent chromium was detected at levels that exceed the MCL. However, a water system of our size is not considered in violation of the Hexavalent Chromium MCL until after [INSERT APPLICABLE TABLE 64432-B COMPLIANCE DATE].
* We [are working to complete / have completed] a Hexavalent Chromium Compliance Plan that [will be reviewed / is being reviewed / has been approved] by the State Water Resources Control Board.
* We are working with the State Water Resources Control Board to address this exceedance and comply with the MCL. Specifically, we are [Describe actions taken (may include pilot studies, environmental review, funding applications, etc.) and planned actions (may include treatment, source changes, etc.)] [*Optional: discuss approved compliance plan if already approved by DDW*].
* We anticipate resolving the problem by [estimated time frame (*Compliance plan finalization date, if applicable*)].

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 public notice in a public place or distributing copies by hand or mail.*

**If you are a school or school system, the owner or operator of residential rental property, or the owner or operator of a business property, then you are legally required to notify the following people of the information in this notice within ten days of your receipt of this notice:**

* SCHOOLS: You must notify school employees, students, and parents (if the students are minors).
* RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS (including nursing homes and care facilities): You must notify tenants.
* BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS: You must notify employees of businesses located on the property.
* If you fail to notify the above people, you shall be civilly liable up to $1,000 per day for each day that you fail to notify them. (Health & Saf. Code, §§ 116450, subd. (g); 116650, subd. (e).)

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

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

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