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.
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.

DRINKING WATER PROBLEM CORRECTED

Customers of [system] were notified on [date] of a problem with our drinking water and were advised to [describe recommended action]. We are pleased to report that the problem has been corrected and that it is no longer necessary to [describe recommended action]. We apologize for any inconvenience and thank you for your patience.

[Add further details here when appropriate].

As always, you may contact [contact name] at [phone number] or [mailing address] with any comments or questions.

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.

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

State Water System ID#: ____________. Date distributed: ____________.