**PUBLIC NOTICE MANDATORY LANGUAGE CODING**

**Tier 1 violations/Acute**

**Mandatory Language for Surface Water Treatment Technique Violation**

**SURFACE WATER TREATMENT TECHNIQUE: ACUTE**

The Texas Commission on Environmental Quality (TCEQ) sets minimum water quality standards for public drinking water. One of these standards is a turbidity limit. Turbidity by itself has no health effects. However, turbidity can interfere with disinfection and provide a medium for microbial growth. Turbidity may also indicate the presence of disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea, and associated headaches. These symptoms can be particularly severe in people who are not as resistant to infections as most of the population. If you experience severe symptoms, please consult with your doctor to determine what actions you should take.

The [**PWS NAME]**, PWS ID [**TXxxxxxxx]**,failed to meet the minimum treatment technique requirements for the month of [**Month YEAR]**. Specifically, our water system had [**using the “Violation List” below, enter the type of violation that occurred.]**

**Violation List:**

* Membrane filter effluent turbidity readings above 1.0 NTU.
* Multiple barrier failure treatment technique violation (CFE >1.0 NTU and IFE >2.0 NTU)
* Combined filter effluent turbidity (CFE) readings above 5.0 NTU.

Due to the nature and severity of this violation, the TCEQ has required us to issue this public notice and to tell all our customers that they should boil their water prior to consumption.

To ensure destruction of all harmful bacteria and other microbes, any water that you use for drinking, cooking, or ice making should be boiled prior to consumption. The water should be brought to a vigorous rolling boil and then boiled for two minutes. (Be sure to let it cool before drinking it.) In lieu of boiling, you may purchase bottled water or obtain water from some other suitable source. When it is no longer necessary to boil the water, we will notify you.

You may add other information here if you wish. The added information must appear in one or more separate paragraphs and must be both pertinent and factual. For example, “The [PWS Name] has taken the following corrective actions to prevent a recurrence of the violations: [list the actions you have taken].”

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., 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.

If you have questions regarding this matter, you may contact at

. **<water system official’s name>**

**<area code + phone number>**

Posted /Delivered on:

**<Date Posted>**

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

**Public Notice delivery timelines:**

The initial public notice shall be issued as soon as possible, but in no case later than **24 hours** after the violation was identified. All notifications require the Certificate of Delivery due ten days from the posting date of the above notice.

Refer to 30 TAC §290.122 for additional information on Public Notification.