**DRINKING WATER NOTICE**

**[System] Failed to Perform State-Approved Start-up Procedures Prior to Serving Water to the Public**

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 your drinking water meets health standards. During [compliance or operational period], we “did not monitor or test” or “did not complete all monitoring or testing” for [Total Coliform and/or E. Coli], and therefore, cannot be sure of the quality of your drinking water during that time. Prior to serving water to the public in [Insert Month], we failed to perform the state-approved start-up procedures for our water system. As our customers, you have a right to know what happened and what we are doing to correct this situation. Because we failed to implement these procedures, we have violated a requirement of the Revised Total Coliform Rule.

**What does this mean?**

This is not an emergency. If it had been an emergency, you would have been notified within 24 hours.

Failure to perform state-approved start-up procedures prior to serving water to the public has the potential to cause source water contamination. Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches. Failure to perform the start-up procedures prolonged the risk of fecal contamination of our source water. While we have not detected any evidence of fecal contamination in our source water, we are committed to correcting the deficiency to eliminate the threat of contamination.

**What should I do?**

• If you have specific health concerns, consult your doctor.

• If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from their health care providers about drinking this water.

General guidelines on ways to lessen the risk of infection by microbes are available from EPA’s Safe Drinking Water Hotline at (800) 426-4791.

**What is being done?**

[Describe corrective action and give a status update.]

For more information, please contact [Insert Contact Name], manager of [System], at [phone number] or write to [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 notice in a public place or distributing copies by hand or mail.*

This notice is being posted by [System]. [PWSID #]. Sent: [Date]