

Boil Water Notice and Acute Surface Water Turbidity Violation Notice

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 **[enter the name of your public water system here]** failed to meet the minimum treatment technique requirements on **[enter the date or dates that the turbidity level exceeded 5.0 NTU]**. Specifically, the turbidity level of our treated water was above 5.0 Nephelometric Turbidity Units.

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.

[See “Optional Paragraphs” below. Add them here if you wish.]

If you want more information about the nature and significance of this violation, you may contact **[enter the name of the individual at your system that you want your customers to call]** at **[enter the person’s telephone number]**.

[Unless you are certain that each person you serve is getting a copy of this notice, you must add the “Ending Paragraph” below.]

Optional Paragraphs

You may add other language if you want to. The added statements must appear in one or more separate paragraphs and must be both pertinent and factual. For example,

The **[enter the name of your public water system here]** has taken the following corrective actions to prevent a recurrence of the violations:

[list the actions you have taken].

Ending Paragraph

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.

