

8. PUBLIC NOTIFICATION

Notifying your customers of a problem with your treatment plant’s operations is a serious responsibility. The law requires you to notify both the TCEQ and your customers whenever certain circumstances occur. Summaries of the conditions that require public notice appear in Table 8.1 and Table 8.2.

Table 8.1. Treatment-technique violations requiring public notification.

Type of Violation	Description of Violation
Daily turbidity (8.1, 8.5 and 8.6)	The turbidity level of the finished water (the CFE turbidity level) exceeds 1.0 NTU at any time during any day.
Daily CT (8.2 and 8.7)	Your plant fails to meet the inactivation requirements (for <i>Giardia</i> and viruses) for more than 4.0 consecutive hours.
Daily low residual (8.2 and 8.7)	The residual of the finished water entering the distribution system falls below acceptable levels for more than 4.0 consecutive hours.
Monthly turbidity (8.3 and 8.7)	For the month, more than 5.0% of the finished water (CFE) turbidity readings are above 0.3 NTU.
Monthly residual (8.3 and 8.7)	For the second month in a row, more than 5.0% of the residuals in the distribution system fall below the acceptable level.

As Table 8.1 indicates, treatment technique violations can occur on a daily or monthly basis. When you recognize that one of these six events has occurred—or that you cannot avoid one of these events—you must contact the TCEQ. Do not wait for the event to actually happen if you know that it cannot be avoided.

There are several good reasons to contact us before you issue a violation notice to your customers. For example:

- We want to be able to review the data, discuss the situation with you, and figure out whether or not a public notice is required.
- If a public notice is required, we want to be sure that you have all the information that you need to issue the notice in the right way.
- We do not want to begin receiving calls from your customers or the press without first knowing what is going on.

Some of the treatment-technique violations can pose a high risk of waterborne disease, called an acute threat. Others can pose a short-term, lower-risk threat to public health. The nature of the treatment-technique violation and its severity will dictate how and when you will have to notify us and your customers.

The public notification process involves a series of several steps—

- Step 1: Notify us of the violation. This process is described in sections 8.1 through 8.4 of this chapter.
- Step 2: Notify your customers of the violation. This process is described in sections 8.5 through 8.8 of this chapter.
- Step 3: Notify us when the violation has ended.
- Step 4: Send us proof that you notified your customers. This process is described in section 8.9 of this chapter.

Table 8.2 shows each type of monitoring or reporting violation. Once you finished entering the monthly data in the worksheet, you may realize there have been monitoring or reporting violations during the month. In general, many of these monitoring or reporting violations can only be determined at the end of a month. Thus, you can notify us of monitoring and reporting violations by submitting the monthly report.

Table 8.2. Monitoring and reporting violations requiring public notification.

Type of Violation	Description of Violation
CFE turbidity reporting	The plant fails to report all of the required CFE turbidity readings.
Daily CT reporting	The plant fails to report all the CT data needed to evaluate microbial inactivations.
Disinfectant residual of finished water monitoring	The plant fails to properly monitor the disinfectant residual level of the finished water.
Disinfectant residual in distribution system	The plant fails to monitor or report the required number of measurements in the distribution system.
Maximum individual filter effluent turbidity	The plant fails to monitor or report the reading for daily maximum turbidity of individual filter effluent.
4-hour individual filter effluent turbidity	The plant fails to monitor or report one or more of the turbidity readings 4 hours after the start of a filter run.
Filter-profile report	The plant fails to submit a FPR when it is required.
Filter-assessment report	The plant fails to submit a FAR when it is required.
Comprehensive performance evaluation	The plant fails to submit a CPE-request form when it is required.

8.1 HOW AND WHEN TO NOTIFY THE TCEQ OF A DAILY TURBIDITY VIOLATION (FINISHED-WATER-TURBIDITY READINGS ABOVE 1.0 NTU)

As shown in Table 8.1, a daily turbidity violation occurs if any of the CFE turbidity readings are above 1.0 NTU. This section tells how to notify us of such a violation.

When to Contact Us

The LT1 requires you to consult with us each time that the turbidity level of the finished water (the CFE turbidity) rises above 1.0 NTU. This consultation must occur within 24 hours of the high reading. Following this consultation, we will be able to determine if the violation poses an acute risk to public health and tell you what type of public notice you must issue.

IMPORTANT

Finished water (CFE) turbidity readings above 1.0 NTU are different from the other daily violations in the following three ways:

1. You must consult with us (and not just notify us) following this violation.
2. You must consult with us within 24 hours.
3. If you do not consult with us within 24 hours, you must assume that the violation poses an acute public-health threat and issue the public notice accordingly.

Which Readings Were “above 1.0 NTU”?

The SWMOR and SWMOR2 count only the readings that were above 1.0 NTU *after* rounding to the nearest 0.1 NTU. Readings from 1.001 to 1.049 are rounded *down* to 1.0. Any reading from 1.050 to 1.099 is rounded up to 1.1. Consequently, a reading is not counted as above 1.0 NTU unless you enter a value that is 1.050 NTU or above.

How to Contact Us

Consultation can begin with a fax, an e-mail, or a phone call. In order of our preference, the options are:

1. faxing us a completed violation-report form at 512-239-6050
2. Scanning and e-mailing the completed violation-report form to <PDWS@tceq.texas.gov>, attention “SWMOR”
3. telephoning us at 512-239-4691 and asking to speak to the Surface Water Treatment Rule Coordinator on the Drinking Water Quality Team
4. telephoning your local TCEQ office and asking to speak with a surface water treatment-plant investigator

We have developed a fax form that you can use to notify us of a turbidity (or other) violation. A blank copy of this appears in Figure 8.1. It contains most of the information that we need to know. Therefore, you should complete this form even if you decide to call us with the information rather than fax us a copy of the form. An electronic copy of the form can be downloaded from the TCEQ website at the following address:

www.tceq.texas.gov/goto/swtp/forms

You must actually consult with us following a daily turbidity violation. Consequently, you must call us so that we can discuss the situation—even if you fax or e-mail us a violation notice.

Public Drinking Water Violation Report

To: Texas Commission on Environmental Quality
Water Supply Division

Public Water System Name: _____ PWS ID No.: _____

Plant Name or Number: _____

Type of Violation(s): _____
(for example, turbidity above 5.0 NTU, turbidity between 1.0 and 5.0 NTU, turbidity above 0.3 NTU, low CT value, low residual leaving the plant, low distribution system residual, ClO₂ residual above 0.8 mg/L at the plant discharge, ClO₂ residual above 0.8 mg/L in distribution, etc.)

Date and Time that the Violation was Detected: _____ Duration of the Violation (if known): _____
(for example, 5 hours, 1 day, 2 months, etc.)

Other Data: Finished Water Turbidity Level: _____ NTU Highest IFE Turbidity Level: _____ NTU
(for SWTPs only) *Giardia* Inactivation: _____ Viral Inactivation: _____

Corrective Action Taken: _____

Reported By: _____ Date: _____

Telephone No.: () _____ Fax No.: () _____

Fax this violation report to TCEQ/Water Supply Division at (512) 239-6050

For TCEQ Use

Figure 8.1. Violation report form.

How We Decide How You Will Notify Your Customers

There are public notices for a daily turbidity violation:

- *both an Boil Water notice and an Acute Violation*—issued when there has been a severe failure in several treatment processes at the plant and customers need to boil water to kill potential pathogens
- *just an Acute Violation Notice*—issued when there has been a severe failure in one or two of the plant’s treatment processes but boiling water is not necessary
- *a Non-Acute Violation notice*—issued when there has been a failure in only one of the plant’s major treatment processes without a resulting immediate health risk to customers

The notice you will issue and the procedure that you will use depends on the severity of the violation.

Acute Violation and Boil Water Notice (BWN)

You are required to issue both an Acute Violation notice and a Boil Water notice (BWN) any time that we believe there is a severe threat to the public health.

Historically, the most common reason that we require BWNs to be issued has been the catastrophic failure of the filtration facilities. Conditions that we believe constitute catastrophic filter failures are described in the following box.

IMPORTANT

Any CFE turbidity reading above 5.0 NTU at a plant with conventional filters poses an immediate, acute risk to public health and you must notify your customers of the violation and issue a BWN within 24 hours of the reading. Although we would like to talk with you before you issue the public notice and Boil Water notice, you *must* notify your customers within 24 hours—even if you are unable to reach us first.

If you are using membrane filters, a similar public health threat exists at CFE turbidity levels above 1.0 NTU. Consequently, if the turbidity of the water leaving your membrane filter plant exceeds 1.0 NTU, you *must* notify your customers of the violation and issue a BWN within 24 hours.

Please refer to Section 8.5 for information about issuing an Acute Violation and BWN to your customers.

Acute Violation Notices

As noted in Section 8.1, you must consult with us within 24 hours of having a CFE turbidity reading over 1.0 NTU. This consultation process allows us to determine if the violation poses an acute threat to public health. If the CFE turbidity level is not above the level which requires a BWN, you must use the procedures described in section 8.6 to issue your public notice if:

- we determine that the turbidity violation poses an acute risk
- you do not consult with us within 24 hours of having the high reading

The TCEQ has determined that each of five following conditions poses a potential acute threat to public health.

1. CFE turbidity levels above 1.0 NTU occurred during a period when the disinfection protocol did not achieve an inactivation ratio of at least 2.0 for both *Giardia* and viruses.
2. CFE turbidity levels above 1.0 NTU occurred during a period that individual filter-effluent (IFE) turbidity levels were above 2.0 NTU at one or more filters.
3. CFE turbidity levels above 1.0 NTU occurred at plants that are required to have IFE turbidimeters but failed to properly monitor or record IFE turbidity data during the period when the CFE turbidity level was above 1.0 NTU.
4. CFE turbidity levels above 2.0 NTU occurred at plants that have only two filters, are not required to continuously monitor the IFE turbidity level at the effluent of each filter, and did not happen to collect IFE turbidity grab samples during the period when CFE levels were above 1.0 NTU.
5. CFE turbidity levels above 1.0 NTU occurred at plants that use membrane technology. In this situation, the TCEQ will also require the public water system to issue a BWN in conjunction with the public notice issued for the treatment technique violation.

Acute threats to public health may exist under conditions other than those identified above. Consequently, we may require acute violation notices to be issued in other situations.

If you are unable to talk with us within 24 hours, you can use the above list to help you determine if your violation poses an acute risk.

Non-Acute-Violation Notices

If we believe that the daily turbidity violation does not pose an immediate threat to public health, we will allow you to use the procedure described in Section 8.7 to issue your public notice. Our decision to allow you to use this procedure will be based on our belief that the disinfection levels achieved at the plant will afford a reasonable level of public health protection despite elevated CFE turbidity levels. In the absence of some unusual source-water quality problem, we determine that this criterion can be met if the plant achieves an inactivation ratio of at least 2.0 when the CFE turbidity level is above 1.0 NTU. An IR of 2.0 means that the plant is inactivating twice as much *Giardia* and virus as required by our rules.

Example 8.1: Determining When to Notify the TCEQ of a Daily Violation

A surface water treatment plant collects the following data during the first week in February 2004. The plant feeds ammonia at some point during the treatment process and maintains a chloramine residual in the distribution system.

PERFORMANCE DATA																		
Date	Raw Water Pumpage (MGD)	Treated Water Pumpage (MGD)	RAW WATER ANALYSES		SETTLED WATER TURBIDITY (Optional Data)						FINISHED WATER QUALITY							
			NTU	Alk.	Basin No.						Turbidity						Lowest Residual	Time=
					1	2	3	4	5	6	NTU1	NTU2	NTU3	NTU4	NTU5	NTU6		
1	2.300	2.210	45	112	1.4	1.5					X	0.03	0.05	0.13	0.21	0.19	1.2	
2	2.100	1.988	53	116	1.9	2.5					X	0.13	0.25	0.11	0.07		2.1	
3	1.900	1.658	48	111	2.2	2.4					X	0.25	0.32	0.21	0.16	0.09	2.1	
4	4.500	4.654	66	101	1.8	1.3					X	0.47	0.55	0.24	0.11	0.31	1.8	
5	3.100	2.440	56	112	3.1	2.8					X	0.54	1.16	1.03	1.40	0.42	1.3	
6	2.300	2.232	45	110	2.2	1.9					X	0.22	0.08	0.04	0.05	0.09	1.9	
7	2.500	2.445	48	115	2.5	2.7					X	0.11	0.14	0.08	0.09	0.11	0.3	2.25

In this example:

Two CFE (finished-water) turbidity readings on Thursday, February 5, were above 1.0 NTU: the reading in NTU3 was 1.16 and the one in NTU5 was 1.4. As soon as the first of these readings was confirmed to be correct, the system had a daily violation. Because the CFE turbidity level was above 1.0 NTU, the plant was required to consult with us by noon on February 6, using one of the methods described in this section, and then notify its customers in the manner we approve. (Note: If you did not consult with us by noon on February 6, the plant would have been required to notify its customers of the violation as described in Section 8.6 since the turbidity level was above 1.0 NTU but not above 5.0 NTU.)

The total chlorine residual entering the distribution system dropped as low as 0.3 mg/L on Saturday, February 7, and was below 0.5 mg/L for as long as 2 hours, 15 minutes. Since the longest period of time that the residual was below 0.5 mg/L was less than 4.0 hours, the system did not violate the treatment technique requirements and was not required to notify either the TCEQ or its customers of the problem. (However, if the residual had been below 0.5 mg/L for more than 4.0 hours, the system would have violated the rule and would have had to notify the TCEQ of the violation no later than 5 p.m. on Monday, February 9, by one of the methods described in Section 8.2. The system would have also been required to notify its customers as described in Section 8.7.)

8.2 HOW AND WHEN TO NOTIFY THE TCEQ OF A DAILY CT OR LOW-RESIDUAL VIOLATION

As shown in Table 8.1, a daily CT violation occurs any day that the inactivation ratio falls below 1.0 for more than four consecutive hours. Table 8.1 also shows that a daily low-residual violation occurs any day that the disinfectant residual leaving the plant falls below acceptable levels for more than 4 consecutive hours. This section describes the process for notifying us of such violations. The procedures that you must follow to notify your customers of these two violations are discussed in Section 8.7.

When to Contact Us

The LT1ESWTR and LT2ESWTR do not change the notification requirements for these types of daily violations. Consequently, if you have one of these daily violations, you must notify us by 5 p.m. on the next business day after the violation occurred.

How to Contact Us

You can notify us of a daily CT or low residual violation with either a fax or a phone call. In order of our preference, the options are:

1. Faxing us a completed Violation Report Form at 512-239-6050
2. Telephoning us at 512-239-4691 and asking to speak to the Surface Water Treatment Rule Coordinator on the Drinking Water Protection Team
3. Telephoning your local TCEQ office and asking to speak with a surface water treatment–plant investigator

We have developed a fax form that you can use to notify us of a turbidity (or other) violation. A blank copy of this is shown in Figure 8.1. A properly completed form contains most of the information that we need to know. Therefore, you should complete this form even if you decide to call us with the information rather than fax us a copy of the form. An electronic copy of the form can be downloaded from the TCEQ website at the following address:

www.tceq.texas.gov/goto/sw-violation

The rules do not require you to consult with us following these specific daily violations, so you do not need to call us after faxing the completed violation report. However, we will call you to discuss the situation if we need more information and to discuss the specific public notice that you must give your customers.

Example 8.2: Determining When to Notify the TCEQ of a CT Violation

The graphic below shows a portion of a surface water treatment plant's SWMOR for February 2004.

PERFORMANCE DATA									
DISINFECTION PROCESS DATA									
Date	Disinfectant	C (mg/L)	Flow (MGD)	Temp (°C)	pH	Giardia Log	Virus Log	Inact. Ratio	Time=
7	NA D1								
	FCL D2A	0.2	3.000	12.0	7.4				
	NA D2B					0.48	11.33	0.96	2.25
	CLA D3	0.3	3.000	14.0	7.5			(G)	
	D4								
15	NA D1								
	FCL D2A	0.6	2.000	14.0	7.7				
	FCL D2B	0.8	2.000	14.0	7.4	2.36	58.46	4.72	
	CLA D3	2.7	4.000	14.0	7.7			(G)	
	D4								

In this example:

1. The plant has three disinfection zones and zone D2 contains two treatment trains.
2. Disinfection zones D1 and D2B were not being used on Friday, February 6. This means that:
 - a. Since all of the water must flow through zone D1 and zone D1 shows "NA" for the disinfectant, no disinfectant was being used in that zone.
 - b. Since all of the water must flow through zone D3, the plant was being operated at a flow rate of 3.000 MGD when this sample set was collected.
 - c. Since all of the water must flow through zones D2A and D2B and the flow rate through zone D2B was 3.000 MGD, no water was flowing through zone D2A. Since there was no flow in zone D2A, the operator selected "NA" as the disinfectant.
3. When the sample set on Friday, February 6, was collected, the inactivation ratio for *Giardia* was 0.96. The maximum period of time that the inactivation ratio was below 1.0 was 2 hours, 15 minutes. Since the longest period of time that the inactivation ratios were below 1.0 was *less* than 4.0 hours, the system did not violate the treatment technique requirements and was not required to notify either the TCEQ or its customers about the problem.

(However, if the inactivation ratio had been below 1.0 for *more* than 4.0 hours, the system would have had a violation that required it to notify the TCEQ no later than 5 p.m. on Monday, February 9, by one of the methods described in Section 8.2. The system would have also been required to notify its customers as described in Section 8.7.)

8.3 HOW AND WHEN TO NOTIFY THE TCEQ OF A MONTHLY VIOLATION

While daily violations are based on the results of only one or two readings obtained during a single day, monthly violations are based on all of the data accumulated over a period of one or two months. However, you may be able to tell in the middle of a month that it will be impossible to avoid a violation no matter what the data looks like for the rest of the month. Once a monthly violation becomes unavoidable, you have to notify us—even if it is before the end of the month.

Consequently, if you are having an operational problem that could result in a violation, you *cannot* wait until the end of the month to review your records and decide whether you should contact the TCEQ and notify the public. As soon as you realize that a monthly violation has occurred or cannot be avoided, you have 24 hours to notify us of the violation.

This section describes the procedures that you should use to notify us of a monthly treatment-technique violation. The procedures that you must follow to notify your customers of these two daily treatment-technique violations appear in Section 8.7.

High Finished-Water Turbidity (more than 5.0 percent of the CFE readings above 0.3 NTU)

When to Contact Us

You are required to inform us by the end of the next business day if more than 5.0% of the CFE turbidity readings for the month are going to be above 0.3 NTU. When to contact the TCEQ depends on the answers to these two questions:

1. Which CFE readings were counted as being “above 0.3”?
2. When could you *first* tell that 5.0% of the CFE readings taken during the month would be “above 0.3”?

Which Readings Were “above 0.3”?

The SWMOR counts only the readings that were above 0.3 NTU *after* rounding to the nearest 0.1 NTU. Readings from 0.301 to 0.349 are rounded *down* to 0.3. Any reading from 0.350 to 0.399 is rounded up to 0.4. Consequently, a reading is not counted as “above 0.3 NTU” unless you enter a value that is 0.350 NTU or above.

When Could You First Tell?

The number of readings that you can have above 0.3 NTU depends on the total number of turbidity readings that you collect during the month. Since no more than 5.0% of the readings can be above 0.3 NTU, use Table 8.3 to determine the maximum number of readings that you can have.

Table 8.3. Maximum allowable number of readings above 0.3 NTU.

Total number of turbidity readings during the month	Maximum allowable number of readings above 0.3 NTU	A monthly violation occurs when you have this number of readings above 0.3 NTU
1–19	0	1
20–39	1	2
40–59	2	3
60–79	3	4
80–99	4	5
100–118	5	6
119–138	6	7
139–158	7	8
159–178	8	9
179–186	9	10

Based on Table 8.3, the most important factors are: (1) how many days there are during the month, and (2) how many readings you routinely collect each day. For example, if your plant serves at least 500 people and is on line continuously throughout the day, you must record the turbidity of the finished water every 4 hours and you will have six readings per day. This means that:

1. During every month (except February), you will record either 180 or 186 readings depending on whether the month has 30 or 31 days. In either case, you will have a monthly turbidity violation as soon as you record the 10th reading above 0.3 NTU.
2. In February, you will record either 168 or 176 readings depending on whether or not it is a leap year. In either case, you will have a monthly turbidity violation as soon as you record the 9th reading above 0.3 NTU.

There are other important factors—such as the number of offline periods and the number of missing readings—that you must consider when determining the maximum number of readings above 0.3 NTU that you can have.

For example, a large treatment plant that is taken offline from 11 p.m. until 7 a.m. each day would collect 31 fewer turbidity readings during the month of January. Therefore, the plant will have 155 turbidity readings during the month (that is, $186 - 31 = 155$). As Table 8.3 indicates, under these circumstances, the 8th reading above 0.3 NTU would result in a monthly violation instead of the 10th reading.

How to Contact Us

You may notify us of a monthly turbidity violation with either a fax or a phone call.

In order of our preference, the options are:

1. faxing us a completed Violation Report Form at 512-239-6050
2. e-mailing us a scanned Violation Report Form to <PDWS@tceq.texas.gov>, attention “SWMOR Violation”
3. telephoning us at 512-239-4691 and asking to speak the Surface Water Treatment Rule Coordinator on the Drinking Water Protection Team
4. telephoning your local TCEQ office and asking to speak with a surface water treatment–plant investigator

We have developed a fax form that you may use to notify us of a turbidity (or other) violation. A blank copy of this appears in Figure 8.1. A properly completed form contains most of the information that we need to know. Therefore, you should complete this form even if you decide to call us with the information rather than fax us a copy of the form. An electronic copy of the form can be downloaded from the TCEQ website at:

www.tceq.texas.gov/goto/sw-violation

The rules do not require you to consult with us following these specific daily violations, so you do not need to call us after faxing the completed violation report. However, we will call you to discuss the situation if we need more information and to discuss the specific public notice that you must provide to your customers.

Low Distribution Residuals

It is very important to maintain an acceptable disinfectant residual throughout the distribution system at all times. You must measure the residual at a designated sampling site at least once each day and should use this data to make appropriate operational adjustments on a daily basis. Failure to maintain an adequate residual at all times is a violation of our rules. However, you will only have to notify your customers if more than 5.0% of the disinfectant residuals in the distribution system fall below the acceptable level during each of two consecutive months.

Unless you collect a very large number of distribution samples, you may use Table 8.4 to determine the maximum number of readings that can be below acceptable levels before you might be required to issue a public notice for low distribution residuals.

Table 8.4. Number of low distribution-residual readings that could trigger a public notice.

Total number of distribution residual readings during the month	You might have to issue a public notice if you have this number of readings below acceptable levels
0–19	1
20–39	2
40–59	3
60–79	4
80–99	5
100–118	6
119–138	7
139–158	8
159–178	9
179–198	10
199–217	11

When to Contact Us

Since the public-notification requirement for distribution system violations is based on all of the data collected during two consecutive months, you may be certain that no public notice will be required this month if at least 95% of the samples collected last month had an adequate residual.

There is no limit on the number of tests that you may run in the distribution system each month. Consequently, we realize that you probably will not be able to tell whether you are going to fail in more than 5.0% of the samples until the last day of the month. Therefore, we do not require you to notify us of this particular problem until the first business day of the following month. However, we recommend that you contact us as soon as you become aware that you are having some trouble maintaining an acceptable residual throughout the distribution system.

You may notify us of a monthly turbidity violation with either a fax or a phone call. In order of our preference, the options are:

1. faxing us a completed Violation Report Form at 512-239-6050
2. e-mailing a copy of the scanned, completed, Violation Report Form to us at <PDWS@tceq.texas.gov>, attention “SWMOR Violation”
3. telephoning us at 512-239-4691 and asking to speak to the Surface Water Treatment Rule Coordinator on the Drinking Water Protection Team
4. telephoning your local TCEQ office and asking to speak with a surface water treatment plant investigator

A properly completed Public Drinking Water Violation Report Form (TCEQ-10449) contains most of the information that we need to know. Therefore, you should complete this form even if you decide to call us with the information rather than fax us a copy. For your convenience, we included a blank copy of the Violation Report form in Figure 8.1. An electronic copy of the form can be downloaded from the TCEQ website at the following address:

www.tceq.texas.gov/goto/sw-violation

The rules do not require you to consult with us following this violation so you do not need to call us after faxing the Violation Report. We will call you to discuss the situation if we need more information and to discuss the specific public notice that you must give your customers.

8.4 HOW AND WHEN TO NOTIFY THE TCEQ OF A MONITORING-AND-REPORTING VIOLATION

The SWMOR and SWMOR2 spreadsheets automatically report if you have a monitoring-and-reporting (M&R) violation. You will notify us of an M&R violation when you send us your completed SWMOR or SWMOR2. You do not have to take any special steps to notify us of an M&R violation.

An overview of the public notification procedures for M&R violations appears in Section 8.8. You can also get forms and instructions on our web site at:

www.tceq.texas.gov/goto/sw-violation

8.5 WHEN AND HOW TO NOTIFY YOUR CUSTOMERS OF A TURBIDITY VIOLATION THAT REQUIRES A BOIL WATER NOTICE

There are two situations when you must always include a Boil Water notice with your public notice for a treatment-technique violation. We require you to take this step if either of the following conditions occurs:

- If your plant uses conventional media filters (either gravity or pressure filters) and *any* of the readings for finished-water (CFE) turbidity is above 5.0 NTU
- If your plant uses membrane filters and *any* of the readings for finished-water turbidity is above 1.0 NTU

When to Issue the Boil Water Notice for an Acute Treatment-Technique Violation

If your plant uses conventional filters and *any* of the readings for finished-water turbidity readings is above 5.0 NTU, you must notify your customers of the violation and issue a BWN within 24 hours of the reading.

If your plant uses membrane filters and *any* of the readings for finished-water turbidity is above 1.0 NTU, you must notify your customers of the violation and issue a BWN within 24 hours of the reading.

Contact us immediately at (512) 512-239-4691 if any of the finished-water-turbidity readings is above 5.0 NTU. Although we would like to talk with you before you issue the public notice and BWN, you *must* notify your customers within 24 hours even if you are unable to reach us first.

Contact us immediately at 512-239-4691 if any of the finished-water-turbidity readings is above 5.0 NTU. In addition, you may e-mail us at <PDWS@tceq.texas.gov> and fax us at 512-239-6050. You should document your contact with TCEQ; print and save a copy of the fax confirmation or e-mail to show regional investigators upon request.

How to Issue an Acute Violation with BWN

A community water system must issue the Acute Violation notice and BWN using both electronic and printed media. Specifically, a community water system must do both of the following:

- Furnish a copy of the notice to the radio and television stations serving the area served by the public water system.
- Publish the notices in a daily newspaper of general circulation in the area served by the system. If the area is not served by a daily newspaper of general circulation, notice must instead be delivered by hand or by continuously posting the notice in conspicuous places within the area served by the system. The notice must remain posted for at least seven days *and* for as long as the violation continues.

A non-community system must continuously post the notice in conspicuous places in the area served by the system. Again, the notice must remain posted for at least seven days *and* for as long as the violation exists. A non-community water system is not required to issue the acute violation notice using electronic media or to publish the notice in a local paper.

Information that you must include in the Acute Violation notice and BWN

When you issue the Acute Violation and BWN, you *must* include the wording shown in Figure 8.2. If you serve a significant Spanish-speaking population, you must also include the wording shown in Figure 8.3.

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.

TCEQ-20621 rev. 1/18/12

Figure 8.2. Mandatory English wording for a turbidity violation that requires a BWN with an acute turbidity violation notice.

Aviso de Hervir Agua y

Aviso de Violación Aguda de Turbidez de Agua Superficial

La Comisión de Calidad Ambiental de Texas (TCEQ) establece normas mínimas de calidad de agua para agua potable pública. Una de esas normas es el límite de turbidez. La turbidez por sí misma no tiene efectos en la salud. Sin embargo, la turbidez puede dificultar la desinfección y proporcionar un medio propicio para el crecimiento de microbios. La turbidez podría también indicar la presencia de organismos causantes de enfermedades. Estos organismos incluyen bacterias, virus y parásitos que podrían causar síntomas tales como náusea, calambres y diarrea. Estos síntomas pueden ser particularmente severos en individuos que no sean tan resistentes a las infecciones como la mayoría de la población. Si usted experimenta síntomas severos, por favor consulte a su médico para determinar cuáles medidas debería tomar usted.

El **[enter the name of your public water system here]** no cumplió con los requisitos mínimos en la técnica de tratamiento en **[enter the date or dates that the turbidity level exceeded 5.0 NTU]**. Específicamente, el nivel de turbidez de nuestra agua tratada fue mayor de 5.0 Unidades Nefelométricas de Turbidez.

Debido a la naturaleza y la gravedad de esta violación, la TCEQ nos ha exigido emitir esta notificación pública y decirles a todos nuestros clientes que deberían hervir el agua antes de consumirla.

Para asegurar la destrucción de toda bacteria dañina y otros microbios, cualquier agua que se use para beber, cocinar o hacer hielo debe ser hervida primero. El agua debe llegar a hervir vigorosamente y dejar hervirse por dos minutos. (Asegúrese de dejar el agua enfriarse antes de tomarla.) En lugar de hervir el agua, usted puede comprar agua embotellada u obtener agua de alguna otra fuente adecuada. Cuando deje de ser necesario hervir el agua, le avisaremos.

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

Si desea más información sobre la naturaleza y el significado de esta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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,

El **[enter the name of your public water system here]** ha realizado las siguientes medidas correctivas para prevenir la repetición de las violaciones:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20621/esp rev. 1/18/12

Figure 8.3. Mandatory Spanish wording for a turbidity violation that requires a BWN with an acute turbidity violation notice.

Return-to-Compliance Notification for an Acute Violation and BWN

If you ever have to issue an Acute Violation or BWN, you must keep your customers informed about the status of the violation and let them know when the threat to public health has passed. Before issuing *any* of the additional notices, you must contact us so that we can discuss the action you propose to take.

Following the initial notice, you must:

1. Issue a public notice lifting the BWN. *Before* you tell your customers that they no longer need to boil their water, you must contact us at 512-239-4691 and receive our approval to lift the BWN. You may not lift the BWN without our prior approval.

When you issue the notice to tell your customers that the violation has been corrected and that they no longer need to boil their water, you must issue the notice in the same manner that you issued the original notice. This means that:

- a. If you notified radio or television stations of the violation, you must inform each of these organizations that the violation has been corrected.
 - b. If you published the original notice in local papers, you must publish the follow-up notice in each of those papers.
 - c. If you delivered the original notice by hand, you must hand-deliver the follow-up notice.
 - d. If you issued the original notice by posting it in conspicuous places, you must post the follow-up notice in the same places.
2. Send a copy of the original notice to each customer within 45 days of the violation. This notice can be delivered by hand, mailed with the water bill, or mailed in a separate envelope.

Before you issue these individual notices, you should contact us at 512-239-4691. We can waive this requirement if the violation has been corrected within this 45-day period. However, we are required by both state and federal rules to issue this waiver in writing, so it is very important that you call us so that we can send you a letter.

3. Send us a copy of each of the notices that you issued to radio and television stations, published in newspapers, and sent to your customers. A signed copy of the Certificate of Delivery shown in section 8.9 and a copy of the original BWN and acute violation notice must be attached to your SWMOR. The copies of the follow-up notices must be mailed to us within 10 days of the date that they are issued and must be mailed to:

Drinking Water Quality Team, MC-155
Attention: SWTR Coordinator
Water Supply Division
TCEQ
PO Box 13087
Austin, TX 78711-3087

If you wish you may submit documents to our physical address at:

Drinking Water Quality Team, Building F
Water Supply Division
Attention: SWTR Coordinator
TCEQ
12100 Park 35 Circle
Austin, TX 78753

8.6 WHEN AND HOW TO NOTIFY YOUR CUSTOMERS OF OTHER ACUTE TURBIDITY VIOLATIONS

As noted in Section 8.1, you must consult with us within 24 hours of having a finished-water turbidity reading over 1.0 NTU. This consultation allows us to determine if the violation poses an acute threat to public health. You must use the procedures in this section to issue your public notice if:

- We determine that the turbidity violation poses an acute risk
- You fail to consult with us within 24 hours of having the high reading

The TCEQ has determined that each of five following conditions poses a potential acute threat to public health.

1. CFE turbidity levels above 1.0 NTU occurred during a period when the disinfection protocol did not achieve an inactivation ratio of at least 2.0 for both *Giardia* and viruses.
2. CFE turbidity levels above 1.0 NTU occurred during a period that IFE turbidity levels were above 2.0 NTU at one or more filters.
3. CFE turbidity levels above 1.0 NTU occurred at plants that are required to have IFE turbidimeters but failed to properly monitor or record IFE turbidity data during the period when the CFE turbidity level was above 1.0 NTU.
4. CFE turbidity levels above 2.0 NTU occurred at plants that have only two filters, are not required to continuously monitor the turbidity level at the effluent of each filter, and did not happen to collect IFE turbidity grab samples during the period when CFE levels were above 1.0 NTU.
5. CFE turbidity levels above 1.0 NTU occurred at plants that use membrane technology. In this situation, the TCEQ will also require the public water system to issue a Boil Water notice in conjunction with the public notice issued for the treatment-technique violation.

Acute threats to public health may exist under conditions other than those identified above. Consequently, we may require Acute Violation notices to be issued in other situations.

If you are unable to talk with us within 24 hours, you can use the above list to help you determine if your violation poses an acute risk.

When to Issue the Public Notice for an Acute Turbidity Violation

You must issue the public notice for an acute turbidity violation within 24 hours of the reading.

How to Issue the Public Notice for an Acute Turbidity Violation

A community water system must issue the public notice for an acute turbidity violation using both electronic and printed media. Specifically, a community water system must do both of the following:

- Furnish a copy of the notice to the radio and television stations serving the area served by the public water system.
- Publish the notice in a daily general-circulation newspaper in the area served by the system. (If the area is not served by a daily general-circulation newspaper, notice must instead be delivered by hand or continuously posted in conspicuous places within the area served by the system. The notice must remain posted for at least seven days *and* for as long as the violation exists.)

A non-community systems must continuously post the notice in conspicuous places in the area served by the system. Again, the notice must remain posted for at least seven days *and* for as long as the violation exists. A non-community water system is not required to issue the acute violation notice using electronic media or to publish the notice in a local paper.

Information that you must include in the Public Notice for an Acute Turbidity Violation

When you issue the acute violation notice, you must include the wording shown in Figure 8.4. If you serve a significant Spanish-speaking population, you must also include the wording shown in Figure 8.5.

Additional Notification Requirements for an Acute Turbidity Violation

You must keep your customers informed about the status of the violation and let them know when the public health threat passes. Before issuing *any* of the additional notices, you must contact us so that we can discuss the action you propose to take.

Following the initial notice, you must:

1. Issue the notice to tell your customers that the violation has been corrected. You must issue the notice in the same manner that you issued the original notice. This means that:
 - a. If you notified radio or television stations of the violation, you must inform each of these organizations that the violation has been corrected.
 - b. If you published the original notice in local papers, you must publish the follow-up notice in each of those papers.
 - c. If you delivered the original notice by hand, you must hand-deliver the follow-up notice.
 - d. If you issued the original notice by posting it in conspicuous places, you must post the follow-up notice in the same places.
2. Send a copy of the original notice to each customer within 45 days of the violation. This notice can be delivered by hand, mailed with the water bill, or mailed in a separate envelope.

Notice of Acute Surface Water Turbidity Violation

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 1.0 NTU]**. Specifically, the turbidity level of our treated water was above 1.0 Nephelometric Turbidity Unit.

[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.

TCEQ-20620 rev. 1/18/12

Figure 8.4. Mandatory English wording for an acute turbidity violation.

Aviso de Violación Aguda de Turbidez de Agua Superficial

La Comisión de Calidad Ambiental de Texas (TCEQ) establece normas mínimas de calidad de agua para agua potable pública. Una de esas normas es el límite de turbidez. La turbidez por sí misma no tiene efectos en la salud. Sin embargo, la turbidez puede dificultar la desinfección y proporcionar un medio propicio para el crecimiento de microbios. La turbidez podría también indicar la presencia de organismos causantes de enfermedades. Estos organismos incluyen bacterias, virus y parásitos que podrían causar síntomas tales como náusea, calambres y diarrea. Estos síntomas pueden ser particularmente severos en individuos que no sean tan resistentes a las infecciones como la mayoría de la población. Si usted padece de síntomas severos, por favor consulte a su médico para determinar cuáles medidas debería tomar usted.

El **[enter the name of your public water system here]** no cumplió con los requisitos mínimos en la técnica de tratamiento en **[enter the date or dates that the turbidity level exceeded 1.0 NTU]**. Específicamente, el nivel de turbidez de nuestra agua tratada fue mayor de 1.0 Unidad Nefelométrica de Turbidez.

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

Si desea más información sobre la naturaleza y el significado de esta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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,

El **[enter the name of your public water system here]** ha realizado las siguientes medidas correctivas para prevenir la repetición de las violaciones:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20620/esp rev. 1/18/12

Figure 8.5. Mandatory Spanish wording for an acute turbidity violation.

Before you issue these individual notices, you should contact us at 512-239-4691. We can waive this requirement if the violation has been corrected within this 45-day period. However, we are required by both state and federal rules to issue this waiver in writing, so it is very important that you call us so that we can send you a letter.

3. Send us a copy of each of the notices that you issued to radio and television stations, published in newspapers, and sent to your customers. A signed copy of the certificate of delivery shown in Section 8.9 and a copy of the original Acute Violation notice must be attached to your SWMOR. The copies of the follow-up notices must be mailed to us within 10 days of the date that they are issued and must be mailed to:

Drinking Water Quality Team, MC-155
Water Supply Division, Attention: SWTR Coordinator
TCEQ
PO Box 13087
Austin, TX 78711-3087

If you wish you may submit documents to our physical address at:

Drinking Water Quality Team, Building F
Water Supply Division, Attention: SWTR Coordinator
TCEQ
12100 Park 35 Circle
Austin, TX 78753

8.7 WHEN AND HOW TO NOTIFY YOUR CUSTOMERS OF OTHER TREATMENT-TECHNIQUE VIOLATIONS

The information presented in this section applies to all treatment-technique violations that do not pose an acute threat to public health. However, if some unique combination of conditions results in an acute public health threat to your customers, we will require you to issue the notice in the manner described in Section 8.6.

The treatment-technique violations that do not generally pose an acute threat include:

- certain readings for finished-water turbidity above 1.0 NTU (see Section 8.6 for more details on acute turbidity violations)
- failure to meet minimum *Giardia* and viral inactivation requirements for more than four consecutive hours
- failure to maintain an acceptable disinfectant residual leaving the plant for more than four consecutive hours
- more than 5% of the finished water turbidity readings were above 0.3 NTU for the month
- more than 5% of the disinfectant residual tests in the distribution system were below acceptable levels for two months in a row

When to Issue a Public Notice for Non-Acute Treatment-Technique Violations

You must notify your customers of any treatment-technique violation as soon as possible after notifying us of the violation. However, the initial notice must be issued no later than 30 days after the date that the violation occurred even if you have not contacted us.

How to Issue a Public Notice for Non-Acute Treatment-Technique Violations

A community water system must issue the public notice for a non-acute treatment-technique violation in a manner that is likely to reach all of the customers served by the water system. Specifically, a community water system must:

1. Mail (or deliver directly via some other method) a copy of the notice to each customer that receives a bill and to other service connections to which water is delivered by the public water system.
2. Use some other method that is likely to reach other persons regularly served by the system—these typically include house renters, apartment dwellers, university students, nursing-home patients, prison inmates, and others who do not receive a bill from the water system. Other methods may include:
 - a. Publishing the notice in a local newspaper.
 - b. Delivering multiple copies of the notice to customers that supply drinking water to others (e.g., apartment-building owners or large private employers).
 - c. Delivering the notice to community organizations.
 - d. Continuously posting the notice in conspicuous public places within the area served by the system or on the Internet. The notice must remain posted for at least seven days or for as long as the violation continues, whichever is longer.

A non-community water system must post the notice in conspicuous places in the area served by the system. Again, the notice must remain posted for at least seven days or for as long as the violation continues, whichever is longer.

Information That You Must Include in the Public Notice

When you issue the public notice for a treatment-technique violation, you *must* include the appropriate mandatory wording. If you serve a significant Spanish-speaking population, you *must also* issue a Spanish version of the notice.

The English and Spanish versions of the public notification language for daily treatment-technique violations appear in Figures 8.6 and 8.7, respectively.

The English and Spanish versions of the public-notification wording for monthly treatment-technique violations appear in Figures 8.8 and Figure 8.9, respectively.

Notice of Surface Water Treatment-Technique Violation (Daily)

The Texas Commission on Environmental Quality (TCEQ) sets minimum water quality standards for public drinking water. These standards include enforceable treatment technique requirements for drinking water. Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

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 violation occurred]**. Specifically, our water system **[using the “Daily Violation List” below, enter the type of daily violation that occurred]**.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

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.]

Daily Violation List

Use one or more of these statements (as needed) when you enter the “type of daily violation” information:

- allowed the turbidity of the filtered water to exceed 1.0 Nephelometric Turbidity Units
- failed to properly disinfect the drinking water for a period of more than four hours
- allowed the disinfectant residual of the water entering the distribution system to fall below the acceptable level for more than four hours

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.

TCEQ-20622 rev. 1/18/12

Figure 8.6. Mandatory English wording for a daily treatment-technique violation.

Aviso de Violación de Técnicas de Tratamiento de Agua Superficial (Diario)

La Comisión de Calidad Ambiental de Texas (TCEQ) establece normas mínimas de calidad de agua para agua potable pública. Estas normas incluyen requisitos exigibles para técnicas de tratamiento para agua potable. El agua tratada en forma inadecuada puede contener organismos causantes de enfermedades. Estos organismos incluyen bacterias, virus y parásitos que podrían causar síntomas tales como náusea, calambres y diarrea.

El **[enter the name of your public water system here]** no cumplió con los requisitos técnicos mínimos de tratamiento en **[enter the date or dates that the violation occurred]**. Específicamente, nuestro sistema de agua **[using the “Daily Violation List” below, enter the type of daily violation that occurred]**.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

Si desea más información sobre la naturaleza y el significado de esta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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.]

Daily Violation List

Use one or more of these statements (as needed) when you enter the “type of daily violation” information:

- permitió que la turbidez del agua filtrada sobrepasara 1.0 Unidad Nefelométrica de Turbidez
- dejó de desinfectar bien el agua potable por un período de más de cuatro horas
- permitió que el desinfectante residual del agua entrando al sistema de distribución cayera por debajo del nivel aceptable por más de cuatro horas

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,

El **[enter the name of your public water system here]** ha realizado las siguientes medidas correctivas para prevenir la repetición de las violaciones:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20622/esp rev. 1/18/12

Figure 8.7. Mandatory Spanish wording for a daily treatment-technique violation.

Notice of Surface Water Treatment Technique Violation (Monthly)

The Texas Commission on Environmental Quality (TCEQ) sets minimum water quality standards for public drinking water. These standards include enforceable treatment technique requirements for drinking water. Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites that can cause symptoms such as nausea, cramps, diarrhea and associated headaches.

The [enter the name of your public water system here] failed to meet the minimum treatment technique requirements for the month of **[enter the month and year that the violation occurred]**. Specifically, our water system **[using the “Monthly Violation List” below, enter the type of daily violation that occurred]**.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

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.]

Monthly Violation List

Use one or both of these statements (as needed) when you enter the “type of monthly violation” information:

- allowed the turbidity of the filtered water to exceed 0.3 Nephelometric Turbidity Units in more than 5.0 percent of the measurements made during the month
- failed to maintain an acceptable disinfectant residual throughout the distribution system for two consecutive months

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.

TCEQ-20623 rev. 1/18/12

Figure 8.8. Mandatory English wording for a monthly treatment-technique violation.

**Aviso de Violación de Técnicas de Tratamiento
de Agua Superficial (Mensual)**

La Comisión de Calidad Ambiental de Texas (TCEQ) establece normas mínimas de calidad de agua para agua potable pública. Estas normas incluyen requisitos exigibles para técnicas de tratamiento para agua potable. El agua tratada en forma inadecuada puede contener organismos causantes de enfermedades. Estos organismos incluyen bacterias, virus y parásitos que podrían causar síntomas tales como náusea, calambres y diarrea.

El **[enter the name of your public water system here]** no cumplió con los requisitos técnicos mínimos de tratamiento en el mes de **[enter the month and year that the violation occurred]**. Específicamente, nuestro sistema de agua **[using the “Monthly Violation List” below, enter the type of daily violation that occurred]**.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

Si desea más información sobre la naturaleza y el significado de esta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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.]

Monthly Violation List

Use one or both of these statements (as needed) when you enter the “type of monthly violation” information:

- permitió que la turbidez del agua filtrada sobrepasara 0.3 Unidades Nefelométricas de Turbidez en más del 5.0 por ciento de las medidas hechas durante el mes
- dejó de mantener un residuo aceptable del desinfectante a través de todo el sistema de distribución por dos meses seguidos

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,

El **[enter the name of your public water system here]** ha realizado las siguientes medidas correctivas para prevenir la repetición de las violaciones:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20623/esp rev. 1/18/12

Figure 8.9. Mandatory Spanish wording for a monthly treatment-technique violation.

Additional Notification Requirements for Other Treatment-Technique Violations

If you ever have to issue a public notice for a treatment-technique violation, you must keep your customers informed about the status of the violation and let them know when it is corrected. Before issuing *any* of the additional notices, you must contact us so that we can discuss its content.

Following the initial public notice, you must:

1. Send a copy of the original notice to each customer within 45 days of the violation. This notice can be delivered by hand, mailed with the water bill, or mailed in a separate envelope.

Before you issue these individual notices, you should contact us at 512-239-4691. We can (and routinely do) waive this requirement if the violation has been corrected within this 45-day period. However, we are required by both state and federal rules to issue this waiver in writing. Therefore, it is very important that you call us so that we can send you a letter.

2. Issue a notice telling your customers that the violation has been corrected. You must issue the notice in the same manner that you issued the original notice. This means that:
 - a. If you published the original notice in local papers, you must publish the follow-up notice in each of those papers
 - b. If you delivered the original notice by hand, you must hand-deliver the follow-up notice
 - c. If you issued the original notice by posting it in conspicuous places, you must post the follow-up notice in the same places
3. Send us a signed copy of the certificate of delivery shown in Section 8.9 and a copy of each notice that you published in local newspapers or sent to your customers. If possible, the materials should be attached to your SWMOR. The copies of the follow-up notices must be mailed to us, within 10 days of the date they are issued, at:

Drinking Water Quality Team, MC 155
Water Supply Division
Attention: SWTR Coordinator
TCEQ
PO Box 13087
Austin, TX 78711-3087

You may submit documents to our physical address at:

Drinking Water Quality Team, Building F
Water Supply Division
Attention: SWTR Coordinator
TCEQ
12100 Park 35 Circle
Austin, TX 78753

8.8 WHEN AND HOW TO NOTIFY YOUR CUSTOMERS OF MONITORING-AND-REPORTING VIOLATIONS

We have included several automated features in the SWMOR and SWMOR2 spreadsheets to reduce the number of reporting violations. However, if you do not run all of the tests required during the month, the spreadsheets will inform you that you have a monitoring-and-reporting (M&R) violation. If that happens, you must notify your customers of the violation. The information presented in this section applies to all M&R violations associated with the various surface water treatment rules.

Depending on the severity of the M&R violation, we will require you to issue one of two different public notices. Although the notices say essentially the same thing, one is designed for plants that did very little (or none) of the required testing while the other is designed for plants that only missed a few of the tests.

When to Issue a Public Notice for M&R Violations

You must notify your customers of any M&R violation as soon as possible after notifying us of the violation. However, the initial notice must be issued no later than 90 days after the date that the violation occurred.

How to Issue a Public Notice for M&R Violations

A community water system that has an M&R violation must publish the notice in a daily newspaper of general circulation in the area served by the system. If the area is not served by a daily newspaper, the notice shall instead be published in a weekly newspaper of general circulation serving the area. If the area is not served by either a daily or weekly newspaper, notice shall instead be given by direct delivery or by continuous posting in conspicuous places within the area served by the system. The posted notice must remain posted for at least seven days or for as long as the violation exists, whichever is longer.

A non-community water system must post the notice in conspicuous places in the area served by the system. Again, the notice must remain posted for at least seven days or for as long as the violation exists, whichever is longer.

Information That You Must Include in the Public Notice

The public notices issued following an M&R violation do not have to contain any mandatory health effect language. However, the notice *must* identify each specific test that you failed to run and the month or days when you did not run all of the required tests. If you serve a significant Spanish-speaking population, you *must also* issue a Spanish version of the notice.

The English and Spanish versions of the suggested public notification language for a major M&R violation are shown in Figures 8.10 and 8.11, respectively. The English and Spanish versions of the suggested public notification language for a minor M&R violation are shown in Figures 8.12 and 8.13, respectively.

Notice of Surface Water Monitoring or Reporting Violation (Major)

The Texas Commission on Environmental Quality (TCEQ) requires public water systems to monitor 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 **[enter the month and year that the monitoring violation occurred]**, the **[enter the name of your public water system]** did not conduct the proper testing for:

[list the test(s) you did not run].

We cannot be sure of the quality of your drinking water during that time.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

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.]

Identifying the Test(s)

Identify the areas where you did not run all of the required tests. For example:

- The turbidity of the treated water
- The turbidity of the water produced by each of the plant’s filters
- The disinfection process
- The disinfectant residual leaving the plant
- The disinfectant residual in our service area

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.

TCEQ-20618 rev. 1/18/12

Figure 8.10. Mandatory English wording for a major M&R violation.

Aviso de Violación de Requisitos de Monitoreo o de Informe de Agua Superficial (Mayor)

La Comisión de Calidad Ambiental de Texas (TCEQ) requiere que los sistemas públicos de agua hagan monitoreo regular del agua potable para la presencia de contaminantes específicos. Los resultados de monitoreo regular son indicadores de si su agua potable cumple o no con las normas de salud. Durante **[enter the month and year that the monitoring violation occurred]**, el **[enter the name of your public water system]** no realizó la prueba apropiada para:

[list the test(s) you did not run].

Por lo tanto, no podemos asegurar la calidad de su agua potable durante ese período.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

Si desea más información sobre la naturaleza y el significado de esta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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.]

Identifying the Test(s)

Identify the areas where you did not run all of the required tests. For example:

- la turbidez del agua tratada
- la turbidez del agua producida en cada filtro de la planta
- el proceso de desinfección
- el residuo de desinfectante saliendo de la planta
- el residuo de desinfectante en nuestra área de servicio

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,

El **[enter the name of your public water system here]** ha realizado las siguientes medidas correctivas para prevenir la repetición de las violaciones:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20618esp rev. 1/18/12

Figure 8.11. Mandatory Spanish wording for a major M&R violation.

Notice of Surface Water Monitoring or Reporting Violation (Minor)

The Texas Commission on Environmental Quality (TCEQ) requires public water systems to monitor 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.

[Identify the appropriate monitoring interval from the list below], the [enter the name of your public water system] only completed some of the tests needed to monitor for: [list the test(s) you did not run]

We cannot be sure of the quality of your drinking water during the times we did not properly monitor.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

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.]

Identifying the Monitoring Interval

If the violation occurred on just a couple of days, you may say
“On **[date1]**, **[date2]**, and **[date3]**, the”

If the violations occurred on several days, you may say
“During the month of **[Month]**, **[Year]**, the”

Identifying the Test(s)

Identify the areas where you ran most but not all of the required tests. For example:

- The turbidity of the treated water
- The turbidity of the water produced by each of the plant’s filters
- The disinfection process
- The disinfectant residual leaving the plant
- The disinfectant residual in our service area

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,
Although we missed some of our tests, the other results indicated that the water was safe to drink.

OR

We have taken the following actions to correct the problem: **[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.

TCEQ-20619 rev. 1/18/12

Figure 8.12. Mandatory English wording for a minor M&R violation.

Aviso de Violación de Requisitos de Monitoreo o de Informe de Agua Superficial (Menor)

La Comisión de Calidad Ambiental de Texas (TCEQ) requiere que los sistemas públicos de agua hagan monitoreo regular del agua potable para la presencia de contaminantes específicos. Los resultados de monitoreo regular son indicadores de si su agua potable cumple o no con las normas de salud. **[Identify the appropriate monitoring interval from the list below]**, el **[enter the name of your public water system]** sólo completó algunas de las pruebas necesarias para monitorear:

[list the test(s) you did not run].

Por lo tanto, no podemos asegurar la calidad de su agua potable durante los períodos que no monitoreamos adecuadamente.

[You may add optional information here if you wish. See “Optional Paragraphs” below.]

Si desea más información sobre la naturaleza y el significado de ésta violación, puede llamar a **[enter the name of the individual at your system that you want your customers to call]** al **[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.]

Identifying the Monitoring Interval

If the violation occurred on just a couple of days, you may say

“En **[fecha 1]**, **[fecha 2]**, y **[fecha 3]**, el ...”

If the violations occurred on several days, you may say

“Durante el mes de **[mes]**, **[año]**, el...”

Identifying the Test(s)

Identify the areas where you did not run all of the required tests. For example:

- la turbidez del agua tratada
- la turbidez del agua producida en cada filtro de la planta
- el proceso de desinfección
- el residuo de desinfectante saliendo de la planta
- el residuo de desinfectante en nuestra área de servicio

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,

Aunque se nos pasaron algunas de nuestras pruebas, los otros resultados indicaron que el agua era segura para el consumo.

OR

Hemos tomado las siguientes medidas para corregir el problema:

[list, in Spanish, the actions you have taken].

Ending Paragraph

Por favor comparta esta información con todas las demás personas que toman esta agua, especialmente aquellas que quizás no hayan recibido este aviso directamente (por ejemplo, personas en departamentos, casas de reposo, escuelas y negocios). Puede hacer esto colocando este aviso en un lugar público o distribuyendo copias a mano o por correo.

TCEQ-20619/esp rev. 1/18/12

Figure 8.13. Mandatory Spanish wording for a minor M&R violation.

Proving to Us That You Issued Your Public Notice Properly

You must send us a copy of any public notice that you issue so that we can make sure it contained the required information. To ensure that the notices were issued in the proper manner, you must also complete, sign, and submit a copy of the certificate of delivery shown in Figure 8.14. An electronic copy of the form can be downloaded from the TCEQ website at the following address:

www.tceq.texas.gov/goto/swtp/forms

On that web page, click on “Monitoring and Reporting for Surface Water Systems” in order to find the needed forms. The public notification materials must be mailed to us within 10 days of the date when the notice is issued. If possible, they should be attached to your SWMOR. The public-notice information for violations of surface water treatment rules must be mailed to:

Drinking Water Quality Team, MC 155
Water Supply Division
Attention: SWTR Coordinator
TCEQ
PO Box 13087
Austin, TX 78711-3087

You may submit documents to our physical address at:

Drinking Water Quality Team, Building F
Water Supply Division
Attention: SWTR Coordinator
TCEQ
12100 Park 35 Circle
Austin, TX 78753



Texas Commission on Environmental Quality
CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: TIER I
Public Notice to be posted within 24 hours of initial violation notification

Public Water System (PWS) name: _____

PWS ID: _____ Month / Year of violation(s): _____

Type of Total Coliform Rule, Ground Water Rule, or Surface Water Treatment Rule violation(s) or situation(s):

- Acute Maximum Contaminant Level (AMCL) coliform violation in distribution
 E. coli or other fecal indicators in a raw groundwater source sample
 Treatment technique violation (Surface Water Treatment Rule)

30 TAC 290.122(a) requires that your PWS make an adequate, good-faith effort to reach all consumers served by the system by appropriate methods (check all below that apply):

COMMUNITY WATER SYSTEM:

- Provide a copy of the acute notice to the radio and television stations serving the area surrounding the public water system

And:

- Publish the acute notice in local newspaper

If no newspaper is available:

- Deliver the acute notice directly to each customer, or
 Post the acute notices in conspicuous places within the water system

NONCOMMUNITY WATER SYSTEM:

- Mail or directly deliver PN to each customer and service connection, or
 Post PN in conspicuous places within the water system

"I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations."

Certified by: (print name): _____ Title: _____

Date of Delivery to Customers: _____ Phone: _____

Signature: _____ Date: _____

Fax to (512) 239-3666 or mail a copy of this completed form, AND copies of the Public Notices given to your customers to: TCEQ–Public Drinking Water Section MC-155, Attn: Public Notice, P. O. Box 13087, Austin, TX 78711-3087.

Figure 8.14. Certificate of delivery for 24-hour SWMOR public notices.



Texas Commission on Environmental Quality

CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: TIER II

Public Notice to be posted within **30 days** of initial violation notification

Public Water System (PWS) name: _____

PWS ID: _____ Month / Year of violation(s): _____

Type of Total Coliform Rule, Ground Water Rule, or Surface Water Treatment Rule violation(s) or situation(s):

- Non-Acute Maximum Contaminant Level coliform violation (MCL) in distribution
- Non-compliance with Corrective Action Plan or Schedule for a fecal indicator-positive raw groundwater source sample or Significant Deficiency
- Treatment technique violation (Ground Water or Surface Water Treatment Rule)

30 TAC 290.122(b) requires that your PWS make an adequate, good-faith effort to reach all consumers served by the system by appropriate methods (check all below that apply):

COMMUNITY WATER SYSTEM:

- Mail or directly distribute PN to each customer receiving a bill and to other service connections to which water is delivered by the public water system
- and at least one of the following methods if direct delivery may not reach all persons regularly served by the system:**
- Publish PN in local newspaper
- Continuous posting in conspicuous places
- Deliver multiple PNs to single-bill addresses serving several persons (e.g., apartment building owners or large private employers)
- Deliver PN to community organizations
- Post PN on the Internet at: www._____

NONCOMMUNITY WATER SYSTEM:

- Mail or directly deliver PN to each customer and service connection, or
- Post PN in conspicuous places within the water system
- and at least one of the following methods if direct delivery or public posting may not reach all persons regularly served by the system:**
- Publish PN in local newspaper or newsletter
- Send e-mail to notify students or employees
- Deliver PN to central locations (for example, community centers)

SIGNATURE REQUIRED ON REVERSE SIDE

Figure 8.15a. Certificate of delivery for 30-day SWMOR public notices, first page.

“I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.”

Certified by: (print name): _____ Title: _____

Date of Delivery to Customers: _____ Phone: _____

Signature: _____ Date: _____

Fax to (512) 239-3666 or mail a copy of this completed form, AND copies of the Public Notices given to your customers to: TCEQ–Public Drinking Water Section MC-155, Attn: Public Notice, P. O. Box 13087, Austin, TX 78711-3087.

BOTH SIDES OF THIS FORM, PLUS THE COMPLETED MANDATORY LANGUAGE, MUST BE DELIVERED TO THE TCEQ FOR PUBLIC NOTICE COMPLIANCE.

Figure 8.15b. Certificate of delivery for 30-day SWMOR public notices, second page.



Texas Commission on Environmental Quality
CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS: TIER III
Public Notice to be posted within **90 days** of initial violation notification

Public Water System (PWS) name: _____
PWS ID: _____ Month / Year of violation(s): _____

Type of Total Coliform Rule, Ground Water Rule, or Surface Water Treatment Rule violation(s) or situation(s):

- Distribution Coliform Routine Monitoring or Temporary Increased Routine Monitoring violation
- Repeat Coliform Monitoring violation
- Triggered Source Monitoring (raw groundwater source sample) violation
- Surface Water Treatment Rule Monitoring or Reporting violation

30 TAC 290.122(b) requires that your PWS make an adequate, good-faith effort to reach all consumers served by the system by appropriate methods (check all below that apply):

COMMUNITY WATER SYSTEM:

- Mail or directly distribute PN to each customer receiving a bill and to other service connections to which water is delivered by the public water system
and at least one of the following methods if direct delivery may not reach all persons regularly served by the system:
- Publish PN in local newspaper
- Post PN in public places
- Deliver multiple PNs to single-bill addresses serving several persons (e.g., apartment building owners or large private employers)
- Deliver PN to community organizations
- Post PN on the Internet at: *www*._____

NONCOMMUNITY WATER SYSTEM:

- Mail or directly deliver PN to each customer and service connection, or
- Post PN in conspicuous places within the water system
and at least one of the following methods if direct delivery or public posting may not reach all persons regularly served by the system:
- Publish PN in local newspaper
- Deliver multiple PNs for distribution by customers that provide their drinking water to others (e.g. apartment building owners or large private employers)
- Post PN in public places
- Deliver PN to community organizations
- Post PN on the Internet at: *www*._____

SIGNATURE REQUIRED ON REVERSE SIDE

Figure 8.16a. Certificate of delivery for 90-day SWMOR public notices, first page.

“I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations.”

Certified by: (print name): _____ Title: _____

Date of Delivery to Customers: _____ Phone: _____

Signature: _____ Date: _____

Fax to (512) 239-3666 or mail a copy of this completed form, AND copies of the Public Notices given to your customers to: TCEQ–Public Drinking Water Section MC-155, Attn: Public Notice, P. O. Box 13087, Austin, TX 78711-3087.

BOTH SIDES OF THIS FORM, INCLUDING THE COMPLETED MANDATORY LANGUAGE, MUST BE DELIVERED TO THE TCEQ FOR PUBLIC NOTICE COMPLIANCE.

TCEQ Form 20617 TWO-PAGE FORM: COMPLETE BOTH SIDES Revised 1/18/12

Figure 8.16b. Certificate of delivery for 90-day SWMOR public notices, second page.