



Tier 1 Public Notice

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If you **have** to notify **all** of
your customers **tomorrow**,
are you ready?

For Tier 1 Public Notice, customers need to be notified within **24 hours** of the violation/situation.

The water system needs to make every effort to ensure that **all** customers are notified.

Reasonably calculated to reach **ALL** consumers of water

(*not just customers)



Water systems must use 1 or more of the following methods to notify customers:

- Radio or television
- Daily circulation newspaper
- Direct delivery
- Posting in conspicuous places

Direct delivery can include:

- Delivering notices by hand to customers' homes and businesses (door hangers, etc.)
- Electronic delivery (email, text messages, phone calls)
- Alert systems (reverse 911, automated text message service, etc.)

Electronic delivery/alert systems can be a very effective method to quickly reach all customers.

Preparation/planning is key. If you don't already have the system set up, you won't have time to do so if a PN is required within the next 24 hours.

Prepare/Plan for Electronic Delivery/Alert Systems

1. Identifying your customers

- Know what languages you will need to issue notices in
- Know who is a consumer, but may not be a bill-payer
- Try to get an idea of what types of notice will be most effective

Prepare/Plan for Electronic Delivery/Alert Systems

2. Choose a system that meets your needs
 - How much will it cost? What can you put in messages? What actions will be needed by you to issue the notice? What contact info will you need?
3. Get contact information for your customers
 - When new customers request service
 - Initial and/or annual reminder
 - **Maintain current contact information**

Prepare/Plan for Electronic Delivery/Alert Systems

4. Load that contact information into system so it is ready to use. Update it regularly!

5. Prepare template notices, so all you will need to update is the specific information regarding the violation/situation

6. Identify your response team and approval chain. Emphasize with approval chain the need for quick action

If you decide to use electronic delivery/alert systems, you should still plan on using radio, television, or newspaper to reach any non-bill paying customers.

Prompt/Accurate Public Notice can:

- Improve your public image
- Get the correct message out before others spread inaccurate information

Preparing in advance can:

- Reduces stress at a stressful time
 - Free up time to correct/address the problem
- Help identify weaknesses when there is time to correct them
- Get all your team and “approvers” on the same page

In the end, the most important thing to think about is...

Have I done everything I can to make sure all consumers of my water are being notified?