

## Tier 1 Public Notice

## FAILURE OF A FILTRATION OR DISINFECTION PROCESS

### Description of Violation

A failure of a key water treatment process involving filtration or disinfection has a significant potential to have serious adverse effects on human health and constitutes a Tier 1 situation.

Examples of a failure (or interruption) of a key water treatment process include:

- Non-detectable disinfectant residual at the entry point for less than 4 hours which is caused by an equipment failure or interruption of a treatment process
- Individual treatment process or multiple treatment processes operational deficiencies
- Chemical feed deficiencies
- Failure to provide a minimum of 1-log inactivation of *Giardia*
- Filter & filter media deficiencies which are compromising acceptable particle removal
- Operating beyond the permitted design capacity of the treatment plant
- Process control deficiencies which compromise finished water quality
- Unacceptable Microscopic Particulate Analysis results indicating inadequate particle removal

### Direct Delivery Requirements

**Community water suppliers** must provide within 24 hours, a Tier 1 PN to each **service connection** using one or more of the following forms of **direct** delivery:

- Hand delivery
- Electronic mail
- Automatic telephone dialing systems
- Another form of direct delivery approved in writing by the Department

In addition to providing public notification to each service connection, water suppliers that also serve transient and nontransient service connections must provide an abbreviated notice using broadcast media.

### Additional Requirements when using an Abbreviated Message

A water supplier that delivers an abbreviated notice (3930-FM-BSDW0197) must also provide the entire Tier 1 PN (mandatory 10 content elements and Spanish translation regarding the importance of the notice) in one of the following ways:

- Posted on a website
- Recorded on a dedicated telephone line
- A method approved in writing by the Department

### Noncommunity Delivery Requirements

**Noncommunity water suppliers** must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Electronic mail
- Mail or direct delivery to each customer and service connection, when known

### **Mandatory Language**

Mandatory language on health effects must be included as written and is presented in this notice in *italics*.

You must also include mandatory language provided in *italics* to encourage notice recipients to distribute the PN to others, where applicable.

### **Corrective Action (What is being done?)**

In your notice, describe corrective actions you are taking. Depending on the corrective action you are taking, you can use one or more of the following statements, if appropriate, or develop your own text:

- We are currently working to [repair/adjust our treatment processes] to achieve the required level of treatment.
- We have [repaired/made adjustments to our treatment processes] and are now achieving the required level of treatment.
- We have modified our operational practices and are now achieving the required level of treatment.

### **Repeat Notices**

For repeat notices, you should state how long the violation has been ongoing and remind consumers of when you sent out any previous notices. If you are making progress in correcting the deficiency or achieving the required treatment, describe your progress. Alternatively, if funding or other issues are delaying your progress, let consumers know.

### **“Problem Corrected” Tier 1 PN**

You must issue a “Problem Corrected” PN (3930-FM-BSDW0188) using the Tier 1 direct delivery methods within 24 hours after you receive permission from DEP.

### **PN Certification**

Send DEP a copy of each type of notice and the certification form (3930-FM-BSDW0076) to DEP within ten days after you issue the notices.

### **Template Form Field Instructions**

When you place your cursor in the blank form fields in the following template, look at the bottom, left corner of your computer (just above the START button) for instructions on the information you should enter in that field. For example, if you place your cursor over the first blank form field in the template, the instructions will read “Insert system name.”

## DRINKING WATER WARNING

### FAILURE OF A FILTRATION OR DISINFECTION PROCESS

**ESTE INFORME CONTIENE INFORMACION IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGAN QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.**

**HRRMA \_\_\_\_\_ is experiencing operational conditions that compromise the water quality.**

#### **BOIL YOUR WATER BEFORE USING**

On 5/1/17, operational plant conditions or deficiencies were identified at HRRMA.

These deficiencies include:

Dirty water condition in distribution system, fluctuating chlorine residuals in the water plant and distribution system.

There is an increased chance that the water may contain disease-causing organisms.

#### **What should I do?**

**DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.** Bring all water to a boil, let it boil for one minute, and let it cool before using, or use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth, washing dishes, and food preparation **until further notice**. Boiling kills bacteria and other organisms in the water.

*Inadequately treated or inadequately protected water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.*

These symptoms above are not caused only by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. Guardians of infants and young children and people at increased risk, such as pregnant women, some of the elderly and people with severely compromised immune systems, should seek advice from their health care advisors about drinking this water.

#### **What is being done?**

The distribution system was checked at several locations for dirty water and flushed. Water samples were taken at several locations within the distribution system and are being tested by an independent lab. Field results on 5/1 and 5/2 looked good, clear water and good chlorine residual. A second round of samples will be collected on the 3rd and as soon as the Authority receives the lab results, the boil water notice should be lifted.

We will inform you when you no longer need to boil your water.

For more information, please contact: HRRMA

\_\_\_\_\_ at 814 365 2298

*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 by distributing copies by hand or mail.*

This notice is being sent to you by HRRMA.

PWS ID#: 6160026

Date distributed: 5/2/17