

## Tier 2 Public Notice

## FAILURE TO RESPOND TO A DISINFECTION TREATMENT BREAKDOWN

**For groundwater systems providing 4-log treatment of viruses:** Failure to maintain a minimum 0.40 mg/L disinfectant residual (or other DEP-approved minimum residual) for more than 4 hours at the entry point to the distribution system OR failure to maintain adequate CTs for more than 4 hours constitutes a breakdown in treatment.

**For surface water systems:** Failure to maintain a minimum 0.2 mg/L disinfectant residual at the entry point to the distribution system for more than 4 hours constitutes a breakdown in treatment.

A breakdown in treatment requires a Tier 1 PN. When a water supplier fails to issue a Tier 1 PN, DEP staff can require the supplier to issue the following Tier 2 PN to explain to the consumers that this breakdown in treatment occurred. Water suppliers must provide public notice to persons served as soon as practical but within 30 days after they learn of the violation.

Community systems must use one of the following methods:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

Noncommunity systems must use one of the following methods:

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

In addition, both community and noncommunity systems must use *another* method reasonably calculated to reach others if they would not be reached by the first method. Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on your system's letterhead, if available.

The notice on the reverse is appropriate for mailing, posting, or hand delivery. If you modify this notice, you must still include all required PN elements and leave the mandatory language unchanged (see below).

### Mandatory Language

Mandatory language on health effects and special notice language must be included as written (with blanks filled in) and are presented in this notice in italics and with an asterisk on either end.

You must also include standard language to encourage the distribution of the public notice to all persons served. This language is also presented in this notice in italics and with an asterisk on either end.

### Corrective Action

In your notice, describe corrective actions you took.

### PN Certification

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

### 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."

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**FAILURE TO RESPOND TO A DISINFECTION TREATMENT BREAKDOWN**

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

From 0900 on January 11, 2022

to 1045 on January 11, 2022,

Waterford Municipal Authority did not meet treatment technique requirements.

We are required to maintain a disinfectant residual of 0.43 mg/L in the water supplied to consumers. Water samples taken on 01/11/2022, showed a disinfectant residual concentration of 0.04 mg/L, which constituted a breakdown in treatment. As a result of this breakdown in treatment, there was a risk that the water may have contained disease-causing organisms.

**What we should have done:**

We were required to notify you that *boiled or bottled water should have been used* for drinking, making ice, brushing teeth, washing dishes, and food preparation until the problem was corrected on January 11, 2022. Boiling kills bacteria and other organisms in the water. **PLEASE NOTE: IT IS NOT NECESSARY TO BOIL YOUR WATER NOW BECAUSE THE PROBLEM HAS ALREADY BEEN CORRECTED.**

*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.*

If you have specific health concerns, you may wish to consult your doctor.

**What happened? What was done?**

- On 01/11/2022, it was determined that chlorine residual level dropped below the minimum chlorine residual required.
- We failed to notify both DEP and consumers within 24 hours of the problem.
- We did the following to return chlorine residual to an acceptable level:
  - Chlorine feed pump malfunctioned. Monitoring equipment shut water pump off. Repaired Chlorine feed pump.
  - Free chlorine residual was reduced but still present for 1 Hour 45 Minutes. As there was free chlorine residual present less than 4 Hours as law allows; makes this notice unnecessary.

*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.*

For more information, please contact: Bruce Coffin

at (814) 796-4613

This notice is being sent to you by Waterford Municipal Authority.