INSTRUCTIONS FOR UNRESOLVED TOTAL COLIFORM NOTICE

Since exceeding the total coliform bacteria maximum contaminant level is a Tier 2 violation, you must **provide public notice to persons served as soon as practical** butwithin 30 days after you learn of the violation as required by ARM 17.38.239 which adopts 40 CFR Part 141, subpart Q (141.203(b)). Persistent total coliform problems can be serious. Some states have more stringent requirements for coliform violations. Check with your primacy agency to make sure you meet all requirements. You must issue a repeat notice every three months for as long as the violation persists.

Community systems must use one of the following methods (141.203(c)):

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

Non-community systems must use one of the following methods (141.203(c)):

* Posting in conspicuous locations
* Hand delivery
* Mail

**In addition, both community and non-community systems must use another method reasonably calculated to reach others if they would not be reached by the first method (141.203(c)).** Such methods could include newspapers, e-mail, or delivery to community organizations. If you mail, post, or hand deliver, print your notice on letterhead, if available.

The notice on the next page is appropriate for hand delivery or mail. If you modify the notice, you must still include all the required elements and leave the health effects language in italics unchanged. This language is mandatory (141.205(d)).

**Description of the Violation**

The description of the violation and the MCL vary depending on the number of samples you take. The following table should help you complete the second paragraph of the template.

|  |  |
| --- | --- |
| **If You Take Less Than 40 Samples a Month**State the number of samples testing positive for coliform. The standard is that no more than one sample per month may be positive. | **If You Take More Than 40 Samples a Month**State the percentage of samples testing positive for coliform. The standard is that no more than five percent of samples may test positive each month. |

**Corrective Action**

In your notice, describe corrective actions you are taking. If you know what is causing the coliform problem, explain this in the notice. Listed below are some steps commonly taken by water systems with total coliform violations. Use one or more of the following actions, if appropriate, or develop your own:

* We are chlorinating and flushing the water system.
* We are increasing sampling for coliform bacteria.
* We are investigating the source of contamination.
* We are repairing the wellhead seal.
* We are repairing the storage tank.
* We will inform you when additional samples show no coliform bacteria.

**Send a copy of each type of notice and a certification that you have met all the public notice requirements to your primacy agency (PWS/MDEQ, 1520 E. 6th Ave, Helena, MT 59620) within ten days from the time you issue the notice (141.31(d)).** It is a good idea to inform your consumers when the violation has been resolved. See Template 1-8 for a "problem corrected" notice template.

**Visit EPA’s PNi Writer at www.pniwriter.org for more information and help issuing public notice.**

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER**

**Tests Show Coliform Bacteria in** **Water** [system name]

Our water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We routinely monitor for drinking water contaminants. We took five samples to test for the presence of coliform bacteria during       [Date].       [Number of positive samples] of our samples showed the presence of total coliform bacteria. The standard is that no more than 1 sample per month may do so.

**What should I do?**

* **You do not need to boil your water or take other corrective actions.** However, if you have specific health concerns, consult your doctor.
* People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

**What does this mean?**

This is not an emergency. If it had been you would have been notified immediately. Total coliform bacteria are generally not harmful themselves. *Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.*

Usually, Coliforms are a sign that there could be a problem with the treatment or distribution system (pipes). Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or *E. coli*, are present. **We did not find any of these bacteria in our subsequent testing.**

**What is being done?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Describe corrective action:

We are still detecting coliform bacteria. We will inform you when our sampling shows that no bacteria are present. We anticipate resolving the problem within       [estimated time frame].

For more information, please contact       [Contact person] at       [phone number] or       [Address]. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791.

*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.*

This notice is being sent to you by       [System name]

State Water System ID#: MT     . Consultation with State on       [Date]

Date signed:

Notice distributed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (signature of owner or operator)

Date and method(s) distributed: