

Tier 1 Public Notice
LOSS OF POSITIVE PRESSURE

A situation that causes a loss of positive pressure in any portion of the distribution system where there is evidence of contamination or a water supplier suspects a high risk of contamination has the potential to cause adverse health effects. Public notice, in the form of a boil water advisory, shall be provided to **all persons** (residential, transient and non-transient users) impacted by the loss of positive pressure as soon as possible, but no later than 24 hours after you learn of the violation or situation.

Delivery and Reporting Requirements

Provide – within 24 hours – a Tier 1 public notice to **each service connection** using one or more of the following forms of **direct delivery**:

- Hand delivery
- Electronic mail
- Automated telephone dialing system
- Form of direct delivery approved by the Department

Public notice must also be provided to all transient and non-transient service connections using broadcast media. If using an abbreviated notice (3930-FM-BSDW0197), you must provide the entire Tier 1 public notice in one of the following ways:

- Posted on a website
- Recorded on a dedicated telephone line
- A form approved by the Department

In addition:

- Report the circumstances to the Department within 1 hour of the discovery of the violation or situation.
- Initiate consultation with the Department as soon as possible, but no later than within 24 hours, and comply with all initial and additional public notice requirements.
- Send a copy of each notice and its certification form (3930-FM-BSDW0076) to the Department within 10 days after you issue each notice.

Description of the Violation/Situation

If you know why the loss of distribution system pressure occurred, explain it in your notice.

Potential Health Effects

Use the mandatory health effects language indicated in italics on the following template.

Population at Risk

Some people can be affected more severely than others, as described on the following template. The exact example of at-risk language on the template is not mandatory, but you must provide information on the population at risk. Also make sure it is clear who is served by your water system—you may need to list the areas you serve.

Corrective Action

Describe the corrective actions you are taking. Listed below are some steps commonly taken by water systems that experience a loss of pressure in the distribution system. Use one or more of the following actions, if appropriate, or develop your own:

- We are sampling/we sampled the finished water for the presence of coliform bacteria.
- We are sampling/we sampled disinfectant levels and will adjust/adjusted the amount of disinfectant added as necessary to maintain adequate levels.
- We are repairing/replacing water lines.
- We are flushing the system thoroughly to re-establish disinfectant residuals.

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.”

