

Chapter 09 | Well & Water System

09.04 Public Notification

When an MCL is exceeded, you must notify the public water system users of the condition. Immediately contact your regional DNR public drinking water staff for instructions on public notification. The notification must contain, at a minimum, the contaminant found, its level, the health effects of exposure, the measures being taken to alleviate the problem, and the name and telephone number of someone who can provide the consumer with more information. This notice must be posted at all drinking water outlets. The type of notification required will depend on the severity of the contamination, the type of population being served, and the urgency of the situation. The DNR will assist you in determining the language to include in your notification.

When notifying the public, ensure that you forward a copy of the notification to the appropriate regional DNR drinking water contact. The regional DNR contact working with your water system must be able to verify that notification was provided to customers for your system to be considered in compliance with this requirement.

A public notification handbook, outlining the public notification rules, is available in an easy-to-read format. It offers suggestions on distribution options and includes a series of templates applicable to the most common violations for each type of system. It is available online at: [epa.gov/ground-water-and-drinking-water](https://www.epa.gov/ground-water-and-drinking-water)

IMPORTANT: *In addition to posting public notifications of unsafe drinking water, ensure that the water supply to all drinking fountains, jug fillers, and coffee machines is turned off until safe water samples have been approved by DNR. Additionally, public notifications must be posted at restroom sinks as well as at drinking fountains and jug fillers.*