MINIMUM REPORTING REQUIREMENTS FOR CUSTOMER NOTIFICATION OF INDIVIDUAL LEAD RESULTS

INFORMATION YOU MUST PROVIDE TO YOUR CUSTOMERS WHO PARTICIPATED IN YOUR LEAD/COPPER SAMPLING PROGRAM

The following is a list of the minimum elements/information that MUST be provided to each customer when you are informing them of their lead results:

- **Results of the lead tap water monitoring** - you must provide the actual lead result of the sample- DO NOT report the water system’s 90th percentile result
- **Maximum contaminant level goal (MCLG) for lead** - level/definition is in the template we provide to you- it is italicized text and cannot be changed- you must use this exact language
- **Action level (AL) for lead** - level/definition is in the template we provide to you- it is italicized text and cannot be changed- you must use this exact language
- **An explanation of the health effects of lead** - this language is given to you in the template we provide to you- it is italicized text and cannot be changed- you must use this exact language
- **Steps consumers can take to reduce exposure to lead in drinking water** - suggested language is given to you in the template we provide to you (you may modify this language if you wish)
- **Facility contact information** - who they can contact at your facility if they have questions, etc.

Your customer notification MUST include ALL these elements to meet the requirements of the Lead/Copper Rule. If you don’t provide all this information, you will be required to notify your customers again, providing them with all of the correct information.

REPORTING REQUIREMENTS

You also must:

- Notify your customers of their results as soon as practical, but ALWAYS within 30 days of receiving the results from your laboratory.
- Submit a copy of a completed template letter/notice (with information included- sample result, facility contact, etc.) along with a completed certification form to the Drinking Water Program (DWP) within 90 days after the end of the monitoring period in which you collected your lead/copper samples

WHAT WILL CAUSE YOU TO BE IN VIOLATION

You will receive a violation if:

- You fail to notify your customers of their lead results within 30 days of receiving those results from your laboratory
- You fail to submit both the completed certification form AND an example of the notice you distributed to the DWP within 90 days after the end of the monitoring period
- You fail to fill out all the necessary information on the notice
- You fill out the notice incorrectly (i.e. report the 90th result instead of the individual lead result, etc.)
- You delete, fail to include or change required language (as noted in the list above)