

# 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 90<sup>th</sup> 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 90<sup>th</sup> result instead of the individual lead result, etc.)
- You delete, fail to include or change required language (as noted in the list above)