



MAINE CDC DRINKING WATER PROGRAM

Department of Health & Human Services

286 Water Street, Augusta ME 04333
www.medwp.com • (207) 287-2070 • TTY: 711



INSTRUCTIONS FOR LEAD CUSTOMER NOTIFICATION

NOTIFICATION:

The Lead and Copper Rule [40 CFR §141.85(d)] requires all public water systems to provide results of **each** lead sample to **each customer who collected a sample**. Consumer notification is required for each round of lead and copper tap monitoring, regardless of the result.

METHODS OF DISTRIBUTION:

The consumer notice must be provided to persons who use, or may use, the water at the tap that was tested and must be **distributed within 30 days** of receipt of the results from your laboratory.

- **Community systems** must provide notice by mail or direct delivery, or they may use another method if it has been approved by the Drinking Water Program (DWP).
- **Non-transient, non-community systems**, such as schools and businesses, must ensure notification gets to all staff, as well as all students and parents (for schools). They can also post the results in a conspicuous location(s) to which all customers/consumers have access.

FORMS:

Consumer notice forms have been created for each public water system by the DWP. The forms are generally being sent to systems from their labs either along with the sample kits or with the laboratory sample results report.

- **Community systems** must complete a separate form for each sample collected.
- **Non-transient, non-community systems** can complete a single form on which all the sample results are listed.

Generic blank forms are also available on the DWP website: <https://tinyurl.com/DWP-Forms> – Click ‘Lead & Copper’

If a system wishes to create its own notice, the proposed form must first be submitted to the DWP for approval. The template the DWP provides contains **required language** which can't be changed.

CERTIFICATION:

Once all customers/consumers of a system have been notified:

- **Community water systems** must complete, sign, and submit the certification form, along with a completed copy of a notification that was sent to a consumer.
- **Non-transient, non-community systems** must complete, sign, and submit the certification form, along with a copy of the completed notification form.

SUBMIT BOTH the certification form and a copy of a completed notice to the DWP to fulfill the notification requirement:
Maine Drinking Water Program – SHS 11, 286 Water Street, Augusta, ME 04333-0011

If done incorrectly, forms will be returned to the system, which will likely require re-distribution of the notice(s). Forms must be submitted to the DWP **within 90 days** after the end of the monitoring period.

TIMING:

The water system must provide notification of results to their customers as soon as practical, but **no later than 30 days after it receives the sample results from the laboratory**.

MINIMUM REPORTING REQUIRMENTS FOR CUSTOMER NOTIFICATION OF INDIVIDUAL LEAD RESULTS

This is the minimum information you MUST provide to each customer who participated in sample collection or to each consumer (for non-community systems):

- The actual lead result of the customer's sample (DO NOT report the water system's 90th percentile result). The result and unit of measure must match what is on the sample report.
- All required language/elements must be included. These include (in addition to the sample result):
 - Information on the maximum contaminant level goal (MCLG),
 - the Action Level (AL) for lead,
 - the health effects of lead, steps to reduce exposure to lead, and
 - system contact information.

The DWP provides a template containing the required language. **None of the language can be modified** with the exception of the steps to reduce exposure to lead.

- Systems that wish to create their own notice must receive DWP approval prior to use.

WHAT WILL CAUSE YOU TO RECEIVE A VIOLATION:

- You fail to notify your customers of lead results **within 30 days** of receiving those results from the laboratory.
- You fail to submit copies to the DWP of both the **completed certification** form **AND** an example of a **completed notification** as it was distributed **within 90 days** after the end of the monitoring period.
- You fail to fill out all the necessary information on the notice.
- The notice is not filled out correctly.
- You delete, fail to include, or change required language.

For additional information or if you have questions, please contact the Drinking Water Program at (207) 287-2070.

SUBMIT FORMS/CERTIFICATION TO:

Maine CDC Drinking Water Program
State House Station 11
286 Water Street, 3rd Floor
Augusta, ME 04333-0011