

PUBLIC NOTIFICATION

What is public notification?

Public notification is intended to ensure that consumers will always know if there is a problem with their drinking water. Public water systems must notify the people who drink their water if the level of a contaminant in the water exceeds Environmental Protection Agency (EPA) and State drinking water regulations, if there is a waterborne disease outbreak or any other situation that may pose a risk to public health, if the water system fails to test its water as required, or if the system has a variance or exemption from the regulations. Depending on the severity of the situation, water suppliers have from 24 hours to one year to notify their customers. EPA sets strict requirements on the form, manner, content, and frequency of public notices. Public notification is provided in addition to the annual water quality report (Consumer Confidence Report, or CCR), which provides customers with a more complete picture of drinking water quality and system operations. The annual CCR tells consumers what's in their water, where it comes from, and where they can obtain additional information.

What action is EPA taking?

EPA published final regulations in the Federal Register on May 4, 2000 to revise the general public notification regulations. The revised regulations require faster notice in emergencies and fewer notices overall, and will result in notices that better communicate the potential health risks from drinking water violations and how to avoid such risks. The new rule will enable water systems to better target notices to the seriousness of the risk and make the existing notification process less burdensome for water suppliers and make notices easier to read for customers.

When does it go into effect?

Beginning May 10, 2010, a new federal regulation will require that public water suppliers notify every customer within 24 hours in the event of a water system emergency, such as a water boil order. To comply with the new regulation, RS&W will employ an automated phone dialing system which is capable of placing thousands of calls in under an hour. **For the system to be effective, it is imperative that we have up-to-date contact information for every household we serve.**

Please take a moment to visit our website at: www.rswanepa.com to submit your current information to us online, or, if you are unable to access the web, fill out the form included with the first quarter water bill and return it to our office. RS&W respects your privacy, and our privacy policy is viewable on our website.

Once the information has been entered into our database, we will perform a system wide test call to each number on file. Thank you for your cooperation.