

## Instructions for Notifying Customers of an Acute MCL Coliform Violation

1. The owner or operator of the public water system must notify customers within 24 hours after TCEQ notifies them of the acute MCL coliform violation. [Texas Administrative Code, Title 30 Chapter 290 Subchapter F §290.122(a)(2)]
2. The owner or operator must use the **Mandatory Language for an Acute MCL Violation Notification** and also the **Mandatory Language for a Boil Water Notification** provided. [30 TAC §290.122(d)] & [30 TAC §290.47(e)]

### Community Water Systems

3. The owner or operator of a community water system shall furnish copies of the notices to the radio and television stations serving the area served by the public water system. [30 TAC §290.122(a)(2)(B)]
4. The owner or operator of a community water system shall publish the notice in a daily newspaper of general circulation in the area served by the system. If the area does not have a daily newspaper of general circulation, the notice shall instead be issued by hand delivery, or by continuous posting in conspicuous places within the area served by the system. [30 TAC §290.122(a)(2)(C)]  
**(Skip to step 5.)**

### Non-community Water Systems

3. The owner or operator of a non-community water system shall issue the notice of violation by hand delivery or by continuously posting the notice in conspicuous places within the area served by the water system. [30 TAC §290.122(a)(2)(D)]
4. If the owner or operator of a non-community water system issued the initial notice by continuous posting, posting must continue for as long as the violation exists. If the owner or operator of a non-community water system issued the initial notice by hand delivery, notice by hand delivery must be repeated at least every three months for as long as the violation exists. [30 TAC §290.122(a)(3)(C)]  
**(Continue onto step 5.)**

5. The owner or operator of the public water system must issue a notice when the public water system has corrected the acute violation. This notice must be issued in the same manner as the original notice. [30 TAC §290.122(a)(4)]
6. Copies of all notifications required must be submitted to the TCEQ within ten days of its distribution. [30 TAC §290.122(a)(5) & (f)]

**Send to: TCEQ Drinking Water Quality Team, MC-155, P.O. Box 13087, Austin, TX 78711-3087, fax (512) 239-3666.**