

(iii) the necessity of seeking alternative water supplies until the date on which the concentration of lead is mitigated.

EPA has developed example templates for public water systems, states or EPA employees that are disseminating information to the affected households as outlined in SDWA Section 1414(c)(5)(B). There are two versions of the templates located in [Appendix B](#). One is for the situation when the household's lead sample result and the 90th percentile value for the water system are greater than 15 ppb. The other is for a situation when the household's lead sample result greater than 15 ppb and the water system's 90th percentile level is below the action level. EPA's example notification templates have a section for sample results compared to the lead action level, and provide general information on lead in drinking water, and contact information. The templates also include the language required by Section 1414(c)(5)(C) regarding potential health effects and the necessity of seeking alternate supply, and have space for water systems to describe what steps it is taking to mitigate the concentration of lead. The templates also include information about how customers can reduce their exposure to lead. EPA has also provided a brief translation for non-English speakers that can be provided to the affected households. The translation states "This report contains important information about your drinking water" and it is translated into 27 languages. This template is also included in [Appendix B](#).

In addition, the public water system may wish to include confirmation sampling guidance and resources for the household, including information about lead testing/results for the public water system (if available). The public water system should consider contacting other local agencies, including health departments, that may provide assistance or resources to help further educate the affected household(s).

Information should be directly delivered to the affected household(s) by mail, preferably certified mail, hand delivered, or may be provided via electronic delivery if the public water system has a robust online billing system and a means to ensure that they will be able to reach the affected household directly⁶ via email. Public water systems or states that decide to utilize electronic notifications, are strongly encouraged to follow the *Safe Drinking Water Act – Consumer Confidence Report Delivery Options Memorandum* for best practices.

The information must be disseminated to affected households, and therefore it should be directed to occupants of the households. If the occupants are not the property owners, the public water system should also send a copy of the information to the owner or property manager. If the billing address does not appear to be the service location (i.e. if the bill goes to an address other than the service address or to a PO Box) the public water system should consider hand-delivered notifications or other methods to meet the requirement to notify the affected household. If the household is an apartment, the information must be disseminated to the unit(s) tested, and should also be provided to the property owner or property manager. If the household is unoccupied, the information must be provided to the owner. EPA recommends that it also be provided to the person that submitted the applicable data.

Once the public water system has disseminated the required information, the public water system should notify EPA and the primacy agency with a confirmation of delivery to the affected household. [Appendix B](#) has an example template of a confirmation of delivery. Confirmation may be submitted by email, fax, or mail, along with a copy of the information sent to the affected household. EPA suggests that confirmation sent by email and include a receipt request. These methods will help ensure prompt notification within the

⁶ "Directly Deliver" requirements are discussed in the Safe Drinking Water Act-Consumer Confidence Report Rule Delivery Options Memorandum attachment, page 4. See [Appendix B – Additional References](#) for link to document.

dissemination timeframe so that EPA does not unnecessarily initiate consultation with the Governor as described in [Step 4](#) of the strategic plan.

The state primacy agency may disseminate the required information on behalf of the water system.

Steps to Disseminate Information to Households in the Event of Failure to Do So by the Primacy Agency or Public Water System

4. EPA Consultation with State Governor⁷

Requirements: If the public water system does not disseminate the required information within the time period established by EPA, not later than 24 hours after EPA becomes aware that the public water system did not notify the affected households, the EPA Administrator (or designated representative, see below) must consult with the State's Governor, within a period not to exceed 24 hours, to develop a plan, in accordance with the strategic plan to disseminate the required information to affected households no later than 24 hours after the end of the consultation period.

EPA has up to 24 hours to initiate consultation with the Governor after becoming aware of the public water system's failure to disseminate the information. The EPA representative and Governor will have 24 hours to develop a plan. The EPA Administrator may delegate the duty to consult to an employee of the Agency who, as of the date of the delegation, works in the Office of Water at the headquarters of the Agency.

If EPA contacts the Governor's office by email, EPA will include the State's Drinking Water Administrator in the communication.

5. Dissemination of the Information Based on the Plan

Requirements: Within 24 hours of the conclusion of the consultation period, the required information will be disseminated in accordance with the plan developed by the Governor and the EPA.

EPA recommends that the State notify EPA that the required information has been disseminated by sending EPA a confirmation notice. ([See Appendix B for template of certification.](#))

The plan developed by the Governor and EPA may allow another entity (e.g., primacy agency, county environmental or health department) to disseminate the information.

6. EPA to Disseminate Information

Requirements: If the public water system does not disseminate the information within the time period determined by EPA and EPA and the Governor do not agree on a plan during the consultation period, or the Governor does not disseminate the information within 24 hours of the end of the consultation period, EPA is required to distribute information to the affected households as soon as practicable.

If EPA and the Governor do not come to an agreement in the established timeline regarding the notifications, then EPA will provide the required information to the affected households. EPA will utilize the templates developed in [Appendix B](#). EPA will utilize the same strategy described in [Step 3](#), with respect to determining the timeline to send the notifications based on the number of affected households requiring notification.

⁷ Or other appropriate leader, e.g., the Mayor of the District of Columbia. For public water systems where EPA has direct implementation, this process will involve joint dissemination between the Regional Administrator and the appropriate head of government.

Appendix A: Water Infrastructure Improvements for the Nation (WIIN) Act

(5) EXCEEDANCE OF LEAD LEVEL AT HOUSEHOLDS. —

(A) STRATEGIC PLAN.—Not later than 180 days after the date of enactment of this paragraph, the Administrator shall, in collaboration with owners and operators of public water systems and States, establish a strategic plan for how the Administrator, a State with primary enforcement responsibility, and owners and operators of public water systems shall provide targeted outreach, education, technical assistance, and risk communication to populations affected by the concentration of lead in a public water system, including dissemination of information described in subparagraph (C).

(B) EPA INITIATION OF NOTICE. —

(i) FORWARDING OF DATA BY EMPLOYEE OF THE AGENCY.—If the Agency develops, or receives from a source other than a State or a public water system, data that meets the requirements of section 1412(b)(3)(A)(ii) that indicates that the drinking water of a household served by a public water system contains a level of lead that exceeds the lead action level under section 141.80(c) of title 40, Code of Federal Regulations (or a prescribed level of lead that the Administrator establishes for public education or notification in a successor regulation promulgated pursuant to section 1412) (referred to in this paragraph as an ‘affected household’), the Administrator shall require an appropriate employee of the Agency to forward the data, and information on the sampling techniques used to obtain the data, to the owner or operator of the public water system and the State in which the affected household is located within a time period determined by the Administrator.

(ii) DISSEMINATION OF INFORMATION BY OWNER OR OPERATOR. —The owner or operator of a public water system shall disseminate to affected households the information described in subparagraph (C) within a time period established by the Administrator, if the owner or operator—

(I) receives data and information under clause (i); and

(II) has not, since the date of the test that developed the data, notified the affected households—

(aa) with respect to the concentration of lead in the drinking water of the affected households; and

(bb) that the concentration of lead in the drinking water of the affected households exceeds the lead action level under section 141.80(c) of title 40, Code of Federal Regulations (or a prescribed level of lead that the Administrator establishes for public education or notification in a successor regulation promulgated pursuant to section 1412).

(iii) CONSULTATION. —

(I) DEADLINE.—If the owner or operator of the public water system does not disseminate to the affected households the information described in subparagraph (C) as required under clause (ii) within the time period established by the Administrator, not later than 24 hours

after the Administrator becomes aware of the failure by the owner or operator of the public water system to disseminate the information, the Administrator shall consult, within a period not to exceed 24 hours, with the applicable Governor to develop a plan, in accordance with the strategic plan, to disseminate the information to the affected households not later than 24 hours after the end of the consultation period.

(II) DELEGATION. —The Administrator may only delegate the duty to consult under subclause (I) to an employee of the Agency who, as of the date of the delegation, works in the Office of Water at the headquarters of the Agency.

(iv) DISSEMINATION BY ADMINISTRATOR. —The Administrator shall, as soon as practicable, disseminate to affected households the information described in subparagraph (C) if—

(I) the owner or operator of the public water system does not disseminate the information to the affected households within the time period determined by the Administrator, as required by clause (ii); and

(II) (aa) the Administrator and the applicable Governor do not agree on a plan described in clause (iii)(I)2 during the consultation period under that clause; or

(bb) the applicable Governor does not disseminate the information within 24 hours after the end of the consultation period.

(C) INFORMATION REQUIRED. —The information described in this subparagraph includes—

(i) a clear explanation of the potential adverse effects on human health of drinking water that contains a concentration of lead that exceeds the lead action level under section 141.80(c) of title 40, Code of Federal Regulations (or a prescribed level of lead that the Administrator establishes for public education or notification in a successor regulation promulgated pursuant to section 1412);

(ii) the steps that the owner or operator of the public water system is taking to mitigate the concentration of lead; and

(iii) the necessity of seeking alternative water supplies until the date on which the concentration of lead is mitigated.

Appendix B: Templates and Resources



Safe Drinking Water Act 1414(c)(5) Data Submission Form For Exceedance of Lead Level at Household(s)

This form is to be completed when EPA receives sampling data from a source other than a state or public water system (PWS). The purpose is to collect information so EPA can send it to the PWS/state so they can disseminate required information to the household and take any follow-up steps. If information is not available or is unknown, please indicate as such on the form.

Contact Information	
1. Name of contact providing the information:	2. EPA Contact Reviewing the Information:
1A. Contact Email:	2A. EPA Contact Email:
1B. Contact Phone Number:	2B. EPA Contact Phone Number:

1C. Contact Address:

Household Information		
3. Enter the sample address below.		
3A. Street house & Number:		
3B. City or Town:	3C. State:	3D. Zip Code:

4. Describe the reason for the sample collection (e.g., received consumer notice that water system exceeded lead action level, nearby school conducted sampling and I wanted to check my water):

5. Indicate the type of household where the sample was collected (e.g., single family, multifamily home, apartment complex):	6. Enter the age of the building/home:
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7. Is the household occupied? <input type="checkbox"/> Yes <input type="checkbox"/> No	7A. If not, how long has it been unoccupied?
8. Enter contact information for the resident or owner/property manager (if a rental property) below.	
8A. Name of Contact:	8B. Contact Email:
8C. Contact Phone Number:	8D. Address (If different from Contact Information section above):
9. Name of the public water system (ask if the resident receives a water bill):	

Plumbing Information

10. If known, indicate the water pipe material from ~~the~~ (e.g., lead, copper, plastic, PEX):

11. If known, explain any recent changes to the household plumbing (e.g., replaced pipes, fixed leak):

12. Does the household have a point of use (POU)/point of entry (POE)?

Yes No Unknown

12A. If yes, indicate the type of treatment (e.g., reverse osmosis, water softener, etc.):	12B. If yes, was the water filter bypassed when the sample was collected? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Sample Collection Information

13. Enter the date and time of the sample collection:	14. Name of Sample Collector:
15. Where was the sample collected? (e.g., kitchen, bathroom, drinking fountain):	
16. Describe the sampling protocols that were followed (e.g., first draw, flush, stagnation period, etc.):	
17. What was the sample volume?	

18. Describe what was done to preserve the sample after collection (e.g., immediately sealed containers, left sealed samples out in room temperature, sent samples to lab in timely manner, etc.):

Analytical Results Information

19. Enter contact information for the laboratory that is analyzing the sample below.

19A. Name of the laboratory:

19B. Name of contact:

19C. Contact Email:

19D. Contact Phone Number:

19E. Contact Address:

20. Is the laboratory EPA certified for lead analysis?

Yes No

If yes, enter certification number:

21. What analytical method did the laboratory use to analyze the sample?

22. What is the laboratory hold time?

23. Was analysis conducted using a formal chain of custody?

Yes No

If yes, please attach documentation.

24. Is there a copy of the laboratory report?

Yes No

<p>Samoan:</p> <p>O le lipoti lenei o lo'o iai ni mea e sili ona taua e uiga i le vai o lo'o e taumafaina nei. Su'e se tagata e fa'aliliuina mo oe, po'o lou talatalanoa i seisi e iai sona malamalama i lenei mataupu.</p>	<p>Serbo-Croatian:</p> <p>Ovaj izvještaj sadrži važnu informaciju u vašoj vodi za piće. Neka vam neko prevede, ili popričajte sa nekim ko se u ovo razumije.</p>
<p>Somali:</p> <p>Warbixintan waxay wadataa macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu tarjunto ama la hadl cid fahmaysa.</p>	<p>Spanish:</p> <p>Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.</p>
<p>Tagalog:</p> <p>Naglalaman ang report na ito ng importanteng impormasyon tungkol sa iyong iniinom na tubig. Magkaroon ng isang tao na isasalin ito sa iyong wika para sa iyo, o makipag-usap sa isang tao na nakakaintindi dito.</p>	<p>Thai:</p> <p>รายงานนี้มีข้อมูลสำคัญเกี่ยวกับน้ำดื่มของท่านโปรดขอให้บุคคลใดคนหนึ่งแปลข้อความให้ท่าน หรือปรึกษาผู้ที่เข้าใจข้อความนี้</p>
<p>Tigrigna:</p> <p>እዚ ጽሑፍ ብዛዕባ ተሰታይዎ ማይ ኣገዳሲ ኣበሬታ ኣለዎ። ዘተርጉሙልኩም ወይ ዘረዳልኩም ሰብ ድለዩ።</p>	<p>Ukranian:</p> <p>Це повідомлення містить важливу інформацію про воду, яку ви п'єте. Попросіть кого-небудь перекласти вам це повідомлення або поговоріть з людиною, яка розуміє його зміст.</p>
<p>Vietnamese:</p> <p>Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hoặc hỏi người nào hiểu tài liệu này.</p>	

Appendix C: Stakeholder Engagement

As directed in the WIIN Act, SDWA 1414(c)(5)(A), EPA collaborated with diverse range of stakeholders to develop this Strategic Plan. During the annual Association of State Drinking Water Administrators' annual conference held in March 13-17 2017, members of EPA's Office of Ground Water and Drinking Water/Drinking Water Protection Division introduced the WIIN Act Strategic Plan effort. EPA staff provided a presentation outlining the WIIN Act amendments and answered questions from conference attendees.

EPA's Drinking Water Protection Division hosted two public webinars and two comment periods to receive input on the Strategic Plan. The first webinar was held on March 23, 2017. EPA explained the WIIN Act amendments to SDWA 1414(c)(5), provide an overview of the draft Strategic Plan, answer questions from stakeholders, and discuss next steps. In the first draft of the Strategic Plan, EPA noted specific aspects they wanted input from stakeholders, including timeframes, information to collect in the *Data Submission Form* ([Appendix B](#)), methods of providing the notification to the affected households, and additional resources (templates). This webinar was attended by 575 persons representing public water systems, states, national associations and EPA.

Immediately following this webinar, EPA opened the first comment period for two weeks (from March 23, 2017 to April 5, 2017). EPA received valuable feedback from 15 stakeholders, representing two cities, two counties/state regional jurisdictions, seven state-level agencies, three associations, and two EPA regional offices. EPA received the most comments related to method of notification, data collection template, timeframes, and data validity/methods.

EPA hosted a second webinar on May 3, 2017 that was attended by 154 persons. This webinar discussed changes made to the Strategic Plan based on this input received during the first comment period.

Immediately following this webinar, EPA opened the second comment period (from May 3, 2017 to May 12, 2017). EPA received comments from eight stakeholders representing four state-level agencies, three associations, and one EPA regional office. Similar to the first comment period, EPA received the most comments related to notification, and data collection, timeframes. EPA considered these comments and used them to revise and finalize the Strategic Plan.