

Sampling Manual Chapter 6, Consumer Notice Letter to Waterworks 5-2020

**INSTRUCTIONS:** Send to waterworks in advance of LCR tap sampling. Complete/select items shown with italics, and convert to regular font. Print 1<sup>st</sup> page on VDH letterhead. Pages are 1” top, bottom, and side margins.

SUBJECT: County/City  
Waterworks: Waterworks Name  
PWSID No.: PWSID

Date

Waterworks Owner  
Address 1  
Address 2  
City, State, Zip

Dear Waterworks Owner:

ODW’s goal with respect to lead and copper in drinking water is to ensure the highest level of public health protection. Compliance with all parts of the Lead and Copper Rule is a priority for ODW, including the consumer notification requirements. Section 12VAC5-590-405 D 4 of the Virginia *Waterworks Regulations* states, “...An owner shall provide this consumer notice as soon as practical, but no later than 30 days after the owner learns of the tap monitoring results.”

You are required to notify the occupants of each participating sampling location of the lead result for that location. You must also provide an explanation of the health effects of lead, list steps consumers can take to reduce exposure to lead in drinking water, and provide water utility contact information. We recommend that you also report the copper result for each participating sampling location.

Previously, ODW had prepared letters to waterworks with the 90<sup>th</sup> percentile results and consumer notification forms after we received all of the monitoring results. Going forward, you must distribute the consumer notification to each sampling location by direct mail or hand delivery (or posting if allowed at nontransient noncommunity waterworks) as soon as practical, but no later than 30 days after the receipt of each monitoring result from the laboratory. This may be before you receive the results analysis from ODW. To assist you in meeting this notification requirement, enclosed are a sample results notification letter and a fact sheet that meets the EPA mandatory requirements. Copies of these templates are available on our website: <https://www.vdh.virginia.gov/drinking-water/office-of-drinking-water/information-for-waterworks-owners/>

After you have distributed the customer notifications, you must complete the enclosed “Lead Results Delivery Certification” form and return it to us along with a sample of the notification sent to the occupants at the sampling locations. Return these within three months of the end of the monitoring period.

This office remains available to provide assistance to you in complying with consumer notification requirements of the Lead and Copper Rule. Should you have any questions, please do not hesitate to contact (insert name of contact person) at (insert contact phone number) or (insert email address).

Sincerely,

Name & Title  
Name of Field Office

ABC:xyz

Attachments: Sample Results Notification Letter, Lead Fact Sheet, Lead Results Delivery Certification Form

cc: Local Health Department, Attn: (Insert name), Health Director