

Consumer Confidence Report Certification Form

Water System Name: Town of Maysville

Water System No.: 0 4 - 5 2 - 0 1 0 **Report Year:** 2018 **Population Served:** 1100

The Community Water System (CWS) named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of 40 CFR 141.204(d).

Certified by: Name: Schumate Brown

Title: Town Manager

Signature: _____

Phone #: 910-743-4441

Delivery Achieved Date: _____

Date Reported to State: _____

The CCR includes the mandated Public Notice for a monitoring violation (check box, if yes)

Check **all** methods used for distribution (see instructions on back for delivery requirements and methods):

Paper copy to all US Mail Hand Delivery

Notification of Availability of Paper Copy (other than in the CCR itself)

Notification Method _____ (i.e. US Mail, door hanger)

X Notification of CCR URL:

Notification Method on Water Bill and copies in Town Hall (i.e. on bill, bill stuffer, separate mailing, email)

Direct email delivery of CCR (attached? ___ or embedded? ___)

Notification Method _____ (i.e. on bill, bill stuffer, separate mailing)

Newspaper (attach copy) What Paper? _____ Date Published: _____

Notification Method _____ (i.e. US Mail, on bill, bill stuffer, door hanger, a postcard dedicated to the CCR, or email)

“Good faith” efforts (in addition to the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. Extra efforts included the following methods:

X posting the CCR on the Internet at URL: _____ mailing the CCR to postal patrons within the service area

advertising the availability of the CCR in news media (attach copy of announcement)

publication of the CCR in local newspaper (attach copy)

X posting the CCR in public places such as: (attach list if needed) Town Hall

delivery of multiple copies to single bill addresses serving several persons such as: apartments, businesses, and large private employers

delivery to community organizations such as: (attach list if needed)

Note: Use of social media (e.g., Twitter or Facebook) or automated phone calls DO NOT meet existing CCR distribution methods under the Rule.

INSTRUCTIONS

Submittal of your CCR and Certification Form to the Public Water Supply Section

Beginning in 2018, the CCR for report year 2017 and future years must be submitted using our new ECert Online Certification application. You must submit your CCR and Certification form using the links provided below. Follow the directions to ensure efficient tracking and receipt of your submittal, and expedited review of report data by the Public Water Supply (PWS) Section for compliance with state and federal regulations.

➤ **CCR Template:** [http://ncdenr.s3.amazonaws.com/s3fs-public/Water%20Resources/files/pws/pnrule/CCR_Template_\(with%20Certification%20&%20ECert%20Inst.\)_lfr.doc](http://ncdenr.s3.amazonaws.com/s3fs-public/Water%20Resources/files/pws/pnrule/CCR_Template_(with%20Certification%20&%20ECert%20Inst.)_lfr.doc)

➤ **ECERT Access Instructions:** http://ncdenr.s3.amazonaws.com/s3fs-public/Water%20Resources/files/pws/compliance/ECERT_Access%20Instructions.pdf

➤ **ECERT Online Certification:** <https://pws.ncwater.org/ECERT/pages/default.aspx>
For assistance with accessing ECERT please contact staff at: PWSS.CCR@ncdenr.gov
(use 'Return Receipt Requested' to verify PWS Section's receipt.)

If you do not have internet access, please submit using the following methods:

➤ **By Postal Mail:** Mail your CCR and Certification form to: Public Water Supply Section, 1634 Mail Service Center, Raleigh, NC 27699-1634, Attn: CCR Rule Manager. (Physical Location: Archdale Bldg. 13th floor, 512 N. Salisbury St., Raleigh, NC)

➤ **By FAX:** FAX your CCR and Certification form to (919) 715-6637, Attn: CCR Rule Manager

CCR Customer Direct Delivery Requirements (Based on Population)

- **Systems serving 100,000 or more persons must** post the CCR on a publicly-accessible Internet site using a direct URL.
- **Systems serving 10,000 or more persons must** distribute the CCR by mail or direct delivery.
- **Systems serving less than 10,000 persons but more than 500 persons must either:** (1) distribute the CCR by mail or direct delivery **OR** (2) notify their customers that the CCR is not being mailed, but it will be in what newspaper(s) and when (attach copy of notice). The complete CCR should be printed in the local newspaper, and a copy of the CCR must be made available upon request. *(The 2nd option is not acceptable if using the CCR for Tier 3 Public Notification!)*
- **Systems serving 500 or fewer persons must either:** (1) distribute the CCR by mail or direct delivery **OR** (2) notify their customers that the CCR is not being mailed, and a copy of the CCR must be made available upon request. *(The 2nd option is not acceptable if using the CCR for Tier 3 Public Notification!)*

CCR Direct Delivery Methods for Bill-Paying Customers

CCR DELIVERY METHOD	METHOD DESCRIPTION (Click link: EPA-CCR Rule Delivery Options Memo January 3, 2013 for referenced Appendix Figures below.)
Mail – paper copy	CWS mails a paper copy of the CCR to each bill-paying customer.
Mail – notification that CCR is available on web site via a direct URL	CWS mails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed. A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the “directly deliver” requirement. The mail method for the notification may be, but is not limited to, a water bill insert, statement on the water bill or community newsletter. See Figure 1 in the Appendix.
Email – direct URL to CCR	CWS emails to each bill-paying customer a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet. A URL that navigates to a web page that requires a customer to search for the CCR or enter other information does not meet the “directly deliver” requirement. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 2 in the Appendix.
Email – CCR sent as an attachment to email	CWS emails the CCR as an electronic file email attachment [e.g., portable document format (PDF)]. This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 3 in the Appendix.
Email – CCR sent as an embedded image in an email	CWS emails the CCR text and tables inserted into the body of an email (not as an attachment). This method may only be used for customers when a CWS has a valid email address to deliver the CCR electronically. See Figure 4 in the Appendix.
Additional electronic delivery that meets “otherwise directly deliver” requirement	CWS delivers CCR through a method that “otherwise directly delivers” to each bill-paying customer and in coordination with the primacy agency. This category is intended to encompass methods or technologies not included above. CWSs and primacy agencies considering new methods or technologies should consult with the EPA to ensure it meets the intent of “otherwise directly deliver.”

Note: Use of social media or automated phone calls DO NOT meet existing CCR distribution methods under the Rule.

“2018” Annual Drinking Water Quality Report “Town of Maysville.”

Water System Number **04-52-010”**

:We are pleased to present to you this year's Annual Drinking Water Quality Report. This report is a snapshot of last year's water quality. Included are details about your source(s) of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and to providing you with this information because informed customers are our best allies. **If you have any questions about this report or concerning your water, please contact Schumate Brown Town Manager at 910-743-4441. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held at town hall on the first Thursday of each month at 7:00 PM**

What EPA Wants You to Know

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Maysville is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife; inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming; pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses; organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems; and radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the number of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

When You Turn on Your Tap, Consider the Source

The water that is used by this system is ground water from wells throughout the system.

Source Water Assessment Program (SWAP) Results

The North Carolina Department of Environment and Natural Resources (DENR), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for Maysville was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

Source Name	Susceptibility Rating	SWAP Report Date
Well # 1	Moderate	2017

The complete SWAP Assessment report for Maysville may be viewed on the Web at: www.ncwater.org/pws/swap. Note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared. If you are unable to access your SWAP report on the web, you may mail a written request for a printed copy to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh, NC 27699-1634, or email requests to swap@ncdenr.gov. Please indicate your system name, number, and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at 919-707-9098.

It is important to understand that a susceptibility rating of “higher” does not imply poor water quality, only the system’s potential to become contaminated by PCSs in the assessment area.

Help Protect Your Source Water

Protection of drinking water is everyone’s responsibility. We have implemented the following source water protection actions: You can help protect your community’s drinking water source(s) in several ways: (examples: dispose of chemicals properly; take used motor oil to a recycling center, volunteer in your community to participate in group efforts to protect your source, etc.).

Water Quality Data Tables of Detected Contaminants

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The tables below list all the drinking water contaminants that we detected in the last round of sampling for each particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2018.** The EPA and the State allow us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted.

Important Drinking Water Definitions:

Action Level (AL) - The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique (TT) - A required process intended to reduce the level of a contaminant in drinking water.

Maximum Residual Disinfection Level (MRDL) – The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfection Level Goal (MRDLG) – The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Locational Running Annual Average (LRAA) – The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.

Level 1 Assessment - A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

Level 2 Assessment - A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.

Maximum Contaminant Level (MCL) - The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal (MCLG) - The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Tables of Detected Contaminants

Inorganic Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCL G	MCL	Likely Source of Contamination
Fluoride (ppm)	3/16/17	N	0.20	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCL G	MCL	Likely Source of Contamination
Copper (ppm) (90 th percentile)	9/24/15	0.479	1	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90 th percentile)	9/24/15	0.0	0	0	AL=15	Corrosion of household plumbing systems, erosion of natural deposits

Other Disinfection Byproducts Contaminants

Contaminant (units)	MCL/MRDL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Chlorite (ppm)	N	89.0	N/A	0.8	1.0	By-product of drinking water chlorination

Disinfectant Residuals Summary

	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	2018	N	1.24	0.29 – 3.4	4	4.0	Water additive used to control microbes

Stage 2 Disinfection Byproduct Compliance - Based upon Locational Running Annual Average (LRAA)

Disinfection Byproduct	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range		MCLG	MCL	Likely Source of Contamination
				Low	High			
TTHM (ppb)						N/A	80	Byproduct of drinking water disinfection
Location B01	2018	N	46.0	N/A				
Location B02	2018	N	42.0	N/A				
HAA5 (ppb)						N/A	60	Byproduct of drinking water disinfection
Location B01	2018	N	26.0	N/A				
Location B02	2018	N	11.0	N/A				

For TTHM: *Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer.*

For HAA5: *Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.*

Other Miscellaneous Water Characteristics Contaminants

Contaminant (units)	Sample Date	Your Water	Range		SMCL
			Low	High	
Iron (ppm)	6/10/18	0.415	N/A		0.3 mg/L
Manganese (ppm)	3/16/17	0.023	N/A		0.05 mg/L
Sodium (ppm)	3/16/17	81.9	N/A		N/A
Sulfate (ppm)	3/16/17	19.0	N/A		250 mg/L
pH	3/16/17	7.50	N/A		6.5 to 8.5

(BOTH SIDES OF THIS NOTICE MUST BE COPIED AND DISTRIBUTED TO YOUR CUSTOMERS)

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

MAYSVILLE, TOWN OF HAS NOT MET MONITORING REQUIREMENTS

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we [*did not monitor or test* or *did not complete all monitoring or testing*] for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

CONTAMINANT GROUP**	FACILITY ID NO./ SAMPLE POINT ID	COMPLIANCE PERIOD BEGIN DATE	NUMBER OF SAMPLES/ SAMPLING FREQUENCY	WHEN SAMPLES WERE OR WILL BE TAKEN (Water System to Complete)
LEAD AND COPPER	D01	JANUARY 1, 2017	10 PER 3-YEAR DURING 2018	April 12, 2019 and again between June 1st and September 30th

** See back of this notice for further information on contaminants.

What should I do? There is nothing you need to do at this time.

What is being done? [Describe corrective action.]

The Town of Maysville took samples on April 12, 2019. We will take samples again in June to meet the state requirements.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

Responsible Person Robert Boomer	System Name MAYSVILLE, TOWN OF	System Address (Street) 404 Main St
Phone Number 910-743-4441	System Number NC0452010	System Address (City/State/Zip) Maysville, NC 28555

Violation Awareness Date: March 12, 2019

Date Notice Distributed: 4/26/2019 Method of Distribution: CCR

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumers in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: _____ (Signature) _____ (Print Name) _____ (Date)

Contaminant Group List

(AS) Asbestos - includes testing for Total Asbestos.

(BA) Total Coliform Bacteria - includes testing for Total Coliform bacteria and *E.coli* bacteria. Testing for *E.coli* bacteria is required if total coliform is present in the sample.

(B) Bromate - includes testing for Bromate.

(CD) Chlorine Dioxide/Chlorite - includes testing for Chlorine Dioxide and/or Chlorite.

(DI) Disinfectant Residual must be tested with the collection of each compliance bacteriological sample, at the same time and site.

Fecal Indicators - includes *E.coli*, enterococci or coliphage.

(HAA5)- Haloacetic Acids - includes Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, Dibromoacetic Acid.

(IOC) Inorganic chemicals - includes Antimony, Arsenic, Barium, Beryllium, Cadmium, Chromium, Cyanide, Fluoride, Iron, Manganese, Mercury, Nickel, pH, Selenium, Sodium, Sulfate, and Thallium.

(LC) Lead and Copper are tested by collecting the required number of samples and testing each of the samples for both lead and copper.

(NT) Nitrate/ (NI) Nitrite - includes testing for nitrate and/or nitrite.

(RA) Radionuclides - includes Gross Alpha, Radon, Uranium, Combined Radium, Radium 226, Radium 228, Potassium 40 (Total), Gross Beta, Tritium, Strontium 89, Strontium 90, Iodine 131, and Cesium 134.

(SOC) - Synthetic Organic Chemicals/Pesticides - includes 2,4-D, 2,4,5-TP (Silvex), Alachlor (Lasso), Atrazine, Benzo(a)pyrene, Carbofuran, Chlordane, Dalapon, Di(2-ethylhexyl)adipate, Di(2-ethylhexyl)phthalate, Dibromochloropropane (DBCP), Dinoseb, Endrin, Ethylene dibromide (EDB), Heptachlor, Heptachlor Epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane (BHC-Gamma), Methoxychlor, Oxamyl (Vydate), PCBs, Pentachlorophenol, Picloram, Simazine, and Toxaphene.

(TOC) - Total Organic Carbon - includes testing for Alkalinity, Dissolved Organic Carbon (DOC), Total Organic Carbon (TOC) and Ultraviolet Absorption 254 (UV254). Source water samples must be tested for both TOC and Alkalinity. Treated water samples must be tested for TOC. Source water samples and treated water samples must be collected on the same day.

(TTHM) - Total Trihalomethanes - includes Chloroform, Bromoform, Bromodichloromethane, and Dibromochloromethane.

(VOC) - Volatile Organic Chemicals - includes 1,2,4-Trichlorobenzene, Cis-1,2-Dichloroethylene, Xylenes (Total), Dichloromethane, o-Dichlorobenzene, p-Dichlorobenzene, Vinyl Chloride, 1,1,-Dichloroethylene, Trans-1,2,-Dichloroethylene, 1,2-Dichloroethane, 1,1,1-Trichloroethane, Carbon Tetrachloride, 1,2-Dichloropropane, Trichloroethylene, 1,1,2-Trichloroethane, Tetrachloroethylene, Chlorobenzene, Benzene, Toluene, Ethylbenzene, and Styrene.

(WQP) Water Quality Parameters (for Lead and Copper Rule) - includes Calcium, Orthophosphate (as PO₄), Silica, Conductivity, pH, Alkalinity and Water Temperature.

1. Complete **ALL** the missing information on the "Notice to the Public." (Note: Under the section of the notice entitled "What is being done?" describe corrective actions you took, or are taking. You may choose the appropriate language below, or develop your own:

- We have since taken the required samples, as described in the last column of the table above. The sample results showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples soon, as described in the last column of the table above.

2. Provide public notification to your customers as soon as reasonably possible after you learn of the violation as follows:

<p>Community systems must use one of the following:</p> <ul style="list-style-type: none"> • Hand or direct delivery • Mail, as a separate notice or included with the bill <p>For community systems, this notice is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [CFR 141.204(d)].</p>	<p>Non-community systems must use one of the following:</p> <ul style="list-style-type: none"> • Posting in conspicuous locations • Hand delivery • Mail <p>For non-community systems, if you post the notice, it must remain posted as long as the violation or situation persists; in no case should the notice be posted less than 7 days, even if the violation is resolved. [CFR 141.204(b)].</p>
<p>(Note: Both community and non-community systems must use <i>another</i> method reasonably calculated to reach others IF they would not be reached by one of the required methods listed above [CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations.</p>	

- **Both sides of this public notice/certification MUST be delivered to the persons served by the water system** in order for your customers to have access to the required **Contaminant Group List**.
- If you mail, post, or hand deliver, print your notice on letterhead, if available.
- Notify new billing customers or units prior to or at the time their service begins.
- Provide multi-lingual notifications if 30% of the residents served are non-English speaking.
- Should you decide not to use this notice and develop your own version instead, the mandatory language in ***bold italics*** may not be altered, and you **MUST** include the ten required elements listed in CFR 141.205. The certification located at the bottom of this sample notice **MUST** also be submitted.

3. After issuing the "Notice to the Public" to your customers, **sign and date** the "Public Notification Certification" at the bottom of the notice. Within **ten days** after issuing the notice [CFR 141.31(d)], use our web-based certification process "ECERT" to submit a copy of the notice under the PN module. Access to ECERT is available from our website or the following link: <https://pws.ncwater.org/ECERT/>. If you do not have internet access, mail to the Public Water Supply Section, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634.