

Lead and Copper Rule Improvements Quick Guide: Public Notification

What are the public notification requirements?

The Lead and Copper Rule Improvements (LCRI) require water systems to increase public education and notifications about lead and copper in drinking water. These requirements are designed to ensure the public understands the health effects and potential exposure to lead in drinking water. Under the LCRI, water systems are required to provide timely and consistent notification about consumer service line material, tap sample results, service line replacements, and when the new lead action level of 0.010 mg/L is exceeded.

Requirements, details, and deadlines.

Requirement	Details	Date(s)
Consumer notification of service line material(s)	- Water Systems must inform consumers and the <i>people supplied at the service connection</i> about their service line material if the line is lead, galvanized requiring replacement (GRR), or unknown. - This notification must contain important information, including, but not limited to: - The water system's service line replacement plan. - Steps to reduce exposure to lead in drinking water. - Opportunities for the consumer to replace their service line/verify their service line material. - How consumers can request their tap water be sampled for lead.	No later than Dec. 1, 2027, and annually thereafter by December 31 (starting in year 2029).
	Water Systems must submit a sample copy of the consumer notification delivered during the previous program year and a certificate of delivery to the department.	By Jan. 30 for the previous program year.

This document is subject to change depending on the US EPA Lead and Copper Rule Improvements (LCRI) and the promulgation of TDEC LCRR regulation.

Requirement	Details	Date(s)
Consumer notification of tap sample results	• The Water System must provide notice of individual lead and copper tap sample results to the people at a specific sample site. The notice must include tap sample results, an explanation of the health effects of lead and copper, steps consumers can take to reduce their exposure to lead and copper in drinking water, possible sources of lead in drinking water, and system contact information. • Sample result notifications can be distributed by email, text, phone, mail, hand-delivery, or another department-approved method.	Beginning Jan. 1, 2028. As soon as possible, but no later than three business days after the water system learns of the results.
	• Water Systems must make the tap sample results used in the 90th percentile calculation available to the public. Large systems must make this information available digitally, and small/medium systems opt to use digital or print.	No later than 60 days after the tap sampling period.
Tier 1 public notice for a lead action level exceedance (ALE)	• Water Systems must issue a Tier 1 public notice for a lead ALE based on the 90th percentile due to acute health risks. • This requirement went into effect on Oct. 16, 2024.	Within 24 hours.
Multiple lead ALEs outreach and notification requirements	• Water Systems who exceed the lead action level based on the 90th percentile three times in a five-year period are required to make pitcher filters and cartridges, or point-of-use (POU) devices, available to all consumers and conduct at least one department-approved community outreach activity.	No later than 60 days after the tap sampling period.
	• Water Systems must conduct community outreach until they are eligible to discontinue.	Every six months.
Notice of a lead, GRR, or unknown service line disturbance	• Water Systems must provide consumers and the people supplied at the service connection with information about the potential for elevated lead levels in the drinking water as a result of a disturbance, public education materials, instructions for flushing, and a pitcher filter or POU device, if applicable.	Before service is restored, or as soon as possible, but no later than 24 hours after the disturbance, depending on shut-off/bypass status.

Requirement	Details	Date(s)
	The water systems must also provide notification to the landlord or property owner if they do not reside at the service connection.	Within 30 days of disturbance.
Full or partial service line replacement notification(s)	Water Systems must notify the owner and consumers supplied by the affected service line replacement.	At the time of an emergency or 45 days before the replacement (if coordinated).
	Water Systems must provide a notification before the service line is returned to service, explaining the possible temporary increase of lead levels in their drinking water and flushing instructions.	Before the service line is returned to service.
Outreach for failure to meet the service line replacement (SLR) rate	- Community water systems that fail to meet the SLR rate must conduct one (or more) department-approved outreach activity to discuss the mandatory service line replacement program, opportunities for replacement, and distribute mandatory public education materials. - Water Systems may cease outreach when the SLR rate is achieved, or there are no lead, GRR, or unknown service lines remaining in the inventory, whichever occurs first.	In the year following the program year that the SLR rate was not achieved, and annually, if applicable.
Public education requirements	- Water Systems must conduct public education after a lead ALE based on the 90th percentile. - Community water systems must deliver notice to each customer and other service connections supplied, local public health agencies, schools, child care facilities, and other identified health-based organizations. - Non-transient non-community water systems must post information in a public place or common area in each building and distribute pamphlets or brochures to each individual supplied by the system. - Water Systems that serve a large proportion of consumers with limited English proficiency must provide information in the appropriate language(s).	No later than 60 days after the end of the tap sampling period during which the ALE occurred.
School and child care facility notifications	Community water systems must provide public education to schools and childcare facilities regarding the health risks from lead in drinking water.	Annually.
	Water Systems must provide lead tap sample results to schools and childcare facilities, regardless of lead sample concentration, along with information about potential options for remediation of lead in drinking water.	As soon as possible, but within 30 days of receipt.
	Water Systems must provide information to schools and child care facilities about sampling for lead.	Beginning Nov. 1, 2027, and as applicable.

This document is subject to change depending on the US EPA Lead and Copper Rule Improvements (LCRI) and the promulgation of TDEC LCRR regulation.

Requirement	Details	Date(s)
New Consumer Confidence Report (CCR) requirements	- Community water systems must include the following in their CCR: - Updated lead health effects language in their CCR. - Information about sampling for lead in schools and child care facilities. - Instructions to obtain a copy of the service line replacement plan. - An explanation of the water system's corrosion control treatment efforts.	Annually (by July 1) for the previous calendar year.

Questions?

To learn more, visit the TDEC [Lead & Copper Rule webpage](#). Email questions to DWRWater.Compliance@tn.gov.