



Tier 1 Public Notice
PROBLEM CORRECTED

DEP requires all public water systems to issue a "problem corrected" notice within 24 hours after a Tier 1 violation or situation has been resolved and you have received permission from DEP.

Description of the Violation or Situation

Although the public should have seen your initial notice, there may be additional information you learned after the notice was issued. Therefore, you should describe the violation or situation again and discuss how the problem was solved.

Direct Delivery Requirements

Community water suppliers must provide within 24 hours, a Tier 1 public notice (PN) to each **service connection** using one or more of the following forms of **direct** delivery:

- Hand delivery
- Electronic mail
- Automatic telephone dialing systems
- Another form of direct delivery approved in writing by the Department

In addition to providing public notification to each service connection, water suppliers that also serve transient and nontransient service connections must provide an abbreviated notice using broadcast media.

Additional Requirements when using an Abbreviated Message

A water supplier that delivers an abbreviated notice (3930-FM-BSDW0197) must also provide the entire Tier 1 PN (mandatory 10 content elements and Spanish translation regarding the importance of the notice) in one of the following ways:

- Posted on a website
- Recorded on a dedicated telephone line
- A method approved in writing by the Department

Noncommunity Delivery Requirements

Noncommunity water suppliers must use one of the following methods:

- Posting in conspicuous locations
- Hand delivery
- Mail or direct delivery to each customer and service connection, when known

Mandatory Language

Use the mandatory statement provided in *italics* on the following template to encourage notice recipients to distribute the notice to others, where applicable. You may not change this wording.

PN Certification

Send DEP a copy of each type of notice and the certification form (3930-FM-BSDW0076) to DEP within ten days after you issue the notices.

Template Form Field Instructions

When you place your cursor in the blank form fields in the following template, look at the bottom, left corner of your computer (just above the START button) for instructions on the information you should enter in that field. For example, if you place your cursor over the first blank form field in the template, the instructions will read "Insert system name."

DRINKING WATER PROBLEM CORRECTED

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

As a customer of Troy Borough Water Department,
you were notified on 03/12/2026 of a problem with our drinking water and were advised to
boil your water when repairs were complete.

We are pleased to report that the problem has been corrected, however, ***please continue to boil your water until further notice.***

We apologize for any inconvenience and thank you for your patience.

As always, you may contact:

Rodney Manning
49 Elmira Street
Troy, PA. 16947
at 570-297-2966 ext. 2

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.

This notice is being sent to you by Troy Borough Water Department.

PWS ID#: 2080020

Date distributed: 03/12/2026