

OVERVIEW OF THE CCR RULE

INTRODUCTION

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- The Safe Drinking Water Act (SDWA) requires that drinking water quality information be made available to the public
- Two Rules:
 - ▣ Consumer Confidence Report (CCR) Rule
 - ▣ Public Notification (PN) Rule
- Why Care?
 - ▣ Consumer right-to-know and make personal health decisions
 - ▣ Increase dialogue and trust between water systems and consumers
 - ▣ Raise consumer awareness and appreciation for water treatment & delivery services



CONSUMER CONFIDENCE REPORT (CCR)

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- Brief Background
- Content Requirements
- Delivery Requirements
- CCR Rule Resources
- Demo of EPA on-line CCR Catalog
- Demo of CCRiWriter Tool

CCR RULE – BRIEF BACKGROUND

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- Required under 1996 SDWA Amendments
- Rule based on recommendations from work group formed under National Drinking Water Advisory Council (NDWAC) as well as consumer focus groups
- Impacts All Community Water Systems (CWSs)
 - Mail or directly deliver one copy of CCR to customers and primacy agency by July 1st
 - Mail certification of compliance to primacy agency within 3 months (by October 1st)
 - Wholesalers must deliver data to consecutive systems by April 1st

Poll Question

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- Have you already started preparing your CY 2013 CCR?
 - Yes
 - No
 - The state prepares mine
 - A third party, other than the state, prepares mine

CONTENT REQUIREMENTS – 8 ITEMS

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Item	Report Content Requirement
1	Water System Information
2	Source(s) of Water
3	Definitions
4	Detected Contaminant Table
5	Information on <i>Cryptosporidium</i> , Radon and Other Contaminants
6	Compliance with NPDWR
7	Variances and/or Exemptions
8	Required Additional Information

ITEM 1 – WATER SYSTEM INFORMATION

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- Telephone number of a contact person
- Information on public participation opportunities
- Information for non-English speaking populations, if appropriate

MULTILINGUAL REQUIREMENT

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Good Rule of Thumb: if the system serves >5-10% of non-English speaking people, include additional language(s) or access information for translation

- Where the state has not made a determination, at a minimum systems must provide:
 - Information in the appropriate language(s) regarding the importance of the CCR, or
 - A phone number or address where persons served may contact the water system to obtain a translated copy of the notice or to request assistance in the appropriate language



The State may provide more guidance on this matter.

ITEM 2 – SOURCE(S) OF WATER

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- Type of water
- Commonly-used name(s)
- General location of water source(s)
- Source water assessment information, if available:
 - ▣ Notice of availability of completed assessment
 - ▣ Information on how customers can obtain assessment
 - ▣ A brief summary of the system's susceptibility to potential sources of contamination

ITEM 3 – DEFINITIONS

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- Maximum Contaminant Level (MCL)
- Maximum Contaminant Level Goal (MCLG)
- Maximum Residual Disinfectant Level (MRDL)
- Maximum Residual Disinfectant Level Goal (MRDLG)
- Treatment Technique (TT)
- Action Level (AL)
- Variances and Exemptions

ITEM 4 – TABLE OF DETECTED CONTAMINANTS

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- Key CCR Element
- Concise but informative presentation displaying concentrations of all *detected* contaminants
 - ▣ Regulated Contaminants (i.e. Subject to an MCL, MRDL, AL or TT)
 - ▣ Unregulated Contaminants as Specified in 40 CFR 141.40
 - ▣ Finished Water DBPs or Microbial Contaminants (except results for *Cryptosporidium* – these results are displayed separately)

ITEM 4 – TABLE OF DETECTED CONTAMINANTS

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- Must report monitoring data completed during the previous calendar year
 - ▣ For systems that monitor less frequently than annually or that have monitoring waivers - most recent sample results
 - ▣ Data >5 years old does not have to be reported
 - ▣ Must express in CCR units (same units as the MCL, expressed as a number equal to or >1.0)
- If no MCL, must indicate the TT or AL and include definition
- Must include likely source(s) of contaminant
- **In general**, report average or highest level detected and the range of detections

ITEM 4 – TABLE OF DETECTED CONTAMINANTS

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When compliance is determined by an....	Reporting Requirements
MCL, except turbidity and total coliforms	Report range of detected levels and highest contaminant level used to determine compliance
MCL based on annual or less frequent basis	Report range of detected levels and highest detected level at any sampling point
MCL based on RAA taken at A monitoring location	Report range and highest <i>average</i>
MCL for TTHM and HAA5	Report range of all samples for all locations and highest <i>LRAA</i>
MCL based on a system-wide RAA at all monitoring locations	Report range and <i>average</i>



For detected unregulated contaminants collected under UCMR, report average and range

ITEM 4 – TABLE OF DETECTED CONTAMINANTS

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When compliance is determined for....	Reporting Requirements
Total coliform (<40 samples)	Report monthly number of positive samples
Total coliform (>40 samples)	Report highest monthly % of positive samples
Fecal coliform	Report the total number of positive samples
Turbidity under 141.13	Report the highest average monthly value
Turbidity under 141.71	Report the highest monthly value; include explanation of measurement
Turbidity under 141.73, 141.173, or 141.551	Report the highest single measurement and the lowest monthly percentage; include explanation of measurement
Lead and copper	90 th percentile value of the most recent round of sampling and the number of samples exceeding the AL

CONTAMINANT TABLE: BEST PRACTICES

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THE TOWN OF ANYTOWN

DRINKING WATER CONSUMER CONFIDENCE

WHAT YOU NEED TO KNOW

The Consumer Confidence Rule requires public water suppliers that serve the same people year-round (community water systems) to provide consumer confidence reports (CCR) to their customers. These reports are also known as annual water quality reports or drinking water quality reports. The remaining public water systems in the US are not required to provide CCR, because they do not serve the same people on a day-to-day basis throughout the year.

The CCR summarizes information regarding sources used (if filters, aeration, reservoirs, or aquifers), any detected contaminants, compliance and educational information. The reports are due to customers by July 1st of each year.

At Anytown Public Water Supply we strive to provide excellent quality service to our customers. As you will see, the quality of our drinking water we strictly surpasses state and EPA requirements. Please let us know if you have any questions about this report by calling 555-555-5555 or emailing us at drinkingwater@anytown.gov.

LEAD AND COPPER - Tested at customer's taps. Testing is done every 3 years.						
CONTAMINANT	EPA'S ACTION LEVEL	IDEAL GOAL (EPA'S MCLG)	90% OF YOUR UTILITY LEVELS WERE LESS THAN	# HOMES WITH HIGH LEVELS	VIOLATION	TYPICAL SOURCES
LEAD	50% of homes less than 15 ppb	0 ppb	5.8 ppb	2 out of 92	NO	Corrosion of household plumbing
COPPER	90% of homes less than 1.3 ppm	1.3 ppm	0.32 ppm	1 out of 92	NO	Corrosion of household plumbing

BACTERIA IN TAP WATER						
CONTAMINANT	HIGHEST LEVEL ALLOWED (EPA'S MCL)	IDEAL GOAL (EPA'S MCLG)	HIGHEST MONTHLY PERCENTAGE	MONTHLY RANGE	VIOLATION	TYPICAL SOURCES
TOTAL COLIFORM	5% of monthly samples are positive	0	0.60%	0 - 0.60%	NO	Naturally present in the environment

INORGANIC CHEMICALS - Your utility monitors more often than required by EPA						
CONTAMINANT	HIGHEST LEVEL ALLOWED (EPA'S MCL)	IDEAL GOAL (EPA'S MCLG)	HIGHEST RESULT	RANGE OF TEST RESULTS	VIOLATION	TYPICAL SOURCES
FLUORIDE	2 ppm*	2 ppm*	0.76 ppm	0.59 - 0.76 ppm	NO	Erosion of natural deposits or water additive
NITRATE	10 ppm	10 ppm	3.8 ppm	0.730 - 3.8 ppm	NO	Runoff from fertilizer use

*EPA's MCL and MCLG is 4 ppm, but STR T has set a lower MCL and MCLG

CONTAMINANT TABLE: BEST PRACTICES

If using a background color in each cell, make sure the text is still easily read whether printed in black/white or color.

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Use supplemental definitions where possible to further explain complex terms/acronyms or to provide more information.

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CONTAMINANT TABLE: BEST PRACTICES

Include a Violation Column that easily shows if any sampling results violated established MCLs.

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CONTAMINANT TABLE: BEST PRACTICES

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Chromium	100 ppb	100 ppb	2 ppb	0 - 2 ppb	NO	Discharge from steel or pulp mills
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Key to Table:

PPM - Parts per Million

PPB - Parts per Billion

MCL - Maximum Contaminant Level

MCLG - Maximum Contaminant Level Goal

Violations and Exceedances: Barium

Some people who drink water containing barium in excess of the MCL over many years could experience an increase in their blood pressure. During March, a discharge of barium occurred from a local metal refinery that triggered a MCL violation for barium. We sent a notice warning you of the problem when it occurred and offered to provide alternative water to customers at that time. We are working with the state and the metal refinery to monitor barium levels. We regret exposing you to any potential risk. If you would like more information about barium or the violation call us at 555-555-5555.

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CONTAMINANT TABLE: BEST PRACTICES

Include a "Table Key" on the same page as the table, if possible.

Contaminant	Utility monitors more often than required by EPA					
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CONTAMINANT TABLE: BEST PRACTICES

Violations must include an explanation of the violation.

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CONTAMINANT TABLE: BEST PRACTICES

Include a "How to Read the Water Quality Data Table."

How to Read the Water Quality Data Table	
The EPA and State Drinking Water Program establish the safe drinking water regulations that limit the amount of contaminants allowed in drinking water. The table shows the concentrations of detected substances in comparison to the regulatory limits. Substances not detected are not included in the table.	
<p>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 technology.</p> <p>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.</p> <p>Action Level (AL) The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a public water system shall follow.</p> <p>MRDL or Maximum Residual Disinfectant Level – The highest level of a disinfectant allowed in drinking water.</p> <p>MRDLG or Maximum Residual Disinfectant Level Goal – The level of a disinfectant in drinking water below which there is no known or expected risk to health.</p> <p>N/A or Not Applicable – Does not apply to this subject or in this scenario.</p>	<p>Units in the Table</p> <ul style="list-style-type: none"> • ND or Non-detect – A level at which there is an inability to detect an analyte because it is indistinguishable from the background signal. • pCi/L or PicoCuries per liter - Radioactivity concentration unit. • ppb or parts per billion – One ppb corresponds to one penny in \$10,000,000. • ppm or parts per million – One ppm corresponds to one penny in \$10,000. • NTU or Nephelometric Turbidity Units - A measure of the clarity of water. <p>QRAA or Quarterly Running Annual Average – An ongoing annual average calculation of data from the most recent four quarters.</p> <p>90th Percentile - Represents the highest value found out of 90 percent of the samples taken in a representative group. If the 90th percentile is greater than the action level, it will trigger a treatment or other requirements that a water system must follow.</p> <p>TT or Treatment Technique - A required process intended to reduce the level of a contaminant in drinking water.</p>

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CONTAMINANT TABLE: BEST PRACTICES

Identify instances where your state has a requirement different than the EPA.

INORGANIC CHEMICALS - Your utility monitors more often than required by EPA						
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CCR CONTAMINANT TABLE: PRACTICES TO AVOID

Anytown Water Consumer Confidence Report

LEAD AND COPPER				
	Action Level	MCLG	Results	Source
Lead	15 ppb	0 ppb	5.8 ppb	Corrosion of household plumbing
Copper	1.3 ppm	1.3 ppm	0.32 ppm	Corrosion of household plumbing
BACTERIA IN TAP WATER				
	MCL	MCLG	Results	Source
Total Coliform	5%	0	0.60%	Naturally present in the environment
Fecal Coliform	5%	0	0	Human or animal fecal waste
INORGANIC CHEMICALS				
	MCL	MCLG	Results	Source
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CCR CONTAMINANT TABLE: PRACTICES TO AVOID

Failing to use gridlines.
Always use gridlines to separate line items to enhance legibility.

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CCR CONTAMINANT TABLE: PRACTICES TO AVOID

Contaminant	Action Level	MCLG	Goal to	Source
LEAD AND COPPER	0 ppb	0 ppb	0 ppb	Corrosion of household plumbing
	1.5 ppb	1.5 ppb	1.5 ppb	
COPPER	1.3 ppm	1.3 ppm	0.82 ppm	Corrosion of household plumbing
BACTERIA IN DRINKING WATER	MCL	MCLG	Goal to	Source
	0%	0	0	0.0001% naturally present in the environment
	0%	0	0	Exposure to animal fecal waste
INORGANIC CHEMICALS	MCL	MCLG	Goal to	Source
	2 ppm	2 ppm	1.5 ppm	Exposure to iron drilling wastes
	100 ppb	100 ppb	2 ppb	Exposure to iron drilling wastes
	2 ppm	2 ppm	0.25 ppm	Exposure to animal deposits or water soluble
Nitrate	10 ppm	10 ppm	2.5 ppm	Exposure to fertilizer use

Failing to include a "Table Key." A Table Key defines key acronyms and terms.

Key to Table:
 PPM – Parts per Million
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CCR CONTAMINANT TABLE: PRACTICES TO AVOID

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	2 ppm	2 ppm	0.25 ppm	Exposure to animal deposits or water soluble
Nitrate	10 ppm	10 ppm	2.5 ppm	Exposure to fertilizer use

Using background images or coloring which make the tables hard to read when printed.

CCR CONTAMINANT TABLE: PRACTICES TO AVOID

Failing to use consistent fonts and text alignment.
 Consistent fonts and text alignment throughout the table will improve readability.

Action Level	MCLs	Goal to	Source
1.0 ppb	0 ppb	0.0 ppb	Excretion of household plumbing
1.0 ppm	1.0 ppm	0.02 ppm	Excretion of household plumbing

MCL	MCLs	Goal to	Source
	20	0	0.0001% naturally present in the environment
	20	0	Excretion or animal fecal waste
PHARMACEUTICALS			
MCL	MCLs	Goal to	Source
2 ppm	2 ppm	1.0 ppm	Excretion from flushing wastes
100 ppb	100 ppb	2 ppb	Discharge from steel or pulp mills
2 ppm	2 ppm	0.20 ppm	Excretion of animal deposits or water soluble
10 ppm	10 ppm	2.0 ppm	Domestic use of fertilizer

Poll Question

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- The most confusing part of creating the CCR is:
 - ▣ The detected contaminant table
 - ▣ The required health effects language
 - ▣ Trying to fit all the required information without overwhelming the customer
 - ▣ Nothing

ITEM 5 – *CRYPTOSPORIDIUM*, RADON, OTHER CONTAMINANTS

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- If *Cryptosporidium* and/or Radon are not detected, the system is not required to discuss the monitoring or the results
- If *Cryptosporidium* and/or Radon are detected, the system must provide a summary of monitoring results (OR THE ACTUAL RESULTS FOR RADON) and an explanation of the significance of the results (outside of the Table(s) of Detected Contaminants)
- Other Contaminants
 - ▣ EPA strongly encourages CWSs to report any results that may indicate a health concern (example: triclosan)
 - ▣ Recommended that the report include:
 - Monitoring results
 - Explanation of the significance of the results noting the existence of a health advisory or a proposed regulation
 - ▣ Resources for Information
 - EPA's Safe Drinking Water Hotline: 800-426-4791
 - EPA Website: <http://water.epa.gov/drink/>

ITEM 6 – COMPLIANCE WITH NPDWR

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- Monitoring and reporting violations
- Treatment technique violations
 - Filtration and disinfection requirements contained in the SWTR
 - Lead and copper control requirements
 - Acrylamide and Epichlorohydrin
- Violation of record keeping requirements
- Violation of special monitoring requirements of sodium and UCMR
- Violation of a variance, an exemption, or an administrative or judicial order.

Health Effects Language can be found in Appendix A to Subpart O on EPA's Web site at www.epa.gov/safewater/ccr/regulations.html

ITEM 6 – COMPLIANCE WITH NPDWR

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Special Notice for Systems Required to Comply with the GWR

- Special Notice for Uncorrected Significant Deficiencies
- Special Notice for a Fecal Indicator-Positive Ground Water Source Sample

TT VIOLATION	DESCRIPTION OF VIOLATION	LENGTH OF VIOLATION	STEPS TAKEN TO CORRECT VIOLATION
GROUND WATER RULE			
FAILED TO PROPERLY APPLY TREATMENT CHEMICALS	ON DECEMBER 10, 2012, STATE INSPECTION OF OUR WATER SYSTEM IDENTIFIED A MALFUNCTIONING CHLORINE PUMP. AS A RESULT, THE WATER FROM ONE OF OUR WELLS (WELL 1) WAS NOT ADEQUATELY DISINFECTED FOR 2 WEEKS. WE WERE UNABLE TO CORRECT THE PROBLEM IN THE 2 WEEK TIMEFRAME GIVEN BY THE STATE.	2 WEEKS	AS DIRECTED BY THE DEPARTMENT OF PUBLIC HEALTH, WE TOOK IMMEDIATE ACTION TO RESOLVE THIS PROBLEM BY REPAIRING THE MALFUNCTIONING CHLORINE PUMP. REGULAR TESTING SINCE THE PUMP WAS REPAIRED HAS DEMONSTRATED THAT WE ARE ONCE AGAIN PROVIDING WATER THAT MEETS THE STATE'S STANDARDS FOR DISINFECTION TO OUR CUSTOMERS.

RECOMMENDATION FOR PRESENTATION OF TT VIOLATIONS IN CCR

44

TT VIOLATION	EXPLANATION OF THE TT VIOLATION	LENGTH OF THE VIOLATION	STEPS TAKEN TO CORRECT THE VIOLATION	HEALTH EFFECT LANGUAGE
Uncovered and untreated finished water reservoir	The finished water reservoir is uncovered and the discharge is not treated. We were required to address this situation by April 1, 2009.	14 months	We have hired an engineering firm to design a cover for the tank. We intend to have the tank covered by September 2010.	Inadequately protected water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.
Bin Classification Calculation	After conducting our source water monitoring for <i>Cryptosporidium</i> , we were required to calculate our Bin Classification by [date].	1 month	We have since calculated our bin classification and submitted this to the DEQ.	Inadequately treated water may contain disease-causing organisms. These organisms can cause symptoms such as diarrhea, nausea, cramps, and associated headaches.

ITEM 7 – VARIANCES & EXEMPTIONS

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- Any system with a variance or exemption must include:
 - ▣ Explanation of the variance or exemption,
 - ▣ Date that the variance or exemption was issued,
 - ▣ Brief status report on compliance, and
 - ▣ A notice of opportunity for public input

ITEM 8 – ADDITIONAL INFORMATION

46

- Drinking water/bottled water contaminant explanation
- Mandatory vulnerable population language
- Informational statements for certain levels of:
 - ▣ Arsenic – if >5 mg/L, but ≤MCL
 - ▣ Nitrate – if >5 mg/L, but < MCL
 - ▣ Lead – every CCR must include a lead informational statement

The additional educational health information statements can be found in *Preparing Your Drinking Water Consumer Confidence Report For Water Suppliers* on the CCR webpage.

DELIVERY REQUIREMENTS

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- Proper Delivery
 - ▣ Mail, or otherwise directly deliver (e.g., hand deliver or electronic delivery), one CCR to each customer by July 1st every year
 - ▣ In addition, make a “good faith” effort to reach non-bill paying consumers
 - ▣ Deliver the CCR to other agencies as prescribed by the primacy agency
 - ▣ Make the CCR available upon request
- >100,000 persons served
 - ▣ Must also post the CCR on the Internet



CCR DELIVERY METHODS AND APPROACHES

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2 Implementation Approaches

1. Paper CCR Delivery with Electronic CCR Delivery Option

2. Electronic Delivery with Paper CCR Delivery Option

Delivery Methods

1. Mail – paper copy
2. Mail – notification that CCR is available on website via a direct URL
3. Email – direct URL to CCR
4. Email – CCR sent as a file attachment
5. Email – CCR embedded in the message
6. Additional electronic delivery that satisfies “otherwise directly deliver”

Poll Question

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- Will you be using electronic delivery for your CY 2013 CCR?
 - Yes
 - No
 - I will decide after the CCR Electronic Delivery webinar next week

DELIVERY REQUIREMENTS

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- Mailing Waiver (signed into law by State's Governor or Tribal Leader)
 - <10,000 persons served
 - Publish CCR in at least one local newspaper, and
 - Notify customers that CCR will not be mailed, and
 - Make reports available upon request
 - <500 persons served
 - Notify customers that CCR is available upon request, and
 - Must provide notice by mail, door-to-door delivery or public posting

SUGGESTIONS FOR EFFECTIVE CCR COMMUNICATIONS

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- Picture of source water to encourage protection
- Map of service area
- Description of treatment process
 - ▣ Use visuals in addition to text, include the benefit of each step
- Describe how and why you test the water
- Preface report data with context and meaningful conclusions
- Introduce your operators/managers/engineers to the community
- Post your CCR on your website and link to EPA's on-line CCR Catalog
- Send bill stuffers ahead of time to let people know their CCR is coming and why it's important

Poll Question

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- **We use the CCR for:**
 - ▣ Delivering only the required information to my consumers.
 - ▣ To tell consumers all the great things we are doing.
 - ▣ A way to open dialogue between the CWS and the public.
 - ▣ I use the template provided with no additional information.
 - ▣ All of the above.

STAY TUNED

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- Revised Total Coliform Rule
 - CCR requirements

RESOURCES FOR CCR

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- Three CCR Guidance Documents
 - CCR Rule: Quick Reference Guide
 - Preparing Your Drinking Water Consumer Confidence Report (April 2010)
 - Revised State Implementation Guidance for the CCR Rule (April 2010)
<http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/compliancehelp.cfm>
- Consumer Confidence Report Rule Delivery Options Memo and Attachment
<http://water.epa.gov/lawsregs/rulesregs/sdwa/ccr/regulations.cfm>
- EPA's on-line CCR Catalog
<http://cfpub.epa.gov/safewater/ccr/index.cfm>
- CCRiWriter – Tool to create a basic CCR
www.ccriwriter.com



QUESTIONS?

Please send your questions & comments via the web console located on your bottom right.

[Consumer Confidence Reports](#) | [Where You Live](#) | [Basic Information](#) | [Frequent Questions](#) | [CCR Rate](#) | [Compliance Help](#) | [Tools for Systems](#)

Local Drinking Water Information

Welcome! Each year by July 1st you should receive in the mail an annual water quality report (Consumer Confidence Report) from your water supplier that tells you where your water comes from and what's in it. Any community water system that serves more than 100,000 people is required to make its CCR available to customers on a publicly accessible web site. Other community water systems may choose to link their CCRs to EPA's website so that you have easy access to information about your drinking water.

- See if your annual drinking water quality report is posted on-line by clicking on your state on the map below, or
- Read some frequent questions about these reports.

Choose a state or territory from the map below

You may also search directly by entering your city, town, county, ZIP code, or water system name below.

Please select your state here:

You can search by any following criteria

Water System Name:

City, Town, or County:

Zipcode:

If you are a water system and you want to link your CCR to this website for the first time or if you are a returning water system and you need to update your system's CCR, [click here](#).

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EPA's on-line CCR Catalog Demo
<http://cfpub.epa.gov/safewater/ccr/index.cfm>

CCR iWriter

Save | Contact Us | Help

Navigation List

Welcome

Welcome to the CCR iWriter

User Name:

Password:

Log-in

Don't remember your user name or password? Click [here](#)

If you don't have a user name or password yet, click [here](#)

This on-line application enables you to produce a regulation compliant Consumer Confidence Report (CCR). Simply fill in the requested information on each page and, when done, click the button labeled [Next >>]. You can return to previously viewed pages by clicking the button labeled [<< Back].

You must sign-up to use this site. This will allow us to save your information between visits. No private information is required.

To sign-up click: **Sign-up**

The Item List, to the left, allows for quick navigation to previously entered information. When you enter a new page, the page name, will be added to the bottom of the list. You can move to a different page by simply clicking it's name. The name of the page you are currently on will be highlighted.

The program is provided with integrated help. During the interview, when you see a blue underlined

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CCRIWriter Demo