



Consumer Confidence Report Rule

Select Content, Tools,
and Resources to Stay
in Compliance



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About the Consumer Confidence Report Rule

- CCR Rule requires all community water systems to prepare and distribute an annual water quality report containing information about:
 - Source(s) of water
 - Detected contaminants
 - Compliance
- Communication between water systems and their consumers
- Stage to showcase your hard work
- Federal Regulations: 40 CFR Part 141, Subpart O [40 CFR 141.151 – 141.155]



Content Requirements for Report

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



Common Problem Areas:

-Content

- Item 1: Water system information
- Item 2: Source(s) of water
- Item 4: Detected contaminants table
- Item 6: Compliance status
- Item 8: Required additional information

-Report Delivery and Certification

-Rule Deadlines



Report Content: Water System Information

- Name and telephone number of a contact person
- Information on public participation opportunities
- Information for non-English speaking populations, if appropriate
- Rule of Thumb: If you serve >5-10% non-English speaking people, include additional language(s) or access to information for translation.
- **Don't forget to put your water system name and PWS ID no. (WY56xxxx) on your report!**

Report Content: Source Water

- **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 it
 - A brief summary of the system's susceptibility to potential sources of contamination



Report Content: Detected Contaminants Table

- **Essential part of the CCR!**
- **Main table presents level of each detected contaminant**
- **Detected contaminant is any regulated or unregulated contaminant detected at or above its method detection limit (or reportable limit)**
- **Regulated = contaminants subject to an MCL, MRDL, AL, or TT**
- **Unregulated = contaminants for which monitoring is required under 40 CFR 141.40 (Unregulated Contaminant Monitoring Regulation)**
- **Report any additional monitoring data (i.e. contaminants that are not detected or voluntary monitoring data) in another section of the CCR**



What Data Do I Report?

Contains data from monitoring completed during the previous calendar year

- For contaminants monitored less than annually, report the most recent results up to 5 years prior to the year the CCR covers
 - Include a brief statement explaining that the data presented is from the most recent monitoring done in compliance with the regulations

"The EPA allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not vary significantly from year to year, or our system is not considered vulnerable to this type of contamination. Some of our data, though representative, are more than one year old."

How Do I Report the Data?

- Present drinking water standards as numbers greater than or equal to 1.0 in order to enhance consumer understanding of their drinking water quality
- Report water sample results relative to standards = “CCR Units”

Types of Reporting Units:

milligrams per liter (mg/L) =	parts per million (ppm)
micrograms per liter ($\mu\text{g/L}$) =	parts per billion (ppb)
nanograms per liter (ng/L) =	parts per trillion (ppt)
picograms per liter (pg/L) =	parts per quadrillion (ppq)



What are the Steps for Converting Results to Units Required by the Rule?

- Step 1: Review Lab result and determine if standard (MCL, AL) is greater than or equal to 1.0
- Step 2: Convert standard to CCR units by multiplying by a conversion factor
- Step 3: Convert sample result to CCR units by multiplying by the same conversion factor

Step 1:

- o Action Level Pb = 0.015 mg/L (ppm) not > or = 1.0

Step 2:

- o AL * Conversion Factor = AL in CCR Units
- o $0.015 \text{ ppm} * 1000 = 15 \text{ ppb Pb}$

Step 3:

- o 90th Percentile Result * Conversion Factor = 90th % Result in CCR Units
- o $0.0007 \text{ ppm} * 1000 = 0.7 \text{ ppb Pb}$

Example: Converting Lead Results to CCR Units



Where Can I Find More Information About CCR Units?

- [Appendix A to Subpart O of the regulation \(40 CFR 141\)](#)
- [EPA Fact Sheet: “Converting Laboratory Units into Consumer Confidence Report Units” \(EPA 816-F-15-001, July 2015\)](#)

Contaminant	MCL	To Convert, Multiply BY	MCL in CCR Units	MCLG in CCR Units	Major Sources	Health Effects
Arsenic (ppb)	0.010 ppm	1,000	10 ppb	0 ppb	Erosion of ...	Some people ...
Fluoride (ppm)	4 ppm	-	4 ppm	4 ppm	Erosion of ...	Some people ...



How Can I Streamline the Development of my CCR?

- **CCR iWriter**
 - Provides regulation-compliant CCR (+)
 - Must manually enter contaminant detection data (-)
- **Water Quality Data Table through Drinking Water Watch**
 - Provides detection data for regulated contaminants and list of violations (+)
 - Cannot* serve as a substitute for your CCR (-)



Drinking Water Watch Water Quality Data Table

Step 1: Go to DWW website, select Wyoming or Tribal

A screenshot of the Drinking Water Watch website. On the left, there is a sidebar with the "SDWIS Version 3.02" logo and a link to the "Drinking Water Online Home". The main content area has a blue header with a water faucet icon and the text "Drinking Water Watch". Below the header, the text "Region 8 Public DWW" is displayed. A dropdown menu is open, showing "Wyoming" and "Region 8 Tribes" as options. A "Submit" button is located below the dropdown. At the bottom of the page, there is a horizontal line with links to "EPA Home", "Privacy and Security Notice", and "Contact Us".



Drinking Water Watch Water Quality Data Table

Step 2: Click “Review Consumer Confidence Data”

SDWIS
Version 3.02

Drinking Water Online Home
County Map
Glossary

Drinking Water Branch
Drinking Water Watch

Public Water Supply Systems Search Parameters

Water System No.

Water System Name

Principal County Served All

Water System Type All

Primary Source Water Type All

Sample Search Parameters

Sample Class

Sample Collection Date Range
(The Sample Search always produces results for the last 2 years, unless you provide a specific date range.) To

EPA Home | Privacy and Security | Contact Us



Drinking Water Watch Water Quality Data Table

Step 3: CWS, year, report format; click “Generate Report”

Drinking Water Branch
Review Consumer Confidence Data

Enter or Select Water System **Or**

Select CCR Year

Select Report Format

←

The report you are about to generate is designed to present the data you will need to assist with creating a regulation-compliant Consumer Confidence Report (CCR). It does not, in and of itself, satisfy the complete requirements of the Consumer Confidence Rule. You may wish to use EPA's CCR iWriter tool to produce a regulation-compliant Consumer Confidence Report. [CCR iWriter](#)

Please note that some of the CCR reports may generate inaccurate radionuclide values by including unadjusted gross alpha as adjusted gross alpha. If you encounter such situations, please contact our office for further information.



Contaminants	MCLG or MRDLG	MCL, TT, or MRDL	Detect In Your Water	Range		Sample Date	Violation	Typical Source						
				Low	High									
Disinfectants & Disinfection By-Products														
(There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants)														
Chlorine (as Cl2) (ppm)	4	4	.39	.2	.39	2020	No	Water additive used to control microbes						
Haloacetic Acids (HAA5) (ppb)	NA	60	7	2	7	2020	No	By-product of drinking water chlorination						
TTHMs [Total Trihalomethanes] (ppb)	NA	80	8	6	8	2020	No	By-product of drinking water disinfection						
Inorganic Contaminants														
Nitrate [measured as Nitrogen] (ppm)	10	10	.3	NA	NA	2020	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits						
Nitrite [measured as Nitrogen] (ppm)	1	1	.3	NA	NA	2020	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits						
Sodium (optional) (ppm)	NA		1	NA	NA	2020	No	Erosion of natural deposits; Leaching						
Microbiological Contaminants														
Total Coliform (RTCR)	NA	TT	NA	NA	NA	2020	No	Naturally present in the environment						
Turbidity (NTU)	NA	0.3	.11	NA	NA	2020	No	Soil runoff						
100% of the samples were below the TT value of .3. A value less than 95% constitutes a TT violation. The highest single measurement was . Any measurement in excess of 1 is a violation unless otherwise approved by the state.														
Synthetic organic contaminants including pesticides and herbicides														
Heptachlor epoxide (ppt)	0	200	0	NA	NA	2020	No	Breakdown of heptachlor						
Hexachlorobenzene (ppb)	0	1	0	NA	NA	2020	No	Discharge from metal refineries and agricultural chemical factories						
Lindane (ppt)	200	200	0	NA	NA	2020	No	Runoff/leaching from insecticide used on cattle, lumber, gardens						
Volatile Organic Contaminants														
Chlorobenzene (monochlorobenzene) (ppb)	4/22/2024 100	100	0	NA	NA	2020	No	Discharge from chemical and agricultural chemical factories						
Toluene (ppm)	1	1	NA	NA	NA	2020	No							

Drinking Water Watch Water Quality Data Table

Reminder: table only shows detected contaminants. Detected contaminant is any regulated or unregulated contaminant detected at or above its method detection limit (or reportable limit)



CCR iWriter

EPA United States Environmental Protection Agency

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Welcome to the CCR iWriter

This application enables you to produce a regulation compliant Consumer Confidence Report (CCR).

Login

Username Password **Login**

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

[Sign up](#) to create a user name or password.

WARNING NOTICE!

This is a United States Environmental Protection Agency (EPA) computer system, which may be accessed and used only for official Government business. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be monitored, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including law enforcement. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

CCR Home | Compliance Help | PSAs & Communication | Electronic Delivery of CCR | Frequent Questions from Utilities | Consumer Basic Information | FAQ from Consumers | Find your local CCR | **CCR iWriter** | CCR Implementation Guidance | CCR Rule and History



CCR iWriter

Type system name and PWS ID No. in “Report Title” box

EPA CCR iWriter [Logout](#)

Consumer Confidence Reports [My Account](#) [Help](#) [Contact Us](#)

Current Report: Town of Many [Return to Existing Reports](#)

CCR iWriter Report

1. System Information

(*) indicates a required field.

* Report Title:

* Water System Name:

* Contact Name:

Address:

City:

State:

Zip Code:

* Phone:

Fax:

* Email:

CCR Report URL:

Water System Homepage URL:

System Type and Size

Check each type that contributes water to the distribution system.

Ground Water

Ground Water Under Direct Influence of Surface Water

Surface Water

Another Water System

How many people does the system serve?

Less than 10,000

10,000 - 99,999

100,000 or more

[< Back](#) [Next >](#)



Report Content: Compliance Status

- Violations
 - Include a clear indication of the violation in the detected contaminants table
 - Near the table explain (a) the violation, (b) the length of the violation, (c) potential health effects, and (d) action(s) taken to correct the problem
- Significant Deficiencies (SD)
 - Include in CCR if ground water system receives a notice from EPA, and,
 - If the SD is not corrected by December 31st of year covered by CCR state (a) nature of SD, (b) date identified, and (c) information about the EPA-approved plan for correction (schedule, interim measures and any completed, progress to date)



Report Content: Required Additional Information

- Every CCR must include an informational statement about lead in drinking water and its effects on children

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. [NAME OF UTILITY] is responsible for providing high quality drinking water and removing lead pipes, but cannot control the variety of materials used in plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. If you are concerned about lead in your water and wish to have your water tested, contact [NAME OF UTILITY and CONTACT INFORMATION]. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.



Two-Part Submission **DEADLINES**

JULY 2020						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

1st Mail or directly deliver one copy of CCR to customers and EPA Region 8 **by July 1st**

OCTOBER 2020						
SUN	MON	TUE	WED	THU	FRI	SAT
1 	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

2nd Mail certification of compliance to EPA Region 8 by **October 1st**

Wholesalers (selling water systems) must deliver data to consecutive systems (purchasing systems) by April 1st



Report Delivery Requirements

- 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
- Make the CCR available upon request
- Mailing Waiver for Small Systems

Serve <10,000 persons

1. Provide direct notice (paper, email) that CCR will be printed in a local newspaper or made available on an internet website, and
2. Publish CCR in local newspaper or on internet website, and
3. Make paper copies of the report available upon request.

Serve = or < 500 persons

1. Provide direct notice (paper, email) that report is available, and
2. Make paper copies of the report available upon request, or on an internet website



Example of Direct Notice – Postcard

Your Annual Drinking Water Quality Report

Now Available Online

Each year the City of Laramie provides its customers with an Annual Drinking Water Quality Report to let them know how our drinking water quality compares against established federal and state drinking water standards. We encourage you to review this report as it provides details about the source and quality of the drinking water delivered to this community in 2014. In an effort to be more environmentally and fiscally responsible, we are no longer printing these reports, but have made them available on the Internet. Visit us online to view your water quality report at

<http://www.cityoflaramie.org/DocumentCenter/View/7735> If you desire to have a paper copy, you can print one directly from our website. You can also receive a printed version by contacting The City of Laramie Utility Division at 307-721-5280.



CCR Certification of Delivery

3



**Consumer Confidence Report (CCR) Certification for Wyoming
Community Water Systems Serving Fewer than 10,000 Persons**

Community Water System Name: _____

Public Water System Identification No: _____ Text CCR Due: **2020** ←

In 1996, Governor Jim Geringer exercised his authority under the Safe Drinking Water Act to waive the direct mailing requirement for CCRs for small community water systems in Wyoming. Small community water systems can instead meet their annual reporting requirements under the CCR Rule by the methods of report distribution listed below.

Directions: Please mark the boxes in the section relevant to your drinking water system and fill in the associated blanks. Then sign the line in the last section.

Community Water Systems Serving Fewer than 10,000 Persons must complete all three (3) of the following actions:

1. Notified customers by direct mailing* that the CCR shall be printed in a local newspaper or made available on an internet web site. Specify date and method of direct notice to customers:

2. Published the CCR as an insert in one or more local newspapers serving the area of service or published the CCR on an internet web site. Specify newspaper and the date of publication, or specify the internet web site address:

3. Made paper copies of the CCR available to the public upon request. Describe what information was provided to the customer so that he/she could request a paper copy of the CCR, if desired:

*Direct mailing can include mailing a paper notice or emailing a notice to your customers.

Community Water Systems Serving 500 Persons or Fewer must complete both of the following:

1. Provided direct notice* to each customer that the annual CCR is available. Specify the date and method of direct notice to customers, and where the report was made available:

3. Made paper copies of the CCR available to the public upon request. Describe what information was provided to the customer so that he/she could request a paper copy of the CCR, if desired:

*Direct notice can include mailing a paper notice to or emailing a notice to your customers.

The community water system named above hereby certifies that its Consumer Confidence Report (CCR) has been distributed to customers or that appropriate notices of availability have been given as specified on this form. Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to EPA Region 8.

SIGNING OFF:

Name (please print): _____ ←

Title: _____ Phone #: _____ ←

Signature: _____ ←

Today's Date: _____ ←

Please sign and send your completed certification by mail, fax, or email for receipt no later than October 1st of each year for the CCR due that same year.

MAILING ADDRESS:

U.S. Environmental Protection Agency, Region 8
Drinking Water Program (DW-920)
Attn: CCR Rule Manager
1200 Wyoming St.
Mailstop: DW-920
Denver, CO 80203-1329

EMAIL:
To: DW-920@epa.gov
Subject: CCR Certification

FAX:
1-(877) 876-9102
Attn: CCR Certification

May 2018



Certification

Must certify to EPA that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to EPA

- Download current forms (annually) from Region 8 website:
<http://www2.epa.gov/region8-waterops/reporting-forms-and-instructions-reporting-forms>
- **DO NOT USE OLDER VERSIONS OF THE CERTIFICATION FORMS, OR THE CERTIFICATION FORM FROM THE CCR iWRITER!**



NEW CCR REVISED RULE PROPOSAL

When finalized the rule will:

- Improve the readability, clarity, and understandability of water quality reports
- Enhance risk communication
- Encourage modern electronic delivery options
- Clarify information regarding lead levels and efforts to reduce lead in drinking water
- Provide translation for customers with limited English proficiency
- Require reports be issued twice a year (for systems that serve 10,000 or more people)
- Require states to submit compliance monitoring data to EPA



Contact Information and Additional Resources

Pragati Sharma
CCR Rule Manager
(303) 312-7285
Sharma.pragati@epa.gov

*Preparing Your Drinking Water Consumer Confidence Report
For Water Suppliers (EPA 816-R-09-011, April 2010)*

“Best Practices Factsheet: Consumer Confidence Report” (EPA 816-F-15-002, July 2015)

<http://water.epa.gov/lawsregs/rulesregs/sdwa/CCR/compliancehelp.cfm>